



151 Southhall Lane, Ste 450
Maitland, FL 32751
P.O. Drawer 200
Winter Park, FL 32790-0200
www.inteserra.com

August 21, 2019
Via Web Filing

Mr. Mark Johnson, Executive Secretary
Washington Utilities & Transportation Comm.
621 Woodland Square Loop
Lacey, WA 98503

RE: Docket No. UT-190651; Talk America Services, LLC Discontinuance of Service

Dear Mr. Johnson:

Please accept this letter on behalf of Talk America Services, LLC (“Talk America Services”) in the docket referenced above. Pursuant to WAC-120-083 (4)(d)(ii), Talk America Services has provided a second written notice to Washington customers affected by its discontinuance of service. The second notice, which is attached, was sent via 1st class U.S. Mail to all affected customers on August 21, 2019.

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,

/s/ Sharon Thomas

Sharon Thomas
Consultant

cc: Talk America - Talk America Services
tms: WAx1901a

Enclosure

Received
Records Management
08/21/19 15:13
State Of WASH.
UTIL. AND TRANSP.
COMMISSION

Attachment 1

Second Customer Notice



2134 W Laburnum Ave.
Richmond, VA 23227

August 21, 2019

Customer Name
Customer Address
City, State Zip

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 intrastate and interstate long distance services to all customers in the states of Alabama, Arkansas, Idaho, Missouri, Nebraska, New Mexico, North Dakota, South Carolina, Washington, and Wyoming on or after September 1, 2019, pending applicable regulatory approvals. **Your service 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 September 1, 2019. Therefore, you will need to migrate the services you now receive from Talk America Services to an alternative provider **before September 1, 2019.**

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 or in writing at 2134 W Laburnum Ave., Richmond, VA 23227.

Sincerely,

Talk America Services, LLC