AUTHORIZED UTILITY REPRESENTATIVE FORM FOR TELECOMMUNICATIONS CARRIERS

TYPE: [✓] IXC [✓] CLEC [ ] ILEC [ ] Wireless

255954

CERTIFICATED COMPANY INFORMATION

EarthLink Business, LLC
Company Name

fka New Edge Network, Inc. dba EarthLink Business — (616) 988-7333
Dba/fka — Telephone #

2851 Charlevoix Dr. SE Ste 209
Mailing Address

Grand Rapids, MI 49546
City, State, Zip Code

2851 Charlevoix Dr. SE Ste 209
Business Location

Grand Rapids, MI 49546 — Kent
City, State, Zip Code — County

REGISTERED AGENT INFORMATION

Registered Agent: National Registered Agents, Inc.
Mailing Address: 2 Office Park Court, Suite 103
Columbia, SC 29223
City, State, Zip Code

Pursuant to the Commission's rules and regulations, print or type company contact for the following areas:

A. **General Manager** (Include Address if different than above)
Joseph F. Eazor, President & CEO, 1170 Peachtree St., Atlanta, GA 30309
404-815-0770 / 404-748-7029 / joe.eazor@elnk.com
Telephone Number / Facsimile Number / E-mail Address

B. **Customer Relations/Complaints Representative** (Include Address if different than above)
Attn: Office of the CEO, 330 Monroe Ave., Rochester, NY 14607
888-832-5802 / 585-278-1702 / oceo@elnk.com
Telephone Number / Facsimile Number / E-mail Address

C1. **Customer Relations/Complaints Representative for Escalated Complaints** (Include Address if different than above)
Sandra Woods, 330 Monroe Ave., Rochester, NY 14607
(585) 697-3409 / 585-278-1702 / swoods@elnk.com
Telephone Number / Facsimile Number / E-mail Address

C2. **Customer Contact** (Toll Free Number)
(855) 352-2731

D. **Engineering Operations** (Include Address if different than above)
John T. Dobbins EVP Network Operations 330 Monroe Ave Rochester NY 14607
(585) 351-6162 / / jdobbins@elnk.com
Telephone Number / Facsimile Number / E-mail Address

E. **Test and Repair** (Include Address if different than above)
Elizabeth Orth VP Customer & Tech Care 1170 Peachtree St. Atlanta, GA 30309
404-748-7601 / / eorth@elnk.com
Telephone Number / Facsimile Number / E-mail Address

F. **Emergencies** (During Non-Office Hours)
Network Operations Center
800-374-2350 / / the_noc@corp.earthlink.com
Telephone Number / Facsimile Number / E-mail Address

In addition, please provide the following company contact information to assist in proper routing of correspondence and invoices:

G. Mary Whiting, Director, Regulatory Compliance
Regulatory Officer (Name & Title)
2851 Charlevoix Dr. SE Ste 209, Grand Rapids, MI 49546
(Mailing Address)
(616) 988-7028 / / mwhiting@elnk.com
Telephone Number / Facsimile Number / E-mail Address

H. Ron Kooistra, Regulatory Analyst
Annual Report Mailings (Name & Title)
2851 Charlevoix Dr. SE Ste 209, Grand Rapids, MI 49546
(Mailing Address)
(616) 988-7333 / (616) 988-7210 / rkooistra@elnk.com
Telephone Number / Facsimile Number / E-mail Address

I. Ron Kooistra, Regulatory Analyst
Dual Party Mailings (Name & Title)
2851 Charlevoix Dr. SE Ste 209, Grand Rapids, MI 49546
(Mailing Address)
(616) 988-7333 / (616) 988-7210 / rkooistra@elnk.com
Telephone Number / Facsimile Number / E-mail Address

J. Ron Kooistra, Regulatory Analyst
Interim LEC Fund Mailings (Name & Title)
2851 Charlevoix Dr. SE Ste 209, Grand Rapids, MI 49546
(Mailing Address)
(616) 988-7333 / (616) 988-7210 / rkooistra@elnk.com
Telephone Number / Facsimile Number / E-mail Address

K. Ron Kooistra, Regulatory Analyst
Universal Service Fund Mailings (Name & Title)
2851 Charlevoix Dr. SE Ste 209, Grand Rapids, MI 49546
(Mailing Address)
(616) 988-7333 / (616) 988-7210 / rkooistra@elnk.com
Telephone Number / Facsimile Number / E-mail Address

L. Ron Kooistra, Regulatory Analyst
Gross Receipts Mailings (Name & Title)
2851 Charlevoix Dr. SE Ste 209, Grand Rapids, MI 49546
(Mailing Address)
(616) 988-7333 / (616) 988-7210 / rkooistra@elnk.com
Telephone Number / Facsimile Number / E-mail Address

M. Ron Kooistra, Regulatory Analyst
Lifeline Mailings (Name & Title)
2851 Charlevoix Dr. SE Ste 209, Grand Rapids, MI 49546
(Mailing Address)
(616) 988-7333 / (616) 988-7210 / rkooistra@elnk.com
Telephone Number / Facsimile Number / E-mail Address

Ron Kooistra / [signature]
This form was completed by / *Signature*
Regulatory Analyst / 3/27/15
Title / *Date*

RETURN COMPLETED FORM TO:

Public Service Commission of SC
Docketing Department
Post Office Drawer 11649
Columbia, South Carolina 29211

And

Office of Regulatory Staff
Attn: Jeanne Gordon
1401 Main Street, Suite 900
Columbia, South Carolina 29201