



August 26, 2019  
Via Overnight Delivery

Mr. Adam J. Teizman, Commission Clerk  
Office of Commission Clerk & Administrative Services  
Florida Public Service Commission  
2540 Shumard Oak Boulevard  
Tallahassee, FL 32399-0850

**RE: Talk America Services, LLC – Certificate of Authority No. 8863  
Notice of Discontinuance**

Dear Mr. Hinton:

Please find the original of this letter submitted on behalf of Talk America Services, LLC (“Talk America Services” or “Company”) to notify the Commission of the Company’s intent to discontinue the provision of intrastate and interstate telephone services to all customers in the State of Florida on or after October 10, 2019, subject to applicable regulatory approvals.

The Company was granted authority to provide local telecommunications services in Docket No. 140181-TX, Order No. PSC-14-0670-PAA-TX on December 1, 2014.

Although the Company must discontinue service to its existing customer base, **it wishes to retain its local operating authority** following the discontinuance of service to its existing customers so that it can pursue future opportunities to provide competitive services to Florida customers under its existing authority.

Please acknowledge receipt of this filing by date-stamping the extra copy of this cover letter and returning it to me in the self-addressed, stamped envelope provided for that purpose.

Any questions you may have regarding this filing should be directed to my attention at 407-740-3031 or via email to Sthomas@inteserra.com. Thank you for your assistance in this matter.

Sincerely,

Sharon Thomas  
Consultant

tms: FLx1901  
Enclosures  
ST/cc

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**TALK AMERICA SERVICES, LLC**  
**NOTICE OF INTENT TO DISCONTINUE LOCAL TELECOMMUNICATIONS SERVICE**

Talk America Services, LLC (“Talk America Services” or “Company”) hereby submits this Notice of Intent to Discontinue Local Telecommunications Service to its existing customer base in Florida on or after October 10, 2019, pending applicable regulatory approval. The Company wishes to retain its certificate of authority following the discontinuance of service to its existing customers so that it can pursue other future opportunities to provide competitive services to Florida customers under its existing authority.

**I. CONTACT INFORMATION**

*Questions and other correspondence regarding this Application should be sent to:*

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

*Name and corporate headquarters address of Applicant*

Talk America Services, LLC  
10802 Executive Center Drive  
Little Rock, AR 72211

## II. BACKGROUND

Talk America Services was issued a certificate to provide local telecommunications services in the Florida in Docket No. 140181-TX on January 2, 2015. The Company currently serves 209 customers in Florida, including 152 local customers and 57 long-distance only customers. The Company intends to discontinue the provision of telecommunications services to all existing customers in Florida no sooner than October 10, 2019, pending applicable regulatory approvals.

## III. REASON FOR DISCONTINUANCE AND CUSTOMER IMPACT

Talk America Services relies exclusively on an underlying provider to provide services. 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.

The Company does not hold any customers deposits. It will prorate and refund any advance payments for service upon issuance of final customer invoices.

## IV. NOTICE

Talk America Services provided the customer notice included as *Attachment A* to all affected customers via U.S. 1<sup>st</sup> Class mail on August 26, 2019 and has established a dedicated toll-free customer service number with representatives available to assist customers in transitioning their service to other providers. The Company has submitted a Section 63.71 Application for discontinuance of service to the Federal Communications Commission (“FCC”) requesting approval for the proposed discontinuance of service, a copy of which is being mailed to the Commission under separate cover, pursuant to FCC rules.

**Attachment A**

**CUSTOMER NOTICE**



August 26, 2019

Customer Name  
Customer Address  
City, State Zip

***URGENT: Your telephone services in Florida 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 Florida on or after October 10, 2019, pending applicable regulatory approvals. **Your service in Florida 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 10, 2019. Therefore, you will need to migrate the services you now receive from Talk America Services to an alternative provider **before October 10, 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. 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