STATE OF MICHIGAN

BEFORE THE MICHIGAN PUBLIC SERVICE COMMISSION

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In the matter of the notice of **TALK AMERICA SERVICES, LLC,** of discontinuance of basic local exchange service and toll service.

Case No. U-20623

At the January 23, 2020 meeting of the Michigan Public Service Commission in Lansing, Michigan.

> PRESENT: Hon. Sally A. Talberg, Chairman Hon. Daniel C. Scripps, Commissioner Hon. Tremaine L. Phillips, Commissioner

<u>ORDER</u>

Talk America Services, LLC (TAS) is licensed to provide basic local exchange service throughout the state of Michigan pursuant to the February 12, 2015 order in Case No. U-17707. On August 19, 2019, TAS filed a notice in this docket pursuant to Section 313(5) of the Michigan Telecommunications Act (MTA), MCL 484.2313(5), proposing to discontinue basic local exchange and toll service to all of its existing customer base in Michigan effective January 6, 2020. As of January 10, 2020, TAS reported that it has 1,768 customers.

On December 19, 2019, the Commission issued an order in this case (December 19 order) acknowledging that TAS stated that it provided three separate discontinuance of service notices to customers and that TAS demonstrated compliance with the notice requirement set forth in Section 313(5)(a) and (b) of the MTA. December 19 order, pp. 2-3. Additionally, in the December 19 order, the Commission found that TAS complied with the federal requirements set forth in 47 CFR

63.71(a)(5)(i) and (f)(1) by publishing the discontinuance notice and informing customers of the ability to comment. *Id.*, pp. 4-5. The Commission noted that no comments were filed in the federal case and, after the 31^{st} day had passed, TAS was granted discontinuance by the Federal Communications Commission. *Id.*, p. 5.

Five customers filed comments in this case indicating that they were having trouble finding comparable voice service, and one customer requested that the Commission investigate the availability of comparable voice service with reliable access to 9-1-1 and emergency services. The Commission also received 12 informal complaints to the Commission's Customer Complaint Hotline and web complaint portal concerning the lack of availability of alternative providers in the absence of TAS's service. Accounting for overlap with the filed comments, the Commission received comments or informal complaints from 13 current TAS customers. As a result, the Commission commenced an investigation, pursuant to Section 313(6) of the MTA, into the availability of comparable voice service with reliable access to 9-1-1 and emergency services for current TAS customers. In the December 19 order, the Commission directed all incumbent local exchange carriers and competitive local exchange carriers operating in TAS's service area as defined in TAS's tariffs to, no later than 5:00 p.m. (Eastern time) on January 16, 2020, file statements in this docket listing all of the specific types of comparable voice service with reliable access to 9-1-1 and emergency services that they provide in that service area. The Commission also requested that all voice over internet protocol providers and wireless service providers operating in TAS's service areas as defined in TAS's tariffs to provide the same information in this docket by the same date. December 19 order, pp. 5-6. In light of the commencement of this investigation, the Commission urged TAS to delay discontinuance. It is the Commission's understanding that TAS has delayed the discontinuance until February 3, 2020.

Pursuant to the December 19 order, over 80 providers filed statements on or before January 17, 2020. Exhibit A to this order lists alternative providers and a summary of the specific types of comparable residential voice service with reliable access to 9-1-1 and emergency services provided in the TAS service areas, or portions thereof, which shall be posted by the Commission Staff to the Commission's website at https://www.michigan.gov/mpsc/. Concurrent with this order, the Commission will issue a press release, a consumer alert, and social media announcements to inform TAS customers who wish to convert to an alternative provider with available comparable service options.

THEREFORE, IT IS ORDERED that the Commission Staff shall post to the Commission's website at <u>https://www.michigan.gov/mpsc/</u> a summary list, set forth in Exhibit A to this order, of alternative providers and the specific types of comparable residential voice service with reliable access to 9-1-1 and emergency services, available in the Talk America Services, LLC service areas, or portions thereof.

