



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

RECEIVED
2019 FEB 27 PM 4:58
T.P.U.C. DOCKET # 20-00027
February 25, 2020
Via Overnight Delivery
(and Email Shana.Dillon@tn.gov)

Ms. Darlene K. Standley, Asst. Chief - Telecommunications
Tennessee Public Utility Commission
502 Deaderick Street
4th Floor
Nashville, TN 37243

20-00027

**RE: West Telecom Services, LLC
Notification of Company Name Change**

Dear Ms. Standley:

The original and four (4) copies of this notice are submitted on behalf of West Telecom Services, LLC ("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, if applicable, to reflect the Company's name as "Intrado Communications, LLC" and change the Company's name in all Commission records. The Company is authorized to provide resold and facilities-based local exchange and resold interexchange services in Tennessee pursuant to authority granted in Docket No. 01-00705.

A copy of the Company's Amended Certificate of Authority on file with the Tennessee Secretary of State is attached hereto as Exhibit A.

The original updated bond to reflect the change in the Company's name is included hereto as Exhibit B.

The Company has changed its name as part of a recent rebranding and marketing campaign by its ultimate parent company, Intrado Corporation f/k/a West Corporation and does not entail any restructuring, merger or other transaction impacting the corporate existence or management of the Company, and will not affect the services or rates provided to the customers of the Company. Customer notice has been provided via bill insert. A copy of this notice attached to the Application as Exhibit C.

Also enclosed is a check for \$25.00 to cover the filing fee.

The Company will update its Small and Minority Business Plan to reflect the name change which will be submitted under separate cover.

Ms. Darlene K. Standley, Asst. Chief - Telecommunications
Tennessee Public Utility Commission
Page 2

Please acknowledge receipt of this filing by date-stamping the extra copy of this cover letter and returning it to me in the self-addressed, stamped envelope provided for that purpose.

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,



Connie Wightman
Consultant

cc: R. W. McCausland – Intrado Communications, LLC (via Email)
S. Ward – Intrado Communications, LLC (via Email)
tms: TNx2001

Enclosures
CW/kb

Exhibit A

Tennessee Secretary of State Documentation



Tre Hargett
Secretary of State

Division of Business Services

Department of State

State of Tennessee

312 Rosa L. Parks AVE, 6th FL
Nashville, TN 37243-1102

Intrado Communications, LLC
11808 MIRACLE HILLS DR
OMAHA, NE 68154-4403

February 12, 2020

Filing Acknowledgment

Please review the filing information below and notify our office immediately of any discrepancies.

Control # : 403167 Status: Active
Filing Type: Limited Liability Company - Foreign

Document Receipt

Receipt # : 005275153	Filing Fee:	\$20.00
Payment-Check/MO - CAPITAL FILING SERVICE INC, NASHVILLE, TN		\$20.00

Amendment Type: Application for Amended Certificate of Authority Image # : B0809-1209
Filed Date: 02/11/2020 3:17 PM

This will acknowledge the filing of the attached application for amended certificate of authority with an effective date as indicated above. When corresponding with this office or submitting documents for filing, please refer to the control number given above.

Tre Hargett
Secretary of State

Processed By: Danielle Howell

Field Name	Changed From	Changed To
Filing Name	West Telecom Services, LLC	Intrado Communications, LLC

APPLICATION FOR AMENDED CERTIFICATE OF AUTHORITY LIMITED LIABILITY COMPANY (SS-4231)



Business Services Division
 Tre Hargett, Secretary of State
 State of Tennessee
 312 Rosa L. Parks AVE, 6th FL.
 Nashville, TN 37243-1102
 (615) 741-2286
 Filing Fee: \$20.00

For Office Use Only

Filed

To the Secretary of State of the State of Tennessee:

Pursuant to the provisions of § 48-246-303 of the Tennessee Limited Liability Company Act or § 48-249-906 of the Tennessee Revised Limited Liability Company Act, the undersigned hereby applies for an amended certificate of authority to transact business in the State of Tennessee, and for that purpose sets forth:

1. The currently recorded name of the Limited Liability Company is: West Telecom Services, LLCIf different, the name under which the certificate of authority is to be obtained is: Intrado Communications, LLC2. The state or country under whose law it is organized is: DelawareThe date of its formation is 01 / 12 / 2001
Month Day Year3a. The complete street address of its principal office is: ☐ ChangePhysical Street Address: 11808 Miracle Hills DriveCity: OmahaState: NEZip Code: 68154

3b. The mailing address (if different from the physical street address) is:

Mailing Street Address: _____

City: _____

State: _____

Zip Code: _____

4. The name and complete address of the registered agent and office located in the state of Tennessee is: ☐ ChangeRegistered Agent name: Corporation Service CompanyAddress: 2908 Poston AveCity: NashvilleState: TNZip Code: 37203County: Davidson

5. If applicable, this limited liability company has the additional designation of: _____

6. If the provisions of TCA § 48-249-309(i) (relating to foreign series LLCs) apply, then the information required by that section should be attached as part of this filing.

