



151 Southhall Lane, Ste 450
Maitland, FL 32751
P.O. Drawer 200
Winter Park, FL 32790-0200
www.inteserra.com

February 28, 2020
Via Web Filing

Ms. Tonawa Troupe, Acting Secretary
Public Utilities Commission of Ohio
180 East Broad Street
Columbus, OH 43215

RE: West Telecom Services, LLC
Application to Change Official Name with Replacement Tariff(s) Case No. 20-0534-ACN

Dear Ms. Troupe:

Please accept the enclosed Application submitted on behalf of West Telecom Services, LLC (the "Company") to notify the Commission that the Company has changed its name to Intrado Communications, LLC. The Company respectfully requests that the Commission issue an updated Certificate to reflect the Company's name as "Intrado Communications, LLC." The Company is authorized to provide resold and facilities-based local exchange and long distance telecommunications services in Ohio pursuant to authority granted in Certificate No. 90-9197; Case No. 08-1018-TP-ACN.

A copy of the Company's name change filing with the Ohio Secretary of State is attached hereto as Exhibit A. The Description of Transaction is attached hereto as Exhibit C. The existing tariff title page is attached hereto as Exhibit D. The replacement tariff title page is attached hereto as Exhibit E.

The Company has changed its name as part of a recent rebranding and marketing campaign by its ultimate parent company, Intrado Corporation (formerly known as West Corporation). The Company's name change does not entail any restructuring, merger or other transaction impacting the corporate existence or management of the Company, and it will not affect the services or rates provided to customers of the Company. Notice has been provided to each customer of the Company. The text of the customer notice is attached hereto as Exhibit B.

Also enclosed is an updated Telecommunications Retail Service Offering Form reflecting the change in Company Name.

Any questions you may have regarding this filing should be directed to my attention at 407-740-3002 or via email to cwrightman@inteserra.com. Thank you for your assistance in this matter.

Sincerely,

/s/Connie Wightman

Connie Wightman
Consultant

cc: R. W. McCausland – Intrado Communications, LLC (via Email)
S. Ward – Intrado Communications, LLC (via Email)
tms: OHx2001
CW/kb

The Public Utilities Commission of Ohio
TELECOMMUNICATIONS FILING FORM
(Effective: 10-11-2017)

This form is intended to be used with most types of required filings. It provides check boxes with rule references for the most common types of filings. It does not replace or supersede Commission rules in any way.

In the Matter of the Application of West Telecom Services, LLC) TRF Docket No. 90 - 9197
)
to Change its Official Name to "Intrado Communications, LLC") Case No. - - **TP** -
) NOTE: Unless you have reserved a Case #, leave the
) "Case No" fields BLANK.

Name of Registrant(s) West Telecom Services, LLC
DBA(s) of Registrant(s) N/A
Address of Registrant(s) 3200 W Pleasant Run Rd #300, Lancaster, TX 75149
Company Web Address www.intrado.com
Regulatory Contact Person(s) Robert W. McCausland Phone 469-727-1640 Fax 866-432-3936
Regulatory Contact Person's Email Address RWMcCausland@intrado.com
Contact Person for Annual Report Robert W. McCausland Phone 469-727-1640
Address (if different from above) _____
Consumer Contact Information Robert W. McCausland Phone 469-727-1640
Address (if different from above) _____

Motion for protective order included with filing? ☐ Yes ☒ No

Motion for waiver(s) filed affecting this case? ☐ Yes ☒ No [Note: Waivers may toll any automatic timeframe.]

Notes:

Section I and II are Pursuant to Ohio Administrative Code 4901:1-6.

Section III – Carrier to Carrier is Pursuant to Ohio Adm.Code 4901:1-7, and Wireless is Pursuant to Ohio Adm.Code 4901:1-6-24.

Section IV – Attestation.

(1) Indicate the Carrier Type and the reason for submitting this form by checking the boxes below.

(2) For requirements for various applications, see the identified section of Ohio Adm.Code Chapter 4901 and/or the supplemental application form noted.

(3) Information regarding the number of copies required by the PUCO may be obtained from the PUCO's website at www.PUCO.ohio.gov under the docketing information system section, by calling the docketing division at 614-466-4095, or by visiting the docketing division at the offices of the PUCO.

(4) An Incumbent Local Exchange Carrier (ILEC) offering basic local exchange service (BLES) outside its traditional service area should choose CLEC designation when proposing to offer BLES outside its traditional service area or when proposing to make changes to that service.

