

12-204

Received & Inspected  
JUL 02 2012  
FCC Mail Room



**D. Craig Martin**  
e-mail: cmartin@wideopenwest.com

**Direct Dial: 269-567-4200**

June 29, 2012

**Via Overnight Mail**

**Marlene H. Dortch, Secretary**  
Federal Communications Commission  
Office of the Secretary  
9300 East Hampton Drive  
Capitol Heights, MD 20743

**Re: Sigecom, LLC; Section 63.71 Application**

Dear Ms. Dortch:

On behalf of Sigecom, LLC, enclosed please find an original and six (6) copies of the above-referenced Application. Please date-stamp the extra copy of this filing and return it to us. Should you have any questions regarding this filing, please do not hesitate to contact us.

**Very truly yours,**

**WOW! Internet Cable and Phone**

A handwritten signature in black ink, appearing to read "D. Craig Martin", written over a white background.

**D. Craig Martin**  
**General Counsel**

cc: Kimberly Jackson, FCC Wireline Competition Bureau (via email)

259 E. Michigan Avenue, Suite 209  
Kalamazoo, MI 49007  
t269-567-4200  
f269-567-4193  
www.wowway.com

Received & Inspected  
JUL 02 2012  
FCC Mail Room

12-204

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

In the Matter of )  
 )  
Section 63.71 Application of )  
 )  
SIGECOM, LLC )  
 )  
For Authority to Discontinue Telephone Service )  
In Evansville, Indiana )

Docket No. \_\_\_\_\_

**SECTION 63.71 APPLICATION**

SIGECOM, LLC, d/b/a WOW! Internet, Cable and Phone (“Sigecom”), through its undersigned counsel and pursuant to Section 214 of the Communications Act of 1934, as amended, 47 U.S.C. §214, and Section 63.71 of the Commission’s rules, 47 C.F.R. §63.71, hereby files this application to discontinue the provision of circuit switched local exchange and domestic and international long distance to customers receiving service via the Nortel Cornerstone platform in Evansville, Indiana and surrounding areas. In support of this Application, Sigecom submits the following information:

**I. Description of Discontinuance**

**1. Name and address of carrier**

SIGECOM, LLC  
6045 Wedeking Avenue  
Evansville, IN 47715

**2. Date of planned service discontinuance**

Sigecom intends to discontinue this service in phases over the next several months. For each phase, Sigecom will submit a separate application to discontinue service to the affected customers. The anticipated date to begin discontinuance of service for this group of affected

customers is on or after August 28, 2012, or as soon thereafter as the necessary federal approval can be obtained.

**3. Points of geographic areas of service affected**

The proposed discontinuance of service for this phase will affect residential and commercial service provided in the City of Evansville, Indiana (the "Service Area").

**4. Brief description of the type of service affected**

Sigecom proposes to discontinue the provision of circuit switched local exchange and domestic and international long distance to residential and commercial customers receiving service via the Nortel Cornerstone platform in the Service Area.

**5. Brief description of the dates and methods of notice to all affected customers**

This Application relates to the fourth phase of the planned service discontinuance. In this fourth phase, written notice to the group of affected commercial customers was mailed on or about June 27, 2012 and written notice to the group of affected residential customers was mailed on or about June 26, 2012. The written notice was mailed to 78 commercial customers located in Evansville, Indiana, and to 166 residential customers located in Evansville, Indiana (the "Affected Customers"). Attached as Exhibit A are copies of the customer notice letters. Similar letters will be mailed to affected commercial and residential customers in each other phase at least 30 days prior to discontinuance of service. Prior to discontinuance, all customers will be given the opportunity to migrate to Sigecom's digital phone service (interconnected VoIP) at substantially the same price points as the current, discontinued service.

**6. Non-dominance of the carrier with respect to the service to be discontinued**

Sigecom is non-dominant with respect to the service that it proposes to discontinue.

**7. Service**

In accordance with Section 63.71 of the Commission's rules, Sigecom has mailed a copy of this Application to the Indiana Governor, the Indiana Utility Regulatory Commission and the Special Assistant for Telecommunications for the Secretary of Defense.