7. Please insert the number of members at the date of filing if more than six (6): 1

8. Other changes: _____

NOTE: This application must be accompanied by a certificate of existence or a document of similar import (for example, a certificate of good standing) duly authenticated by the Secretary of State or other official having custody of Limited Liability Company records in the state or country under whose law it is formed. The certificate shall not bear a date of more than two (2) month prior to the date the application is successfully filed in Tennessee.

02/04/2020
 Signature Date

Authorized Person

Signer's Capacity

 Signature

Christopher D. Wikoff

Name (printed or typed)

Delaware

The First State

Page 1

I, JEFFREY W. BULLOCK, SECRETARY OF STATE OF THE STATE OF DELAWARE, DO HEREBY CERTIFY "INTRADO COMMUNICATIONS, LLC" IS DULY FORMED UNDER THE LAWS OF THE STATE OF DELAWARE AND IS IN GOOD STANDING AND HAS A LEGAL EXISTENCE SO FAR AS THE RECORDS OF THIS OFFICE SHOW, AS OF THE ELEVENTH DAY OF FEBRUARY, A.D. 2020.

AND I DO HEREBY FURTHER CERTIFY THAT THE SAID "INTRADO COMMUNICATIONS, LLC" WAS FORMED ON THE TWELFTH DAY OF JANUARY, A.D. 2001.

AND I DO HEREBY FURTHER CERTIFY THAT THE ANNUAL TAXES HAVE BEEN PAID TO DATE.



3344825 8300

SR# 20200987726

You may verify this certificate online at corp.delaware.gov/authver.shtml

A handwritten signature in black ink, appearing to read "JB", is written over a horizontal line. Below the line, the text "Jeffrey W. Bullock, Secretary of State" is printed in a small font.

Authentication: 202362369

Date: 02-11-20

B0809-1210 02/11/2020 3:17 PM Received by Tennessee Secretary of State Tre Hargett

Exhibit B

Bond

TENNESSEE PUBLIC UTILITY COMMISSION

TENNESSEE TELECOMMUNICATIONS SERVICE PROVIDER'S SURETY BOND

Bond #: 285062721

WHEREAS, INTRADO COMMUNICATIONS, LLC, 11808 Miracle Hills Drive, Omaha, NE 68154 (the "Principal"), has applied to the Tennessee Public Utility Commission for authority to provide telecommunications services in the State of Tennessee; and

WHEREAS, under the provisions of Title 65, Chapter 4, Section 125(j) of the Tennessee Code Annotated, as amended, the Principal is required to file this bond in order to obtain such authority and to secure the payment of any monetary sanction imposed in any enforcement proceeding brought under Title 65 of the Tennessee Code Annotated or the Consumer Telemarketing Act of 1990 by or on behalf of the Tennessee Public Utility Commission (the "TPUC"); and

WHEREAS, LIBERTY MUTUAL INSURANCE COMPANY, 175 Berkeley Street, Boston, MA 02116 (the "Surety"), a corporation licensed to do business in the State of Tennessee and duly authorized by the Tennessee Commissioner of Insurance to engage in the surety business in this state pursuant to Title 56, Chapter 2 of the Tennessee Code Annotated, has agreed to issue this bond in order to permit the Principal to comply with the provisions of Title 65, Chapter 4, Section 125(j) of the Tennessee Code Annotated;

NOW THEREFORE, BE IT KNOWN, that we the Principal and the Surety are held and firmly bound to the STATE OF TENNESSEE, in accordance with the provisions of Tennessee Code Annotated, Title 65, Chapter 4, Section 125(j), in the full amount of twenty thousand dollars (\$20,000.00) lawful money of the United States of America to be used for the full and prompt payment of any monetary sanction imposed against the Principal, its representatives, successors or assigns, in any enforcement proceeding brought under Title 65 of Tennessee Code Annotated or the Consumer Telemarketing Act of 1990, by or on behalf of the TPUC, for which obligation we bind ourselves, our representatives, successors and assigns, each jointly and severally, firmly and unequivocally by these presents.

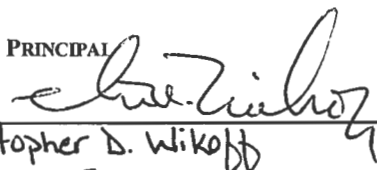
This bond shall become effective on the 20th day of February, 2020, and shall be continuous; provided, however, that each annual renewal period or portion thereof shall constitute a new bond term. Regardless of the number of years this bond may remain in force, the liability of the Surety shall not be cumulative, and the aggregate liability of the Surety for any and all claims, suits or actions under this bond shall not exceed Twenty Thousand Dollars (\$20,000.00). The Surety may cancel this bond by giving thirty (30) days written notice of such cancellation to the TPUC and Principal by certified mail, it being understood that the Surety shall not be relieved of liability that may have accrued under this bond prior to the date of cancellation.