The Commission reserves jurisdiction and may issue further orders as necessary.

MICHIGAN PUBLIC SERVICE COMMISSION

Sally A. Talberg, Chairman

Daniel C. Scripps, Commissioner

Tremaine L. Phillips, Commissioner

By its action of January 23, 2020.

Lisa Felice, Executive Secretary

Company Name	Services Provided
	As noted for residential service in Talk America Services area, either total or partial coverage.
Alpha Connect, LLC	Provides local exchange service in the following exchanges: Escanaba, Iron Mountain.
AT&T Michigan	Provides residential and business local exchange services in each of the Talk America exchanges listed on Original Pages 60-69 of the Talk America tariff.
Baraga Telephone Company	Provides local exchange service in the following AT&T exchanges: Houghton, Crystal Falls, Amasa.
Carr Telephone Company	Provides local exchange service in the following AT&T Michigan exchange. Scottsville, MI.
Climax Telephone Company	Provides local exchange service in the following AT&T Michigan and Frontier Exchanges: Kalamazoo, Richland, Galesburg, Scotts, Climax, Battle Creek and Marshall.
Comcast Phone of Michigan, LLC, dba Comcast Digital Phone	Provides Voice over Internet Protocol telephone services in all or parts of rate centers listed in its filing with the Commission. Its affiliate, Comcast OTR1, LLC provides Xfinity Mobile wireless telephone service on a resold basis, including 9-1-1 service, in geographic areas where Xfinity Internet is offered.
DayStarr, LLC, d/b/a DayStarr Communications	Provides local exchange service in the following AT&T Michigan and Frontier Exchanges: Owosso, Durand, Bancroft, St Johns, Ovid, Laingsburg
Easton Telecom Services, L.L.C.	Provides landline voice services through agreements with AT&T Michigan, Frontier North Inc. and Frontier Midstates Inc.
Frontier Communications of America, Inc.	Provides residential and business local exchange services in each of each its exchanges listed in the Talk America tariff.
Frontier Midstates Inc.	Provides residential and business local exchange services in each its exchanges listed in the Talk America tariff.
Frontier North Inc.	Provides residential and business local exchange services in each of its exchanges listed in the Talk America tariff.
Global Connection Inc. of America	Primarily provides Lifeline wireless service.
Lingo Telecom of the Great Lakes, LLC f/k/a Birch Telecom of the Great Lakes, LLC d/b/a Birch Communications	Provides local exchange service in each of the AT&T Michigan and Frontier Exchanges.
Matrix Telecom, LLC., dba Trinsic Communications	Provides local exchange service in each of the AT&T Michigan and Frontier Exchanges.
MEI Telecom, Inc.	Provides VoIP and local exchange service delivered via VoIP transport in the following AT&T Michigan Exchanges: Hastings

