June 21, 2016
Via ECFS

Secretary, Federal Communications Commission
Washington, DC 20554
ATTN: Wireline Competition Bureau

RE: Section 63.71 Application of Talk America Services, LLC to Discontinue Services

Dear Madam Secretary:

Enclosed please find the Application to Discontinue Services submitted on behalf of Talk America Services, LLC ("Company"). The Company is seeking approval to discontinue certain operator services throughout its service territory. This filing is made pursuant to Section 214(a) of the Communication Act of 1934, as amended, and 47 C.F.R. §63.71.

A copy of this Application is being sent to the affected state Governors, Public Service / Utility Commissions, and the Department of Defense, as provided in Exhibit B.

Any questions you may have regarding this filing should be directed to my attention at 407-740-3031 or via email to sthomas@tminc.com. Thank you for your assistance in this matter.

Sincerely,

/s/Sharon Thomas

Sharon Thomas
Consultant to Talk America Services, LLC

cc: Talk America - Talk America Services
cc: Service List (via US Mail)
Secretary of Defense, Pentagon (via US Mail)
Rodney McDonald, FCC (via Email)
file: Talk America Services - Other
tms: FCx1602

ST/im

Before the
FEDERAL COMMUNICATIONS COMMISSION
Washington, D.C. 20554

In the Matter of Section 63.71 Application of Talk America Services, LLC to Discontinue Services	))))	File No. _____

Section 63.71 Application of Talk America Services, LLC

Talk America Services, LLC ("Talk America Services" or "Applicant") hereby seeks authorization pursuant to Section 214 (a) of the Communication Act of 1934, as amended, and 47 C.F.R. §63.71, to discontinue offering certain operator services throughout its service territory in the United States.

Applicant is considered a non-dominant telecommunications carrier with respect to all of its services, including those affected by the proposed discontinuance.

Talk America Services provides the following information pursuant to Section 63.71 of the Commission's rules:

1. *Name and corporate headquarters address of Carrier*

   Talk America Services, LLC
   10802 Executive Center Drive
   Benton Building, Suite 300
   Little Rock, AR 72211

   Correspondence concerning this Application should be sent to:

   Sharon Thomas
   Consultant to Talk America Services, LLC
   Technologies Management, Inc.
   151 Southhall Lane, Suite 450
   Maitland, FL 32751
   Telephone: 407-740-3031
   Facsimile: 407-740-0613
   E-Mail: sthomas@tminc.com

2. *Date of Planned Service Discontinuance, Reduction or Impairment:*

Talk America Services proposes to discontinue the operator services that are the subject of this Application on or after August 1, 2016, pending the Commission's approval of the discontinuance. As explained below, Talk America Services relies on the wholesale provisioning of these services by the underlying carriers (e.g., AT&T and Verizon) of certain Windstream Communications' Competitive Local Exchange Carrier ("CLEC") subsidiaries from whom Talk America Services purchases services for resale to its end users. As a result, once the underlying carriers discontinue the operator service offerings, Talk America Services will no longer be able to purchase them for resale from the Windstream CLECs. For example, AT&T has already received approval to discontinue its operator services[1], and Verizon recently sent notice to the FCC of its proposed discontinuance of certain operator services, effective August 9, 2016.

3. *Points of Geographic Areas of Service Affected:*

Applicant proposes to discontinue the provision of the operator services in all states and in the District of Columbia.

4. *Brief Description of Types of Service Affected:*

Applicant proposes to discontinue the following operator services:

1. **Collect Calling** - a billing arrangement by which the charge for an operator assistance call may be reversed (charged to the called station) provided the charge is accepted at the called station.

2. **Person-to-Person Calling** - a service where the person originating an operator assistance call specifies to the operator a particular person to be reached, a particular mobile service point to be reached through a Mobile Telephone Service attendant, or particular PBX service point, department, or office to be reached.

1 It is the Applicant's understanding that AT&T has agreed to extend the availability of the operator services that are subject to its planned discontinuance to the Windstream CLECs whose services Talk America Services resells until August 1, 2016.

3. **Billed to Third Party** - a billing arrangement by which an operator assistance call may be charged to an authorized station other than the station originating the call or the station where the call is terminated.

4. **Busy Line Verification (BLV)** - allows an operator to establish a "talking" connection to an apparently busy station line to determine if the station line is in working order.