All filings that result in a change to one or more tariff pages require, at a minimum, the following exhibits:

Exhibit	Description:
A	The tariff pages subject to the proposed change(s) as they exist before the change(s).
B	The tariff pages subject to the proposed change(s), reflecting the change, with the change(s) marked in the right margin.
C	A short description of the nature of the change(s), the intent of the change(s), and the customers affected.
D	A copy of the notice provided to customers, along with an affidavit that the notice was provided according to the applicable rule(s).

Section I – Part I - Common Filings

Carrier Type <input type="checkbox"/> Other (explain below)	For Profit ILEC	Not For Profit ILEC	CLEC
Change terms & conditions of existing BLES	<input type="checkbox"/> ATA <u>1-6-14(H)</u> (Auto 30 days)	<input type="checkbox"/> ATA <u>1-6-14(H)</u> (Auto 30 days)	<input type="checkbox"/> ATA <u>1-6-14(H)</u> (Auto 30 days)
Introduce non-recurring charge, surcharge, or fee to BLES			<input type="checkbox"/> ATA <u>1-6-14(H)</u> (Auto 30 days)
Introduce or Increase Late Payment	<input type="checkbox"/> ATA <u>1-6-14(I)</u> (Auto 30 days)	<input type="checkbox"/> ATA <u>1-6-14(I)</u> (Auto 30 days)	<input type="checkbox"/> ATA <u>1-6-14(I)</u> (Auto 30 days)
Revisions to BLES Cap	<input type="checkbox"/> ZTA <u>1-6-14(F)</u> (0 day Notice)		
Introduce BLES or expand local service area (calling area)	<input type="checkbox"/> ZTA <u>1-6-14(H)</u> (0 day Notice)	<input type="checkbox"/> ZTA <u>1-6-14(H)</u> (0 day Notice)	<input type="checkbox"/> ZTA <u>1-6-14(H)</u> (0 day Notice)
Notice of no obligation to construct facilities and provide BLES	<input type="checkbox"/> ZTA <u>1-6-27(C)</u> (0 day Notice)	<input type="checkbox"/> ZTA <u>1-6-27(C)</u> (0 day Notice)	
Change BLES Rates	<input type="checkbox"/> TRF <u>1-6-14(F)</u> (0 day Notice)	<input type="checkbox"/> TRF <u>1-6-14(F)(4)</u> (0 day Notice)	<input type="checkbox"/> TRF <u>1-6-14(G)</u> (0 day Notice)
To obtain BLES pricing flexibility	<input type="checkbox"/> BLS <u>1-6-14(C)(1)(c)</u> (Auto 30 days)		
Change in boundary	<input type="checkbox"/> ACB <u>1-6-32</u> (Auto 14 days)	<input type="checkbox"/> ACB <u>1-6-32</u> (Auto 14 days)	
Expand service operation area			<input type="checkbox"/> TRF <u>1-6-08(G)</u> (0 day)
BLES withdrawal			<input type="checkbox"/> ZTA <u>1-6-25(B)</u> (0 day Notice)
Other* (explain)			

Section I – Part II – Customer Notification Offerings Pursuant to Chapter 4901:1-6-7 OAC

Type of Notice	Direct Mail	Bill Insert	Bill Notation	Electronic Mail
<input type="checkbox"/> 15-day Notice	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/> 30-day Notice	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Date Notice Sent:				

Section I – Part III –IOS Offerings Pursuant to Chapter 4901:1-6-22 OAC

IOS	Introduce New	Tariff Change	Price Change	Withdraw
<input type="checkbox"/> IOS	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Section II – Part I – Carrier Certification - Pursuant to Chapter 4901:1-6-08, 09 & 10 OAC

Certification	ILEC (Out of territory)	CLEC	Telecommunications Service Provider Not Offering Local	CESTC	CETC
* See Supplemental form	<input type="checkbox"/> ACE <u>1-6-08</u> * (Auto 30- day)	<input type="checkbox"/> ACE <u>1-6-08</u> *(Auto 30 day)	<input type="checkbox"/> ACE <u>1-6-08</u> *(Auto 30 day)	<input type="checkbox"/> ACE <u>1-6-10</u> (Auto 30 day)	<input type="checkbox"/> UNC <u>1-6-09</u> *(Non-Auto)

*Supplemental Certification forms can be found on the PUCO webpage.

