

Received & Inspected

DEC 27 2013

FCC Mall Room

Raphael Quiroz-Sanchez,

2 Dec 2013

Federal Communications Commission,
Wireline Competition Bureau, Competition Policy Division,
Washington,
DC 20554
USA

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FCC-Competition Policy Division

FCC Application to Discontinue Domestic Service

Reference: § 63.71 Application of Telefonica Digital, Inc., d/b/a/ Jajah

Ladies and Gentlemen:

This letter is in response to your public notice of the proposed discontinuance of domestic service for **Jajah.com** released on 1 December 2013. Hereby, I want to object.

I am totally shocked & very sad to be informed that Jajah.com will be closed down in January 2014.

Why does this happen? I cannot understand. Could you please be so kind and explain it? The service works great and it has fair prices, too.

Did the company get into financial trouble or was it because some other company or government authority forced it to quit?

It is so unfortunate for everyone.

My entire family and I use Jajah to communicate with relatives and friends in Japan, Switzerland, Austria and Mexico...this will no longer be possible for us: We do have very low speed Internet (1 Mbit/s), so Skype, etc. does not work at all – despite we have tried it several times!

E.g.: It is very common in Germany that the Internet has very low speed on the countryside.

Furthermore, for older people Jajah is much easier to use compared to Skype, other messengers and similar software – once explained they could just use their ordinary phone (...no software installation, no PC necessary!).

Is there not any possibility to continue that service???

People with low funds or income, e.g. young adults, young families with children, students working or studying abroad, artists as well as WEB2.0 freelancers and small and medium sized companies, all use this service.

If this service ceases to exist, many thousands of people will not be able anymore to call their relatives abroad!

Even Microsoft's professional service *Office 365* (Lync) has a partnership with Jajah. Yet there is no replacement, if Jajah is discontinued. I can send you plenty of official evidence from the MS forum website (please send me an email, if you need it).

Many small businesses will be affected severely and jobs will be put at stake. Cost efficiency is absolutely vital today and keeping a company's phone costs low is essential to this goal.

There are NO alternatives for using your own/or a friend's landline phone (or cell phone) to call over the Internet (like this service offers). **Basically it connects two phones over the Internet (not two computers), both parties do not need fast Internet, it works with any phone and is very reliable.**

One more thing on a very sad personal note and above all my personal reason I desperately want to prevent Jajah from being discontinued:

My cousin lives in the USA and suffers from dysfunction of both of his kidneys (caused by cancer). He can only live because he is lying in hospital and the machines clean his blood. He is in very bad condition, weak, lost a lot of weight, is almost unable to drink anything and suffers from pain.

He has a young daughter, but hardly finds the strength to fight his disease and keep the will to live. Thus, he gets tired very quickly.

Except his wife and child he is totally alone, because his two sisters and mother live abroad. Also, his father died from cancer many years ago. His family and we try to cheer him up as often as we can, thus we call him in hospital and encourage him to keep up hope – just talk with him and give him the feeling he is not alone. We pray every day that he will get a new kidney, but even if so, he has already given up. The situation is very unfortunate, because all we can do is to call him from Germany and hope this will lead to a better set of mind. We need Jajah (or anything comparable), if there is no alternative this would be disastrous and we very much fear to loose him.

I honestly beg you to help all of us and prevent this from happening.

Thank you very much for your time.

Yours faithfully,


Raphael Quiroz-Sanchez