

INDEX TO EXHIBITS

Docket No. C-2020-3022113

Hearing Date: December 1, 2020

NUMBER

Complainant's Exhibits:

- 1 Payments
- 2 Notice - Final
- 3 Photo
- 4 FCC Media Release
- 5 2/20/15 Letter

Respondent Exhibits:

- 1 Commission Order
- 2 FCC Public Notice
- 3 10/14/19 Letter
- 4 1/30/20 Letter



C-1

August 25, 2017

Dear Mr. McGuckin,

Displayed below are payments made between 01/2012-07/2017 on account: **012407670**

Date	Confirm Number	Amount	YRMO	Batch#	Sequence#
7/10/17	245930674	85.18	1708	044822	000661
6/05/17	244067474	85.15	1706	044744	000418
5/01/17	242183904	85.13	1705	044654	000564
4/09/17	240994399	85.03	1704	044591	000862
3/09/17	239345150	85.03	1703	044499	000887
2/07/17	237615074	85.03	1702	044393	001644
1/17/17	236453205	85.18	1702	044326	000424
12/10/16	234405145	85.15	1701	044215	000488
11/04/16	232418677	86.00	1611	044126	000931
10/03/16	230555686	85.28	1610	044033	000450
9/06/16	229026099	85.31	1609	043963	000402
8/07/16	227424571	85.00	1608	043867	000988
6/23/16	224905965	84.50	1607	043754	000561
5/29/16	223427969	84.50	1606	043671	000551
4/30/16	221761731	84.09	1605	043593	000690
4/06/16	220409814	85.00	1604	043533	000523
2/29/16	218148159	84.56	1603	043409	000488
1/31/16	216383935	84.59	1602	043304	000477
1/09/16	215162597	84.26	1601	043260	000516
12/08/15	213300109	84.26	1512	043170	001376
11/06/15	211393565	84.23	1511	043092	000751
10/04/15	209350567	76.34	1510	042986	000364
9/08/15	207813028	72.70	1509	042905	001486
8/02/15	205584717	82.96	1508	042779	000562
7/04/15	203831660	83.03	1507	042676	000360
5/31/15	201753482	83.03	1506	042562	000669
5/03/15	200041853	83.06	1505	042453	000129
4/09/15	0000093832	82.90	1504	042288	000759
3/05/15	0000093824	83.00	1503	041585	000397
2/10/15	0000093805	82.93	1503	041135	001258
1/05/15	0000093794	81.61	1501	040357	000655
12/08/14	0000093787	85.00	1412	039863	001346
11/06/14	0000093779	82.67	1411	039208	000112
10/02/14	0000093771	82.67	1410	038423	000576
8/31/14	0000093762	80.78	1409	037624	000010
8/02/14	0000093758	83.00	1408	037022	000390

7/03/14	0000093753	83.00	1407	036384	000659
6/04/14	0000093747	83.00	1406	035735	000616
5/01/14	0000093740	82.13	1405	035003	000143
4/01/14	0000093730	82.10	1404	034250	000168
3/02/14	0000093725	82.10	1403	033503	000966
1/31/14	0000093719	82.10	1402	032702	000846
1/02/14	0000093711	81.92	1401	031781	001094
11/29/13	0000093704	81.92	1312	030768	000622
10/31/13	0000093699	81.92	1311	029876	000112
9/28/13	0000092553	81.82	1310	028871	000454
8/29/13	0000093683	81.82	1309	028054	000294
7/26/13	0000093678	81.70	1308	026936	000760
7/05/13	0000093672	80.89	1307	026168	000484
6/02/13	0000093666	80.89	1306	025037	001156
5/05/13	0000093660	80.89	1305	024167	000886
3/23/13	0000093648	77.04	1304	022414	000677
3/05/13	0000093643	85.00	1303	021826	000431
2/04/13	0000093639	81.02	1302	020914	002159
12/23/12	0000093628	81.29	1301	019617	000103
12/02/12	0000093618	81.29	1212	019012	000197
10/30/12	0000093613	81.29	1211	017781	000065
10/01/12	0000093607	80.94	1210	016792	000736
9/02/12	0000093599	80.94	1209	015642	000922
8/02/12	0000093590	80.82	1208	014509	000919
7/02/12	0000093584	80.45	1207	013216	000013
6/02/12	0000093573	80.45	1206	012165	000868
5/03/12	0000093565	80.45	1205	011044	000005
4/05/12	0000093558	80.56	1204	009988	002350
3/05/12	0000093552	80.56	1203	008733	001773
1/30/12	0000093544	80.56	1202	007337	001513

Thank you for being a value part of Talk America Services.

2431 W Laburnum Ave
 Richmond, VA 23227
 1-855-546-5000

customercare@talkamericaservices.com



Account number	Telephone number	Invoice date
012407670	215-332-0945	October 14, 2019

Please call Talk America Services toll free.
 For Sales/Billing/Account Changes: 1-855-546-5000
 For Repair/Technical Support: 1-855-546-5000
 Website: www.talkamericaservices.com

JOSEPH MCGUCKIN
 3331 LONGSHORE AVE
 PHILADELPHIA PA 19149-2026

BALANCE ZERO
TRJ 22 OCT 2019 \$86.11
PMT_CONFIRM @ 1350 ENT
"288,178,631"

WE APPRECIATE YOUR BUSINESS.

Enroll in Autopay Today!

- Worry free, never make a late payment
- Quick, secure enrollment with a live agent
- Pay using a credit card, checking or savings account
- Save on postage

Existing Autopay Customers simply need to call to change their payment method or update card information when needed

For more information and to enroll in Autopay, call 1-855-546-5000 and select option 3.

Thank you

Service At-A-Glance

Previous Bill	\$84.41
Payments/Adjustments thru 10/10	\$0.00
Amount Previously Due - DUE IMMEDIATELY	\$84.41
Current Charges Due - 11/04/19	\$86.56
Total Amount Due	\$170.97

Use of the Services constitutes your agreement to Talk America Services' Terms and Conditions maintained at www.talkamericaservices.com, or you may request a copy by calling the number at the top of the bill. See "Talk America Services Customer Message" section on this bill for any recent changes to Talk America Services' Terms and Conditions. If you are a business customer with an existing contract, those contract terms will control.

Pay My Bill

By Mail: Send your check and payment slip to the address below.
By Phone: For automated payments or to speak to a representative, call 1-855-546-5000.

Detach and return this payment slip with your check payable to TALK AMERICA SERVICES, LLC.



ATTN: SUPPORT SERVICES
 2134 W. LABURNUM AVE.
 RICHMOND, VA 23227



Address Service Requested

Check here for address changes noted on reverse side.

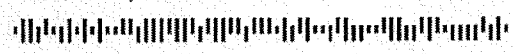
Account number	Telephone number	Due date
012407670	215-332-0945	November 04, 2019
	Amount Due	\$170.97
Payment enclosed	\$	

123 012407670 5

7054001012 PRESORT PBPS003

JOSEPH MCGUCKIN
 3331 LONGSHORE AVE
 PHILADELPHIA PA 19149-2026

TALK AMERICA SERVICES, LLC
 PO BOX 9001908
 LOUISVILLE, KY 40290-1908



7000123000000001240767041910100000001709788



Account number 012407670	Telephone number 215-332-0945	Invoice date October 14, 2019
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SUMMARY OF CURRENT CHARGES BY SERVICE PROVIDER

TALK AMERICA SERVICES, LLC	83.98	
TALK AMERICA SERVICES	2.58	
CURRENT CHARGES DUE 11/04/19		86.56

TALK AMERICA SERVICES, LLC DETAIL OF CURRENT CHARGES

Service from 10/10/19 to 11/09/19
Toll charge inquiries call 1-855-546-5000

SERVICES		
1	BILLED NUMBER SCREENING NO CHG	.00
1	DIRECTORY LISTING-NON PUBLISH	3.95
1	C2 INTERNET/GOOGLE/VOICE PLAN	50.00
	TOTAL SERVICES	53.95
SURCHARGES AND OTHER FEES		
	LATE PAYMENT CHARGE	1.05
	END USER COMMON LINE	9.00
	END USER ACCESS FEE	3.97
	ACCESS RECOVERY CHARGE	2.50
	911 SERVICE	1.65
	STATE GROSS RECEIPTS TAX	2.72
	FEDERAL UNIVERSAL SERVICE FEE	3.87
	REGULATORY ASSESSMENT SURCHRG	.91
	PA RELAY SURCHARGE	.08
	DATA SERVICE RECOVERY CHARGE	2.00
	TOTAL SURCHARGES AND OTHER FEES	27.75
TAXES		
	FEDERAL TAX	.76
	STATE TAX	1.14
	CITY TAX	.38
	TOTAL TAXES	2.28
	TOTAL TALK AMERICA SERVICES, LLC CHARGES	83.98

ITEMIZED DETAIL OF SERVICES

Taxes and prorated monthly charges are not included.

Quantity	Service Description	Monthly Charges
215-332-0945		
1	BILLED NUMBER SCREENING NO CHG	.00
1	C2 INTERNET/GOOGLE/VOICE PLAN	50.00
1	DIRECTORY LISTING-NON PUBLISH	3.95
1	END USER COMMON LINE	9.00
1	END USER ACCESS FEE	3.97
	Total for 215-332-0945	66.92

TALK AMERICA SERVICES DETAIL OF CURRENT CHARGES

Toll charge inquiries call 1-855-546-5000

SURCHARGES AND OTHER FEES		
	STATE GROSS RECEIPTS TAX	.40
	FEDERAL UNIVERSAL SERVICE FEE	1.25
	REGULATORY ASSESSMENT SURCHRG	.29
	TOTAL SURCHARGES AND OTHER FEES	1.94
TAXES		
	STATE TAX	.48
	CITY TAX	.16
	TOTAL TAXES	.64
	TOTAL TALK AMERICA SERVICES CHARGES	2.58

SERVICE PROVIDER(S)

Your InterLATA long distance carrier(s) are*:

TALK AMERICA SERVICES 1-855-546-5000

Your IntraLATA long distance carrier(s) are*:

TALK AMERICA SERVICES 1-855-546-5000

Your Local carrier is*:

TALK AMERICA SERVICES, LLC 1-855-546-5000

* If you have multiple telephone numbers, further information concerning long distance carrier assignments for those additional lines are on record with your local business office.

IMPORTANT INFORMATION

This bill includes charges for:
215-332-0945

Previous Account Number:
4198700

TALK AMERICA SERVICES, LLC CUSTOMER MESSAGE

If you have chosen a consumer unlimited long distance calling plan, please be aware that this service is for typical residential applications only and restrictions governing use do apply. For more information visit www.talkamericaservices.com



Account number 012407670	Telephone number 215-332-0945	Invoice date November 13, 2019
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Please call Talk America Services toll free.
 For Sales/Billing/Account Changes: 1-855-546-5000
 For Repair/Technical Support: 1-855-546-5000
 Website: www.talkamericaservices.com

JOSEPH MCGUCKIN
 3331 LONGSHORE AVE
 PHILADELPHIA PA 19149-2026

WE APPRECIATE YOUR BUSINESS.

Enroll in Autopay Today!

- Worry free, never make a late payment
- Quick, secure enrollment with a live agent
- Pay using a credit card, checking or savings account
- Save on postage

Existing Autopay Customers simply need to call to change their payment method or update card information when needed

For more information and to enroll in Autopay, call 1-855-546-5000 and select option 3.

Thank you

If you are paying multiple Talk America Services accounts with one check, please include the remittance slip for each account and note the account numbers on the memo line of your check. Thank you.

Service At-A-Glance

Previous Bill	\$170.97
Payments/Adjustments thru 11/11	\$171.00 CR
Amount Previously Due	\$.03 CR
Current Charges Due - 12/03/19	\$85.43
Total Amount Due	\$85.40

Use of the Services constitutes your agreement to Talk America Services' Terms and Conditions maintained at www.talkamericaservices.com, or you may request a copy by calling the number at the top of the bill. See "Talk America Services Customer Message" section on this bill for any recent changes to Talk America Services' Terms and Conditions. If you are a business customer with an existing contract, those contract terms will control.

LOREN - 6-503-82
\$86.00
#290.324.962
PD. - PHONE 12-6-2019 @ 2:50PM

Pay My Bill

By Mail: Send your check and payment slip to the address below.
By Phone: For automated payments or to speak to a representative, call 1-855-546-5000.

Detach and return this payment slip with your check payable to TALK AMERICA SERVICES, LLC.



ATTN: SUPPORT SERVICES
 2134 W. LABURNUM AVE.
 RICHMOND, VA 23227



Address Service Requested

Check here for address changes noted on reverse side.

8538000955 PRESORT PBPS003



JOSEPH MCGUCKIN
 3331 LONGSHORE AVE
 PHILADELPHIA PA 19149-2026

Account number 012407670	Telephone number 215-332-0945	Due date December 03, 2019
	Amount Due \$85.40	
Payment enclosed		\$ <input type="text"/>

123 012407670 5

TALK AMERICA SERVICES, LLC
 PO BOX 9001908
 LOUISVILLE, KY 40290-1908



7000123000000001240767041911100000000854005



Account number 012407670	Telephone number 215-332-0945	Invoice date November 13, 2019
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SUMMARY OF PAYMENTS AND ADJUSTMENTS

PAYMENTS -10/22/19	171.00 CR	
TOTAL PAYMENTS AND ADJUSTMENTS		171.00 CR

SUMMARY OF CURRENT CHARGES BY SERVICE PROVIDER

TALK AMERICA SERVICES, LLC	82.85	
TALK AMERICA SERVICES	2.58	
CURRENT CHARGES DUE 12/03/19		85.43

TALK AMERICA SERVICES, LLC DETAIL OF CURRENT CHARGES

Service from 11/10/19 to 12/09/19
Toll charge inquiries call 1-855-546-5000

SERVICES

1	BILLED NUMBER SCREENING NO CHG	.00	
1	DIRECTORY LISTING-NON PUBLISH	3.95	
1	C2 INTERNET/GOOGLE/VOICE PLAN	50.00	
	TOTAL SERVICES		53.95

SURCHARGES AND OTHER FEES

	END USER COMMON LINE	9.00	
	END USER ACCESS FEE	3.97	
	ACCESS RECOVERY CHARGE	2.50	
	911 SERVICE	1.65	
	STATE GROSS RECEIPTS TAX	2.67	
	FEDERAL UNIVERSAL SERVICE FEE	3.87	
	REGULATORY ASSESSMENT SURCHRG	.91	
	PA RELAY SURCHARGE	.08	
	DATA SERVICE RECOVERY CHARGE	2.00	
	TOTAL SURCHARGES AND OTHER FEES		26.65

TAXES

	FEDERAL TAX	.73	
	STATE TAX	1.14	
	CITY TAX	.38	
	TOTAL TAXES		2.25

TOTAL TALK AMERICA SERVICES, LLC CHARGES **82.85**

ITEMIZED DETAIL OF SERVICES

Taxes and prorated monthly charges are not included.

