



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

February 26, 2020  
**Via Web Filing**

Commission Clerk  
Office of Commission Clerk & Administrative Services  
Florida Public Service Commission  
2540 Shumard Oak Boulevard  
Tallahassee, FL 32399-0850

**DOCKET NO. 20200061-TX**  
**FILED 2/26/2020**  
**DOCUMENT NO. 01101-2020**  
**FPSC - COMMISSION CLERK**

**RE: West Telecom Services, LLC  
Notification of Name Change  
Utility Nos. TJ556 & TX-590 / Certificate No. 7955**

Dear Sir or Madam:

Enclosed for filing please find the original and one (1) copy of this filing. West Telecom Services, LLC (the "Company") hereby notifies the Commission that it 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." The Company is authorized to provide resold and facilities-based local exchange and resold interexchange services in Florida pursuant to authority granted in Docket No. 010826-TX, Order No. PSC-01-2127-PPA-TX & PSC-01-2301-CO-TX and Docket No. 080531-TP, Order No. PSC-08-0676-FOF-TP.

A copy of the Company's Amendment to Application of Foreign Corporation on file with the Florida Department of State, Division of Corporation is attached hereto as Exhibit A.

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. Notice has been provided to each customer of the Company in a transmittal separate from the bill. The text of the customer notice is attached hereto as Exhibit B. An additional customer notice will be sent a month later.

Upon approval of this name change, the Company will submit an updated tariff reflecting the new Company name and will update the Change of Regulated Utility Contact Information Form.

Any questions you may have regarding this filing should be directed to my attention at 407-740-3002 or via email to cwightman@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: FLx2001

Exhibit A

Amended Secretary of State Certificate



FLORIDA DEPARTMENT OF STATE  
Division of Corporations

February 12, 2020

CSC

Re: Document Number M01000000292

The Amendment to the Application of a Foreign Limited Liability Company for WEST TELECOM SERVICES, LLC which changed its name to INTRADO COMMUNICATIONS, LLC, a Delaware limited liability company authorized to transact business in Florida, was filed on February 11, 2020.

Should you have any questions regarding this matter, please telephone (850) 245-6051, the Registration Section.

Yasemin Y Sulker  
Regulatory Specialist III  
Division of Corporation

Letter Number: 320A00003123

Account number: I20000000195

Amount charged: 25.00

**APPLICATION BY FOREIGN LIMITED LIABILITY COMPANY TO FILE  
AMENDMENT TO CERTIFICATE OF AUTHORITY TO TRANSACT  
BUSINESS IN FLORIDA**

**SECTION I (1-4 must be completed)**

1. Name of limited liability Company as it appears on the records of the Florida Department of

State: West Telecom Services, LLC

Enter new principal office address, if applicable: \_\_\_\_\_

(Principal office address

MUST BE A STREET ADDRESS)

Enter new mailing address, if applicable: \_\_\_\_\_

(Mailing address

MAY BE A POST OFFICE BOX)

2. The Florida document number of this limited liability company is: M01000000292

3. Jurisdiction of its organization: Delaware

4. Date authorized to do business in Florida: 02/06/2001

**SECTION II (5-9 complete only the applicable changes)**

5. New name of the limited liability company: Intrado Communications, LLC

(must contain "Limited Liability Company," "L.L.C.," or "LLC.")

(If name unavailable, enter alternate name adopted for the purpose of transacting business in Florida and attach a copy of the written consent of the managers or managing members adopting the alternate name. The alternate name must contain "Limited Liability Company," "L.L.C." or "LLC.")

6. If amending the registered agent and/or registered officer address on our records, enter the name of the new registered agent and/or the new registered office address here:

Name of New Registered Agent: \_\_\_\_\_

New Registered Office Address: \_\_\_\_\_

*Enter Florida Street Address*

\_\_\_\_\_, **Florida**

City

Zip Code

**New Registered Agent's Signature, if changing Registered Agent:**

*I hereby accept the appointment as registered agent and agree to act in this capacity. I further agree to comply with the provisions of all statutes relative to the proper and complete performance of my duties, and I am familiar with and accept the obligations of my position as registered agent as provided for in Chapter 605, F.S. Or, if this document is being filed to merely reflect a change in the registered office address, I hereby confirm that the limited liability company has been notified in writing of this change.*

\_\_\_\_\_  
If Changing Registered Agent, Signature of New Registered Agent

2020 FEB 11 AM 9:35  
SECRETARY OF STATE  
TALLAHASSEE, FLORIDA

FILED

7. If the amendment changes the jurisdiction of organization, indicate new jurisdiction:

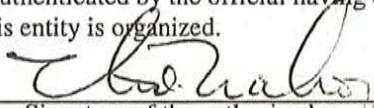
\_\_\_\_\_

8. If the amendment changes person, title or capacity in accordance with 605.0902 (1)(e), indicate that change:

\_\_\_\_\_

<u>Title/ Capacity</u>	<u>Name</u>	<u>Address</u>	<u>Type of Action</u>
_____	_____	_____	<input type="checkbox"/> Add
		_____	<input type="checkbox"/> Remove
_____	_____	_____	<input type="checkbox"/> Add
		_____	<input type="checkbox"/> Remove
_____	_____	_____	<input type="checkbox"/> Add
		_____	<input type="checkbox"/> Remove
_____	_____	_____	<input type="checkbox"/> Add
		_____	<input type="checkbox"/> Remove
_____	_____	_____	<input type="checkbox"/> Add
		_____	<input type="checkbox"/> Remove

9. Attached is a certificate, if required: no more than 90 days old, evidencing the aforementioned amendment(s), duly authenticated by the official having custody of records in the jurisdiction under the law of which this entity is organized.

  
 \_\_\_\_\_  
 Signature of the authorized representative

**Christopher D. Wikoff**  
 \_\_\_\_\_  
 Typed or printed name of signee

Filing Fee: \$25.00



# Delaware

Page 1

The First State

I, JEFFREY W. BULLOCK, SECRETARY OF STATE OF THE STATE OF DELAWARE, DO HEREBY CERTIFY THAT THE SAID "WEST TELECOM SERVICES, LLC", FILED A CERTIFICATE OF AMENDMENT, CHANGING ITS NAME TO "INTRADO COMMUNICATIONS, LLC" ON THE FOURTH DAY OF FEBRUARY, A.D. 2020, AT 2:35 O`CLOCK P.M.

AND I DO HEREBY FURTHER CERTIFY THAT THE AFORESAID LIMITED LIABILITY COMPANY IS DULY FORMED UNDER THE LAWS OF THE STATE OF DELAWARE AND IS IN GOOD STANDING AND HAS A LEGAL EXISTENCE NOT HAVING BEEN CANCELLED OR REVOKED SO FAR AS THE RECORDS OF THIS OFFICE SHOW AND IS DULY AUTHORIZED TO TRANSACT BUSINESS.

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



  
Jeffrey W. Bullock, Secretary of State

3344825 8320  
SR# 20200987825

Authentication: 202362398  
Date: 02-11-20

You may verify this certificate online at [corp.delaware.gov/authver.shtml](http://corp.delaware.gov/authver.shtml)

Exhibit B

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 7<sup>th</sup>, 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