Metro FiberNet, LLC	Provides local exchange service in the following AT&T Michigan and
	Frontier North Exchanges: Lansing, Mason, Grand Rapids, Ypsilanti, Ann
	Arbor, Royal Oak, Southfield, Detroit Zone 01, Bath, Saline.
Midwest Energy	Provides local exchange service in the following AT&T Michigan Exchanges:
Cooperative d/b/a	Niles Cass Eau Claire Vicksburg Kalamazoo Fulton Scotts Coloma
Midwest Energy &	Watervilet Benton Harbor Chelsea and in the Frontier exchanges of:
Communications	Cassopolis White Pigeon Three Rivers Constantine Lawton Paw Paw
	Decatur Dowagiac Edwardsburg Union Vandalia Marcellus Schoolcraft
	Mattawan Gobles Covert Hartford Sturgis Centreville Bangor Mendon
	Adrian Tecumseh Blissfield Hudson Tipton Clinton Sister Lakes Lawrence
	Morenci Addison Stockbridge Gregory Onsted
Ogdon Tolonhono	
Ogden Telephone	Provides local exchange services in the following AT&T Michigan and
Company	Frontier Exchanges: Frontier: Blissfield, Michigan exchange 517-486.
Peninsula Fiber	Ready to provide local exchange service in the exchanges listed in its filing,
Network Next	mainly in the Upper Peninsula.
Generation Services,	
LLC	
Peninsula Fiber	Ready to provide local exchange service in the exchanges listed in its filing
Network, LLC	with the Commission.
Network, Lee	with the commission.
Sand Creek Telephone	Provides local exchange service in the following AT&T Michigan and
Company	Frontier Exchanges: Morenci.
Southwest Michigan	Provides local exchange service in the following AT&T Michigan and
Communications, Inc.	Frontier Exchanges: Paw Paw, Mattawan, Lawrence, Lawton, Gobles,
	Bangor, Pullman, South Haven, Grand Junction, Covert, Decatur, Hartford.
TC3 Telecom, Inc.	Provides local exchange service in the following AT&T Michigan and
	Frontier Exchanges. Adrian, Blissfield, Clinton, Hudson, Morenci, Onsted,
	Palmyra, Riga and Tecumseh.
Tri-County Electric	Provides local exchange service in the following AT&T Michigan and
Cooperative	Frontier Exchanges: Alto, Bellevue, Charlotte, Clarksville, Dansville, Eaton
	Rapids, Fitchburg, Grand Ledge, Jonia, Lake Odessa, Leslie, Mason,
	Rapids, Fitchburg, Grand Ledge, Ionia, Lake Odessa, Leslie, Mason, Mulliken, Nashville, Onondaga, Portland, Potterville, Rives Junction,
	Mulliken, Nashville, Onondaga, Portland, Potterville, Rives Junction,
Unner Peninsula	Mulliken, Nashville, Onondaga, Portland, Potterville, Rives Junction, Stockbridge and Vermontville.
Upper Peninsula Telephone Company	Mulliken, Nashville, Onondaga, Portland, Potterville, Rives Junction, Stockbridge and Vermontville. Provides local exchange service in the following AT&T Michigan and
Telephone Company	Mulliken, Nashville, Onondaga, Portland, Potterville, Rives Junction, Stockbridge and Vermontville. Provides local exchange service in the following AT&T Michigan and Frontier Exchanges: Traverse City and Escanaba.
Telephone Company Westphalia Broadband,	 Mulliken, Nashville, Onondaga, Portland, Potterville, Rives Junction, Stockbridge and Vermontville. Provides local exchange service in the following AT&T Michigan and Frontier Exchanges: Traverse City and Escanaba. Provides local exchange service in the following AT&T Michigan and
Telephone Company Westphalia Broadband, Inc.	 Mulliken, Nashville, Onondaga, Portland, Potterville, Rives Junction, Stockbridge and Vermontville. Provides local exchange service in the following AT&T Michigan and Frontier Exchanges: Traverse City and Escanaba. Provides local exchange service in the following AT&T Michigan and Frontier Exchanges: St. Johns, Dewitt, Fowler-Pewamo.
Telephone Company Westphalia Broadband, Inc. Winn Telephone	 Mulliken, Nashville, Onondaga, Portland, Potterville, Rives Junction, Stockbridge and Vermontville. Provides local exchange service in the following AT&T Michigan and Frontier Exchanges: Traverse City and Escanaba. Provides local exchange service in the following AT&T Michigan and Frontier Exchanges: St. Johns, Dewitt, Fowler-Pewamo. Provides local exchange service in the following AT&T Michigan and Frontier Exchanges: St. Johns, Dewitt, Fowler-Pewamo.