Quantity	Service-Description	Monthly-Charges
215-332-0945		
1	BILLED NUMBER SCREENING NO CHG	.00
1	C2 INTERNET/GOOGLE/VOICE PLAN	50.00
1	DIRECTORY LISTING-NON PUBLISH	3.95
1	END USER COMMON LINE	9.00
1	END USER ACCESS FEE	3.97
	Total for 215-332-0945	66.92

TALK AMERICA SERVICES DETAIL OF CURRENT CHARGES

Toll charge inquiries call 1-855-546-5000

SURCHARGES AND OTHER FEES

	STATE GROSS RECEIPTS TAX	.40	
	FEDERAL UNIVERSAL SERVICE FEE	1.25	
	REGULATORY ASSESSMENT SURCHRG	.29	
	TOTAL SURCHARGES AND OTHER FEES		1.94

TAXES

	STATE TAX	.48	
	CITY TAX	.16	
	TOTAL TAXES		.64

TOTAL TALK AMERICA SERVICES CHARGES **2.58**

SERVICE PROVIDER(S)

Your InterLATA long distance carrier(s) are*:
TALK AMERICA SERVICES 1-855-546-5000

Your IntraLATA long distance carrier(s) are*:
TALK AMERICA SERVICES 1-855-546-5000

Your Local carrier is*:
TALK AMERICA SERVICES, LLC 1-855-546-5000

* If you have multiple telephone numbers, further information concerning long distance carrier assignments for those additional lines are on record with your local business office.

IMPORTANT INFORMATION

This bill includes charges for:
215-332-0945

Previous Account Number:
4198700

TALK AMERICA SERVICES, LLC CUSTOMER MESSAGE

If you have chosen a consumer unlimited long distance calling plan, please be aware that this service is for typical residential applications only and restrictions governing use do apply. For more information visit www.talkamericaservices.com



Account number 012407670	Telephone number 215-332-0945	Invoice date December 12, 2019
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Please call Talk America Services toll free.
 For Sales/Billing/Account Changes: 1-855-546-5000
 For Repair/Technical Support: 1-855-546-5000
 Website: www.talkamericaservices.com

JOSEPH MCGUCKIN
 3331 LONGSHORE AVE
 PHILADELPHIA PA 19149-2026

WE APPRECIATE YOUR BUSINESS.

Enroll in Autopay Today!

- Worry free, never make a late payment
- Quick, secure enrollment with a live agent
- Pay using a credit card, checking or savings account
- Save on postage

Existing Autopay Customers simply need to call to change their payment method or update card information when needed

For more information and to enroll in Autopay, call 1-855-546-5000 and select option 3.

Thank you

Service At-A-Glance

Previous Bill	\$85.40
Payments/Adjustments thru 12/10	\$86.00 CR
Amount Previously Due	\$.60 CR
Current Charges Due - 01/02/20	\$85.43
Total Amount Due	\$84.83

Use of the Services constitutes your agreement to Talk America Services' Terms and Conditions maintained at www.talkamericaservices.com, or you may request a copy by calling the number at the top of the bill. See "Talk America Services Customer Message" section on this bill for any recent changes to Talk America Services' Terms and Conditions. If you are a business customer with an existing contract, those contract terms will control.

SONYA - 16 JAN 2020 @ 1142
 # 292.393.324 PD

Pay My Bill *CHK* **\$85.-**

By Mail: Send your check and payment slip to the address below.
By Phone: For automated payments or to speak to a representative, call 1-855-546-5000.

Detach and return this payment slip with your check payable to TALK AMERICA SERVICES, LLC.

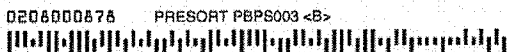


ATTN: SUPPORT SERVICES
 2134 W. LABURNUM AVE.
 RICHMOND, VA 23227



Address Service Requested

Check here for address changes noted on reverse side.



JOSEPH MCGUCKIN
 3331 LONGSHORE AVE
 PHILADELPHIA PA 19149-2026

Account number 012407670	Telephone number 215-332-0945	Due date January 02, 2020
	Amount Due \$84.83	
Payment enclosed	\$ <input type="text"/>	

123 012407670 5

TALK AMERICA SERVICES, LLC
 PO BOX 9001908
 LOUISVILLE, KY 40290-1908



7000123000000001240767041912100000000848393



Account number 012407670	Telephone number 215-332-0945	Invoice date December 12, 2019
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SUMMARY OF PAYMENTS AND ADJUSTMENTS

PAYMENTS -12/06/19	86.00 CR	
TOTAL PAYMENTS AND ADJUSTMENTS		86.00 CR

SUMMARY OF CURRENT CHARGES BY SERVICE PROVIDER

TALK AMERICA SERVICES, LLC	82.85	
TALK AMERICA SERVICES	2.58	
CURRENT CHARGES DUE 01/02/20		85.43

TALK AMERICA SERVICES, LLC DETAIL OF CURRENT CHARGES

Service from 12/10/19 to 01/09/20
Toll charge inquiries call 1-855-546-5000

SERVICES		
1 BILLED NUMBER SCREENING NO CHG	.00	
1 DIRECTORY LISTING-NON PUBLISH	3.95	
1 C2 INTERNET/GOOGLE/VOICE PLAN	50.00	
TOTAL SERVICES		53.95

SURCHARGES AND OTHER FEES		
END USER COMMON LINE	9.00	
END USER ACCESS FEE	3.97	
ACCESS RECOVERY CHARGE	2.50	
911 SERVICE	1.65	
STATE GROSS RECEIPTS TAX	2.67	
FEDERAL UNIVERSAL SERVICE FEE	3.87	
REGULATORY ASSESSMENT SURCHRG	.91	
PA RELAY SURCHARGE	.08	
DATA SERVICE RECOVERY CHARGE	2.00	
TOTAL SURCHARGES AND OTHER FEES		26.65

TAXES		
FEDERAL TAX	.73	
STATE TAX	1.14	
CITY TAX	.38	
TOTAL TAXES		2.25

TOTAL TALK AMERICA SERVICES, LLC CHARGES **82.85**

ITEMIZED DETAIL OF SERVICES

Taxes and prorated monthly charges are not included.

Quantity	Service Description	Monthly Charges
215-332-0945		
1	BILLED NUMBER SCREENING NO CHG	.00
1	C2-INTERNET/GOOGLE/VOICE-PLAN	50.00
1	DIRECTORY LISTING-NON PUBLISH	3.95
1	END USER COMMON LINE	9.00
1	END USER ACCESS FEE	3.97
	Total for 215-332-0945	66.92

TALK AMERICA SERVICES DETAIL OF CURRENT CHARGES

Toll charge inquiries call 1-855-546-5000

SURCHARGES AND OTHER FEES		
STATE GROSS RECEIPTS TAX	.40	
FEDERAL UNIVERSAL SERVICE FEE	1.25	
REGULATORY ASSESSMENT SURCHRG	.29	
TOTAL SURCHARGES AND OTHER FEES		1.94

TAXES		
STATE TAX	.48	
CITY TAX	.16	
TOTAL TAXES		.64

TOTAL TALK AMERICA SERVICES CHARGES **2.58**

SERVICE PROVIDER(S)

Your InterLATA long distance carrier(s) are*:

TALK AMERICA SERVICES 1-855-546-5000

Your IntraLATA long distance carrier(s) are*:

TALK AMERICA SERVICES 1-855-546-5000

Your Local carrier is*:

TALK AMERICA SERVICES, LLC 1-855-546-5000

* If you have multiple telephone numbers, further information concerning long distance carrier assignments for those additional lines are on record with your local business office.

IMPORTANT INFORMATION

This bill includes charges for:
215-332-0945

Previous Account Number:
4198700

TALK AMERICA SERVICES, LLC CUSTOMER MESSAGE

If you have chosen a consumer unlimited long distance calling plan, please be aware that this service is for typical residential applications only and restrictions governing use do apply. For more information visit www.talkamericaservices.com



Account number 012407670	Telephone number 215-332-0945	Invoice date January 13, 2020
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Please call Talk America Services toll free.
 For Sales/Billing/Account Changes: 1-855-546-5000
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 Website: www.talkamericaservices.com

JOSEPH MCGUCKIN
 3331 LONGSHORE AVE
 PHILADELPHIA PA 19149-2026

WE APPRECIATE YOUR BUSINESS.

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- Pay using a credit card, checking or savings account
- Save on postage

Existing Autopay Customers simply need to call to change their payment method or update card information when needed

For more information and to enroll in Autopay, call 1-855-546-5000 and select option 3.

Thank you

Service At-A-Glance

Previous Bill	\$84.83
Payments/Adjustments thru 01/09	\$0.00
Amount Previously Due - DUE IMMEDIATELY	\$84.83
Current Charges Due - 02/03/20	\$85.77
Total Amount Due	\$170.60

Use of the Services constitutes your agreement to Talk America Services' Terms and Conditions maintained at www.talkamericaservices.com, or you may request a copy by calling the number at the top of the bill. See "Talk America Services Customer Message" section on this bill for any recent changes to Talk America Services' Terms and Conditions. If you are a business customer with an existing contract, those contract terms will control.

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By Mail: Send your check and payment slip to the address below.
By Phone: For automated payments or to speak to a representative, call 1-855-546-5000.

Detach and return this payment slip with your check payable to TALK AMERICA SERVICES, LLC.



ATTN: SUPPORT SERVICES
 2134 W. LABURNUM AVE.
 RICHMOND, VA 23227



Address Service Requested

Check here for address changes noted on reverse side.

7622000802 PRESORT PBPS003



JOSEPH MCGUCKIN
 3331 LONGSHORE AVE
 PHILADELPHIA PA 19149-2026

Account number 012407670	Telephone number 215-332-0945	Due date February 03, 2020
	Amount Due \$170.60	
Payment enclosed	\$ _____	

123 012407670 5

TALK AMERICA SERVICES, LLC
 PO BOX 9001908
 LOUISVILLE, KY 40290-1908



7000123000000001240767042001100000001706013



Account number 012407670	Telephone number 215-332-0945	Invoice date January 13, 2020
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SUMMARY OF CURRENT CHARGES BY SERVICE PROVIDER

TALK AMERICA SERVICES, LLC	83.38
TALK AMERICA SERVICES	2.39
CURRENT CHARGES DUE 02/03/20	85.77

TALK AMERICA SERVICES, LLC DETAIL OF CURRENT CHARGES

Service from 01/10/20 to 02/09/20
Toll charge inquiries call 1-855-546-5000

SERVICES

1	BILLED NUMBER SCREENING NO CHG	.00
1	DIRECTORY LISTING-NON PUBLISH	3.95
1	C2 INTERNET/GOOGLE/VOICE PLAN	50.00
	TOTAL SERVICES	53.95

SURCHARGES AND OTHER FEES

LATE PAYMENT CHARGE	1.06
END USER COMMON LINE	9.00
END USER ACCESS FEE	3.97
ACCESS RECOVERY CHARGE	2.50
911 SERVICE	1.65
STATE GROSS RECEIPTS TAX	2.72
FEDERAL UNIVERSAL SERVICE FEE	3.28
REGULATORY ASSESSMENT SURCHRG	.91
PA RELAY SURCHARGE	.08
DATA SERVICE RECOVERY CHARGE	2.00
TOTAL SURCHARGES AND OTHER FEES	27.17

TAXES

FEDERAL TAX	.74
STATE TAX	1.14
CITY TAX	.38
TOTAL TAXES	2.26

TOTAL TALK AMERICA SERVICES, LLC CHARGES 83.38

ITEMIZED DETAIL OF SERVICES

Taxes and prorated monthly charges are not included.

Quantity	Service Description	Monthly Charges
215-332-0945		
1	BILLED NUMBER SCREENING NO CHG	.00
1	C2 INTERNET/GOOGLE/VOICE PLAN	50.00
1	DIRECTORY LISTING-NON PUBLISH	3.95
1	END USER COMMON LINE	9.00
1	END USER ACCESS FEE	3.97
	Total for 215-332-0945	66.92

TALK AMERICA SERVICES DETAIL OF CURRENT CHARGES

Toll charge inquiries call 1-855-546-5000

SURCHARGES AND OTHER FEES

STATE GROSS RECEIPTS TAX	.40
FEDERAL UNIVERSAL SERVICE FEE	1.06
REGULATORY ASSESSMENT SURCHRG	.29
TOTAL SURCHARGES AND OTHER FEES	1.75

TAXES

STATE TAX	.48
CITY TAX	.16
TOTAL TAXES	.64

TOTAL TALK AMERICA SERVICES CHARGES 2.39

SERVICE PROVIDER(S)

Your InterLATA long distance carrier(s) are*:

TALK AMERICA SERVICES 1-855-546-5000

Your IntraLATA long distance carrier(s) are*:

TALK AMERICA SERVICES 1-855-546-5000

Your Local carrier is*:

TALK AMERICA SERVICES, LLC 1-855-546-5000

* If you have multiple telephone numbers, further information concerning long distance carrier assignments for those additional lines are on record with your local business office.