Section II – Part II – Certificate Status & Procedural

Certificate Status	ILEC	CLEC	Telecommunications Service Provider Not Offering Local
Abandon all Services		<input type="checkbox"/> ABN <u>1-6-26</u> (Auto 30 days)	<input type="checkbox"/> ABN <u>1-6-26</u> (Auto 30 days)
Change of Official Name *	<input type="checkbox"/> ACN <u>1-6-29(B)</u> (Auto 30 days)	<input checked="" type="checkbox"/> ACN <u>1-6-29(B)</u> (Auto 30 days)	<input type="checkbox"/> CIO <u>1-6-29(C)</u> (0 day Notice)
Change in Ownership *	<input type="checkbox"/> ACO <u>1-6-29(E)</u> (Auto 30 days)	<input type="checkbox"/> ACO <u>1-6-29(E)</u> (Auto 30 days)	<input type="checkbox"/> CIO <u>1-6-29(C)</u> (0 day Notice)
Merger *	<input type="checkbox"/> AMT <u>1-6-29(E)</u> (Auto 30 days)	<input type="checkbox"/> AMT <u>1-6-29(E)</u> (Auto 30 days)	<input type="checkbox"/> CIO <u>1-6-29(C)</u> (0 day Notice)
Transfer a Certificate *	<input type="checkbox"/> ATC <u>1-6-29(B)</u> (Auto 30 days)	<input type="checkbox"/> ATC <u>1-6-29(B)</u> (Auto 30 days)	<input type="checkbox"/> CIO <u>1-6-29(C)</u> (0 day Notice)
Transaction for transfer or lease of property, plant or business *	<input type="checkbox"/> ATR <u>1-6-29(B)</u> (Auto 30 days)	<input type="checkbox"/> ATR <u>1-6-29(B)</u> (Auto 30 days)	<input type="checkbox"/> CIO <u>1-6-29(C)</u> (0 day Notice)

* Other exhibits may be required under the applicable rule(s). ACN, ACO, AMT, ATC, ATR and CIO applications see the 4901:1-6-29 Filing Requirements on the PUCO's webpage for a complete list of exhibits.

Section III – Carrier to Carrier (Pursuant to 4901:1-7), and Wireless (Pursuant to 4901:1-6-24)

Carrier to Carrier	ILEC	CLEC
Interconnection agreement, or amendment to an approved agreement	<input type="checkbox"/> NAG <u>1-7-07</u> (Auto 90 day)	<input type="checkbox"/> NAG <u>1-7-07</u> (Auto 90 day)
Request for Arbitration	<input type="checkbox"/> ARB <u>1-7-09</u> (Non-Auto)	<input type="checkbox"/> ARB <u>1-7-09</u> (Non-Auto)
Introduce or change c-t-c service tariffs	<input type="checkbox"/> ATA <u>1-7-14</u> (Auto 30 days)	<input type="checkbox"/> ATA <u>1-7-14</u> (Auto 30 days)
Request rural carrier exemption, rural carrier suspension or modification	<input type="checkbox"/> UNC <u>1-7-04 or 05</u> (Non-Auto)	
Changes in rates, terms & conditions to Pole Attachment, Conduit Occupancy and Rights- of-Way. (13-579-AU-ORD 11/30/16 Entry)	<input type="checkbox"/> ATA <u>1-3-04</u> (Auto 60 days)	
Wireless Providers See <u>4901:1-6-24</u>	<input type="checkbox"/> RCC [Registration & Change in Operations] (0 day)	<input type="checkbox"/> NAG [Interconnection Agreement or Amendment] (Auto 90 days)

Section IV. – Attestation

Registrant hereby attests to its compliance with pertinent entries and orders issued by the Commission.

AFFIDAVIT

Compliance with Commission Rules

I am an officer/agent of the applicant corporation, West Telecom Services, LLC, and am authorized to make this statement on its behalf.

Christopher M. Malinowski
(Name)

Please check ALL that apply:

☒ I attest that these tariffs comply with all applicable rules for the State of Ohio. I understand that tariff notification filings do not imply Commission approval and that the Commission's rules, as modified and clarified from time to time, supersede any contradictory provisions in our tariff. We will fully comply with the rules of the State of Ohio and understand that noncompliance can result in various penalties, including the suspension of our certificate to operate within the State of Ohio.

☒ I attest that customer notices accompanying this filing form were sent to affected customers, as specified in Section II, in accordance with Ohio Adm.Code 4901:1-6-7.

I declare under penalty of perjury that the foregoing is true and correct.

Executed on
(Date)

2.27.20

at (Location) Plano, Texas

*Signature and
Title

Chris Malinowski

President WTS

Date

2.27.20

**This affidavit is required for every tariff-affecting filing. It may be signed by counsel or an officer of the applicant, or an authorized agent of the applicant.*

VERIFICATION

I, , verify that I have utilized the Telecommunications Filing Form for most proceedings provided by the Commission and that all of the information submitted here, and all additional information submitted in connection with this case, is true and correct to the best of my knowledge.

