

January 30, 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