IMPORTANT INFORMATION

This bill includes charges for:
215-332-0945

Previous Account Number:
4198700

TALK AMERICA SERVICES, LLC CUSTOMER MESSAGE

If you have chosen a consumer unlimited long distance calling plan, please be aware that this service is for typical residential applications only and restrictions governing use do apply. For more information visit www.talkamericaservices.com



Account number 012407670	Telephone number 215-332-0945	Invoice date February 12, 2020
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Please call Talk America Services toll free.
 For Sales/Billing/Account Changes: 1-855-546-5000
 For Repair/Technical Support: 1-855-546-5000
 Website: www.talkamericaservices.com

JOSEPH MCGUCKIN
 3331 LONGSHORE AVE
 PHILADELPHIA PA 19149-2026

WE APPRECIATE YOUR BUSINESS.

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- Worry free, never make a late payment
- Quick, secure enrollment with a live agent
- Pay using a credit card, checking or savings account
- Save on postage

Existing Autopay Customers simply need to call to change their payment method or update card information when needed

For more information and to enroll in Autopay, call 1-855-546-5000 and select option 3.

Thank you

Service At-A-Glance

Previous Bill	\$170.60
Payments/Adjustments thru 02/10	\$85.00 CR
Amount Previously Due - DUE IMMEDIATELY	\$85.60
Current Charges Due - 03/03/20	\$85.76
Total Amount Due	\$171.36

Use of the Services constitutes your agreement to Talk America Services' Terms and Conditions maintained at www.talkamericaservices.com, or you may request a copy by calling the number at the top of the bill. See "Talk America Services Customer Message" section on this bill for any recent changes to Talk America Services' Terms and Conditions. If you are a business customer with an existing contract, those contract terms will control.

Pay My Bill

By Mail: Send your check and payment slip to the address below.
By Phone: For automated payments or to speak to a representative, call 1-855-546-5000.

Detach and return this payment slip with your check payable to TALK AMERICA SERVICES, LLC.



ATTN: SUPPORT SERVICES
 2134 W. LABURNUM AVE.
 RICHMOND, VA 23227



Address Service Requested

Check here for address changes noted on reverse side.

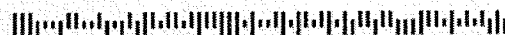
2932000517 PRESORT PBPS002

JOSEPH MCGUCKIN
 3331 LONGSHORE AVE
 PHILADELPHIA PA 19149-2026

Account number 012407670	Telephone number 215-332-0945	Due date March 03, 2020
	Amount Due	\$171.36
Payment enclosed	\$ <input type="text"/>	

123 012407670 5

TALK AMERICA SERVICES, LLC
 PO BOX 9001908
 LOUISVILLE, KY 40290-1908



700012300000000124076704200210000000171.3611



Account number 012407670	Telephone number 215-332-0945	Invoice date February 12, 2020
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SUMMARY OF PAYMENTS AND ADJUSTMENTS

PAYMENTS -01/16/20	85.00 CR	
TOTAL PAYMENTS AND ADJUSTMENTS		85.00 CR

SUMMARY OF CURRENT CHARGES BY SERVICE PROVIDER

TALK AMERICA SERVICES, LLC	83.37	
TALK AMERICA SERVICES	2.39	
CURRENT CHARGES DUE 03/03/20		85.76

TALK AMERICA SERVICES, LLC DETAIL OF CURRENT CHARGES

Service from 02/10/20 to 03/09/20
Toll charge inquiries call 1-855-546-5000

SERVICES

1 BILLED NUMBER SCREENING NO CHG	.00	
1 DIRECTORY LISTING-NON PUBLISH	3.95	
1 C2 INTERNET/GOOGLE/VOICE PLAN	50.00	
TOTAL SERVICES		53.95

SURCHARGES AND OTHER FEES

LATE PAYMENT CHARGE	1.05	
END USER COMMON LINE	9.00	
END USER ACCESS FEE	3.97	
ACCESS RECOVERY CHARGE	2.50	
911 SERVICE	1.65	
STATE GROSS RECEIPTS TAX	2.72	
FEDERAL UNIVERSAL SERVICE FEE	3.28	
REGULATORY ASSESSMENT SURCHRG	.91	
PA RELAY SURCHARGE	.08	
DATA SERVICE RECOVERY CHARGE	2.00	
TOTAL SURCHARGES AND OTHER FEES		27.16

TAXES

FEDERAL TAX	.74	
STATE TAX	1.14	
CITY TAX	.38	
TOTAL TAXES		2.26

TOTAL TALK AMERICA SERVICES, LLC CHARGES 83.37

ITEMIZED DETAIL OF SERVICES

Taxes and prorated monthly charges are not included.

Quantity	Service Description	Monthly Charges
215-332-0945		
1	BILLED NUMBER SCREENING NO CHG	.00
1	C2 INTERNET/GOOGLE/VOICE PLAN	50.00
1	DIRECTORY LISTING-NON PUBLISH	3.95
1	END USER COMMON LINE	9.00
1	END USER ACCESS FEE	3.97
	Total for 215-332-0945	66.92

TALK AMERICA SERVICES DETAIL OF CURRENT CHARGES

Toll charge inquiries call 1-855-546-5000

SURCHARGES AND OTHER FEES

STATE GROSS RECEIPTS TAX	.40	
FEDERAL UNIVERSAL SERVICE FEE	1.06	
REGULATORY ASSESSMENT SURCHRG	.29	
TOTAL SURCHARGES AND OTHER FEES		1.75

TAXES

STATE TAX	.48	
CITY TAX	.16	
TOTAL TAXES		.64

TOTAL TALK AMERICA SERVICES CHARGES 2.39

SERVICE PROVIDER(S)

Your InterLATA long distance carrier(s) are*:

TALK AMERICA SERVICES	1-855-546-5000
-----------------------	----------------

Your IntraLATA long distance carrier(s) are*:

TALK AMERICA SERVICES	1-855-546-5000
-----------------------	----------------

Your Local carrier is*:

TALK AMERICA SERVICES, LLC	1-855-546-5000
----------------------------	----------------

* If you have multiple telephone numbers, further information concerning long distance carrier assignments for those additional lines are on record with your local business office.

IMPORTANT INFORMATION

This bill includes charges for:
215-332-0945

Previous Account Number:
4198700

TALK AMERICA SERVICES, LLC CUSTOMER MESSAGE

If you have chosen a consumer unlimited long distance calling plan, please be aware that this service is for typical residential applications only and restrictions governing use do apply. For more information visit www.talkamericaservices.com



Account number	Telephone number	Invoice date
012407670	215-332-0945	March 12, 2020

Please call Talk America Services toll free.
 For Sales/Billing/Account Changes: 1-855-546-5000
 For Repair/Technical Support: 1-855-546-5000
 Website: www.talkamericaservices.com

JOSEPH MCGUCKIN
 3331 LONGSHORE AVE
 PHILADELPHIA PA 19149-2026

*NO - PHONE SERVICE - TODAY
 LAUREN - 4 DAYS
 LORE - THURS - 19 MARCH 2020
 @1125 EDT*

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Enroll in Autopay Today!

- Worry free, never make a late payment
- Quick, secure enrollment with a live agent
- Pay using a credit card, checking or savings account
- Save on postage

Existing Autopay Customers simply need to call to change their payment method or update card information when needed

For more information and to enroll in Autopay, call 1-855-546-5000 and select option 3.

Thank you

Service At-A-Glance

Previous Bill	\$171.36
Payments/Adjustments thru 03/10	\$86.00 CR
Amount Previously Due - DUE IMMEDIATELY	\$85.36
Current Charges Due - 04/01/20	\$85.76
Total Amount Due	\$171.12

Use of the Services constitutes your agreement to Talk America Services' Terms and Conditions maintained at www.talkamericaservices.com, or you may request a copy by calling the number at the top of the bill. See "Talk America Services Customer Message" section on this bill for any recent changes to Talk America Services' Terms and Conditions. If you are a business customer with an existing contract, those contract terms will control.

*CHK #
 SOWYA - \$86.00 WED PAID
 18 MARCH 2020
 # 925.399.729*

Pay My Bill

By Mail: Send your check and payment slip to the address below.
By Phone: For automated payments or to speak to a representative, call 1-855-546-5000.

Detach and return this payment slip with your check payable to TALK AMERICA SERVICES, LLC.



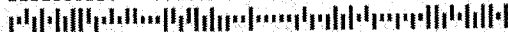
ATTN: SUPPORT SERVICES
 2134 W. LABURNUM AVE.
 RICHMOND, VA 23227



Address Service Requested

Check here for address changes noted on reverse side.

3202000367 PRESORT PBPS001



JOSEPH MCGUCKIN
 3331 LONGSHORE AVE
 PHILADELPHIA PA 19149-2026

Account number	Telephone number	Due date
012407670	215-332-0945	April 01, 2020
	Amount Due	\$171.12
Payment enclosed	\$ _____	

123 012407670 5

TALK AMERICA SERVICES, LLC
 PO BOX 9001908
 LOUISVILLE, KY 40290-1908



7000123000000001240767042003100000001711290



ATTN: FINANCIAL SERVICES
2134 W. LABURNUM AVE.
RICHMOND, VA 23227

Address Service Requested

Page 1 of 2
123 012407670 5 337 (215) 332-0945 120908
Bill cycle: 02/10/20
Business office: 1-855-546-5000
Total amount due: \$85.36



6744000003 PRESORT PBPS001
JOSEPH MCGUCKIN
3331 LONGSHORE AVE
PHILADELPHIA PA 19149-2026



NOTICE

SHUT-OFF NOTICE

Last Day to Pay: 03/23/20 Amount due: \$85.36

Please contact your business office at 1-855-546-5000 about this notice immediately. According to our records, your bill was not paid on or before the due date that appeared on your monthly bill. To avoid suspension of service for the services marked (*) below, full payment, disputed billing reports or a satisfactory delayed payment agreement must be made on or before the close of business on 03/23/20. Collection activity may already be in progress for services not marked (*). If your payment has been made, please accept our thanks.

BASIC LOCAL SERVICE	60.89	*
HIGH-SPEED INTERNET	10.00	*
NON-BASIC SERVICE	2.00	
TOLL SERVICE	12.47	
TOTAL AMOUNT PAST DUE	85.36	

If Talk America Services does not receive full payment of the basic local service amount provided above or reach an acceptable payment arrangement before the date set for suspension, then Talk America Services may suspend your local service on or after the "Last Day to Pay".

If services are temporarily suspended, payment of the total amount listed above is needed to restore services and a reconnection fee of \$ 20.00 will be billed to your account.

Please remit payment immediately. Thank you



JOSEPH MCGUCKIN
3331 LONGSHORE AVE
PHILADELPHIA PA 19149-2026

012407670 337 (215) 332-0945 120908
Bill cycle 02/10/20
Total amount due \$85.36

123 012407670 5

TALK AMERICA SERVICES, LLC
PO BOX 9001908
LOUISVILLE, KY 40290-1908



** PLEASE DO NOT MARK BELOW THIS LINE **

7000123000000001240767042003120000000853669



FINAL BILL

Account number 012407670	Telephone number 215-332-0945	Invoice date April 13, 2020
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Please call Talk America Services toll free.
 For Sales/Billing/Account Changes: 1-855-546-5000
 For Repair/Technical Support: 1-855-546-5000
 Website: www.talkamericaservices.com

JOSEPH MCGUCKIN
 3331 LONGSHORE AVE
 PHILADELPHIA PA 19149-2026

WE APPRECIATE YOUR BUSINESS.

Enroll in Autopay Today!

- Worry free, never make a late payment
- Quick, secure enrollment with a live agent
- Pay using a credit card, checking or savings account
- Save on postage

Existing Autopay Customers simply need to call to change their payment method or update card information when needed

For more information and to enroll in Autopay, call 1-855-546-5000 and select option 3.

Thank you

Service At-A-Glance

Previous Bill	\$171.12
Payments/Adjustments thru 04/09	\$86.00 CR
Amount Previously Due - DUE IMMEDIATELY	\$85.12
Current Charges Due - 05/04/20	\$60.73 CR
Total Amount Due	\$24.39

Use of the Services constitutes your agreement to Talk America Services' Terms and Conditions maintained at www.talkamericaservices.com, or you may request a copy by calling the number at the top of the bill. See "Talk America Services Customer Message" section on this bill for any recent changes to Talk America Services' Terms and Conditions. If you are a business customer with an existing contract, those contract terms will control.

Pay My Bill

By Mail: Send your check and payment slip to the address below.
By Phone: For automated payments or to speak to a representative, call 1-855-546-5000.

Detach and return this payment slip with your check payable to TALK AMERICA SERVICES, LLC.



ATTN: SUPPORT SERVICES
 2134 W. LABURNUM AVE.
 RICHMOND, VA 23227

Address Service Requested

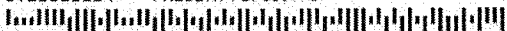
Check here for address changes noted on reverse side.

