



January 20, 2017  
**Via Overnight Delivery**  
& E-Mail

Secretary  
Utah Public Service Commission  
Heber M. Wells Building  
160 East 300 South, Suite 400  
Salt Lake City, UT 84111

RE: Talk America Services, LLC  
Application to Discontinue Services

Dear Sir or Madam:

Enclosed for filing please find the original and two (2) copies of the above referenced filing submitted on behalf of Talk America Services, LLC. The purpose of this filing is to notify the Commission of the Company's intent to discontinue services to a limited number of customers in Utah.

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@tminc.com](mailto:sthomas@tminc.com). Thank you for your assistance in this matter.

Sincerely,

Sharon Thomas  
Consultant to Talk America Services, LLC

cc: Talk America - Talk America Services  
Utah PSC (E-Mail)  
file: Talk America Services - UT Other  
tms: UTx1701

Enclosures  
ST/gs

**BEFORE THE  
UTAH PUBLIC SERVICE COMMISSION**

Application of	)	
<b>Talk America Services, LLC</b>	)	Docket No. _____
to Discontinue Telecommunications Services	)	
Within the State of Utah	)	
	)	

**APPLICATION**

Talk America Services, LLC ("Talk America Services" or "Applicant"), by its undersigned officer and pursuant to Rule R746-350 of the Utah Administrative Code, hereby submits this Application to Discontinue Telecommunications Services to customers in Utah ("Application"). In support of its Application, Talk America Services provides the following information:

**1. GENERAL INFORMATION**

**Corporate Information:**

- A.** Applicant's name is Talk America Services, LLC and it provides service under that name in Utah. Applicant's address and telephone number are:

Talk America Services, LLC  
10802 Executive Center Drive  
Benton Building Suite 300  
Little Rock, AR 72211  
Telephone: (501) 850-0820  
Facsimile: (501) 537-0769

**Contact Information:**

Correspondence or communications pertaining to this Application should be directed to:

Sharon Thomas  
Consultant to Talk America Services, LLC  
Technologies Management, Inc.  
151 Southhall Lane, Suite 450  
Maitland, FL 32751  
Telephone: (407) 740 - 3031  
Facsimile: (407) 740 - 0613  
E-mail: sthomas@tminc.com

**2. PROPOSED DISCONTINUANCE OF SERVICE**

Talk America Services proposes to discontinue the provision of local exchange, digital subscriber line ("DSL") internet access and intrastate and interstate long distance services to thirteen (13) customers in Utah

on or about April 1, 2017, pending applicable regulatory approvals. The Applicant does not seek to relinquish its operating authority, but only to discontinue service to a limited number of customers, as described more fully herein.

The services are being discontinued because Talk America Services' wholesale service provider, Windstream, intends to decommission the telecommunications equipment that is used to serve the affected customers. Talk America Services operates as a reseller of Windstream's services, and has no ability to provide substitute services to the impacted customers. Talk America Services is providing notice of the proposed discontinuance to affected customers via 1<sup>st</sup> class U.S. mail on or around January 23, 2017. A copy of the customer notice is attached as **Exhibit A**. The Applicant has established a dedicated toll-free customer service number to assist customers in transitioning their service to other providers.

The affected customers are in locations where CenturyLink serves as the underlying incumbent local exchange carrier. CenturyLink offers voice and data services comparable to those provided by Talk America Services. Accordingly, the customers will be able to continue to receive uninterrupted telephone service by switching to CenturyLink or other alternatives prior to Talk America Services' discontinuance date.

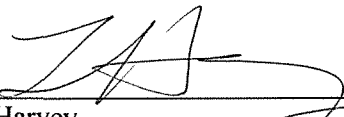
### 3. ACKNOWLEDGEMENTS

The Applicant acknowledges that by signing this Application, the Applicant and its successors understand and agree that:

- a. Filing the Application does not, by itself, constitute authority to discontinue any service;
- b. discontinuance shall occur as ordered by the Commission;
- c. the Applicant will assist in the porting of any assigned telephone numbers to a replacement provider.

WHEREFORE, Talk America Services, LLC respectfully requests that the Utah Public Service Commission grant this Application to Discontinue Services and grant such other relief as may be appropriate. .

Respectfully submitted,

  
\_\_\_\_\_  
Keith Harvey  
Vice President, Deputy General Counsel  
Talk America Services, LLC

Dated: 1-18-17

**AFFIDAVIT**

STATE OF ARKANSAS

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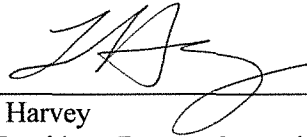
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COUNTY OF PULASKI

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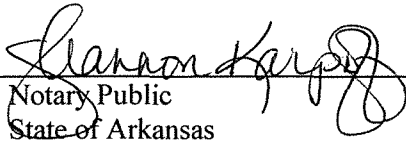
I, Keith Harvey, being first duly sworn, deposes and states under penalty of perjury that I am Vice President, Deputy General Counsel of Talk America Services, LLC, the Applicant in the subject proceeding; that I have read the foregoing application and exhibits and know the content thereof; that the same are true and correct to the best of my knowledge, information, and belief.

Executed on this 18<sup>TH</sup> day of January, 2017.

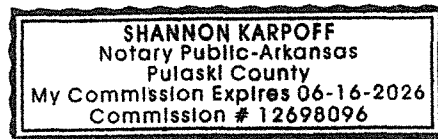


Keith Harvey  
Vice President, Deputy General Counsel  
Talk America Services, LLC

Subscribed and sworn to before me this 18 day of January, 2017.



Notary Public  
State of Arkansas



My commission expires: 6-16-2026

**EXHIBIT A**

Customer Notice



January 23, 2017

**URGENT: Your telephone services 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 long distance services in your service area on or after April 1, 2017, pending applicable regulatory approvals, due to the decommissioning of equipment by our wholesale service provider.

In order to avoid a permanent disruption of your telephone services, please contact Talk America Services toll-free at 1-800-962-4772 as soon as possible to discuss your available options for an alternative service provider. Failure to do so may result in insufficient time to transition your services to an alternative provider and could result in a complete loss of your dialtone, internet access and long distance services, including the loss of your telephone number, with no short-term ability to restore them. **You will need to migrate these services to an alternative provider before April 1, 2017.**

This discontinuance of service will affect Talk America Services' customers in certain areas of Colorado, Iowa, Idaho, Illinois, Indiana, Michigan, Minnesota, Missouri, North Dakota, South Dakota, Texas, Utah, Washington and Wisconsin. A filing is being made with the Federal Communications Commission (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, including how to receive a refund on any unused service or how to contact regulatory agencies to obtain information on possible replacement providers. 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

2134 W Laburnum Ave, Richmond, VA 23227