5. **Busy Line Interruption (BLI)** – allows an operator to interrupt a voice conversation in progress on a line to advise the interrupted subscriber that the interrupting party has a need to reach the subscriber.

6. **International Directory Assistance** - allows customers to obtain telephone numbers for international locations where such information is available.

Talk America Services proposes to discontinue these services for two reasons. First, in those locations where AT&T or Verizon is the underlying ILEC to the Windstream CLECs (who provides this service to Talk America Services), Talk America Services will no longer be able to offer these services on a retail basis once AT&T and Verizon discontinue their wholesale offerings.[2] Second, there has been very low demand for these services and Applicant believes such trend will only continue if not decrease even more, irrespective of the territory in which Talk America Services offers service. Therefore, Talk America Services intends to discontinue these offerings throughout its service territory, including locations where other ILECs provide wholesale operator services, such as CenturyLink, Frontier and Windstream, coincident with their anticipated discontinuance of these offerings.

These services have declined in popularity over the years due to the growth of other communication methods, including mobile phones, text messaging, email, and other social media applications. With respect to International Directory Assistance, many international telecommunications carriers no longer provide operator assistance services, which makes the service obsolete in those countries.

Talk America Services, through its underlying carriers, will continue to provide Sent Paid Calls (e.g., direct dial assistance), Emergency Call Assistance and rate quotes where currently provided.

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[2] Talk America Services believes that other ILECs, such as CenturyLink, may also discontinue these operator services in the near future.

5. *Brief Description of Dates and Methods of Notice to All Affected Customers:*

The Applicant has provided written customer notice of the planned discontinuance in accordance with the requirements of section 63.71 (a) of the Commission's Rules. Notice is being provided via bill messages sent to affected customers in the June 2016 bill cycles (June 1 – 28). The text of the customer notice is attached hereto as Exhibit A. Because certain operator services which are being discontinued (e.g., collect calling) may impact customers outside of a state where they receive local services from Talk America Services, and to avoid any customer confusion, we have indicated in the customer notice that the discontinuance affects all 50 states and the District of Columbia.

A copy of this Application is being sent to each of the affected state regulatory commissions, state governors' offices and the Department of Defense, as required under Section 63.71, concurrent with this filing. A service list is provided in Exhibit B.

Conclusion

Talk America Services respectfully requests that the Commission approve its Section 63.71 Application to discontinue the Operator Services described herein. Pursuant to Section 214(a) of the Communication Act of 1934, as amended, and 47 C.F.R. §63.71, Talk America Services understands that this application will be automatically granted on the 31st day after the Public Notice is released, with no Commission notification to the Company, unless the Commission has notified the Company that the grant will not be automatically effective.

Dated this 16th day of June, 2016.

By: _____
Keith Harvey
Vice President, Assistant General Counsel
Talk America Services, LLC

Sharon Thomas, Consultant to
Talk America Services, LLC
Technologies Management, Inc.
151 Southhall Lane, Suite 450
Maitland, FL 32751
Telephone: 407-740-3031
Facsimile: 407-740-0613
E-Mail: sthomas@tminc.com

Exhibit A

Customer Notice

Exhibit A

Text of Customer Notice

Pending applicable regulatory approvals, on or after August 1, 2016, Talk America Services will no longer offer the following operator services: Person-to-Person calls, calls Billed to Third Party, Collect Calling, Busy Line Verification/Interruption Service, and International Directory Assistance in all 50 states and the District of Columbia.

A filing is being made with the FCC for discontinuance of Special Operator Services, including Person-to-Person calls, calls Billed to Third Party, Collect Calling, Busy Line Verification/Interruption Service, and International Directory Assistance. The FCC will normally authorize this proposed discontinuance of service unless it is shown that customers would be unable to receive service or a reasonable substitute from another carrier or that the public convenience and necessity is otherwise adversely affected. If you wish to object, you should file your comments as soon as possible, but no later than 15 days after the Commission releases public notice of the proposed discontinuance. You may file your comments electronically through the FCC's Electronic Comment Filing System using the docket number established in the Commission's public notice for this proceeding, or you may address them to the Federal Communications Commission, Wireline Competition Bureau, Competition Policy Division, Washington, DC 20554, and include in your comments a reference to the §63.71 Application of Talk America Services, LLC. Comments should include specific information about the impact of this proposed discontinuance upon you or your company, including any inability to acquire reasonable substitute service.