Account number 012407670	Telephone number 215-332-0945	Due date May 04, 2020
Amount Due		\$24.39
Payment enclosed	\$ <input type="text"/>	

123 012407670 5

FINAL BILL

5716000264 PRESORT PBPS001



JOSEPH MCGUCKIN
 3331 LONGSHORE AVE
 PHILADELPHIA PA 19149-2026

TALK AMERICA SERVICES, LLC
 PO BOX 9001908
 LOUISVILLE, KY 40290-1908



7000123000000001240767042004100000000243970



Account number 012407670	Telephone number 215-332-0945	Invoice date April 13, 2020
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SUMMARY OF PAYMENTS AND ADJUSTMENTS

PAYMENTS -03/18/20	86.00 CR	
TOTAL PAYMENTS AND ADJUSTMENTS		86.00 CR

SUMMARY OF CURRENT CHARGES BY SERVICE PROVIDER

TALK AMERICA SERVICES, LLC	58.95 CR	
TALK AMERICA SERVICES	1.78 CR	
CURRENT CHARGES DUE 05/04/20		60.73 CR

TALK AMERICA SERVICES, LLC DETAIL OF CURRENT CHARGES

Service from 04/10/20 to 05/09/20
Toll charge inquiries call 1-855-546-5000

SURCHARGES AND OTHER FEES

STATE GROSS RECEIPTS TAX	1.95 CR	
FEDERAL UNIVERSAL SERVICE FEE	1.95 CR	
REGULATORY ASSESSMENT SURCHRG	.59 CR	
TOTAL SURCHARGES AND OTHER FEES		4.49 CR

TAXES

FEDERAL TAX	.47 CR	
STATE TAX	.87 CR	
CITY TAX	.29 CR	
TOTAL TAXES		1.63 CR

OTHER CHARGES AND CREDITS

ACCESS CHARGE ADJUSTMENT from 03/17/20 to 04/09/20	9.94 CR	
BASIC SERVICE ADJUSTMENT from 03/17/20 to 04/09/20	3.03 CR	
NONBASIC SERVICE ADJUSTMENT from 03/17/20 to 04/09/20	39.86 CR	
TOTAL OTHER CHARGES AND CREDITS		52.83 CR

TOTAL TALK AMERICA SERVICES, LLC CHARGES		58.95 CR
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ITEMIZED DETAIL OF OTHER CHARGES AND CREDITS

FOR 215-332-0945

SERVICE DESCRIPTION	FROM	TO	SVC ORDER #	AMOUNT
DIRECTORY LISTING-NON PUBLISH	03/17/20	04/09/20		3.03 CR
DATA SERVICE RECOVERY CHARGE	03/17/20	04/09/20		1.53 CR
C2 INTERNET/GOOGLE/VOICE PLAN	03/17/20	04/09/20		38.33 CR
END USER ACCESS FEE	03/17/20	04/09/20		3.04 CR
END USER COMMON LINE	03/17/20	04/09/20		6.90 CR

TOTAL OTHER CHARGES AND CREDITS FOR 215-332-0945		52.83 CR
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TALK AMERICA SERVICES DETAIL OF CURRENT CHARGES

Toll charge inquiries call 1-855-546-5000

SURCHARGES AND OTHER FEES

STATE GROSS RECEIPTS TAX	.31 CR	
FEDERAL UNIVERSAL SERVICE FEE	.75 CR	
REGULATORY ASSESSMENT SURCHRG	.23 CR	
TOTAL SURCHARGES AND OTHER FEES		1.29 CR

TAXES

STATE TAX	.37 CR	
CITY TAX	.12 CR	
TOTAL TAXES		.49 CR

TOTAL TALK AMERICA SERVICES CHARGES		1.78 CR
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SERVICE PROVIDER(S)

Your InterLATA long distance carrier(s) are*:

TALK AMERICA SERVICES	1-855-546-5000
-----------------------	----------------

Your IntraLATA long distance carrier(s) are*:

TALK AMERICA SERVICES	1-855-546-5000
-----------------------	----------------

Your Local carrier is*:

TALK AMERICA SERVICES, LLC	1-855-546-5000
----------------------------	----------------

* If you have multiple telephone numbers, further information concerning long distance carrier assignments for those additional lines are on record with your local business office.

IMPORTANT INFORMATION

This bill includes charges for:
215-332-0945

Previous Account Number:
4198700

TALK AMERICA SERVICES, LLC CUSTOMER MESSAGE

A subsequent bill will be rendered if needed to collect additional charges associated with toll.

THANK YOU FROM TALK AMERICA SERVICES

We would like to take this moment to thank you for allowing us to serve you. We hate to see you go, so remember that whenever your needs grow or change, we're always just a phone call away to help. Simply dial 855-546-5000, and we'll work closely with you to create the perfect plan to fit your communications needs.

As always, we're dedicated to providing you with outstanding service and great new offers every day. From reliable phone service to blazing-fast high-speed Internet to crystal-clear TV, you can always be sure that you'll get the most for your dollar at Talk America Services.

Thank you for being a valued Talk America Services' customer. We appreciate your business.

If you have chosen a consumer unlimited long distance calling plan, please be aware that this service is for typical residential applications only and restrictions governing use do apply. For more information visit www.talkamericaservices.com



ADDITIONAL FINAL BILL

Account number	Telephone number	Invoice date
012407670	215-332-0945	May 13, 2020



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- Pay using a credit card, checking or savings account
- Save on postage

Existing Autopay Customers simply need to call to change their payment method or update card information when needed

For more information and to enroll in Autopay, call 1-855-546-5000 and select option 3.

Thank you

Please call Talk America Services toll free,
 For Sales/Billing/Account Changes: 1-855-546-5000
 For Repair/Technical Support: 1-855-546-5000
 Website: www.talkamericaservices.com

JOSEPH MCGUCKIN
 3331 LONGSHORE AVE
 PHILADELPHIA PA 19149-2026

Service At-A-Glance

Previous Bill	\$24.39
Payments/Adjustments thru 05/11	\$0.00
Amount Previously Due - DUE IMMEDIATELY	\$24.39
Current Charges Due - 06/02/20	\$0.00
Total Amount Due	\$24.39

Use of the Services constitutes your agreement to Talk America Services' Terms and Conditions maintained at www.talkamericaservices.com, or you may request a copy by calling the number at the top of the bill. See "Talk America Services Customer Message" section on this bill for any recent changes to Talk America Services' Terms and Conditions. If you are a business customer with an existing contract, those contract terms will control.

Pay My Bill

By Mail: Send your check and payment slip to the address below.
By Phone: For automated payments or to speak to a representative, call 1-855-546-5000.

Detach and return this payment slip with your check payable to TALK AMERICA SERVICES, LLC



ATTN: SUPPORT SERVICES
 2134 W. LABURNUM AVE.
 RICHMOND, VA 23227



Address Service Requested

Check here for address changes noted on reverse side.

Account number	Telephone number	Due date
012407670	215-332-0945	June 02, 2020
	Amount Due	\$24.39

Payment enclosed

\$

123 012407670 5

ADDITIONAL FINAL BILL

3000000007 PRESORT PBPS001 <8>

JOSEPH MCGUCKIN
 3331 LONGSHORE AVE
 PHILADELPHIA PA 19149-2026

TALK AMERICA SERVICES, LLC
 PO BOX 9001908
 LOUISVILLE, KY 40290-1908



7000123000000001240767042005100000000243977



Business office: 1-855-546-5000



ATTN: FINANCIAL SERVICES
2134 W. LABURNUM AVE.
RICHMOND, VA 23227

Address Service Requested

C-2

NOTICE

279A000003 PRESORT PBPS001 <>
JOSEPH MCGUCKIN
3331 LONGSHORE AVE
PHILADELPHIA PA 19149-2026



MAY 05, 2020

Account Number: (215) 332-0945

Dear: JOSEPH MCGUCKIN

Our records indicate that your service through Talk America Services was cancelled per your request.

We would like to remind you that a final bill was mailed to you and is now past due. To reconcile this matter, please mail your payment in full to the address below. You may also call us at 1-855-546-5000 to make a payment by phone or discuss this matter further. **Please respond immediately to avoid further action that will have an adverse affect on your credit rating.**

If you have already reconciled this matter, thank you, and please disregard this notice.

Remit to: Talk America Services, LLC, PO Box 9001908, Louisville KY 40290-1908

Thank you,

Talk America Services
Financial Services Department



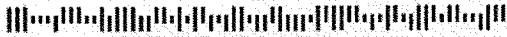
ATTN: FINANCIAL SERVICES
2134 W. LABURNUM AVE.
RICHMOND, VA 23227

Address Service Requested

C-2

NOTICE

9362000002 PRESORT PBPS001 <>
JOSEPH MCGUCKIN
3331 LONGSHORE AVE
PHILADELPHIA PA 19149-2026



MAY 26, 2020

Account Number: (215) 332-0945

Dear: JOSEPH MCGUCKIN

Your service through Talk America Services has been disconnected per your request, however, as a result of your unpaid bill your account is scheduled to be placed with a collection agency. This could adversely affect your credit record. Please mail your payment to the address shown below or you may call 1-855-546-5000 to discuss this matter further.

Failure to contact us by JUN 05, 2020 will result in your account being turned over to a collection agency.

If you have already reconciled this matter, thank you, and please disregard this notice.

Remit to: Talk America Services, LLC, PO Box 9001908, Louisville KY 40290-1908

Thank you,

Talk America Services
Financial Services Department



C-2

Talk America Services
2134 W. Laburnum Ave.
Richmond, VA 23227

January 26, 2018
Acct: 012407670

We have been trying to contact you recently in regard to your Phone and Data Service with Talk America Services. Verizon is in the process of switching the Copper equipment we use through them to provide you service to Fiber. We need to coordinate with you a time that you could be available for them to come into your home to switch out the equipment, so you do not have any loss in your dial tone. Unfortunately, our internet does not work with Verizon's fiber so you would have to get a new provider for your internet service. Your phone service with Talk America Services will not change, and we have some great offers we can provide you for phone only. It is imperative that you contact us immediately, so you do not experience any loss in dial tone, our contact number 855 546-5000. Thank you for being a valued Talk America Service customer.

Sincerely,

A handwritten signature in cursive script that reads "Patricia McCann".

Patricia McCann
Offline Support Representative

804 249-9556 Fax
855 546-5000 Toll Free
pat.mccann@talkamericaservices.com



Talk America Services
2134 W. Laburnum Ave.
Richmond, VA 23227

*****FINAL NOTICE*****

We have been trying to contact you recently in regard to your Phone and Data Service with Talk America Services. Verizon is in the process of switching the Copper equipment we use through them to provide you service to Fiber. We need to coordinate with you a time that you could be available for them to come into your home to switch out the equipment, so you do not have any loss in your dial tone. Unfortunately, our internet does not work with Verizon's fiber so you would have to get a new provider for your internet service. Your phone service with Talk America Services will not change, and we have some great offers we can provide you for phone only. It is imperative that you contact us immediately, so you do not experience any loss in dial tone, our contact number 800 818-0325. Thank you for being a valued Talk America Service customer.

Sincerely,



C-3





C-4



Media Contact:

Tina Pelkey, (202) 418-0536
tina.pelkey@fcc.gov

For Immediate Release

**CHAIRMAN PAI LAUNCHES THE
KEEP AMERICANS CONNECTED PLEDGE**

*Pai Calls on Broadband and Telephone Service Providers to Promote Connectivity for
Americans Impacted by the Disruptions Caused by the Coronavirus Pandemic*

WASHINGTON, March 13, 2020—Yesterday, in multiple phone calls with broadband and telephone service providers and trade associations, Federal Communications Commission Chairman Ajit Pai emphasized the importance of keeping Americans connected as the country experiences serious disruptions caused by the coronavirus outbreak. And in order to ensure that Americans do not lose their broadband or telephone connectivity as a result of these exceptional circumstances, he specifically asked them to take the Keep Americans Connected Pledge.

The Keep Americans Connected Pledge reads as follows:

Given the coronavirus pandemic and its impact on American society, [[Company Name]] pledges for the next 60 days to:

- (1) not terminate service to any residential or small business customers because of their inability to pay their bills due to the disruptions caused by the coronavirus pandemic;
- (2) waive any late fees that any residential or small business customers incur because of their economic circumstances related to the coronavirus pandemic; and
- (3) open its Wi-Fi hotspots to any American who needs them.

Less than 24 hours after the Chairman's calls, the following companies have already told Chairman Pai that they are taking the Keep Americans Connected Pledge and will implement it as soon as possible: ACIRA – Powered by Farmers Mutual Telephone Company & Federated Telephone, Allstream Business US, AlticeUSA, Antietam Broadband, Atlantic Broadband, AT&T, BBT, BOYCOM Vision, Burlington Telecom, Cable One, Central Arkansas Telephone Cooperative, CenturyLink, Charter, Cincinnati Bell, Citizens Connected, Comcast, Consolidated Communications, Cox Communications, Digital West, East Ascension Telephone Company, Education Networks of America, Emery Telecom, Farmers Telecommunications Cooperative, FirstLight, Frontier, Google Fiber, Grande Communications, Granite Telecommunications, Great Plains Communications, GWI, Hiawatha Broadband, Hill Country, IdeaTek Telcom, Inteliquent, Lafourche Telephone Company, Lakeland Communications, Long Lines Broadband, Mammoth Networks/Visionary Broadband, Mediacom, MetTel, Nex-Tech, Ninestar Connect, Northwest Fiber, Orbitel Communications, Pioneer Communications, Premier Communications, Range Telephone

Cooperative, RCN, Reserve Telephone Company, Sacred Wind Communications, Shawnee Communications, Socket Telecom, Sonic, Sprint, Starry, TDS Telecom, TelNet Worldwide, T-Mobile, TracFone Wireless, Uniti Fiber, US Cellular, Vast Broadband, Verizon, Vyve Broadband Investments, Waitsfield and Champlain Valley Telecom, Wave Broadband, West Telecom Services, Windstream, and ZenFi Networks. And the trade associations ACA Connects, Competitive Carriers of America, CTIA, INCOMPAS, NCTA—The Internet and Television Association, NTCA—The Rural Broadband Association, USTelecom, and WISPA have all endorsed the pledge.

“As the coronavirus outbreak spreads and causes a series of disruptions to the economic, educational, medical, and civic life of our country, it is imperative that Americans stay connected. Broadband will enable them to communicate with their loved ones and doctors, telework, ensure their children can engage in remote learning, and—importantly—take part in the ‘social distancing’ that will be so critical to limiting the spread of this novel coronavirus,” said Chairman Pai. “That’s why I’m asking all broadband and telephone service providers to take the Keep Americans Connected Pledge. I don’t want any American consumers experiencing hardships because of the pandemic to lose connectivity.

“I applaud those companies that have already taken the Keep Americans Connected Pledge. They are stepping up to the plate and taking critical steps that will make it easier for Americans to stay connected during this pandemic and maintain much-needed social distancing. I urge other companies to join them. This may be a difficult time for our nation, but if we all work together, I am confident that we can rise to the challenge.”

In addition to the Keep Americans Connected Pledge, Chairman Pai commended companies that have already taken additional steps to ensure that Americans, especially low-income American families and veterans, remain connected. He exhorted those companies with low-income broadband programs like the Connect2Compete program to expand and improve them (for example, by increasing speeds to 25/3 Mbps and expanding eligibility) and those without to adopt such programs. He also called on broadband providers to relax their data cap policies in appropriate circumstances, on telephone carriers to waive long-distance and overage fees in appropriate circumstances, on those that serve schools and libraries to work with them on remote learning opportunities, and on all network operators to prioritize the connectivity needs of hospitals and healthcare providers.

