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May 2, 2022

Secretary
Florida Public Service Commission
2540 Shumard Oak Blvd.
Tallahassee, FL 32399-0850

electronically filed

Re: **Fusion Cloud Services, LLC Notice of Proposed Partial Service Discontinuance**

Dear Mr. McAlister:

Fusion Cloud Services, LLC (“Fusion Cloud” or the “Company”), an authorized provider of telecommunications services in Florida, submits this filing to notify the Florida Public Service Commission (the “Commission”) regarding its intent to discontinue the provision of certain telecommunications services to particular customers as described herein. The specific Fusion Cloud services and associated features being discontinued are certain Digital Signal 1 (“DS-1”), Digital Subscriber Line (“DSL”), and voice telephony services provided to particular carrier and end-user business customers (collectively, the “Services”). At this time, Fusion Cloud plans to discontinue its provision of the Services to a) two carrier customers effective June 1, 2022; and b) two additional carrier customers (together with the carrier customers referenced in (a), collectively the “Carrier Customers”) and approximately thirty (30) end-user customers (the “Affected Business Customers”) effective June 29, 2022.

The Proposed Discontinuance

Due to a substantial increase in the price of various legacy carrier services purchased by Fusion Cloud from incumbent local exchange carriers (“ILECs”), the Company and its operating affiliates have determined that it is no longer economically viable to purchase the underlying services from the ILECs and provide the Services to wholesale and end-user customers in Florida and nine other states.¹ As a result of the ILEC pricing changes, earlier this year, Fusion Cloud advised the Carrier Customers receiving the Services in Florida that it would be discontinuing the Services and began discussions with the Carrier Customers regarding the migration of the Services to an alternative wholesale offering. In the course of those discussions, two of the four Carrier Customers advised Fusion Cloud that they did not want to move any of their Services to alternative services offered by the Company and would secure replacement services for all of their

¹ In addition to Florida, the proposed discontinuance involves affiliated Fusion operating companies in Alabama, Georgia, Kansas, Mississippi, Missouri, North Carolina, South Carolina, Tennessee and Texas.

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affected Services from other sources and the other two Carrier Customers agreed to move certain of their Services to alternate Company offerings and obtain the rest from other sources. Inasmuch as Fusion Cloud's deadline for shutting down its network in Florida is nearing and the Carrier Customers have not yet migrated the Services to an alternative service provider, Fusion Cloud anticipates that it may be compelled to discontinue those Services should they not be migrated as planned prior to June 1, 2022 and June 29, 2022, as applicable. Similarly, the Company has notified the Affected Business Customers regarding the planned discontinuance of the Services, apprising them of their choice to change to an alternative service from Fusion Cloud or to move to a new service provider. Should the Affected Business Customers fail to either choose an alternative Fusion Cloud service or move to another service provider prior to June 29, 2022, the Company will discontinue their Services.

The proposed discontinuance will not result in material harm to the affected Customers because they can obtain alternative services from Fusion Cloud or other carriers. Customers also may purchase substitute services and features from wireless carriers or from a host of other alternative providers such as interconnected voice over Internet protocol providers.

Fusion Cloud provides the following summary information:

1. Name and Address of Carrier: Fusion Cloud Services, LLC is located at 210 Interstate North Parkway, Suite 200, Atlanta, GA 30339.
2. Date of Planned Service Discontinuance: Fusion Cloud plans to discontinue its provision of the Services to the Customers effective on a) June 1, 2022; and b) June 29, 2022 (as applicable).
3. Points of Geographic Areas of Service Affected: Fusion Cloud proposes to discontinue the provision of the Services in the specific (urban and suburban) areas in Florida where the affected Customers are being served.
4. Brief Description of Type of Service Affected: The Services affected by this discontinuance include DS-1, DSL, and voice telephony services provided to particular carrier and end-user customers.
5. Brief Description of the Dates and Methods of Notice to All Affected Customers: Fusion Cloud provided written notice to the Carrier Customers affected by the June 1, 2022 discontinuance date on March 24, 2022, via UPS. Fusion Cloud provided written notice to the customers affected by the June 29, 2022 discontinuance date as follows: (i) to the two Carrier Customers, via UPS, on March 23, 2022, and (ii) to the Affected Business Customers, via first class mail, on April 22, 2022. Copies of these notices are attached hereto as **Attachment A**. Fusion Cloud has also filed (or is filing) applications with the Federal Communications Commission ("FCC"), pursuant to 47 C.F.R. § 63.71, for approval of the proposed discontinuances, and, as required by FCC Rules, is providing a copy of those applications to the governors and state commissions in each of the affected states and territories. Copies of Fusion Cloud's FCC applications are being sent to this Commission under separate cover.

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6. Brief Description of Number of Customers Affected: The most recent information available to Fusion Cloud is that there are four Carrier Customers and approximately thirty (30) Affected Business Customers who receive the Services in Florida and will be subject to discontinuance.

