



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

January 7, 2020  
**Via Electronic Delivery**

Public Utilities Commission of Ohio

**RE: Case Number: 19-2142-TP-ABN – Robert Muetzel  
Talk America Services, LLC Response**

To Whom It May Concern:

Please accept this response submitted on behalf of Talk America Services, LLC ("Talk America Services" or "Company") to the complaint referenced above.

In his complaint submitted on December 18, 2019, Mr. Muetzel expressed concern with Talk America Services' plan to discontinue service in Ohio.

Talk America Services has notified all of its Ohio customers of its intention to discontinue their services on January 23, 2020. Notice was sent to Mr. Muetzel on December 9, 2019, well in advance of the planned discontinuance date. The Company filed a Section 63.71 Application for Discontinuance with the FCC on December 10, 2019.

Unfortunately, Talk America Services has no control over the service alternatives available from other providers. Deregulation in both federal and state jurisdictions, coupled with policies that encourage the transition of facilities away from copper, have resulted in fewer alternatives for customers who prefer copper-based wireline services. Talk America Services emphasizes that it is not discontinuing the provision of services because it is choosing to do so – rather, due to the unavailability of inputs from its wholesale provider it will be legally unable to continue to provide services in the coming months. The Company is making every effort to ensure an orderly transition for affected customers including Mr. Muetzel.

Talk America Services regrets the inconvenience to Mr. Muetzel and other customers who it no longer be able to serve. The Company is providing as much assistance as possible to help them find and transition to alternative providers.

Sincerely,

/s/ Sharon Thomas

Sharon Thomas  
Consultant

ST/kb

**This foregoing document was electronically filed with the Public Utilities**

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**Case No(s). 19-2142-TP-ABN**

Summary: Response Response to Robert Muetzel electronically filed by Ms. Suzanne Pagana on behalf of Talk America Services, LLC