Chairman Pai also continued the Commission’s ongoing discussions with service providers regarding their efforts to ensure that changes in usage patterns occurring during the pandemic do not impair network performance, as well as their plans to ensure network resiliency.

###

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This is an unofficial announcement of Commission action. Release of the full text of a Commission order constitutes official action. See MCI v. FCC, 515 F.2d 385 (D.C. Cir. 1974).

Media Contact:

Will Wiquist, (202) 418-0509
will.wiquist@fcc.gov

For Immediate Release

**FCC CHAIRMAN THANKS COMPANIES THAT HAVE GONE ABOVE
AND BEYOND THE KEEP AMERICANS CONNECTED PLEDGE**

***Broadband & Telephone Service Providers Roll Out Additional Ways to Help
Consumers During the Coronavirus Pandemic***

WASHINGTON, March 18, 2020—Federal Communications Commission Chairman Ajit Pai today commended broadband and telephone service providers that have responded to his call to take the Keep Americans Connected Pledge and have gone even further to enhance Americans’ connectivity during the coronavirus pandemic. Last week, Chairman Pai specifically asked companies with low-income broadband programs to expand and improve them and those without to adopt such programs. He also called on broadband providers to relax their data usage limits in appropriate circumstances and take steps to promote remote learning and telehealth.

“I want to thank broadband and telephone service providers who have answered my call to take aggressive steps to help consumers during the coronavirus pandemic,” said Chairman Pai. “I welcome their hard work in finding ways to meet their customers’ changing needs and to keep Americans connected. For example, we have seen companies increasing speeds for low-income customers, lifting data caps, and offering 60 days of free service for new low-income customers and students. I welcome these initiatives, hope even more companies will follow suit, and look forward to continuing to work together with the private sector to help consumers get through the disruptions caused by the pandemic.”

The companies that are taking additional steps at no extra cost to consumers include, but are not limited to:

ALLO Communications: Offering 50 Mbps broadband service for free for 60 days to households without Internet service, reducing fees for 60 days for existing and new broadband customers in need, and waiving service modification fees for businesses and residences.

Altice USA (Optimum and Suddenlink): Offering 30 Mbps broadband service for free for 60 days to households that have K-12 and/or college students who may be displaced by school closures and do not currently have home broadband.

AT&T: Providing all consumer home Internet wireline customers, as well as Fixed Wireless Internet customers, with unlimited Internet data, and funding an eLearning coalition to provide free resources to educators.

BEK Communications: Doubling Internet speeds for all customers at no additional charge, offering broadband service for free for four months to new customers with telehealth, education, and work-from-home needs.

C Spire: Offering free wireless data to K-12 students for educational purposes.

CableONE/Sparklight: Offering unlimited data on all broadband services for 30 days.

CenturyLink: Suspending data usage limits.

Charter (Spectrum): Offering up to 100 Mbps broadband service for free for 60 days to new households with K-12 and/or college students and waiving installation fees for such households.

Comcast (Xfinity): Increasing broadband speeds for Internet Essentials (low-income) customers from 15 Mbps to 25 Mbps, offering broadband service for free for 60 days to new Internet Essentials customers, and offering all customers unlimited data for 60 days.

Cox: Increasing broadband speeds for Connect2Compete (low-income) and certain other customers up to 50 Mbps temporarily, offering broadband service for free for 30 days to new Connect2Compete customers and fast-tracking the qualification process, and offering remote desktop support for free to Connect2Compete and certain other customers.

GeoLinks: Increasing broadband speeds for customers who are working remotely.

Hotwire Communications: Offering free 100 Mbps broadband for two months to new customers that are students or in low-income households.

Mediacom: Increasing broadband speeds for Connect2Compete (low-income) customers from 10 Mbps to 25 Mbps, offering broadband service for free for 60 days to new Connect2Compete customers; reducing prices for 60 Mbps broadband service for new customers, and suspending data usage limits through May 15.

Nelson Cable: Increasing broadband speeds for customers that need it for distance learning, telecommuting, or telemedicine, and offering 50 Mbps broadband service for free through June 30 to new customers in need.

Ninestar Connect: Increasing broadband speeds up to 1 Gbps through April 10 for customers on fiber.

Socket Telecom: Increasing broadband speeds to 1 Gbps for 60 days for residential customers on fiber.

Starry: Offering free 30 Mbps broadband service through the end of May for both new and existing customers in affordable housing.

Sprint: Offering unlimited smartphone data and additional mobile hotspot data for 60 days, increasing data usage limits for high school students without home Internet that are supported by the 1Million Project Foundation, and accelerating the delivery of 100,000 devices originally intended for next school year to those students.

T-Mobile: Offering unlimited smartphone data and additional mobile hotspot data for 60 days, providing additional free data to Lifeline partners' customers, increasing data usage limits for schools and students using EmpowerED digital learning programs, and offering free international calling to COVID19 impacted countries.

Verizon: Tripling the data usage limit for students in Title I schools that are part of the Verizon Innovative Learning Program and committing an additional \$10 million to nonprofits supporting students and first responders.

Washington Broadband: Increasing broadband speeds for student customers and offering broadband service for free to students who cannot afford it and small business owners who have had to close their businesses.

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Media Contact:

Will Wiquist, (202) 418-0509
will.wiquist@fcc.gov

For Immediate Release

**205 MORE BROADBAND AND TELEPHONE SERVICE PROVIDERS
TAKE THE KEEP AMERICANS CONNECTED PLEDGE**

*Chairman Pai Welcomes the Widespread Adoption of Key Steps Toward Keeping
American Consumers Connected During the Coronavirus Pandemic*

WASHINGTON, March 19, 2020—Federal Communications Commission Chairman Ajit Pai today announced that 205 additional broadband and phone service providers have taken the Keep Americans Connected Pledge, bringing the total number of companies to 390. By taking the Pledge, each of these companies has committed for the next 60 days to (1) not terminate service to any residential or small business customers because of their inability to pay their bills due to the disruptions caused by the coronavirus pandemic; (2) waive any late fees that any residential or small business customers incur because of their economic circumstances related to the coronavirus pandemic; and (3) open its Wi-Fi hotspots to any American who needs them.

“I’m gratified by the overwhelming response by American broadband and telephone service providers to my call for them to ensure consumers stay connected during the coronavirus pandemic,” said Chairman Pai. “It is important during this crisis that Americans can keep in touch with family and friends while practicing social distancing, telework, and take part in remote learning and telehealth. I thank all those who are working to Keep Americans Connected and continue to find ways to help consumers meet their needs in light of the pandemic.”

New pledge-takers include: AcenTek, Alenco Communications, All West Communications, Alliance Communications, ALLO Communications, Amery Telecom, Amherst Telephone Company, Arlington Telephone Company, Armstrong, ATC Communications, Aristotle Unified Communications, Bandwidth, Baraga Telephone Company, Beaver Creek Cooperative Telephone Company, Beehive Broadband, BEK Communications, Benkelman Telephone Company, Bergen Telephone Company, Beulahland Communications, The Blair Telephone Company, Bracken Cable, Btel Fiber, Bijou Telephone Co-Op, Bloomingdale Home Telephone Company, Bolt Internet, Bresco Broadband, Broadband VI, BWTelecom, Cambio Broadband, Casco Communications, Cass Telephone Company, CentraCom, Central Texas Telecommunications, Central Texas Telephone Cooperative, Chickasaw Telephone Company, Choice Wireless, ClearWave Communications, Colfax Cable, Common Networks, Community Wireless, Comporium, Consolidated Companies, Consolidated Telecommunications, Cordova Telephone Company, Cozad Telephone Company, Craigville Telephone Company, Dakota Carrier Network, Dakota Central, DayStarr Communications, DC Access, Dickey Rural Networks, Diller Telephone Company, DirectLink, Eagle Telephone System, Eastern Nebraska Telephone Company, EMPOWER Broadband, Endeavor Communications, Enhanced Telecommunications Corporation, EPLUS Broadband, Etex Telephone Cooperative, F&B

Communications, Fidelity Communications, GeoLinks, Gila River Telecommunications, Golden Belt Telephone Association, Grantsburg Telecom, Griggs County Telephone Company, Gunnison Telephone Company, GVTC Communications, Hamilton Communications, Hartman Telephone Exchanges, Henderson Cooperative Telephone Company, Holway Telephone Company, Horry Telephone Cooperative, HTC, Hudson Valley Wireless, IAMO Communications, Jade Communications, James Valley Telecommunications, James Valley Wireless, Kalida Telephone Company, Kennebec Telephone Company, Kit Carson Internet, KLM Telephone Company, Kloud Konnect, Kuhn Communications, Kwikom Communications, LaValle Telephone Cooperative, Liberty Cablevision of Puerto Rico, LICT Corporation, Lightburst Broadband, Lightstream, Ligonier Telephone, LigTel Communications, Limestone Cable, LISCO, Loop Internet, Manti Tele Communications Company, Manti Telephone Company, Masergy Communications, Michigan Broadband Services, Middleburgh Telephone Company, MLGC, Mobile Beacon, Monkeybrains, Monon Telephone Company, Monroe Telephone Company, Moundridge Telephone Company, MTE Communications, NATCO Communications, NCC, Nebraska Central Telephone Company, Neptuno, NeuBeam, New Lisbon Broadband and Communications, New Lisbon Telephone Company, New Paris Telephone, NewWave Communications, NiTCO, North Dakota Telephone Company, Northeast Louisiana Telephone Company, Northern Valley Communications, Northland Communications, NorthState, Nortex Communications, Northwest Communications, Paul Bunyan Communications, Pennsylvania Telephone Company, Pierce Telecommunications, Pine Drive Telephone Company, Pioneer Telephone Cooperative, Plainview Telephone Company, Plateau Telecommunications, Poka Lambro Telephone Cooperative, Puerto Rico Telephone Company/Claro, PVT Networks, Red Spectrum, RG Fiber, Rise Broadband, Riviera Telephone Company, Rochester Telephone Company, Rock County Telephone Company, RTC (North Dakota), RTC Communications, RTI, S&T Telecom, St. John Cable, San Carlos Apache Telecommunications, Sand Creek Communications, Santel Communications Cooperative, SCI/Savage Communications, SCTelecom, Service Electric Cablevision, Sharon Telephone Company, Smith Bagley, Smithville Communications, Somerset Telephone Company, SOS Communications, South Plains Telephone Cooperative, Southern Kansas Telephone Company, Springcom, Springport Telephone Company, Stanton Telecom, Strata Networks, StratusIQ, STT Rural Net, TCC Networks, TCC Skywire NW, Tele-Media Solutions, Three Rivers Digital, Three Rivers Telco, Ting Internet, ToledoTel, Totah Communications, TruVista Communications, Tularosa Basin Telephone, Turtle Mountain Communications, Twin Valley Telephone, Union Telephone Company, United Communications, United Communications Association and United Telephone Association, USConnect, US Internet, Valley Connections, Valley FiberCom, Valley Telephone Cooperative, Venture Communications, Verona Networks, Viya, VTX1, Watch Communications, Wauneta Telephone Company, Westphalia Broadband, Westphalia Telephone Company, West River Cooperative Telephone Company, Wilson Communications, Winn Telecom, Winn Telephone Company, Wisper Internet, WispWest, Wittenberg Telephone Company, XIT Rural Telephone, Yadkin Valley Telephone Company, YK Communications, and ZIRKEL Wireless.

Additionally, the associations SIA—Satellite Industry Association and WTA—Advocates for Rural Broadband have endorsed the Pledge.

For more information on the Keep Americans Connected Pledge, including the full list of signers, visit: <https://www.fcc.gov/keep-americans-connected>. For updates on the FCC's wide array of actions during the coronavirus pandemic, visit: <https://www.fcc.gov/coronavirus>.

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February 20, 2015

Dear Valued Customer,

Windstream Communications, Inc. and its affiliates* ("Windstream") are divesting certain of its local exchange residential markets to Talk America Services, LLC ("Talk America Services"). As a result of the transaction, your local and long distance service will transfer from Windstream to Talk America Services on or about April 1, 2015.

As a customer of Talk America Services, you will continue to receive the high-quality service you have come to expect. There will be no change in your current plan, rates, features, terms and conditions of your service or customer service contracts. Also, there will be no charges associated with transferring your service to Talk America Services and no action is required by you during this transfer.

As a customer, you have a choice in carriers for your communications services. If you choose to select another provider, you should contact that carrier immediately to ensure that your services are transferred before April 1, 2015. Keep in mind, if you change carriers, you may have to pay a transfer charge.

Under Federal Communications Commission rules, any restriction or "freezes" you may have placed on your account to block changes to your preferred local and/or long distance carrier will be removed as part of the transfer process. If you wish to reinstate such restrictions, please contact us at 1-855-546-5000.

Customer service is the foundation of our business. Please let us know how we can work with you to meet your needs. If you have any questions before, during, and after the transition of your service to Talk America Services, do not hesitate to contact us at 1-855-546-5000.

Be sure to look for more information from us during the upcoming weeks. We are excited about serving you and look forward to providing you with the same high-quality, innovative products and services in the future.

Sincerely,

Talk America Services, LLC

*Windstream affiliates include Talk America, Inc., Windstream Norlight, Inc., The Other Phone Company, Windstream KDL, Inc., Windstream NuVox, Inc., Paetec Communications, Inc., US LEC Communications, LLC, McLeod USA Telecommunications Services, LLC, LDMI Telecommunications, Inc., Windstream NTI, Inc.,

TALK AMERICA SERVICES

2134 W. LABURNUM AVE.

RICHMOND, VA 23227



February 27, 2015

Dear Talk America Services Customer,

Welcome to Talk America Services— your local telephone and Internet provider. We are excited about the opportunity to service our customers acquired from Windstream Communications*. Our goal is to offer you quality services for all your telecommunications needs.

Customer satisfaction is our top priority. You will continue to receive the high quality products, services and customer support you already depend on. Please note that no action is required on your part at this time.

Talk America Services offers a variety of products and services that save you time and make your life easier, so you can spend more time doing the things you really enjoy. You can count on these services to keep in touch with your family and friends and to enhance your home entertainment experience with high-speed Internet.

