

ORIGINAL



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Mr. James McNulty
Secretary
Pennsylvania Public Utility Commission
Commonwealth Keystone Bldg. 400 North Street
Harrisburg, PA 17120

RE: Revised Contact Information for Talk America Inc.

Dear Mr. McNulty:

This letter provides the Commission with updated contact information for Talk America Inc. Although not all of the information listed below reflects a change since we last provided updated contacts, to avoid any confusion, this letter outlines all of the relevant regulatory contact information.

- 1) The primary regulatory contact for Talk America for regulatory correspondence, information, inquiries, or requests is now:

Ms. Francie McComb
Vice President of Regulatory Affairs
6805 Route 202
New Hope, PA 18938

**DOCUMENT
FOLDER**

- 2) All **verbal** contacts from the Commission regarding consumer complaints should be directed to

Ms. Sara Lee
(877) 474-4926

- 3) All **written** (formal or informal) consumer complaints directed to Talk America by the Commission should be sent:

Via Email: regulatory@talk.com
Via FAX: 1-407-658-6312

Or Via Mail to:

Regulatory Department
Talk America Inc.
12001 Science Drive, Suite 130
Orlando FL 32826

May 11, 2004

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SECRETARY'S BUREAU

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Page 2 of 2

- 1) Direct consumer complaints and inquiries (not submitted via the Commission or other agency) should be directed to Customer Service at 1-800-291-9699. If the customer is not satisfied with the resolution, they may further escalate the dispute, via letter, to Mr. Greg Luff, Talk America Inc., 2704 Alternate U.S. 19 North, Palm Harbor, FL 34683.
- 2) Any invoices for regulatory fees that are presently sent to Technologies Management Inc. (TMI) in Winter Park, Florida should continue to be sent to TMI .
- 3) Talk America's corporate address and headquarters location remains:

Talk America Inc.
6805 Route 202
New Hope, PA 18938

Sincerely,



Sharon Thomas
Consultant to Talk America Inc.

cc: Francie McComb
File: Talk America - PA