PRINCIPAL

INTRADO COMMUNICATIONS, LLC
Name of Company authorized by the TPUC

Company ID # as assigned by TPUC

SIGNATURE OF PRINCIPAL

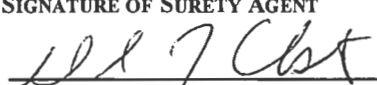

Name: Christopher D. Wikoff
Title: Treasurer

SURETY

LIBERTY MUTUAL INSURANCE COMPANY
Name of Surety

175 Berkeley Street, Boston, MA 02116
Address of Surety

SIGNATURE OF SURETY AGENT


Name: Derek J. Elston
Title: Attorney-in-Fact

Address of Surety Agent:

CSS Specialty - Aon Risk Services Central, Inc.
200 E. Randolph, 12th Floor
Chicago, IL 60601

THIS BOND IS ISSUED IN ACCORDANCE WITH THE PROVISIONS OF SECTION 125, CHAPTER 4, TITLE 65 OF THE TENNESSEE CODE ANNOTATED AS AMENDED BY CHAPTER NO. 586, 2000 PUBLIC ACTS. SHOULD THERE BE ANY CONFLICT WITH THE TERMS HEREOF AND THE STATUTE OR REGULATIONS PROMULGATED THEREUNDER, THE STATUTE OR REGULATIONS SHALL PREVAIL. (POWER OF ATTORNEY FROM AN APPROVED INSURANCE COMPANY MUST BE ATTACHED.)

ACKNOWLEDGMENT OF PRINCIPAL

STATE OF ~~TENNESSEE~~ NEBRASKA
COUNTY OF DOUGLAS

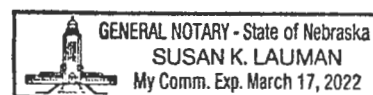
Before me, a Notary Public of the State and County aforesaid, personally appeared Christophe S. Wikoff with whom I am personally acquainted and who, upon oath, acknowledged himself to be the individual who executed the foregoing bond on behalf of Intrado Communications, LLC, and he acknowledged to me that he executed the same.

WITNESS my hand and seal this 18th day of February, 2020.

My Commission Expires:

March 17, 2022

Susan K. Lauman
Notary Public



ACKNOWLEDGMENT OF SURETY

STATE OF ILLINOIS
COUNTY OF Cook

Before me, a Notary Public of the State and County aforesaid, personally appeared Derek J. Elston with whom I am personally acquainted and who, upon oath, acknowledged himself to be the individual who executed the foregoing bond on behalf of LIBERTY MUTUAL INSURANCE COMPANY, the within named Surety, a corporation licensed to do business in the State of Tennessee and duly authorized by the Tennessee Commissioner of Insurance to engage in the surety business in this state pursuant to Title 56, Chapter 2 of the Tennessee Code Annotated, and that he as such an individual being authorized to do so, executed the foregoing bond, by signing the name of the corporation by himself and as such individual.

WITNESS my hand and seal this 18th day of February, 2020.

My Commission Expires:

February 15, 2023

Rachel Fore
Notary Public Rachel Fore



APPROVAL AND INDORSEMENT

This is to certify that I have examined the foregoing bond and found the same to be sufficient and in conformity to law, that the sureties on the same are good and worth the penalty thereof, and that the same has been filed with the Tennessee Public Utility Commission, State of Tennessee, this day of , 20 .

Name:

Title:



This Power of Attorney limits the acts of those named herein, and they have no authority to bind the Company except in the manner and to the extent herein stated.

Liberty Mutual Insurance Company
The Ohio Casualty Insurance Company
West American Insurance Company

Certificate No: **8196864-285057**

POWER OF ATTORNEY

KNOWN ALL PERSONS BY THESE PRESENTS: That The Ohio Casualty Insurance Company is a corporation duly organized under the laws of the State of New Hampshire, that Liberty Mutual Insurance Company is a corporation duly organized under the laws of the State of Massachusetts, and West American Insurance Company is a corporation duly organized under the laws of the State of Indiana (herein collectively called the "Companies"), pursuant to and by authority herein set forth, does hereby name, constitute and appoint, Christopher P. Troha, Marcia K. Cesafsky, Derek J. Elston, Ann Mullins, Bartlomiej Siepierski, Aerie Walton

all of the city of Chicago state of Illinois each individually if there be more than one named, its true and lawful attorney-in-fact to make, execute, seal, acknowledge and deliver, for and on its behalf as surety and as its act and deed, any and all undertakings, bonds, recognizances and other surety obligations, in pursuance of these presents and shall be as binding upon the Companies as if they have been duly signed by the president and attested by the secretary of the Companies in their own proper persons.

