

**EXHIBIT A**

**Contact Persons to Work With Staff**

**(a) issues relating to processing this application**

Patrick D. Crocker, Attorney  
Early, Lennon, Crocker & Bartosiewicz, P.L.C.  
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**(b) consumer issues**

Douglas Becker  
Independent Telecommunications Systems, Inc., d/b/a ITS Communications,  
d/b/a IXC Direct, Inc.  
4079 Park East Court  
Kentwood, MI 49546  
Telephone: (616) 242-5300  
Facsimile: (616) 242-5309  
Email: [customersupport@itscommunications.com](mailto:customersupport@itscommunications.com)

**(c) consumer complaint resolution**

Douglas Becker  
Independent Telecommunications Systems, Inc., d/b/a ITS Communications,  
d/b/a IXC Direct, Inc.  
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Telephone: (616) 242-5300  
Facsimile: (616) 242-5309  
Email: [customersupport@itscommunications.com](mailto:customersupport@itscommunications.com)

**(d) technical and service quality issues**

Robert Sweezie, President  
Independent Telecommunications Systems, Inc., d/b/a ITS Communications,  
d/b/a IXC Direct, Inc.  
4079 Park East Court  
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Telephone: (616) 242-5300  
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**(e) "tariff" and pricing issues**

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