Telephone Company Westphalia Broadband, Inc. Winn Telephone Company dba Winn	 Mulliken, Nashville, Onondaga, Portland, Potterville, Rives Junction, Stockbridge and Vermontville. Provides local exchange service in the following AT&T Michigan and Frontier Exchanges: Traverse City and Escanaba. Provides local exchange service in the following AT&T Michigan and Frontier Exchanges: St. Johns, Dewitt, Fowler-Pewamo. Provides local exchange service in the following AT&T Michigan and Frontier Exchanges: Alma, Ithaca, Mt. Pleasant, Shepherd, St. Louis,
Telephone Company Westphalia Broadband, Inc. Winn Telephone	 Mulliken, Nashville, Onondaga, Portland, Potterville, Rives Junction, Stockbridge and Vermontville. Provides local exchange service in the following AT&T Michigan and Frontier Exchanges: Traverse City and Escanaba. Provides local exchange service in the following AT&T Michigan and Frontier Exchanges: St. Johns, Dewitt, Fowler-Pewamo. Provides local exchange service in the following AT&T Michigan and Frontier Exchanges: Alma, Ithaca, Mt. Pleasant, Shepherd, St. Louis, Vestaburg, Weidman, Alpena, Ashley, Breckenridge, Carson City, Edmore,
Telephone Company Westphalia Broadband, Inc. Winn Telephone Company dba Winn	 Mulliken, Nashville, Onondaga, Portland, Potterville, Rives Junction, Stockbridge and Vermontville. Provides local exchange service in the following AT&T Michigan and Frontier Exchanges: Traverse City and Escanaba. Provides local exchange service in the following AT&T Michigan and Frontier Exchanges: St. Johns, Dewitt, Fowler-Pewamo. Provides local exchange service in the following AT&T Michigan and Frontier Exchanges: St. Johns, Dewitt, Fowler-Pewamo. Provides local exchange service in the following AT&T Michigan and Frontier Exchanges: Alma, Ithaca, Mt. Pleasant, Shepherd, St. Louis, Vestaburg, Weidman, Alpena, Ashley, Breckenridge, Carson City, Edmore, Elsie, Gaylord, Hubbardston, Hemlock, Lakeview, Fowler-Pewamo, Maple
Telephone Company Westphalia Broadband, Inc. Winn Telephone Company dba Winn	 Mulliken, Nashville, Onondaga, Portland, Potterville, Rives Junction, Stockbridge and Vermontville. Provides local exchange service in the following AT&T Michigan and Frontier Exchanges: Traverse City and Escanaba. Provides local exchange service in the following AT&T Michigan and Frontier Exchanges: St. Johns, Dewitt, Fowler-Pewamo. Provides local exchange service in the following AT&T Michigan and Frontier Exchanges: St. Johns, Dewitt, Fowler-Pewamo. Provides local exchange service in the following AT&T Michigan and Frontier Exchanges: Alma, Ithaca, Mt. Pleasant, Shepherd, St. Louis, Vestaburg, Weidman, Alpena, Ashley, Breckenridge, Carson City, Edmore, Elsie, Gaylord, Hubbardston, Hemlock, Lakeview, Fowler-Pewamo, Maple Rapids, Merrill, Middleton, Muir, Onaway, Ovid, Owossa, Palo, Pompeii,
Telephone Company Westphalia Broadband, Inc. Winn Telephone Company dba Winn	 Mulliken, Nashville, Onondaga, Portland, Potterville, Rives Junction, Stockbridge and Vermontville. Provides local exchange service in the following AT&T Michigan and Frontier Exchanges: Traverse City and Escanaba. Provides local exchange service in the following AT&T Michigan and Frontier Exchanges: St. Johns, Dewitt, Fowler-Pewamo. Provides local exchange service in the following AT&T Michigan and Frontier Exchanges: St. Johns, Dewitt, Fowler-Pewamo. Provides local exchange service in the following AT&T Michigan and Frontier Exchanges: Alma, Ithaca, Mt. Pleasant, Shepherd, St. Louis, Vestaburg, Weidman, Alpena, Ashley, Breckenridge, Carson City, Edmore, Elsie, Gaylord, Hubbardston, Hemlock, Lakeview, Fowler-Pewamo, Maple