*Signature and
Title

Chris Malinowski

President WTS

Date

2.27.20

**Verification is required for every filing. It may be signed by counsel or an officer of the applicant, or an authorized agent of the applicant.*

File document electronically as directed in case number 06-900-AU-WVR
or

Send your completed Application Form, including all required attachments as well as the required number of copies, to:

Public Utilities Commission of Ohio
Attention: Docketing Division
180 East Broad Street, Columbus, OH 43215-3793

The Public Utilities Commission of Ohio
TELECOMMUNICATIONS RETAIL SERVICE OFFERING FORM
For Non-BLES Carriers

Per the Commission's 01/19/2011 "Implementation Order" in Case No. 10-1010-TP-ORD
(Effective: 01/20/2011)

Company Name Intrado Communications, LLC

Company Address 3200 W. Pleasant Run Rd #300, Lancaster, TX 75149

Company Web Address www.intrado.com

Regulatory Contact Person Robert W. McCausland Phone 469-727-1640 Fax 866-432-3936

Regulatory Contact Person's Email Address RWMcCausland@intrado.com

Contact Person for Annual Report Robert W. McCausland Phone 469-727-1640 Fax 866-432-3936

Consumer Contact Information Robert W. McCausland Phone 469-727-1640 Fax 866-432-3936

TRF Docket No. 90 - 9197-TP-TRF

I. Company Type (Check all applicable):

☒ Non-BLES CLEC ☐ IXC ☐ Other (explain) _____

II. Services offered (Check all applicable):

- ☐ Toll services (intrastate)
- ☒ Local Exchange Service (i.e., residential or business bundles)
- ☐ Other (explain) _____

III. Tariffed Provisions/Services (To the extent offered, check all applicable and attach tariff pages):

- ☐ Toll Presubscription
- ☐ Intrastate Special and Switched Access Services to Carriers (facilities-based local carriers only)*
- ☐ N-1-1 Service
- ☐ Pole Attachment and Conduit Occupancy
- ☐ Pay Telephone Access Lines
- ☐ Inmate Operator Service
- ☐ Telephone Relay Service

*Access service tariffs shall be maintained separately and are subject to the Commission's carrier-to-carrier rules found in Chapter 4901:1-7, Ohio Administrative Code.

Part IV. – Attestation

Carrier hereby attests to its compliance with pertinent entries and orders issued by the Commission.

Intrado Communications, LLC

I am an ~~officer~~ agent of the carrier/telephone company, Robert W. McCausland, and am authorized to make statements on it behalf.
(Name)

I understand that Telephone companies have certain responsibilities to its customers under the Telecommunications Rules (Ohio Adm. Code 4901:1-6). These responsibilities include: warm line service; not committing unfair or deceptive acts and practices; truth in billing requirements; and slamming and preferred carrier freeze requirements. We will comply with the rules of the state of Ohio and understand that non-compliance can result in various penalties, including the suspension of our certificate to operate within the state of Ohio.

I declare under penalty of perjury that the foregoing is true and correct.

Robert W. McCausland

(Signature and Title)

2/25/20

(Date)

Exhibit A

Amended Secretary of State



DATE	DOCUMENT ID	DESCRIPTION	FILING	EXPED	CERT	COPY
02/12/2020	202004300370	FOREIGN LLC - REGISTRATION CORRECTION (LFC)	50.00	100.00	0.00	0.00

Receipt

This is not a bill. Please do not remit payment.

CORPORATION SERVICE COMPANY
DEANNE E. SCHAUSEIL
50 W. BROAD STREET
COLUMBUS, OH 43215

**STATE OF OHIO
CERTIFICATE**

Ohio Secretary of State, Frank LaRose
1207348

It is hereby certified that the Secretary of State of Ohio has custody of the business records for

INTRADO COMMUNICATIONS, LLC

and, that said business records show the filing and recording of:

Document(s)

FOREIGN LLC - REGISTRATION CORRECTION

Effective Date: 02/11/2020

Document No(s):

202004300370



United States of America
State of Ohio
Office of the Secretary of State

Witness my hand and the seal of the
Secretary of State at Columbus, Ohio this
12th day of February, A.D. 2020.

Ohio Secretary of State

Exhibit B

Customer Notice

CUSTOMER NOTICE AFFIDAVIT

STATE OF: Texas

SS:

COUNTY OF: Travis

SS:

AFFIDAVIT

I, Robert W. McCausland, am an authorized agent of the applicant corporation,
(Name)

West Telecom Services, LLC, and am authorized to make this statement
(Company Name)

on its behalf. I attest that the customer notice(s) accompanying this affidavit were sent to affected
customers through bill insert on February 7, 2020,
(type of notice) (date/timeframe)

in accordance with Rule 4904:1-6-07, Ohio Administrative Code. I declare under penalty of perjury that
the foregoing is true and correct.



