

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 )

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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 the provision of exchange access and/or interstate long distance services in the state of New York. This proposed discontinuance will affect approximately 389 existing customers.<sup>1</sup>

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

*2. Correspondence concerning this Application should be sent to:*

Sharon Thomas  
Consultant to Talk America Services, LLC  
Inteserra Consulting Group, Inc.  
151 Southhall Lane, Suite 450  
Maitland, FL 32751  
Telephone: 407-740-3031  
Facsimile: 407-740-0613  
E-Mail: [sthomas@inteserra.com](mailto:sthomas@inteserra.com)

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<sup>1</sup> Talk America Services also intends to disconnect local exchange service (dial tone and local usage), digital subscriber line ("DSL") internet access, and intrastate long-distance services to some of the affected customers. These services are not subject to the FCC's Section 214 discontinuance rules and are, therefore, not included as part of this request for authorization. However, customers are being notified regarding all of the services that are to be discontinued.

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

Talk America Services proposes to discontinue the services that are the subject of this Application on or about October 15, 2019, pending required federal and state regulatory approval of the discontinuance.

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

Talk America Services proposes to discontinue all of its telecommunications services in the state of New York. Services provided to existing customers will be discontinued and services will no longer be offered to new customers following the proposed discontinuance.

5. *Brief Description of Types of Service Affected and Reason for Discontinuance:*

The table below identifies the types of telecommunications services and affected customers impacted by the proposed discontinuance of service.

<b>State</b>	<b>Local Exchange/Exchange Access Lines and Intrastate/Interstate Long Distance (Bundled)</b>	<b>Intrastate and Interstate Long Distance Only</b>	<b>Total Affected Customers</b>
New York	235	154	389

The services subject to the FCC's jurisdiction that are the subject of this request for authorization are exchange access and interstate long distance. Talk America Services relies exclusively on an underlying provider to provide services in New York. The underlying provider has notified Talk America Services that it will no longer provide or support these services. Consequently, Talk America Services must discontinue service to the affected customers.

As described below, Talk America Services is providing all affected customers with ample notice of the discontinuance and has established a dedicated toll-free customer service number to support customers impacted by the discontinuance.

6. *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 was provided via 1<sup>st</sup> class U.S. mail to all affected customer on July 15, 2019. The notice is attached as Exhibit A.

A copy of this Application is being sent to the state regulatory commissions and governors' offices in New York, as well as to 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, LLC respectfully requests that the Commission approve its Section 63.71 Application to discontinue the 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 31<sup>st</sup> 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 15th day of July, 2019.

By: /s/ Allison W. Taylor

Allison W. Taylor  
Vice President, Operations  
Talk America Services, LLC

Sharon Thomas, Consultant to  
Inteserra Consulting Group, Inc.  
151 Southhall Lane, Suite 450  
Maitland, FL 32751  
Telephone: 407-740-3031  
Facsimile: 407-740-0613  
E-Mail: [stthomas@inteserra.com](mailto:stthomas@inteserra.com)

**Exhibit A**

**Customer Notice**



2134 W Laburnum Ave.  
Richmond, VA 23227

July 15, 2019

Customer Name  
Customer Address  
City, State Zip

**URGENT: Your telephone services will be impacted unless you take action!**

Dear Valued Customer,

Talk America Services, LLC will discontinue offering local exchange (dialtone), digital subscriber line (DSL) internet access and intrastate and interstate long distance services to all customers in the state of New York on or after October 15, 2019, pending applicable regulatory approvals. **Your service will be affected by this discontinuance.**

To avoid a **permanent disruption of your telephone services**, please contact Talk America Services at 1-800-962-4772 as soon as possible to discuss your available options for selecting an alternative service provider. Failure to do so may result in insufficient time to transition your services to an alternative provider. If you subscribe to our local services, you could lose your dialtone, including your telephone number, with no short-term ability to restore them. If you subscribe to our internet access or long distance services, you will experience loss of those services if you fail to transition to another provider or providers before October 15, 2019. Therefore, you will need to migrate the services you now receive from Talk America Services to an alternative provider **before October 15, 2019.**

A filing is being made with the FCC for approval of this discontinuance of service. 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.

You may contact Talk America Services directly to obtain information about this discontinuance, including how to receive a refund on any unused service or how to contact regulatory agencies to obtain information on possible replacement providers. Talk America Services' customer service can be reached at 1-800-962-4772 or [customercare@talkamericaservices.com](mailto:customercare@talkamericaservices.com) or in writing at 2134 W Laburnum Ave., Richmond, VA 23227.

Sincerely,

Talk America Services, LLC

## **Exhibit B – Service List**

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

Office of Governor Andrew Cuomo  
State Capitol  
Albany, NY 12224

U.S. Department of Defense  
Pentagon  
Attn. Special Assistant for Telecom.  
Washington, DC 20301

# **CERTIFICATE OF SERVICE**

STATE OF FLORIDA        )

COUNTY OF ORANGE        )

On this date, July 15, 2019, the foregoing Section 63.71 Application was sent by U.S. Mail postage prepaid to the service list contained in Exhibit B.

/s/Ken Yeager

For Shipping Department  
Inteserra Consulting Group, Inc.