	Other - Wireless & VolP
New Cingular Wireless	Provides services in the Talk America exchanges listed on Original Pages
PCS, LLC d/b/a AT&T	60-76 of the Talk America tariff. AT&T Mobility's coverage areas and rates
Mobility	are available online at https://www.att.com/wireless/ and
	https://www.att.com/globalsearch/search?q=coverage.
Verizon Wireless	Verizon Wireless provides wireless telephone services, including 9-1-1
	service, throughout the Talk America Services, LLC service area. Verizon
	Wireless's current service offerings can be found at verizonwireless.com.
Visible	Visible provides wireless telephone services, including 9-1-1 service,
	throughout the Talk America Services, LLC service area. Visible's current
	service offerings can be found at visible.com.
Spectrum Advanced	Spectrum Advanced Services, LLC provides interconnected VoIP services in
Services, LLC (Charter	geographic areas that overlap with Talk America Services, LLC's service
Communications	territory as listed in its filing with the Commission. Voice not offered as
affiliate)	stand alone. Contact company for more details
Spectrum Mobile, LLC	Spectrum Mobile, LLC provides mobile services in geographic areas that
(Charter	overlap with Talk America Services, LLC's service territory. Contact
Communications	company for further details.
affiliate)	

PROOF OF SERVICE

STATE OF MICHIGAN)

Case No. U-20623

County of Ingham

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Brianna Brown being duly sworn, deposes and says that on January 23, 2020 A.D. she

electronically notified the attached list of this Commission Order via e-mail transmission,

to the persons as shown on the attached service list (Listserv Distribution List).

Brianna

Subscribed and sworn to before me this 23rd day of January 2020.

Angela P. Sanderson Notary Public, Shiawassee County, Michigan As acting in Eaton County My Commission Expires: May 21, 2024

Name

Email Address

Sharon Thomas

sthomas@inteserra.com

CompanyName	REG FIRST NAME	REG MIDDLE NAME	REG LAST NAME	Reg POSITION	REG E-MAIL
123.Net, Inc. dba Local Exchange Carriers of Michigan, Inc.	James		Kandler		jkk@lecmi.com
Access One, Inc.	Mark		Jozwiak	V.P.	markj@accessoneinc.com
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Bandwidth.com CLEC, LLC	Lisa Jill		Freeman	VP & Regulatory Compliance Officer	ljfreeman@bandwidth.com

Baraga Telephone Company	Paul	Stark	President	pwstark@up.net
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Borderland Communications, LLC	Robert	Webb		bob.webb@nsight.com
Bright House Networks Information Services (Michigan), LLC	Marva	Brown Johnson	Director Carrier Svcs. & Vendor Mgmt.	Marva.Johnson@mybrighthouse.com
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Call One, Inc.	Colleen	Bradich	Billing and Regulatory Manager	<u>cbradich@callone.com</u>
Campus Communications Group, Inc.	Pamela	Swisher		

