



January 30, 2017  
Via Web Filing

Mr. Steven V. King, Executive Secretary  
Washington Utilities & Transportation Comm.  
1300 S. Evergreen Park Drive, S.W.  
P.O. Box 47250  
Olympia, WA 98504-7250

**RE: Talk America Services, LLC; Limited Discontinuance of Service**

Dear Mr. King:

Pursuant to WAC 480-120-083, this letter is submitted on behalf of Talk America Services, LLC ("Talk America Services" or "Company") to notify the Commission of the Company's intent to discontinue services to a limited number of customers in Washington. Talk America was issued a Registration as a Competitive Telecommunications Company on October 28, 2014 in Docket No. UT-143626. The Company does not seek to relinquish its operating authority, but only to discontinue service to two customers, as described more fully herein.

Talk America Services intends to discontinue the provision of local exchange, digital subscriber line ("DSL") internet access and intrastate and interstate long distance services to two (2) customers in Washington on or about April 1, 2017, pending applicable regulatory approvals. 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 the attached notice of the proposed discontinuance to the affected customers via 1<sup>st</sup> class U.S. mail on or around February 1, 2017. The Company 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.

Pursuant to WAC 480-120-083 (3), Talk America Services provides the following information:

1. Name of Telecommunications Company: Talk America Services, LLC is located at: 10802 Executive Center Drive, Benton Building Suite 300, Little Rock, AR 72211
2. Date of Planned Service Discontinuance: Talk America Services will discontinue the provision of services described above on or after April 1, 2017.
3. Number of impacted Customers and Their Location (described by exchange or by city and county): Service will be discontinued to two (2) customers. One is located in Kent, WA and the other in Vancouver, WA.

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4. Customer Notice: A copy of the customer notice is attached hereto. If either of the two affected customers remains on the Company's service, a second notice will be provided between 10 and 30 days before cessation of the service by calling the customer(s) directly, in accordance with the provisions of WAC 480-120-083 (4)(d)(i).
5. Notice to State 911 program: This letter is being sent to the State E911 Coordinator to satisfy the requirement of WAC 480-120-083 (2)(b).
6. Notice to Incumbent Local Exchange Carriers ("ILECs"): Not applicable. The Company is a reseller with respect to the affected services and does not purchase unbundled network elements from any ILEC.
7. Notice to Companies Providing Resold Services: As noted above, Talk America Services resells services purchased from Windstream to provide service to the customers affected by this discontinuance. Windstream is decommissioning the facilities that serve these customers, which is the reason for the discontinuance. Accordingly, Windstream is aware of the discontinuance and additional notice is not required.
8. Notice to the National Number Administrator: Not applicable. As a reseller, Talk America Services is not assigned numbers directly. Its underlying wholesale provider, Windstream, will be responsible for coordinating with the National Number Administrator regarding the release of telephone numbers.

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. Thank you for your assistance in this matter.

Sincerely,

/s/Sharon Thomas

Sharon Thomas  
Consultant to Talk America Services, LLC

cc: Talk America Services  
State E911 Coordinator (via email to e911leadership@mil.wa.gov)

tms: WAx1701



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**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 [customer care@talkamericaservices.com](mailto:customer care@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