Talk America Services' customer service can be reached at 1-855-546-5000 or customercare@talkamericaservice.com or in writing at 2134 W Laburnum Ave., Richmond, VA 23227.

Exhibit B

Service List

Public Service / Utility Commission Service List

Walter L. Thomas, Jr., Secretary
Alabama Public Service Commission
100 N. Union Street, Suite 850
Montgomery, AL 36130

Michael Sappington, Commission Secretary
Arkansas Public Service Commission
1000 Center Street
Little Rock, AR 72203

Docket Control Center
Arizona Corporation Commission
1200 W. Washington Street
Phoenix, AZ 85007-2927

Telecommunications Division
California Public Utilities Commission
Telecommunications Division
505 Van Ness Avenue, 3rd Floor
San Francisco, CA 94102

Mr. Douglas Dean, Director
Colorado Public Utilities Commission
1560 Broadway, Suite 250
Denver, CO 80202

Mr. Jeffery R. Gaudiosi, Esq.
Connecticut Public Utilities Regulatory Authority
10 Franklin Square
New Britain, CT 06051

Ms. Brinda Westbrook-Sedgwick, Secretary
Public Service Commission of the District of Columbia
1333 H Street NW, Suite 200W
Washington, DC 20005

Mr. Robert Howatt, Executive Director
Delaware Public Service Commission
861 Silver Lake Blvd., Suite 100
Cannon Building
Dover, DE 19904

Ms. Carlotta S. Stauffer, Commission Clerk
Florida Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, FL 32399-0850

Mr. Reece McAlister, Executive Secretary
Georgia Public Service Commission
244 Washington Street SW
Atlanta, GA 30334-5701

Ms. Joan Conrad, Executive Secretary
Iowa Utilities Board
1375 E. Court Avenue, RM 69
Des Moines, IA 50319-0069

Ms. Jean Jewell, Secretary
Idaho Public Utilities Commission
472 West Washington
Statehouse
Boise, ID 83720-0074

Ms. Amy L. Green, Secretary
Kansas Corporation Commission
1500 SW Arrowhead Road
Topeka, KS 66604-4027

Mr. Jeff Derouen
Kentucky Public Service Commission
211 Sower Blvd.
Frankfort, KY 40602-0615

Ms. Eva Kahao Gonzalez, Secretary
Louisiana Public Service Commission
Galvez Building
602 North 5th Street, 12th Floor
Baton Rouge, LA 70802

Ms. Sara J. Clark, Secretary
Massachusetts Department of Telecommunications &
Cable (DTC)
1000 Washington Street, Suite 820
Boston, MA 02118-6500

Mr. David Collins, Executive Secretary
Maryland Public Service Commission
Telecommunications Division
6 St. Paul Street
Baltimore, MD 21202

Mr. Harry Lanphear, Administrative Director
Maine Public Utilities Commission
101 Second Street
Hallowell, ME 04347

Ms. Robin Ancona, Director, Telecommunications
Michigan Public Service Commission
7109 W. Saginaw Highway
Lansing, Michigan 48917-1120

Mr. Daniel P. Wolf, Executive Secretary
Minnesota Public Utilities Commission
121 7th Place East, Suite 350
St. Paul, MN 55101

Mr. Stephen Reed, Executive Secretary &Gen. Counsel
Missouri Public Service Commission
Office of the Public Counsel
200 Madison Street, Suite 650
Jefferson City, MO 65102-0360

Mr. Brian Ray, Executive Secretary
Mississippi Public Service Commission
Woolfolk Building
501 North West Street, Suite 201A
Jackson, MS 39201

Ms. Kate Whitney, Program Director
Montana Public Service Commission
1701 Prospect Avenue
Helena, MT 59620-2601

Ms. Gail Mount, Chief Clerk
North Carolina Utilities Commission
4325 Mail Service Center
Raleigh, NC 27699-4325

Public Service / Utility Commission Service List

Ms. Elizabeth A. Rolando, Chief Clerk
Illinois Commerce Commission
527 East Capitol Avenue
Springfield, IL 62701

Ms. Brittany Webb, Tariff Administrator
Indiana Utility Regulatory Commission
101 West Washington Street
Suite 1500 East
Indianapolis, IN 46204

