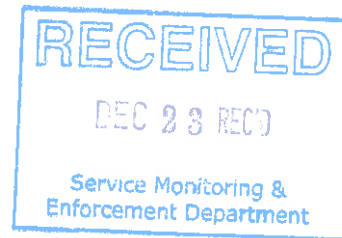


00569904 CASE NUMBER: 19-2142-TP-ABN

December 18, 2019

Public Utilities Commission of Ohio
180 E. Broad St.
Columbus, Ohio 43215



Attention: IAD

We are told by Talk America in a letter, that there is a sense of urgency that we act to find an alternate provider for our landline phone service before Jan. 23, 2020. We never chose Talk America to be our carrier in the first place, as years ago, we were served by AT &T. Apparently, there must have been some sort of a buy-out of our account by Talk America from AT &T, and such a deal was approved by the Ohio Public Utilities Commission. During that transfer the phone service continued as before, we were not affected, and everyone was happy.

NOT SO THIS TIME!

We, the consumers (400 customers) served by Talk America are all affected, and affected BIG TIME, but I do not understand WHY this is necessary? Isn't the Public Utilities Commission and the FCC supposed to look after the interest and welfare of the public, the little guy, the consumer, in order to keep what Talk America is proposing from happening? They want to cancel our landline phone service after giving us a short notice to go look somewhere else because they are going to quit serving us. It seems, that at first, Talk America was happy when they thought money could be made and now, they must think more money can be made somewhere else and so they want to cancel us.

We do not pretend to know anything about phone companies or phone service but we do understand when we are not being treated with respect and concern about our wellbeing. This is now such the case. WE SHOULD NOT BE AFFECTED. WE SHOULD BE RESPECTED.

I am 76 years old, an honest tax-payer, and I am in need of a phone probably more so now, than ever. Also, our home is protected by an alarm system that utilizes our current phone system. Talk America gave us a list, written in micro print that I can barely read, with 159 companies that may be able to provide service for us when Talk America quits serving us. I am not prepared or capable of doing an analysis of the available phone alternatives. I do not have internet and I am not capable using the internet for phone service. I am over whelmed. Searching for a provider for us should be done by the professionals that understand the intricacies of phone service and the availability of the companies to serve our needs.

If they want to leave, THEN THEY SHOULD LEAVE BUT BY ACTING RESPONSIBLY. They should do what A T &T did, find someone else to take over our landlines for our phone service and not shove it off on us. Just because they can leave doesn't mean that they should do this, or can do this under any circumstance, and ignore the hardship that their leaving will create for their customers.

In the event that they can't find someone else, then, that is what Public Service is all about. They should then continue to provide the Public Service until an acceptable landline substitute is found. They can make up the difference with whatever else provides them with income. They took this, our business, and they should not be able to run away from it because they were shortsighted and didn't foresee other opportunities coming. It is a service, and it should be a service to the Public and not a service to TALK AMERICA. It is obvious to most people that they should have known what they were doing when they signed on. What they are trying to do, is like someone that signs up for the army and then changes his mind and says "the enemy is using real bullets and I want out of the army". They need to man up and not act cowardly.

I will say up front, that when I say, I am not capable of sophisticated Internet Services, that there are many others that are like me. We live in a rural community and are not part of the jet-set. We do not want the latest or greatest we want the stability of the landline that has served us so faithfully for many years

Talk America is a big company, it will be easier for them to continue serving us and adapting with us as a separate division of their company, than it will be, for us to adapt to their latest pursuit of profit.

Therefore, we request that the Ohio PUCO and the FCC not approve the discontinuance of our local exchange coverage to our home by Talk America as we will no longer have access to a user-friendly reliable phone service.

Respectfully,



Robert Muetzel

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Summary: Public Comment of Robert Muetzel, via website, electronically filed by Docketing Staff on behalf of Docketing