7. Effect of Discontinuance. At this time, Fusion Cloud proposes solely to discontinue the Services to the Customers described herein. With the exception of the Services, the Company intends to continue offering and providing services to wholesale and retail customers in Florida.

The public convenience and necessity will not be adversely affected by the discontinuance of the Services and features in question. All Customers have been provided notice that affords them ample time to acquire one of the many substitute services available to them. As has been explained to the Carrier Customers and the Affected Business Customers, alternative services may be available from Fusion Cloud. Additionally, the Carrier Customers have access to other contractual provisioning arrangements and the Affected Business Customers have ready access to comparable end-user services from other service providers.

Respectfully submitted,

Fusion Cloud Services, LLC

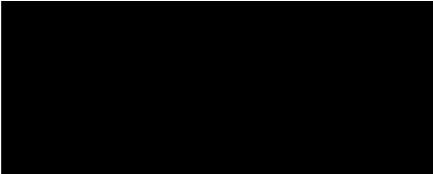
/s/ Winafred Brantl _____

Winafred Brantl
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210 Interstate North Parkway, Suite 200
Atlanta, Georgia 30339
www.fusionconnect.com

April 14, 2022



**Notice of Discontinuance
of Copper-based DS-, DSL or POTs Services in Florida
Provided by Fusion Cloud Services, LLC**

Dear Customer:

Fusion Cloud Services, LLC (“we” or “us” or “our”) regret to inform you that, on or shortly after June 29, 2022 (the “Service Termination Date”), we will be discontinuing the provision of your copper-based DS-1, DSL or POTs and associated services at [REDACTED] (an “Affected Location”).¹

In order to avoid a disruption in your services at the Affected Location, you must make arrangements to transition all of your services with us to an alternative product. We would be happy to assist you in identifying an appropriate alternate service from us if you are interested; please do not hesitate to call Customer Service toll-free at (888) 301 1721 opt.2 . Alternatively, you may choose to transition all of your services at the Affected Location to a new service provider before the Service Termination Date; in such case you will need to contact a new service provider of your choice to make such arrangements.²

If you do not arrange to transition to one of our other products and services or fail to move to a new service provider prior to the Service Termination Date, you will experience a loss of service. **Specifically, if you currently receive voice service from us at the Affected Location, you will be unable to make local calls, including 911 emergency calls and any long distance service that you currently enjoy.** You will also lose any data services that you may have at the Affected Location. Further, should you fail to make arrangements to transition your services prior to the Service Termination Date, you may not be able to keep your current telephone number(s) and move them to a new service provider.

1. The discontinuance of your service is part of a multi-state operational transition that we are implementing in 2022, involving service locations in the following states: Alabama, Florida, Georgia, Kansas, Missouri, North Carolina, South Carolina, Tennessee, and Texas.

2. **North Carolina Customers:** Effective with this notice and pursuant to state law, we will no longer make changes to, reconnect or accept new orders for the service to be discontinued.

We urge you not to delay in arranging for new service, either with us or with a new service provider, particularly as some carriers may require several weeks or months to install new services.

Should viable alternatives exist at your location, and should you so choose, we would be happy to assist you in transitioning to a different Fusion service offering. One of our Account Managers will be reaching out to you to assist with the transition. In the interim, if you are interested in receiving alternative services from us, please do not hesitate to call Customer Service toll-free at **(888) 301 1721 opt.2**. If, instead, you prefer to move to a new service provider, there are a number of other choices available at the Affected Location.³

Important Note: If you arrange for new service before your service with us is terminated and wish to keep your current telephone number(s), please be sure to address this with your new service provider.

We thank you for your past patronage and we remain committed to ensuring that your service transition is as smooth as possible.⁴ If you have any further questions regarding the discontinuance of your services at the Affected Location, please contact Customer Service at **(888) 301 1721 opt.2**.

Sincerely,

Fusion Cloud Services, LLC

The Federal Communications Commission requires us to provide you with the following notice:

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 **Fusion Cloud 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.

3. Information regarding alternative service providers is available online. Information may also be obtained from your state communications regulatory commission (e.g., "Public Service Commission") at the phone number and link set forth on the Schedule attached hereto.
4. We will pay the switching fees, if any, associated with the transfer of any regulated services to another service provider. If the Service Termination Date is not the last day of your billing cycle, if you migrate your services to an alternative service provider, we will issue you a refund check (within forty-five (45) days of the discontinuance) equal to the pro rata portion of the month for which prepayment was received but services were not provided. **North Carolina Customers:** Return of deposits and application of credits associated with the discontinued service will be completed within thirty (30) days of the discontinuation.