**8. Additional questions regarding this application may be addressed to the undersigned or:**

Mark Deckard  
SIGECOM, LLC  
6045 Wedeking Avenue  
Evansville, Indiana 47715  
Phone: (812) 437-0303

## **II. Circumstances of Discontinuance**

Sigecom has determined to revise its business plan to discontinue the provision of circuit switched service via the Nortel Cornerstone platform to residential and commercial customers in the Service Area. Sigecom will continue to offer telephone service to the affected customers via its integrated voice over internet protocol platform (VoIP). Sigecom's discontinuance of its circuit switched service to customers is necessary and appropriate due to the obsolescence of the technology used to provide this service currently, and will not adversely affect the public convenience and necessity. The public will not be unduly harmed by Sigecom's discontinuance of the telecommunications service described above because customers have been given notice that affords them an ample opportunity to migrate to Sigecom's VoIP service or transfer to a new carrier. The telephone services that are being discontinued are readily available from other carriers, and Sigecom has provided and will continue to provide as it phases out this service more than the minimum 30-day notice required by the Commission for discontinuance of domestic services.

## **III. Conclusion**

Sigecom believes that the proposed discontinuance is reasonable and necessary. As outlined herein, Sigecom will take all reasonable steps, to the extent it is able, to assure that the discontinuance of service is not unduly disruptive to the present or future public convenience and necessity. Accordingly, Sigecom respectfully requests that the Commission permit it to discontinue the provision of services to the Affected Customers pursuant to Section 63.71.

Respectfully submitted,



---

D. Craig Martin, Esq.  
Kim D. Crooks, Esq.  
SIGECOM, LLC, d/b/a WOW! Internet, Cable and  
Phone  
259 E. Michigan Avenue, Suite 209  
Kalamazoo, MI 49007  
(269) 567-4200 (Tel)  
(269) 567-4193 (Fax)  
[cmartin@wideopenwest.com](mailto:cmartin@wideopenwest.com)  
[kcrooks@wideopenwest.com](mailto:kcrooks@wideopenwest.com)

Dated: June 29, 2012

**EXHIBIT A**

**Customer Notice Letter**



It's that kind of experience.

**\*\*\*DISCONTINUANCE NOTICE – DO NOT DISREGARD\*\*\***

June 26, 2012

Dear WOW! Customer,

The circuit switched phone service currently provided to you by Sigecom, LLC d/b/a WOW! Internet, Cable and Phone is being discontinued in the Evansville market area. This letter serves as formal notice that, subject to the approval of the Federal Communications Commission, WOW! plans to discontinue the circuit switched phone service at your location on or about **August 28, 2012**. But fear not. The good news is we're replacing the old service with a new and improved digital phone service, which means a better overall experience for you. As a part of this transition and in order for us to provide continuous phone service to your location, you will need to contact us to upgrade your phone service by **August 28, 2012**. This upgrade will not affect your WOW! Cable TV or WOW! Internet service.

If you choose not to upgrade to WOW! digital phone service, we reluctantly ask that you contact a new provider immediately to have your service changed by August 28, 2012.

If no action is taken, when the circuit switched phone service is discontinued, your home phone will no longer work and you will lose your home telephone number.

Thank you for your cooperation and understanding. We know you have a choice of providers and, on behalf of the entire WOW! family, we truly appreciate the opportunity to serve you.

Please call **1-877-283-6112** to switch your phone service before it's disconnected on or about August 28, 2012.

Sincerely,

Robert DiNardo  
Family Guy, Coach, Chocolate Enthusiast  
Vice President and General Manager  
WOW! Internet, Cable and Phone – Evansville Region  
6045 Wedeking Avenue  
Evansville, IN 47715

**WOW! is Required to Provide the Following Statement:**

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. 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 Sigecom, 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.