IN WITNESS WHEREOF, this Power of Attorney has been subscribed by an authorized officer or official of the Companies and the corporate seals of the Companies have been affixed thereto this 18th day of September, 2018.



Liberty Mutual Insurance Company
The Ohio Casualty Insurance Company
West American Insurance Company

By: David M. Carey
David M. Carey, Assistant Secretary

State of PENNSYLVANIA ss
County of MONTGOMERY

On this 18th day of September, 2018 before me personally appeared David M. Carey, who acknowledged himself to be the Assistant Secretary of Liberty Mutual Insurance Company, The Ohio Casualty Company, and West American Insurance Company, and that he, as such, being authorized so to do, execute the foregoing instrument for the purposes therein contained by signing on behalf of the corporations by himself as a duly authorized officer.

IN WITNESS WHEREOF, I have hereunto subscribed my name and affixed my notarial seal at King of Prussia, Pennsylvania, on the day and year first above written.



COMMONWEALTH OF PENNSYLVANIA
Notarial Seal
Teresa Pastella, Notary Public
Upper Merion Twp., Montgomery County
My Commission Expires March 28, 2021
Member, Pennsylvania Association of Notaries

By: Teresa Pastella
Teresa Pastella, Notary Public

This Power of Attorney is made and executed pursuant to and by authority of the following By-laws and Authorizations of The Ohio Casualty Insurance Company, Liberty Mutual Insurance Company, and West American Insurance Company which resolutions are now in full force and effect reading as follows:

ARTICLE IV – OFFICERS: Section 12. Power of Attorney.

Any officer or other official of the Corporation authorized for that purpose in writing by the Chairman or the President, and subject to such limitation as the Chairman or the President may prescribe, shall appoint such attorneys-in-fact, as may be necessary to act in behalf of the Corporation to make, execute, seal, acknowledge and deliver as surety any and all undertakings, bonds, recognizances and other surety obligations. Such attorneys-in-fact, subject to the limitations set forth in their respective powers of attorney, shall have full power to bind the Corporation by their signature and execution of any such instruments and to attach thereto the seal of the Corporation. When so executed, such instruments shall be as binding as if signed by the President and attested to by the Secretary. Any power or authority granted to any representative or attorney-in-fact under the provisions of this article may be revoked at any time by the Board, the Chairman, the President or by the officer or officers granting such power or authority.

ARTICLE XIII – Execution of Contracts: Section 5. Surety Bonds and Undertakings.

Any officer of the Company authorized for that purpose in writing by the chairman or the president, and subject to such limitations as the chairman or the president may prescribe, shall appoint such attorneys-in-fact, as may be necessary to act in behalf of the Company to make, execute, seal, acknowledge and deliver as surety any and all undertakings, bonds, recognizances and other surety obligations. Such attorneys-in-fact subject to the limitations set forth in their respective powers of attorney, shall have full power to bind the Company by their signature and execution of any such instruments and to attach thereto the seal of the Company. When so executed such instruments shall be as binding as if signed by the president and attested by the secretary.

Certificate of Designation – The President of the Company, acting pursuant to the Bylaws of the Company, authorizes David M. Carey, Assistant Secretary to appoint such attorneys-in-fact as may be necessary to act on behalf of the Company to make, execute, seal, acknowledge and deliver as surety any and all undertakings, bonds, recognizances and other surety obligations.

Authorization – By unanimous consent of the Company's Board of Directors, the Company consents that facsimile or mechanically reproduced signature of any assistant secretary of the Company, wherever appearing upon a certified copy of any power of attorney issued by the Company in connection with surety bonds, shall be valid and binding upon the Company with the same force and effect as though manually affixed.

I, Renee C. Llewellyn, the undersigned, Assistant Secretary, The Ohio Casualty Insurance Company, Liberty Mutual Insurance Company, and West American Insurance Company do hereby certify that the original power of attorney of which the foregoing is a full, true and correct copy of the Power of Attorney executed by said Companies, is in full force and effect and has not been revoked.

IN TESTIMONY WHEREOF, I have hereunto set my hand and affixed the seals of said Companies this 18th day of February, 2020.



By: Renee C. Llewellyn
Renee C. Llewellyn, Assistant Secretary

Not valid for mortgage, note, loan, letter of credit, currency rate, interest rate or residual value guarantees.

To confirm the validity of this Power of Attorney call 1-610-832-8240 between 9:00 am and 4:30 pm EST on any business day.

Exhibit C

Customer Notice



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