To find out more about the services we offer, call us at **855-546-5000**.

We appreciate your business and look forward to serving you for years to come.

Regards,

Talk America Services, LLC

*Windstream affiliates include Talk America, Inc., Windstream Norlight, Inc., The Other Phone Company, Windstream KDL, Inc., Windstream NuVox, Inc., Paetec Communications, Inc., US LEC Communications, LLC, McLeod USA Telecommunications Services, LLC, LDMI Telecommunications, Inc., Windstream NTI, Inc.,

Talk America Services, LLC

RESPONDENT'S EXHIBIT NO. 1

Application of Talk America Services, LLC for Approval of the
Discontinuance and Abandonment of its Interexchange Carrier Reseller
and Competitive Local Exchange Carrier Service to the Public in the
Commonwealth of Pennsylvania

Docket No. A-2019-3013838

Order Issued March 12, 2020

**PENNSYLVANIA
PUBLIC UTILITY COMMISSION
Harrisburg, PA 17120**

Public Meeting held March 12, 2020

Commissioners Present:

Gladys Brown Dutrieuille, Chairman
David W. Sweet, Vice Chairman
Andrew G. Place
John F. Coleman, Jr.
Ralph V. Yanora

Application of Talk America Services, LLC for
Approval of the Discontinuance and Abandonment of
its Interexchange Carrier Reseller and Competitive
Local Exchange Carrier Services to the Public in the
Commonwealth of Pennsylvania

A-2019-3013838

ORDER

BY THE COMMISSION:

On October 28, 2019, Talk America Services, LLC (Company or Talk America), utility code 3116898, filed an Application seeking a Certificate of Public Convenience pursuant to Section 1102(a)(2) of the Public Utility Code, 66 Pa. C.S. § 1102(a)(2), evidencing Commission approval of the discontinuance and abandonment of its Interexchange Carrier Reseller (IXC-R) (detariffed) and Competitive Local Exchange Carrier (CLEC) services to the public in the Commonwealth of Pennsylvania.

Talk America Services, LLC is currently certificated to provide telecommunications services as an IXC-R (statewide) at Docket No. A-2014-2441956 and as a CLEC in the service territories of Verizon Pennsylvania LLC; Verizon North LLC; The United Telephone Company of Pennsylvania LLC d/b/a CenturyLink; Consolidated Communications of Pennsylvania Company, LLC; Commonwealth Telephone Company d/b/a Frontier Communications Commonwealth Telephone

Company and Windstream Pennsylvania, LLC at Docket No. A-2014-2441958. The Company's Certificates of Public Convenience were granted on January 30, 2015. The Company proposes to discontinue and abandon the provision of CLEC and IXC-R services within Pennsylvania.

In its Application, the Company averred that it relies exclusively on the resale of services provided by an underlying carrier. According to the Company, the underlying carrier has notified the Company that it will no longer provide or support those services. As result, the Company averred it must discontinue services to its customers.¹

The Company further averred that it served 1,811 customers in Pennsylvania, including 1,471 local (and bundled service) customers and 340 long distance-only customers. The Company included with its Application a copy of the first notice it sent to the affected customers. According to the Company, the notice was sent via USPS First-Class Mail in three batches mailed on: September 30, 2019; October 7, 2019; and October 14, 2019. The Company averred that it also established a dedicated toll-free customer service number with representatives available to assist customers impacted by the discontinuance in transitioning their service to other telecommunications providers.² The Company also averred that it planned to cease providing services to its customers on or after December 5, 2019.³

There are no NXX codes affected by this Application, and all 911 and E-911 coordinators were served a copy of the Application.⁴ The Company also served a copy of the Application on the Office of Consumer Advocate, the Office of Small Business Advocate, and the Pennsylvania Office of the Attorney General as evidenced by the certificate of service submitted with the Application.

¹ Application at ¶ 6.

² Application at ¶ 9.

³ Application at ¶ 8.

⁴ Application Attachment B. Also, pursuant to the master wholesale agreement, the underlying carrier is responsible for maintaining the 911 and E-911 data bases and for the Company's end-user 911 records.

The Company submitted the required filing fee of \$350 with the Application pursuant to 52 Pa. Code § 1.43 and is current on all assessments, reports, and regulatory fees. No protests were filed, and no hearings were held. In addition, no motions or petitions were filed in this proceeding.

Subsequent to filing the Application, Commission staff engaged with the Company to obtain additional substantive information to satisfy our regulations at 52 Pa. Code §§ 63.301-310 regarding local service provider (LSP) customer abandonment. On December 3, 2019, the Company submitted its abandonment plan to the Commission's Bureau of Consumer Services as required in 52 Pa. Code § 63.306(b). The Company also filed a copy of its second written customer notice required in 52 Pa. Code § 63.310 on January 17, 2020.⁵ The Company subsequently notified the Commission that the second customer notice was mailed to affected customers by USPS First-Class Mail on January 21, 2020.⁶

According to the Company's abandonment plan, it operated on a resale basis under a wholesale master agreement with an underlying carrier that, pursuant to the agreement's terms, was not being renewed.⁷ According to the Company, following the Application's filing and the service of the first customer notices, the number of customers it served decreased by 398, leaving a total of 1,413 customers, including 1,125 local service customers, still being served by the Company.⁸ The Company subsequently identified that as of February 1, 2020, following service of the second required notice, 746 customers, which included 535 residential local access lines, remained on the Company's service.⁹

Our Bureau of Consumer Services has reviewed the abandonment plan and finds it acceptable. The Company has appointed a Project Manager to coordinate the

⁵ In addition to the formally filed abandonment plan and second customer notice, the Company also informally provided supplemental information to staff in or around early to mid-December 2019.

⁶ See February 14, 2020, Company response to Bureau of Technical Utility Services Data Request, No. 3.

⁷ December 3, 2019 abandonment plan at ¶ 2.

⁸ December 3, 2019 abandonment plan at ¶ 15.

⁹ February 14, 2020, Company response to Bureau of Technical Utility Services Data Request, No. 5.

abandonment process pursuant to 52 Pa. Code 63.307.¹⁰ The written customer notifications allowed sufficient time for customers to shop and migrate to different LSPs. The Company also arranged for the transfer of affected customers who resided in a multi-dwelling unit.¹¹ Notwithstanding the tardiness in filing its abandonment plan,¹² the Company demonstrated that another incumbent carrier provides service within the area it serves, and its abandonment will not deprive the public of necessary telecommunications services.¹³ Finally, the Company has subsequently complied with all other regulatory requirements. Based on this information, we are able to conclude that the Company has made good faith efforts to secure an acquiring LSP to serve its remaining customers.

However, as of this time not all customers have migrated to a new LSP. Accordingly, certain requirements continue to attach.

First, the Company may not discontinue service and abandon customers without our approval.¹⁴ Second, the Company shall coordinate with the underlying carrier to ensure that the 911/E-911 service provider is given authorization to unlock any 911/E911 records from the 911/E-911 database after service is discontinued. Third, the Company shall track the progress of customer migrations for its remaining residential customers and provide Commission staff a progress report on the number of customers that have and have not migrated to a new LSP within fifteen days of the entry of this Order.¹⁵ Finally, the Company shall continue to provide telecommunications service to its remaining customers until such time as those customers have obtained comparable service from a competitive acquiring LSP or March 31, 2020, whichever is earlier.¹⁶

¹⁰ The Project Manager is Linda Holden-Smith, Billing Support, Talk America Services, LLC, phone (501) 850-0834, email Linda.holden-smith@talkamericaservices.com. See February 14, 2020, Company response to Bureau of Technical Utility Services Data Request, No. 1.

¹¹ See February 14, 2020, Company response to Bureau of Technical Utility Services Data Request, No. 3.

¹² Our regulations require an abandoning LSP to file its abandonment plan with the Commission at least 35 calendar days in advance of abandoning service. 52 Pa. Code § 63.306(b). The Company's abandonment plan was filed December 3, 2019, two days before the its proposed exit date of December 5, 2019.

¹³ Abandonment plan at ¶ 3.

¹⁴ Termination of the underlying wholesale master agreement is effective April 24, 2020. See February 14, 2020, Company response to Bureau of Technical Utility Services Data Request, No. 2.

¹⁵ 52 Pa. Code § 63.310(a).

¹⁶ 52 Pa. Code § 63.309(b).

Upon full consideration of all matters of record pertaining to the Application, we find that approval of the Application is in the public interest; **THEREFORE,**

IT IS ORDERED:

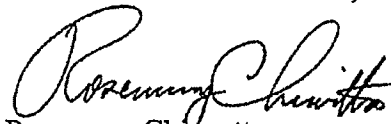
1. That the Application of Talk America Services, LLC is hereby approved.
2. That Talk America Services, LLC shall coordinate with the underlying carrier to ensure that the 911/E-911 service provider is given authorization to unlock any 911/E911 records from the 911/E-911 database after service is discontinued.
3. That Talk America Services, LLC shall track the progress of customer migrations for its remaining residential customers and shall provide Commission staff with a progress report on the number of customers that have and have not migrated to a new local service provider within fifteen days of the entry of this Order.
4. That Talk America Services, LLC shall continue to provide telecommunications service to its remaining customers until such time as those customers have obtained comparable service from a competitive acquiring local service provider or March 31, 2020, whichever is earlier.
5. That if in its fifteen-day customer migration progress report Talk America Services, LLC avers that all remaining customers have obtained comparable telecommunications service from a different competitive local service provider, or by March 31, 2020, whichever is earlier, a Certificate of Public Convenience shall be issued pursuant to 66 Pa. C.S. § 1102(a)(2) authorizing the Discontinuance and Abandonment of Competitive Local Exchange Carrier and Interexchange Carrier Reseller services by Talk America Services, LLC, to the public within the Commonwealth of Pennsylvania as specified in the Application.

6. That upon the issuance of a Certificate of Public Convenience authorizing the Discontinuance and Abandonment of Competitive Local Exchange Carrier and Interexchange Carrier Reseller services by Talk America Services, LLC, to the public within the Commonwealth of Pennsylvania, the Secretary's Bureau cancel and remove Talk America Services, LLC's Competitive Local Exchange Carrier tariff from the active files and Talk America Services, LLC be removed from the active lists maintained by the Bureau of Technical Utility Services and the Bureau of Administrative Services.

7. That a copy of this Order be served on the Bureau of Registration and Taxpayer Management in the Pennsylvania Department of Revenue and the Bureau of 9-1-1 Programs in the Pennsylvania Emergency Management Agency.

8. That upon the issuance of a Certificate of Public Convenience authorizing the Discontinuance and Abandonment of Competitive Local Exchange Carrier and Interexchange Carrier Reseller services by Talk America Services, LLC, to the public within the Commonwealth of Pennsylvania, this case be marked closed.

BY THE COMMISSION,



Rosemary Chiavetta
Secretary

(SEAL)

ORDER ADOPTED: March 12, 2020

ORDER ENTERED: March 12, 2020

Talk America Services, LLC

RESPONDENT'S EXHIBIT NO. 2

Public Notice of the Federal Communications Commission
WC Docket Nos. 19-267, 19-269, 19-288, 19-297 & 19-318

Section 214 Discontinuance Application(s) Deemed Granted
Automatically on December 1, 2019

Dated: October 31, 2019



PUBLIC NOTICE

Federal Communications Commission
445 12th Street, S.W.
Washington, D.C. 20554

News Media Information 202 / 418-0500
Internet: <http://www.fcc.gov>
TTY: 1-888-835-6322

DA 19-1127
Released: October 31, 2019

COMMENTS INVITED ON SECTION 214 APPLICATION(S) TO DISCONTINUE DOMESTIC NON-DOMINANT CARRIER TELECOMMUNICATIONS SERVICES

WC Docket No(s). 19-267, 19-269, 19-288, 19-297 & 19-318

Comments Due: November 15, 2019

Unless otherwise specified, the following procedures and dates apply to the application(s) (the Section 214 Discontinuance Application(s)) listed in the Appendix.

The Wireline Competition Bureau (Bureau), upon initial review, has found the Section 214 Discontinuance Application(s) listed herein to be acceptable for filing and subject to the procedures set forth in Section 63.71 of the Commission's rules.¹ The application(s) request authority, under section 214 of the Communications Act of 1934, as amended,² and section 63.71 of the Commission's rules,³ to discontinue, reduce, or impair certain domestic telecommunications service(s) (Affected Service(s)) in specified geographic areas (Service Area(s)) as applicable and as fully described in each application.

In accordance with section 63.71(f) of the Commission's rules, the Section 214 Discontinuance Application(s) listed in the Appendix will be deemed granted automatically on **December 1, 2019**, the 31st day after the release date of this public notice, unless the Commission notifies any applicant(s) that their grant will not be automatically effective.⁴ We note that the date on which an application for Commission authorization is deemed granted may be different from the date on which applicants are authorized to discontinue, reduce, or impair service ("Authorized Date"). Any applicant whose application has been deemed granted may discontinue, reduce or impair their Affected Service(s) in their Service Area(s) on or after the authorized date(s) specified in the Appendix, in accordance with their filed representations. Accordingly, pursuant to section 63.71(f), and the terms outlined in each application, absent further Commission action, each applicant may discontinue, reduce or impair the Affected Service(s) in the Service Area(s) described in their application on or after the authorized discontinuance date(s) listed in the Appendix for that application. For purposes of computation of time when filing a petition for reconsideration, application for review, or petition for judicial review of the Commission's decision(s), the date of "public notice" shall be the latter of the auto grant date stated above in this Public Notice, or the release date(s) of any further public notice(s) or order(s) announcing final Commission

¹ 47 CFR § 63.71.

² 47 U.S.C. § 214.

³ 47 CFR § 63.71.

⁴ See 47 CFR § 63.71(f) (stating, in relevant part, that an application filed by a non-dominant carrier "shall be automatically granted on the 31st day... unless the Commission has notified the applicant that the grant will not be automatically effective.").

action, as applicable. Should no petitions for reconsideration, applications for review, or petitions for judicial review be timely filed, the proceeding(s) listed in this Public Notice shall be terminated, and the docket(s) will be closed.