Ms. Irene Kim Ashbury, Secretary
New Jersey Board of Public Utilities
44 South Clinton Avenue, 9th Floor
Trenton, NJ 08625-0350

Records Department
New Mexico Public Regulation Commission
Utilities Division
1120 Paseo De Peralta
Santa Fe, NM 87504

Ms. Breanne Potter, Assistant Secretary
Public Utilities Commission of Nevada
1150 E. William Street
Carson City, NV 89701-3109

Mr. Jeffery Cohen, Acting Director
New York Public Service Commission
Three Empire State Plaza
Agency Building 3
Albany, NY 12223-1350

Ms. Betty McCauley, Commission Secretary
Public Utilities Commission of Ohio
180 East Broad Street, 13th Floor
Columbus, OH 43215-3793

Director of PUD
Oklahoma Corporation Commission
Public Utilities Division, Room 103
2101 N. Lincoln Avenue
Oklahoma City, OK 73105

Mr. Richard Willis, Executive Director
Oregon Public Utilities Commission
Telecom Division
201 High St SE
Salem OR 97301-3612

Ms. Rosemary Chiavetta, Commission Secretary
Pennsylvania Public Utility Commission
Commonwealth Keystone Building
400 North Street, 2nd Floor
Harrisburg, PA 17120

Ms. Luly Massaro, Chief Clerk & Administrator
Rhode Island Public Utilities Commission
89 Jefferson Boulevard
Warwick, RI 02888

Mr. Darrell Nischke, Executive Secretary
North Dakota Public Service Commission
600 E. Boulevard Avenue, Dept. 408
Bismarck, ND 58505-0480

Mr. Jeff Pursely, Executive Director
Nebraska Public Service Commission
300 The Atrium
1200 N Street
Lincoln, NE 68508

Ms. Lisa Cleveland, Tariff Administrator
New Hampshire Public Utilities Commission
21 South Fruit Street, Suite 10
Concord, NH 03301-2429

Ms. Sharla Dillon
Tennessee Regulatory Authority
Attn: Utilities Division
502 Deaderick Street, 4th Floor
Nashville, TN 37243

Central Records Clerk
Public Utility Commission of Texas
Central Records Division
1701 N. Congress Avenue
Austin, TX 78711-3326

Commission Secretary
Utah Public Service Commission
Heber M. Wells Building
160 East 300 South Street
Salt Lake City, UT 84114

Mr. Joel Peck, Esq, Clerk of Commission
Virginia State Corporation Commission
Tyler Building, 1st Floor
1300 E. Main Street
Richmond, VA 23219

Ms. Judith C. Withney, Acting Clerk of the Board
Vermont Public Service Board
112 State Street, 4th Floor
Montpelier, VT 05620-2701

Mr. Steven V. King, Executive Director & Secretary
Washington Utilities & Transportation Commission
1300 S. Evergreen Park Drive, SW
Olympia, WA 98504-7250

Ms. Sandy Paske, Commission Secretary
Wisconsin Public Service Commission
610 N. Whitney Way
Madison, WI 53705-2729

Ms. Ingrid Ferrel, Executive Secretary
West Virginia Public Service Commission
201 Brooks Street
Charleston, WV 25323

Public Service / Utility Commission/DOD Service List

Ms. Joycelyn Boyd, Chief Clerk & Administrator
South Carolina Public Service Commission
101 Executive Center Drive, Suite 100
Columbia, SC 29210

Ms. Patricia Van Gerpen, Executive Director
South Dakota Public Utilities Commission
Capitol Building, 1st Floor
500 East Capitol Avenue
Pierre, SD 57501-5070

Ms. Eleanor Tuiasosopo, Chief Clerk
Haiwaii Public Utilities Commission
465 S. King Street, Room 103
Honolulu, HI 96813

Ms. Chris Petrie, Secretary & Chief Counsel
Wyoming Public Service Commission
Hansen Building, Suite 300
2515 Warren Avenue
Cheyenne, WY 82002

Regulatory Commission of Alaska
701 West 8th Avenue, Suite 850
Montgomery, AL 36130

United States Department of Defense'
Office of the Secretary
Pentagon
Attn. Special Asstistant for Telecom.
Washington, DC 20301

