

To: FCC

From: Mark and Louise Yowtz

Date: October 1, 2019

Re: Files 19-204 and 19-211  
Talk America Services, LLC discontinuation of land line services

During the week of August 19, 2019, we received notice from Talk America Services, LLC (Talk America) that our landline telephone service would be discontinued January 6, 2020. We get very poor cell service at our house and often can't get a signal. In addition, our only internet options are cellular or satellite. We tried cellular but that was bad, so we changed to satellite which isn't great but all we can get.

Needless, to say losing our landline service is a problem for us. I contacted Talk American and they suggested we contact ATT, WOW Communications, Century Link, Spectrum and Frontier. I contacted each of those carries and none of them will provide us with service. When I informed Talk America, they suggested I ask my neighbors. I don't have a lot of neighbors but the ones I talked to told me they use cell service. They get a better connection because of the locations of their houses. I also checked with the State of Michigan, Public Service Commission. According to their web site there are no landline services in our area. The internet service providers listed are companies I have contacted in the past and they were unable to provide us with internet services.

After a lot of research, we decided to try a voice over internet protocol (VOIP) with our satellite provider, HughesNet. They can offer us VOIP. We have arranged that with them but can't make the change over until our security system provider, EPS, changes our security system to monitor over internet with a cellular backup. In the meantime, we also invested in a standby full-house generator so our internet service would not be interrupted by power outages.

Today, EPS spent most of the day trying to get our security system up and running. They are unable to do so because our internet service upload time is too slow. They also told us they can't use the cell service because our signal is so spotty.

I am not sure what we can do. For safety reasons we need to have telephone service that works consistently. No other land line service will pick us up and Talk America is shutting off our landline on January 6, 2020.

Please consider requiring Talk America to continue our land line services until another provider can be identified or a consistent, reliable cell service is available.