Comments objecting to any of the applications listed in the Appendix must be filed with the Commission on or before **November 15, 2019**. Comments should refer to the specific WC Docket No. and Comp. Pol. File No. listed in the Appendix for the particular Section 214 Discontinuance Application that the commenter intends to address. Comments should include specific information about the impact of the proposed discontinuance on the commenter, including any inability to acquire reasonable substitute service. Comments may be filed using the Commission's Electronic Comment Filing System (ECFS) or by filing paper copies.⁵ Comments may be filed electronically using the Internet by accessing the ECFS: <http://apps.fcc.gov/ecfs>. Filers should follow the instructions provided on the Web site for submitting comments. Generally, only one copy of an electronic submission must be filed. In completing the transmittal screen, filers should include their full name, U.S. Postal Service mailing address, and the applicable docket number.

Parties who choose to file by paper must file an original and one copy of each filing. Filings can be sent by hand or messenger delivery, by commercial overnight courier, or by first-class or overnight U.S. Postal Service mail. All filings must be addressed to the Commission's Secretary, Office of the Secretary, Federal Communications Commission. All hand-delivered or messenger-delivered paper filings for the Commission's Secretary must be delivered to FCC Headquarters at 445 12th Street, S.W., Room TW-A325, Washington, D.C. 20554. The filing hours are Monday through Friday, 8:00 a.m. to 7:00 p.m. All hand deliveries must be held together with rubber bands or fasteners. Any envelopes and boxes must be disposed of before entering the building. Commercial overnight mail (other than U.S. Postal Service Express Mail and Priority Mail) must be sent to 9050 Junction Drive, Annapolis Junction, MD 20701. U.S. Postal Service first-class, Express, and Priority mail must be addressed to 445 12th Street, S.W., Washington, D.C. 20554.

Copies of the comments may also be sent to the Competition Policy Division, Wireline Competition Bureau, Federal Communications Commission, 445 12th Street, S.W., Room 5-C140, Washington, D.C. 20554, Attention: Carmell Weathers, or faxed to the FCC at (202) 418-1413, Attention: Carmell Weathers. In addition, comments should be served upon the Applicant(s).

These proceedings are considered "permit but disclose" proceedings for purposes of the Commission's *ex parte* rules.⁶ Participants should familiarize themselves with the Commission's *ex parte* rules. Persons making *ex parte* presentations must file a copy of any written presentation or a memorandum summarizing any oral presentation within two business days after the presentation (unless a different deadline applicable to the Sunshine period applies). Persons making oral *ex parte* presentations are reminded that memoranda summarizing the presentation must (1) list all persons attending or otherwise participating in the meeting at which the *ex parte* presentation was made, and (2) summarize all data presented and arguments made during the presentation. If the presentation consisted in whole or in part of the presentation of data or arguments already reflected in the presenter's written comments, memoranda or other filings in the proceeding, the presenter may provide citations to such data or arguments in his or her prior comments, memoranda, or other filings (specifying the relevant page and/or paragraph numbers where such data or arguments can be found) in lieu of summarizing them in the

⁵ See *Electronic Filing of Documents in Rulemaking Proceedings*, 63 FR 24121 (1998).

⁶ 47 CFR § 1.1200 *et seq.*

memorandum. Documents shown or given to Commission staff during *ex parte* meetings are deemed to be written *ex parte* presentations and must be filed consistent with rule 1.1206(b).

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For further information, please see the contacts for the specific discontinuance proceeding you are interested in as listed in the Appendix. The tty number is (888) 835-5322. For further information on procedures regarding section 214 please visit <https://www.fcc.gov/encyclopedia/domestic-section-214-discontinuance-service>.

– FCC –

Appendix

- 1) **Applicant(s): Level 3 Telecom of New York, LP**
WC Docket No. 19-267, Comp. Pol. File No. 1569
Link – https://www.fcc.gov/ecfs/search/filings?proceedings_name=19-267&sort=date_disseminated,DESC
Affected Service(s) – the following voice and data services: Basic Business Line Service; VersiPak Flex T-12 Service; Direct SIP Service; and Managed IP Trunks
Service Area(s) – Manhattan, NY metropolitan area
Authorized Date(s) – on or after December 3, 2019
Contact(s) – Kimberly Jackson, (202) 418-7393 (voice), Kimberly.Jackson@fcc.gov, or Carmell Weathers, (202) 418-2325 (voice), Carmell.Weathers@fcc.gov, of the Competition Policy Division, Wireline Competition Bureau
Note: The applicant states that on December 3, 2019, existing contracts for these services will not be renewed. The applicant also states that customers with a contract that expires prior to December 3, 2019 may retain their contracted service(s) on a month-to-month basis until December 3, 2019.


- 2) **Applicant(s): Talk America Services, LLC**
WC Docket No. 19-269, Comp. Pol. File No. 1571
Link – https://www.fcc.gov/ecfs/search/filings?proceedings_name=19-269&sort=date_disseminated,DESC
Affected Service(s) – local exchange service (exchange access and dial tone), and intrastate and interstate long distance services
Service Area(s) – Illinois
Authorized Date(s) – on or after December 16, 2019
Contact(s) – Kimberly Jackson, (202) 418-7393 (voice), Kimberly.Jackson@fcc.gov, or Carmell Weathers, (202) 418-2325 (voice), Carmell.Weathers@fcc.gov, of the Competition Policy Division, Wireline Competition Bureau

- 3) **Applicant(s): Fusion Communications, LLC, debtor-in-possession**
WC Docket No. 19-288, Comp. Pol. File No. 1574
Link – https://www.fcc.gov/ecfs/search/filings?proceedings_name=19-288&sort=date_disseminated,DESC
Affected Service(s) – fiber-based Ethernet provisioned data and/or voice and associated services
Service Area(s) – Colorado, Georgia, Illinois and Texas
Authorized Date(s) – on or after December 5, 2019
Contact(s) – Kimberly Jackson, (202) 418-7393 (voice), Kimberly.Jackson@fcc.gov, or Carmell Weathers, (202) 418-2325 (voice), Carmell.Weathers@fcc.gov, of the Competition Policy Division, Wireline Competition Bureau

- 4) **Applicant(s): Level 3 Telecom of Idaho, LLC**
WC Docket No. 19-297, Comp. Pol. File No. 1576
Link – https://www.fcc.gov/ecfs/search/filings?proceedings_name=19-297&sort=date_disseminated,DESC
Affected Service(s) – the following voice and data services: Basic Business Line Service; Basic Exchange Line and Trunk Services; Channel 12 Service; Complete Lines/Trunks Service (aka Complete Lines DS0); Direct SIP Service; IP Trunks; VersiPak Lines and Trunks Service; VersiPak Flex T Service and VersiPak Power T Service
Service Area(s) – Boise, Idaho metropolitan area

Authorized Date(s) – on or after December 9, 2019

Contact(s) – Kimberly Jackson, (202) 418-7393 (voice), Kimberly.Jackson@fcc.gov, or Carmell Weathers, (202) 418-2325 (voice), Carmell.Weathers@fcc.gov, of the Competition Policy Division, Wireline Competition Bureau

 5) **Applicant(s): Talk America Services, LLC**

WC Docket No. 19-318, Comp. Pol. File No. 1577

Link – https://www.fcc.gov/ecfs/search/filings?proceedings_name=19-318&sort=date_disseminated,DESC

Affected Service(s) – local exchange service (exchange access and dial tone), and intrastate and interstate long distance services

Service Area(s) – Pennsylvania

Authorized Date(s) – on or after December 5, 2019

Contact(s) – Kimberly Jackson, (202) 418-7393 (voice), Kimberly.Jackson@fcc.gov, or Carmell Weathers, (202) 418-2325 (voice), Carmell.Weathers@fcc.gov, of the Competition Policy Division, Wireline Competition Bureau

Talk America Services, LLC

RESPONDENT'S EXHIBIT NO. 1

Application of Talk America Services, LLC for Approval of the
Discontinuance and Abandonment of its Interexchange Carrier Reseller
and Competitive Local Exchange Carrier Service to the Public in the
Commonwealth of Pennsylvania

Docket No. A-2019-3013838

Order Issued March 12, 2020

**PENNSYLVANIA
PUBLIC UTILITY COMMISSION
Harrisburg, PA 17120**

Public Meeting held March 12, 2020

Commissioners Present:

Gladys Brown Dutrieuille, Chairman
David W. Sweet, Vice Chairman
Andrew G. Place
John F. Coleman, Jr.
Ralph V. Yanora

Application of Talk America Services, LLC for
Approval of the Discontinuance and Abandonment of
its Interexchange Carrier Reseller and Competitive
Local Exchange Carrier Services to the Public in the
Commonwealth of Pennsylvania

A-2019-3013838

ORDER

BY THE COMMISSION:

On October 28, 2019, Talk America Services, LLC (Company or Talk America), utility code 3116898, filed an Application seeking a Certificate of Public Convenience pursuant to Section 1102(a)(2) of the Public Utility Code, 66 Pa. C.S. § 1102(a)(2), evidencing Commission approval of the discontinuance and abandonment of its Interexchange Carrier Reseller (IXC-R) (detariffed) and Competitive Local Exchange Carrier (CLEC) services to the public in the Commonwealth of Pennsylvania.

Talk America Services, LLC is currently certificated to provide telecommunications services as an IXC-R (statewide) at Docket No. A-2014-2441956 and as a CLEC in the service territories of Verizon Pennsylvania LLC; Verizon North LLC; The United Telephone Company of Pennsylvania LLC d/b/a CenturyLink; Consolidated Communications of Pennsylvania Company, LLC; Commonwealth Telephone Company d/b/a Frontier Communications Commonwealth Telephone

Company and Windstream Pennsylvania, LLC at Docket No. A-2014-2441958. The Company's Certificates of Public Convenience were granted on January 30, 2015. The Company proposes to discontinue and abandon the provision of CLEC and IXC-R services within Pennsylvania.

In its Application, the Company averred that it relies exclusively on the resale of services provided by an underlying carrier. According to the Company, the underlying carrier has notified the Company that it will no longer provide or support those services. As result, the Company averred it must discontinue services to its customers.¹

The Company further averred that it served 1,811 customers in Pennsylvania, including 1,471 local (and bundled service) customers and 340 long distance-only customers. The Company included with its Application a copy of the first notice it sent to the affected customers. According to the Company, the notice was sent via USPS First-Class Mail in three batches mailed on: September 30, 2019; October 7, 2019; and October 14, 2019. The Company averred that it also established a dedicated toll-free customer service number with representatives available to assist customers impacted by the discontinuance in transitioning their service to other telecommunications providers.² The Company also averred that it planned to cease providing services to its customers on or after December 5, 2019.³

There are no NXX codes affected by this Application, and all 911 and E-911 coordinators were served a copy of the Application.⁴ The Company also served a copy of the Application on the Office of Consumer Advocate, the Office of Small Business Advocate, and the Pennsylvania Office of the Attorney General as evidenced by the certificate of service submitted with the Application.

¹ Application at ¶ 6.

² Application at ¶ 9.

³ Application at ¶ 8.

⁴ Application Attachment B. Also, pursuant to the master wholesale agreement, the underlying carrier is responsible for maintaining the 911 and E-911 data bases and for the Company's end-user 911 records.

The Company submitted the required filing fee of \$350 with the Application pursuant to 52 Pa. Code § 1.43 and is current on all assessments, reports, and regulatory fees. No protests were filed, and no hearings were held. In addition, no motions or petitions were filed in this proceeding.

Subsequent to filing the Application, Commission staff engaged with the Company to obtain additional substantive information to satisfy our regulations at 52 Pa. Code §§ 63.301-310 regarding local service provider (LSP) customer abandonment. On December 3, 2019, the Company submitted its abandonment plan to the Commission's Bureau of Consumer Services as required in 52 Pa. Code § 63.306(b). The Company also filed a copy of its second written customer notice required in 52 Pa. Code § 63.310 on January 17, 2020.⁵ The Company subsequently notified the Commission that the second customer notice was mailed to affected customers by USPS First-Class Mail on January 21, 2020.⁶

According to the Company's abandonment plan, it operated on a resale basis under a wholesale master agreement with an underlying carrier that, pursuant to the agreement's terms, was not being renewed.⁷ According to the Company, following the Application's filing and the service of the first customer notices, the number of customers it served decreased by 398, leaving a total of 1,413 customers, including 1,125 local service customers, still being served by the Company.⁸ The Company subsequently identified that as of February 1, 2020, following service of the second required notice, 746 customers, which included 535 residential local access lines, remained on the Company's service.⁹

Our Bureau of Consumer Services has reviewed the abandonment plan and finds it acceptable. The Company has appointed a Project Manager to coordinate the

⁵ In addition to the formally filed abandonment plan and second customer notice, the Company also informally provided supplemental information to staff in or around early to mid-December 2019.

⁶ See February 14, 2020, Company response to Bureau of Technical Utility Services Data Request, No. 3.

⁷ December 3, 2019 abandonment plan at ¶ 2.

⁸ December 3, 2019 abandonment plan at ¶ 15.

⁹ February 14, 2020, Company response to Bureau of Technical Utility Services Data Request, No. 5.

abandonment process pursuant to 52 Pa. Code 63.307.¹⁰ The written customer notifications allowed sufficient time for customers to shop and migrate to different LSPs. The Company also arranged for the transfer of affected customers who resided in a multi-dwelling unit.¹¹ Notwithstanding the tardiness in filing its abandonment plan,¹² the Company demonstrated that another incumbent carrier provides service within the area it serves, and its abandonment will not deprive the public of necessary telecommunications services.¹³ Finally, the Company has subsequently complied with all other regulatory requirements. Based on this information, we are able to conclude that the Company has made good faith efforts to secure an acquiring LSP to serve its remaining customers.

However, as of this time not all customers have migrated to a new LSP. Accordingly, certain requirements continue to attach.