Pursuant 70 Indiana Administrative Code Section 7-1.3-11, you can obtain a temporary 30 day extension of disconnection for a serious illness or medical emergency by providing us with a medical statement from your physician or a public health official before the proposed disconnect date. You can also file a complaint with the Indiana Utility Regulatory Commission. You can contact the Commission at 317-232-2712 and 1-800-851-4268 between the hours of 8:15 a.m. and 4:45 p.m.

Phone service (including access to 911) is not available if you lose your broadband connection and, in the event of a power outage, is available only for the duration of backup power sources. Please see WOW!'s complete terms and conditions or call WOW! for further information regarding services and offers. ©2012 WideOpenWest Finance, LLC.



**\*\*\*DISCONTINUANCE NOTICE – DO NOT DISREGARD\*\*\***

June 27, 2012

Dear WOW! Business Phone Customer,

The circuit switched phone service currently provided to you by Sigecom, LLC d/b/a WOW! Internet, Cable and Phone is being discontinued in the Evansville market area. This letter serves as formal notice that, subject to the approval of the Federal Communications Commission, WOW! plans to discontinue the circuit switched phone service at your location on or about **August 28, 2012**. As a result we will be migrating to a new and improved digital phone service, which means a better overall experience for you. As a part of this transition and in order for us to provide continuous phone service to your location, you will need to contact us to upgrade your phone service by **August 28, 2012**.

**Please contact us to schedule an appointment**

Please contact us immediately at **1-888-766-7232** to schedule a free technician visit to upgrade your equipment before there is an interruption to your service on August 28, 2012. For your convenience, we offer one and two hour appointment windows.

We appreciate your patience and understanding as we undergo this important equipment upgrade.

Sincerely,

A handwritten signature in black ink, appearing to read "Phil Sheridan".

Phil Sheridan  
Vice President, Commercial Sales  
WOW! Business Solutions  
6045 Wedeking Ave  
Evansville, IN 47715

**WOW! is Required to Provide the Following Statement:**

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. 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 Sigecom, 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.

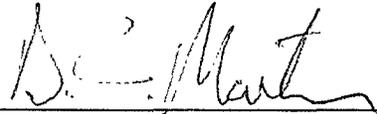
Pursuant 70 Indiana Administrative Code Section 7-1.3-11, you can obtain a temporary 30 day extension of disconnection for a serious illness or medical emergency by providing us with a medical statement from your physician or a public health official before the proposed disconnect date. You can also file a complaint with the Indiana Utility Regulatory Commission. You can contact the Commission at 317-232-2712 and 1-800-851-4268 between the hours of 8:15 a.m. and 4:45 p.m.

Phone service (including access to 911) is not available if you lose your broadband connection and, in the event of a power outage, is available only for the duration of backup power sources. Please see WOW!'s complete terms and conditions or call WOW! for further information regarding services and offers. © 2012 WideOpenWest Finance, LLC

**VERIFICATION**

I, D. Craig Martin, state that I am Secretary of SIGECOM, LLC; that I am authorized to make this Verification on behalf of SIGECOM, LLC; that the foregoing filing was prepared under my direction and supervision; and that the contents are true and correct to the best of my knowledge, information, and belief.

I declare under penalty of perjury that the foregoing is true and correct. Executed this 29th day of June, 2012.

A handwritten signature in black ink, appearing to read "D. Craig Martin", written over a horizontal line.

D. Craig Martin, Secretary  
SIGECOM, LLC

**CERTIFICATE OF SERVICE**

I hereby certify that the foregoing Section 63.71 Application of SIGECOM, LLC was served this 29th day of June, 2012, by mailing true and correct copies thereof, postage prepaid, to the following persons at the addressed listed below.

Governor Mitch Daniels  
Office of the Governor  
Statehouse  
Indianapolis, IN 46204

Indiana Utility Regulatory Commission  
PNC Center  
101 West Washington Street  
Suite 1500 E  
Indianapolis, IN 46204

Secretary of Defense  
Attn: Special Asst. for Telecommunications  
The Pentagon  
Washington, DC 20301

  
\_\_\_\_\_  
Carol Fillenworth