

Georgia Public Service Commission

**244 WASHINGTON STREET, SW  
ATLANTA, GEORGIA 30334-5701**

**CUSTOMER SERVICE CONTACT INFORMATION/**

**COMPANY CONTACT ESCALATION LIST**

Commission Rule 515-12-1-.34 Code of Conduct for Winback Activities imposes the following filing requirement on all Incumbent and Competitive Local Exchange Carriers:

(7) (a) LECs shall maintain and have on file with this Commission customer service contact information and a company contact escalation list. **This information shall be filed on an annual basis, except that LECs shall file any changes to this information on a quarterly basis. The date for the annual filing shall be March 31st of each year.** LECs shall make this information available to other LECs.

Please file the completed form electronically at <https://psc.ga.gov/alternative-efile/>.

Questions regarding filing procedures should be directed to Ms. Sallie Tanner at (404) 463-7747 or [stanner@psc.ga.gov](mailto:stanner@psc.ga.gov).

Questions regarding the application should be directed to Ms. Erica Wilson at (404) 651-9402 or [ewilson@psc.ga.gov](mailto:ewilson@psc.ga.gov).

**GEORGIA PUBLIC SERVICE COMMISSON**

**CUSTOMER SERVICE CONTACT INFORMATION/**

**COMPANY CONTACT ESCALATION LIST**

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| --- | --- |
| **COMPANY NAME:** |  |
| ADDRESS: |  |
| CERTIFICATE NUMBER(S): |  |
| PREPARED BY: |  |
| PHONE: |  |
| EMAIL: |  |

|  |  |
| --- | --- |
| **CUSTOMER SERVICE NUMBER:** |  |

|  |  |
| --- | --- |
| **COMMISSION COMPLAINT CONTACT:** | |
| NAME: |  |
| TITLE: |  |
| PHONE: |  |
| EMAIL: |  |
| ADDRESS (IF NOT SAME AS ABOVE): |  |

|  |  |
| --- | --- |
| **REGULATORY CONTACT:** | |
| NAME: |  |
| TITLE: |  |
| PHONE: |  |
| EMAIL: |  |
| ADDRESS (IF NOT SAME AS ABOVE): |  |

|  |  |
| --- | --- |
| **TARIFF CONTACT:** | |
| NAME: |  |
| TITLE: |  |
| PHONE: |  |
| EMAIL: |  |
| ADDRESS (IF NOT SAME AS ABOVE): |  |

|  |  |
| --- | --- |
| **ATTORNEY:** | |
| NAME: |  |
| TITLE: |  |
| PHONE: |  |
| EMAIL: |  |
| ADDRESS (IF NOT SAME AS ABOVE): |  |
| NAME OF FIRM (IF APPLICABLE): |  |