First, the Company may not discontinue service and abandon customers without our approval.¹⁴ Second, the Company shall coordinate with the underlying carrier to ensure that the 911/E-911 service provider is given authorization to unlock any 911/E911 records from the 911/E-911 database after service is discontinued. Third, the Company shall track the progress of customer migrations for its remaining residential customers and provide Commission staff a progress report on the number of customers that have and have not migrated to a new LSP within fifteen days of the entry of this Order.¹⁵ Finally, the Company shall continue to provide telecommunications service to its remaining customers until such time as those customers have obtained comparable service from a competitive acquiring LSP or March 31, 2020, whichever is earlier.¹⁶

¹⁰ The Project Manager is Linda Holden-Smith, Billing Support, Talk America Services, LLC, phone (501) 850-0834, email Linda.holden-smith@talkamericaservices.com. See February 14, 2020, Company response to Bureau of Technical Utility Services Data Request, No. 1.

¹¹ See February 14, 2020, Company response to Bureau of Technical Utility Services Data Request, No. 3.

¹² Our regulations require an abandoning LSP to file its abandonment plan with the Commission at least 35 calendar days in advance of abandoning service. 52 Pa. Code § 63.306(b). The Company's abandonment plan was filed December 3, 2019, two days before the its proposed exit date of December 5, 2019.

¹³ Abandonment plan at ¶ 3.

¹⁴ Termination of the underlying wholesale master agreement is effective April 24, 2020. See February 14, 2020, Company response to Bureau of Technical Utility Services Data Request, No. 2.

¹⁵ 52 Pa. Code § 63.310(a).

¹⁶ 52 Pa. Code § 63.309(b).

Upon full consideration of all matters of record pertaining to the Application, we find that approval of the Application is in the public interest; **THEREFORE,**

IT IS ORDERED:

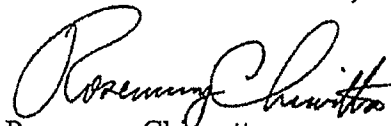
1. That the Application of Talk America Services, LLC is hereby approved.
2. That Talk America Services, LLC shall coordinate with the underlying carrier to ensure that the 911/E-911 service provider is given authorization to unlock any 911/E911 records from the 911/E-911 database after service is discontinued.
3. That Talk America Services, LLC shall track the progress of customer migrations for its remaining residential customers and shall provide Commission staff with a progress report on the number of customers that have and have not migrated to a new local service provider within fifteen days of the entry of this Order.
4. That Talk America Services, LLC shall continue to provide telecommunications service to its remaining customers until such time as those customers have obtained comparable service from a competitive acquiring local service provider or March 31, 2020, whichever is earlier.
5. That if in its fifteen-day customer migration progress report Talk America Services, LLC avers that all remaining customers have obtained comparable telecommunications service from a different competitive local service provider, or by March 31, 2020, whichever is earlier, a Certificate of Public Convenience shall be issued pursuant to 66 Pa. C.S. § 1102(a)(2) authorizing the Discontinuance and Abandonment of Competitive Local Exchange Carrier and Interexchange Carrier Reseller services by Talk America Services, LLC, to the public within the Commonwealth of Pennsylvania as specified in the Application.

6. That upon the issuance of a Certificate of Public Convenience authorizing the Discontinuance and Abandonment of Competitive Local Exchange Carrier and Interexchange Carrier Reseller services by Talk America Services, LLC, to the public within the Commonwealth of Pennsylvania, the Secretary's Bureau cancel and remove Talk America Services, LLC's Competitive Local Exchange Carrier tariff from the active files and Talk America Services, LLC be removed from the active lists maintained by the Bureau of Technical Utility Services and the Bureau of Administrative Services.

7. That a copy of this Order be served on the Bureau of Registration and Taxpayer Management in the Pennsylvania Department of Revenue and the Bureau of 9-1-1 Programs in the Pennsylvania Emergency Management Agency.

8. That upon the issuance of a Certificate of Public Convenience authorizing the Discontinuance and Abandonment of Competitive Local Exchange Carrier and Interexchange Carrier Reseller services by Talk America Services, LLC, to the public within the Commonwealth of Pennsylvania, this case be marked closed.

BY THE COMMISSION,



Rosemary Chiavetta
Secretary

(SEAL)

ORDER ADOPTED: March 12, 2020

ORDER ENTERED: March 12, 2020

Talk America Services, LLC

RESPONDENT'S EXHIBIT NO. 2

Public Notice of the Federal Communications Commission
WC Docket Nos. 19-267, 19-269, 19-288, 19-297 & 19-318

Section 214 Discontinuance Application(s) Deemed Granted
Automatically on December 1, 2019

Dated: October 31, 2019



PUBLIC NOTICE

Federal Communications Commission
445 12th Street, S.W.
Washington, D.C. 20554

News Media Information 202 / 418-0500
Internet: <http://www.fcc.gov>
TTY: 1-888-835-5322

DA 19-1127
Released: October 31, 2019

COMMENTS INVITED ON SECTION 214 APPLICATION(S) TO DISCONTINUE DOMESTIC NON-DOMINANT CARRIER TELECOMMUNICATIONS SERVICES

WC Docket No(s). 19-267, 19-269, 19-288, 19-297 & 19-318

Comments Due: November 15, 2019

Unless otherwise specified, the following procedures and dates apply to the application(s) (the Section 214 Discontinuance Application(s)) listed in the Appendix.

The Wireline Competition Bureau (Bureau), upon initial review, has found the Section 214 Discontinuance Application(s) listed herein to be acceptable for filing and subject to the procedures set forth in Section 63.71 of the Commission's rules.¹ The application(s) request authority, under section 214 of the Communications Act of 1934, as amended,² and section 63.71 of the Commission's rules,³ to discontinue, reduce, or impair certain domestic telecommunications service(s) (Affected Service(s)) in specified geographic areas (Service Area(s)) as applicable and as fully described in each application.

In accordance with section 63.71(f) of the Commission's rules, the Section 214 Discontinuance Application(s) listed in the Appendix will be deemed granted automatically on **December 1, 2019**, the 31st day after the release date of this public notice, unless the Commission notifies any applicant(s) that their grant will not be automatically effective.⁴ We note that the date on which an application for Commission authorization is deemed granted may be different from the date on which applicants are authorized to discontinue, reduce, or impair service ("Authorized Date"). Any applicant whose application has been deemed granted may discontinue, reduce or impair their Affected Service(s) in their Service Area(s) on or after the authorized date(s) specified in the Appendix, in accordance with their filed representations. Accordingly, pursuant to section 63.71(f), and the terms outlined in each application, absent further Commission action, each applicant may discontinue, reduce or impair the Affected Service(s) in the Service Area(s) described in their application on or after the authorized discontinuance date(s) listed in the Appendix for that application. For purposes of computation of time when filing a petition for reconsideration, application for review, or petition for judicial review of the Commission's decision(s), the date of "public notice" shall be the latter of the auto grant date stated above in this Public Notice, or the release date(s) of any further public notice(s) or order(s) announcing final Commission

¹ 47 CFR § 63.71.

² 47 U.S.C. § 214.

³ 47 CFR § 63.71.

⁴ See 47 CFR § 63.71(f) (stating, in relevant part, that an application filed by a non-dominant carrier "shall be automatically granted on the 31st day... unless the Commission has notified the applicant that the grant will not be automatically effective.").

action, as applicable. Should no petitions for reconsideration, applications for review, or petitions for judicial review be timely filed, the proceeding(s) listed in this Public Notice shall be terminated, and the docket(s) will be closed.

Comments objecting to any of the applications listed in the Appendix must be filed with the Commission on or before **November 15, 2019**. Comments should refer to the specific WC Docket No. and Comp. Pol. File No. listed in the Appendix for the particular Section 214 Discontinuance Application that the commenter intends to address. Comments should include specific information about the impact of the proposed discontinuance on the commenter, including any inability to acquire reasonable substitute service. Comments may be filed using the Commission's Electronic Comment Filing System (ECFS) or by filing paper copies.⁵ Comments may be filed electronically using the Internet by accessing the ECFS: <http://apps.fcc.gov/ecfs>. Filers should follow the instructions provided on the Web site for submitting comments. Generally, only one copy of an electronic submission must be filed. In completing the transmittal screen, filers should include their full name, U.S. Postal Service mailing address, and the applicable docket number.

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Copies of the comments may also be sent to the Competition Policy Division, Wireline Competition Bureau, Federal Communications Commission, 445 12th Street, S.W., Room 5-C140, Washington, D.C. 20554, Attention: Carmell Weathers, or faxed to the FCC at (202) 418-1413, Attention: Carmell Weathers. In addition, comments should be served upon the Applicant(s).

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⁵ See *Electronic Filing of Documents in Rulemaking Proceedings*, 63 FR 24121 (1998).

⁶ 47 CFR § 1.1200 *et seq.*

memorandum. Documents shown or given to Commission staff during *ex parte* meetings are deemed to be written *ex parte* presentations and must be filed consistent with rule 1.1206(b).

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– FCC –

Appendix

- 1) **Applicant(s): Level 3 Telecom of New York, LP**
WC Docket No. 19-267, Comp. Pol. File No. 1569
Link – https://www.fcc.gov/ecfs/search/filings?proceedings_name=19-267&sort=date_disseminated,DESC
Affected Service(s) – the following voice and data services: Basic Business Line Service; VersiPak Flex T-12 Service; Direct SIP Service; and Managed IP Trunks
Service Area(s) – Manhattan, NY metropolitan area
Authorized Date(s) – on or after December 3, 2019
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Note: The applicant states that on December 3, 2019, existing contracts for these services will not be renewed. The applicant also states that customers with a contract that expires prior to December 3, 2019 may retain their contracted service(s) on a month-to-month basis until December 3, 2019.

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WC Docket No. 19-269, Comp. Pol. File No. 1571
Link – https://www.fcc.gov/ecfs/search/filings?proceedings_name=19-269&sort=date_disseminated,DESC
Affected Service(s) – local exchange service (exchange access and dial tone), and intrastate and interstate long distance services
Service Area(s) – Illinois
Authorized Date(s) – on or after December 16, 2019
Contact(s) – Kimberly Jackson, (202) 418-7393 (voice), Kimberly.Jackson@fcc.gov, or Carmell Weathers, (202) 418-2325 (voice), Carmell.Weathers@fcc.gov, of the Competition Policy Division, Wireline Competition Bureau

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WC Docket No. 19-288, Comp. Pol. File No. 1574
Link – https://www.fcc.gov/ecfs/search/filings?proceedings_name=19-288&sort=date_disseminated,DESC
Affected Service(s) – fiber-based Ethernet provisioned data and/or voice and associated services
Service Area(s) – Colorado, Georgia, Illinois and Texas
Authorized Date(s) – on or after December 5, 2019
Contact(s) – Kimberly Jackson, (202) 418-7393 (voice), Kimberly.Jackson@fcc.gov, or Carmell Weathers, (202) 418-2325 (voice), Carmell.Weathers@fcc.gov, of the Competition Policy Division, Wireline Competition Bureau

- 4) **Applicant(s): Level 3 Telecom of Idaho, LLC**
WC Docket No. 19-297, Comp. Pol. File No. 1576
Link – https://www.fcc.gov/ecfs/search/filings?proceedings_name=19-297&sort=date_disseminated,DESC
Affected Service(s) – the following voice and data services: Basic Business Line Service; Basic Exchange Line and Trunk Services; Channel 12 Service; Complete Lines/Trunks Service (aka Complete Lines DS0); Direct SIP Service; IP Trunks; VersiPak Lines and Trunks Service; VersiPak Flex T Service and VersiPak Power T Service
Service Area(s) – Boise, Idaho metropolitan area

Authorized Date(s) – on or after December 9, 2019

Contact(s) – Kimberly Jackson, (202) 418-7393 (voice), Kimberly.Jackson@fcc.gov, or Carmell Weathers, (202) 418-2325 (voice), Carmell.Weathers@fcc.gov, of the Competition Policy Division, Wireline Competition Bureau



5) **Applicant(s): Talk America Services, LLC**

WC Docket No. 19-318, Comp. Pol. File No. 1577

Link – https://www.fcc.gov/ecfs/search/filings?proceedings_name=19-318&sort=date_disseminated,DESC

Affected Service(s) – local exchange service (exchange access and dial tone), and intrastate and interstate long distance services

Service Area(s) – Pennsylvania

Authorized Date(s) – on or after December 5, 2019

Contact(s) – Kimberly Jackson, (202) 418-7393 (voice), Kimberly.Jackson@fcc.gov, or Carmell Weathers, (202) 418-2325 (voice), Carmell.Weathers@fcc.gov, of the Competition Policy Division, Wireline Competition Bureau

Talk America Services, LLC

RESPONDENT'S EXHIBIT NO. 3

First Notice to Customers
October 14, 2019



2134 W Laburnum Ave.
Richmond, VA 23227

October 14, 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 state of Pennsylvania on or after December 5, 2019, pending applicable regulatory approvals. **Your service will be affected by this discontinuance.**

It is important that you migrate the services you are receiving from Talk America Services to an alternative provider **before December 5, 2019** to avoid a **permanent disruption of your telephone services.** 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 December 5, 2019. Alternative providers in your area are available in your local phone book or through an online search.

A filing is being made with the 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.

For additional assistance or questions, contact Talk America Services' customer service 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

Talk America Services, LLC

RESPONDENT'S EXHIBIT NO. 4

Second Notice to Customers
January 30, 2020



January 30, 2020

Customer Name
Customer Address
City, State Zip

FINAL NOTICE

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 Pennsylvania, pending applicable regulatory approvals. Your service will be affected by this discontinuance. You received an initial notice of this discontinuance from us in October, 2019, which indicated that your service would be discontinued on or after December 5, 2019. We are pleased to tell you that we are giving you extra time to get your service ported to a new provider. We are delaying the disconnection date until February 13th. If you want your service disconnected prior to February 13th, please contact us.

It is important that you migrate the services you are receiving from Talk America Services to an alternative provider before February 13, 2020 to avoid a permanent disruption of your telephone services. 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 February 13, 2020. You may find a list of alternative service providers in your telephone directory or via an online search.

For additional assistance or questions, contact Talk America Services' customer service at 1-800-962-4772 or customer care@talkamericaservices.com or in writing at 2134 W Laburnum Ave., Richmond, VA 23227.

Sincerely,
Talk America Services, LLC