September 27, 2019

Ms. Marjorie Jones

36 Hudson Street; Floor 2

Trenton, NJ 08609

(609) 475-0338

Federal Communications Commission  
445 12th Street SW, Washington, DC 20554

Re: TalkAmerica’s proposal to discontinue my local residential service for telephone number 609.475.0338

Good afternoon, FCC:

I am filing a comment of Talk America’s discontinuing my service. Although the letter (attachment 2) is dated August 30, 2019 I just received it today (attachment 3). I have called at least 25 local carriers {see typical transaction (attachment 4)} and they all say they can provide service to me but get to a point and they find that their system shoes no copper at my residence (although I have had copper for the past 16 year) according to Verizon although there has been VERIZON repair tech there in March , 2019, (attachment 5) and that only FIOS available. I have not received a letter from VERIZON TO RETIRE COPPER, BUT APPARENTLY Verizon does not think there is copper there . I have also been in contact with Verizon (attachment 5) and they see no reason copper cannot go in through 3rd party, but again third party gets to the point where they see no copper existing. Attachment 2 is clear I currently have copper. I believe, after working for VERIZON AND nj Board of Public utilities FOR A COMBINATION OF OVER 20 YEARS, that this should be a simple “cut through” with only a paper work migration needed as jacks, copper wiring and network interface device are all working.

I need my copper because:

1. I have no computer for other companies VoIP.
2. I rent and do not want structural changes done to apartment I will have to repair if I have FIOS installed..
3. There is no logical reason to continue copper, but other local carriers are being blocked by what they see in their system provided by VERIZON although copper exists and this would not be a new installation.
4. No written notification from VERIZON about copper lines “being retired”
5. During storms surrounding wireless connections are lost, but my phone works.
6. I live in an area that has a high crime rate and need secure communications system.
7. I have done due diligence in getting another provider for local copper service, if the FCC could intervene and demand another local carrier five me service that would be great, but they will not even try to migrate.
8. Proof VERIZON records do not much reality from trouble ticket with TalkAmerica dated March, 2019:
9. **A trouble ticket with the following information has been set to automatically close on your Windstream account:**

|  |  |
| --- | --- |
| **Customer:** | MARJORIE JONES |
| **Account Number:** | \*\*\*\*\*3790 |
| **Trouble Ticket#:** | INC000039849738 |
| **Phone:** | 6094750338 |
| **Status:** | Resolved |
| **Date:** | 03/07/19 07:31:26 |
| **Description:** | 6094750338 marjorie jones - not verified - had phone service at 3:30am and now has no services at all no line - no dial tone - put in ticket for no dial tone -All Devices: Yes |
|  |  |
| **Clearing Remarks:** | ========================================== Clearing Notes: Sundaram S  =========================================== Trouble: No Dial tone Steps Taken: Dispatched VRZ technician Resolution: Good till dmarc Party At Fault: local carrier. Tech Verified In Service: [YES/NO] yes Confirmed Close w/Cust: [YES/NO] yes Customer Who Confirmed Close: marjorie jones =========================================== \*Attention Customer\*  Once this ticket is cleared, you may receive a survey asking about your experience during your reported trouble/request. We would appreciate your feedback. Thank you for being a Windstream customer. |
| **Service Address:** | 36 HUDSON ST, TRENTON CITY, NJ, USA 8609 |

Please consider this comment based on the fact I was just notified of discontinuance in writing 9/26/19, I have tried to get other local providers and it could endanger my well-being without a home phone.

Thank you for time and attention in this matter.

Sincerely,

Marjorie Jones