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Charter Fiberlink CC VIII, LLC	Betty		Sanders	Director Regulatory Affairs	betty.sanders@chartercom.com
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DayStarr, LLC, d/b/a DayStarr Communications	Collin		Rose	President	<u>collin.rose@daystarrfiber.net</u>
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ITELECOM, Inc. dba Advent Telecom	Sue		Zaidel		sue@rj10.com
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KEPS Technologies, Inc., d/b/a ACD.Net and ACD Telecom, Inc.	Steve		Schoen	President	regulatory@acd.net
LDMI Telecommunications, LLC d/b/a Cavalier Telephone d/b/a PAETEC Business Services d/b/a Cavalier Telephone and TV	Nicole		Winters	Counsel	nicole.winters@windstream.com
Level 3 Communications, LLC	AI		Lubeck	Director Public Policy II	al.lubeck@centurylink.com
Level 3 Telecom Data Services, LLC fka tw telecom data services llc	AI		Lubeck		al.lubeck@centurylink.com
Lingo Telecom of the Great Lakes, LLC f/k/a Birch Telecom of the Great Lakes, LLC d/b/a Birch Communications	Sharyl		Fowler	Manager, Regulatory Administration	<u>Sharyl.Fowler@Lingo.com</u>
Liquid Web, LLC	Nicholas		Cappelletti	Network Engineer	ncappelletti@liquidweb.com
Local Access LLC	Kenny		Perkins		kperkins@rtcteam.net
Lucre, Inc.	R.	Steven	Hale	President and CEO	<u>steve@lucre.net</u>
Lynx Network Group, Inc.	Gerald	J.	Philipp	Co-Owner	gphilipp@lynxnetworkgroup.com
Magna5 LLC	Joseph		O'Hara	CFO	regulatory@magna5global.com

MassComm, Inc.	Stephanie	D	Marsh	Regulatory Compliance	stephanie.d.marsh@windstream.com
Matrix Telecom, LLC., dba Trinsic Communications	Alex		Valencia	Vice President	avalencia@impacttelecom.com
MCC Telephony of the Midwest, LLC	Anne		Sokolin- Maimon	VP Regulatory Affairs	amaimon@mediacomcc.com
MCImetro Access Transmission Services Corp. dba Verizon Access Transmission Services	Missie		Burris	Regulatory Analyst	missie.burris@verizon.com
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MEI Telecom, Inc.	David	М.	Stoll	Vice President & CEO	dstoll@mei.net
Mercury Wireless Indiana LLC	Matthew		Sams	Customer Solution Manager	matthewsams@mercurywireless.com
Metro FiberNet, LLC	Randy		Kiesel	Regulatory Analyst	randy.kiesel@metronetinc.com
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Michigan Access, Inc.	Glenn		Wilson	President	glenn@customsoft.net
Michigan Central Broadband Company, LLC	David	С.	Hoover	President and General Manager	david.hoover@alphacomm.net
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Neo Network Development Inc.	Anita		Taff-Rice	Attorney	anita@icommlaw.com
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New Horizons Communications Corp.	Stephen		Gibbs	President	sgibbs@nhcgrp.com
NextGen Communications, Inc.	Kim		Scovill	Senior Director Gov't Affairs	kscovill@telecomsys.com
NOS Communications, Inc.	Jessica		Renneker	Director of Regulatory Affairs	jrenneker@nos.com
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Osirus Communications, Inc.	Sherrie		Maun	CEO	sm1024@cynergycomm.net
PaeTec Communications, LLC	Nicole		Winters	Counsel	nicole.winters@windstream.com
Peerless Network of Michigan, LLC	Dan		Meldazis	Director of Regulatory Affairs	pphipps@peerlessnetwork.com
Peninsula Fiber Network Next Generation Services, LLC	David	S.	McCartney	General Manager	gm@pfnllc.net
Peninsula Fiber Network, LLC	David		McCartney	General Manager	gm@pfnllc.net
Pigeon Telephone Company	Edwin		Eichler	President	<u>ehe@avci.net</u>

PNG Telecommunications Inc. dba PowerNet Global Communications	Julie		Dollenmay er	Corporate & Regulatory Specialist	<u>llewis@powernetco.com</u>
QuantumShift Communications, Inc.	Jenna		Brown		jbrown@vcomsolutions.com
Quick Communications, Inc., dba Planet Access	Bruce		Yuille	President	byuille@800goquick.com
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RCLEC, Inc.	Evelynn		Vu	Regulatory Compliance Specialist	evelynn.vu@ringcentral.com
Rockford Telephone Company, Inc.	R. Steven		Hale	President/CEO	rshale@rocktelco.com
Sand Creek Telephone Company	Harvey	F.	Souders	VP/General Manager	souders@sc-telco.com
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