Governors Service List

Governor of Alabama
State Capitol
600 Dexter Avenue
Montgomery, AL 36130

Governor of Arizona
1700 W. Washington
Phoenix, AZ 85007

Governor of Arkansas
State Capitol Building
Little Rock, AR 72201

Governor of California
State Capitol Building
Sacramento, CA 95814

Governor of Colorado
136 State Capitol
Denver, CO 80203-1792

Governor of Connecticut
State Capitol, 210 Capitol Ave.
Hartford, CT 06106

Governor of Delaware
820 N. French St.
Wilmington, DE 19801

Governor of Florida
The Capitol
Tallahassee, FL 32399-0001

Governor of Georgia
State Capitol, Room 111
Atlanta, GA 30334

Governor of Idaho
700 W. Jefferson, 2nd Floor
Boise, ID 83720-0034

Governor of Illinois
207 State House
Springfield, IL 62706

Governor of Indiana
State Capitol Building
Indianapolis, IN 46204

Governor of Iowa
State Capitol
Des Moines, IA 50319

Governor of Kansas
State Capitol, Second Floor
Topeka, KS 6612

Governor of Kentucky
700 Capitol Ave.
Frankfurt, KY 40601

Governor of Louisiana
PO Box 94004
Baton Rouge, LA 70804

Governor of Maine
State House Station #1
Augusta, ME 04330

Governor of Maryland
State Capitol Building
Annapolis, MD 21401

Governor of Massachusetts
Room 360
Boston, MA 02133

Governor of Michigan
PO Box 30013
Lansing, MI 48909

Governor of Minnesota
75 Constitution Ave.
St. Paul, MN 55155

Governor of Mississippi
PO Box 139
Jackson, MS 39205

Governor of Missouri
Missouri Capitol Bldg, Rm 216
Jefferson City, MO 65102-0720

Governor of Montana
State Capitol Building
Helena, MT 59620

Governor of Nebraska
PO Box 94848
Lincoln, NE 68509-4848

Governor of Nevada
101 N. Carson Street
Carson City, NV 89701

Governor of New Hampshire
State House
Concord, NH 03301-4990

Governor of New Jersey
PO Box 004
Trenton, NJ 08625

Governor of New Mexico
State Capitol Building
Santa Fe, NM 87503

Governor of New York
State Capitol Building
Albany, NY 12224

Governor of North Carolina
116 West Jones St.
Raleigh, NC 27603

Governor of North Dakota
600 E. Boulevard Avenue
Bismark, ND 58505-0001

Governor of Ohio
77 South High St., 30th Floor
Columbus, OH 43215

Governor of Oklahoma
State Capitol Building, Room 212
Oklahoma City, OK 73105

Governor of Oregon
State Capitol Building
Salem, OR 97310

Governor of Pennsylvania
225 Main Capitol
Harrisburg, PA 17120

Governor of Rhode Island
222 State House
Providence, RI 02903-1196

Governor of South Carolina
PO Box 11829
Columbia, SC 29211

Governor of South Dakota
500 East Capitol
Pierre, SD 57501-5070

Governor of Tennessee
State Capitol Building
Nashville, TN 37243-0001

Governor of Texas
PO Box 12428
Austin, TX 78711-2428

Governor of Utah
210 State Capitol
Salt Lake City, UT 84114

Governor of Vermont
109 State St.
Montpelier, VT 05609

Governor of Virginia
State Capitol Building, 3rd Floor
Richmond, VA 23219

Governor of Washington
PO Box 40002
Olympia, WA 98504-0002

Governor of West Virginia
State Capitol Complex
Charleston, WV 25305

Governor of Wisconsin
PO Box 7863
Madison, WI 53707

Governor of Wyoming
200 West 24th Street
Cheyenne, WY 82002

Office of Mayor of District of Columbia
1350 Pennsylvania Ave NW,
Washington, DC 20004

Governor of Alaska
3rd Floor, State Capital
PO Box 110001
Juneau, AK 99811

Governor of Hawaii
State Capitol
Honolulu, Hawaii 96813

CERTIFICATE OF SERVICE

STATE OF FLORIDA)

COUNTY OF ORANGE)

On this date, June 21, 2016, Notice of the foregoing Section 63.71 Application has been sent by U.S. Mail postage prepaid to the service list contained in Exhibit B.

/s/Keith Rice
For Shipping Department
Technologies Management, Inc.