(Signature)

Executed on

2/25/20 Austin, TX
(Date) (Location)

Subject: Intrado Communications Holdings, LLC

February 7th, 2020

Dear Customer,

We are pleased to announce that as of April 1, 2020, West Telecom Services Holdings, LLC will change its name to Intrado Communications Holdings, LLC.

This is a very exciting milestone for our company and reflects a new stage in our evolution as the innovative, cloud-based, global technology partner you've come to rely on. This includes the company name change, new logo and a fresh visual identity. Our new branding reflects both the evolution of the company as well as its vision for the future.

For your existing services, it remains business as usual. However, as Intrado, we have made significant investments in our own proprietary technologies and several strategic acquisitions to expand our product suite to provide you with the best-in-class technology and services. The result is that we have transformed our business with the goal of more fully supporting your own digital transformation journey.

Please read the following information on any action required.

As of April 1, 2020, invoices for services provided will be billed by the name Intrado Communications Holdings, LLC. Your first invoice from Intrado Communications Holdings, LLC will be issued after this date.

This is a branding/name change only; the company is not merging, changing ownership, or undergoing any other change. No assignment or other contractual change is required. Please note that our VAT/Tax number will not change.

Our FEIN, bank account number and sort code will remain the same, but the account name will change to Intrado Communications Holdings, LLC. Please reflect this name in your internal systems. **The correct bank account for these payments ends in "3567".**

An updated W-9 will be provided with the April 7th, 2020 invoice.

Additionally, in the coming months, we will be changing our email domain from @west.com to @intrado.com. Please add the new email domain @intrado.com to your safe sender and whitelist to ensure you and your colleagues continue to receive email notifications regarding your West accounts. There will be no change to the IP addresses used and all incoming emails to the existing @west.com addresses will be redirected.

Best regards,

Intrado Communications Holdings, LLC

Exhibit C

Description of Transaction

Description of the Transaction

West Telecom Services, LLC (“West Telecom Services” or “Applicant”) hereby files this Application with the Public Utilities Commission of Ohio to request authority to change its name to Intrado Communications, LLC. The Applicant is requesting this name change as part of a recent rebranding and marketing campaign by its ultimate parent corporation Intrado Corporation (formerly known as West Corporation). The proposed name change will serve the public interest because it will allow the Applicant to provide services under the unified brand name Intrado. Further, Customers have been notified of the name change by a bill insert (see Exhibit B), and the name change will not affect services or rates provided to customers.

Exhibit D

Existing Tariff Title Page

ACCESS SERVICES

REGULATION AND SCHEDULE OF INTRASTATE CHARGES
GOVERNING THE PROVISION OF SWITCHED ACCESS SERVICES
FOR CONNECTION TO COMMUNICATIONS FACILITIES WITHIN
THE STATE OF OHIO

This tariff contains the descriptions, regulations and rates applicable to the furnishing of competitive access service and facilities for telecommunications services provided by West Telecom Services, LLC within the State of Ohio. This tariff is on file with the Ohio Public Utilities Commission. Copies may be inspected during normal business hours at the Company's principal place of business at 3200 W. Pleasant Run Road, Suite 300, Lancaster, Texas 75146.

(T)
(T)

Exhibit E

Replacement Tariff Title Page

ACCESS SERVICES

*This tariff Intrado Communications, LLC P.U.C.O Tariff No. 3
replaces in its entirety
West Telecom Services, LLC P.U.C.O Tariff No. 2*

REGULATION AND SCHEDULE OF INTRASTATE CHARGES
GOVERNING THE PROVISION OF SWITCHED ACCESS SERVICES
FOR CONNECTION TO COMMUNICATIONS FACILITIES WITHIN
THE STATE OF OHIO

This tariff contains the descriptions, regulations and rates applicable to the furnishing of competitive access service and facilities for telecommunications services provided by Intrado Communications, LLC within the State of Ohio. This tariff is on file with the Ohio Public Utilities Commission. Copies may be inspected during normal business hours at the Company's principal place of business at 3200 W. Pleasant Run Road, Suite 300, Lancaster, Texas 75146.

This foregoing document was electronically filed with the Public Utilities

Commission of Ohio Docketing Information System on

2/28/2020 1:03:35 PM

in

Case No(s). 20-0534-TP-ACN

Summary: Request Application to Change Official Name electronically filed by Ms. Suzanne Pagana on behalf of West Telecom Services, LLC