State Public Utility Commission Information

<p>Alabama Public Service Commission 100 N Union Street, RSA Union Montgomery, AL 36104</p>	<p>Toll Free Phone: (800) 392-8050 Link: www.psc.alabama.gov</p>
<p>Florida Public Service Commission 2540 Shumard Oak Blvd. Tallahassee, FL 32399-0850</p>	<p>Toll Free Phone: (800) 342-3552 Link: www.psc.state.fl.us</p>
<p>Georgia Public Service Commission 244 Washington Street, SW Atlanta GA, 30334-9052</p>	<p>Toll Free Phone: (800) 282-5813 Link: www.psc.ga.gov</p>
<p>Kansas Corporation Commission 1500 SW Arrowhead Road Topeka, KS 66604-4027</p>	<p>Toll Free Phone: (800) 662-0027 Link: www.kcc.ks.gov</p>
<p>Missouri Public Service Commission 200 Madison Street, PO Box 360 Jefferson City, MO 65102-0360</p>	<p>Toll Free Phone: (800) 392-4211 Link: www.psc.mo.gov</p>
<p>North Carolina Utilities Commission 430 North Salisbury Street Dobbs Building, 5th Floor Raleigh, NC 27603-5918 4325 Mail Service Center (Mailing Address) Raleigh, NC 27699-4300</p>	<p>Toll Free Phone: (866) 380-9816 Link: www.ncuc.net</p>
<p>South Carolina Public Service Commission 101 Executive Center Dr # 100 Columbia, SC 29210</p>	<p>Phone: (803) 896-5100 Link: www.psc.sc.gov</p>
<p>Tennessee Public Utility Commission 502 Deaderick Street 4th Floor Nashville, TN 37243</p>	<p>Toll Free Phone: (800) 342-8359 Link: www.tn.gov/tpuc</p>



210 Interstate North Parkway, Suite 200
Atlanta, Georgia 30339
www.fusionconnect.com

March 23, 2022

[REDACTED]
Acct Nos. (See attached Schedule 1)

**IMPORTANT NOTICE:
DISCONTINUANCE OF WHOLESALE COPPER-BASED DS-1, DSL AND POTS SERVICES
PROVIDED BY FUSION CLOUD SERVICES, LLC OR FUSION TELECOM OF TEXAS,
LTD., L.L.P. IN THE STATES OF
ALABAMA, FLORIDA, GEORGIA, KANSAS, MISSOURI, MISSISSIPPI, NORTH CAROLINA,
SOUTH CAROLINA, TENNESSEE AND TEXAS
SCHEDULED FOR JUNE 29, 2022**

Dear [REDACTED]

Fusion Cloud Services, LLC and Fusion Telecom of Texas, Ltd., L.L.P. (“we” or “us” or “our”) regret to inform you that, starting at noon on June 29, 2022 (the “Service Termination Date”), we will be discontinuing the provision of all of the copper-based DS-1, DSL and POTS services that you purchase from us in any of our central offices located the states of **Alabama, Florida, Georgia, Kansas, Missouri, Mississippi, North Carolina, South Carolina, Tennessee and Texas** (the “Affected Locations”).¹ The specific accounts impacted are listed in **Schedule 1** hereto. The discontinuance of services at the Affected Locations is occurring due to changing economic conditions and the fact that the current costs to provide services from the associated central offices is no longer economically viable (see the section titled “Network Audit” in your wholesale contract with us).

In order to avoid a disruption in your customers’ services at the Affected Locations, you must make arrangements to transition all of those services to a new wholesale service provider before the Service Termination Date.

If you do not arrange to transition your end user customers to a new underlying service provider prior to the Service Termination Date, your end user customers will experience a loss of service. **Specifically, if you currently resell our voice service at the Affected Location, your customers will be unable to make local calls, including 911 emergency calls and will lose any long distance service that they currently enjoy.** Your customers will also lose any data services that they may have at the Affected Locations.

1. **For Affected Locations in North Carolina**, effective with this notice and pursuant to state law, we will no longer make changes to, reconnect or accept new orders for the service to be discontinued.

We urge you not to delay in arranging for new underlying services with a new wholesale service provider. As you know, some carriers may require several weeks or months to install new services.²

We value you as an industry partner and we remain committed to ensuring that your service transition is as smooth as possible. If you have any further questions regarding the discontinuance of our wholesale services at the Affected Locations, please contact Customer Service at **(888) 635-2221**.

Sincerely,

Fusion Cloud Services, LLC and Fusion Telecom of Texas, Ltd., L.L.P.

The Federal Communications Commission requires us to provide you with the following notice:

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 **Fusion Cloud Services, LLC and Fusion Telecom of Texas, Ltd., L.L.P.** 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.

2. This notice also puts recipient wholesale customer on notice, unless they make adequate alternative arrangements to ensure uninterrupted services to their end-user customers, as to the need for timely compliance with their obligations pursuant to the applicable service discontinuance-related regulations in each state (*e.g.*, in North Carolina, the NCUC's Rule 21-4; in Tennessee, the PUC's Rule 12-20-04-02-.40).