

April 1, 2020
Via Overnight Delivery & E-File

Mr. Steve Kahl, Executive Secretary
North Dakota Public Service Commission
600 East Boulevard Avenue
Department 408
Bismarck, ND 58505-0480

RE: West Telecom Services, LLC – Notification of Name Change

Dear Mr. Kahl:

Enclosed please find an original and (1) copy of this filing submitted on behalf of West Telecom Services, LLC ("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 access, local and long distance services in North Dakota.

The Company's online registration has been updated. A copy of the Company's name change filing with the North Dakota Secretary of State 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. Customer notice has been provided via bill insert. A copy of this notice attached to the Application as Exhibit B.

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 cwightman@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: NDx2001
Enclosures
CW/kb

Exhibit A

Secretary of State Filing



STATE OF NORTH DAKOTA

Alvin A. Jaeger

Secretary of State

600 E Boulevard Avenue Dept 108

Bismarck, ND 58505-0500

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

March 5, 2020

Amendment Acknowledgment

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

Amendment Type: Amended Certificate of Authority
SOS Control ID #: 0000066009

Filing Name: Intrado Communications, LLC

Filing Type: Limited Liability Company - Business - Foreign

Received Date: 02/11/2020

Status: Active

Effective Date: 03/05/2020

Image ID: B0260-4918

Receipt ID: 002566865

A handwritten signature in black ink, appearing to read "Alvin A. Jaeger".

Alvin A. Jaeger
Secretary of State

State of North Dakota

SECRETARY OF STATE



Amended Certificate of Authority of WEST TELECOM SERVICES, LLC

SOS Control ID#: 0000066009

The undersigned, as Secretary of State of the state of North Dakota, hereby certifies that an application by

WEST TELECOM SERVICES, LLC

for an Amended Certificate of Authority to transact business in this state, duly signed and executed as required by North Dakota statutes governing a foreign limited liability company, has been received in this office and is found to conform to law.

ACCORDINGLY, the undersigned, as such Secretary of State, and by virtue of the authority vested in him by law, hereby issues this Amended Certificate of Authority to

Intrado Communications, LLC

under the name of

Intrado Communications, LLC

Filed date: March 5, 2020

A handwritten signature in cursive script, reading "Alvin A. Jaeger".

Alvin A. Jaeger
Secretary of State

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 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