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September 17 2001

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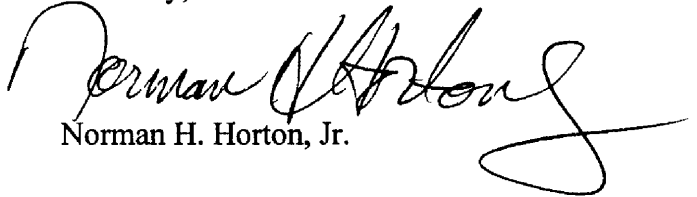
Ms. Blanca Bayó  
Room 110, Easley Building  
Division of Records and Reporting  
Florida Public Service Commission  
2540 Shumard Oak Blvd.  
Tallahassee, Florida 32399-0850

Re: Docket No. 010848-TP

Dear Ms. Bayó:

Enclosed for filing in the captioned docket is a copy of the letter to customers regarding their service from Omnicall. This letter was sent to all customers on July 20, 2001.

Sincerely,



Norman H. Horton, Jr.

NHH/amb  
Enclosure

cc: Mr. Tom Williams

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## **IMPORTANT NOTICE REGARDING YOUR TELEPHONE SERVICE**

**Dear Customer:**

**We are continually striving to provide the best service possible for our customers. Last year, as part of a merger, OmniCall and Access One became subsidiaries of Talk America Holdings Inc. (formerly known as Talk.com). As part of our effort to serve you better, we are pleased to announce that Talk America will soon provide and bill all of the great telecommunications services you receive today. As a Talk America customer, you will continue to receive all the features, services and current low rates that you enjoy today, but with the backing and experience of a provider serving nearly 2 million subscribers. Call us at 800-291-9699 or visit us at [www.talk.com](http://www.talk.com) to see all of the services available to you.**

**You may choose another carrier for your local and long distance services at any point. If you do not choose another carrier within thirty (30) days of the date of this letter, you will automatically become a Talk America customer (doing business in some jurisdictions as Talk.com Holding Corp.) If your local carrier charges you in connection with your becoming a Talk America customer, we will be responsible for paying any such charge. We hope you'll stay, and start experiencing the high quality service Talk America will provide.**

**We at Talk America will work to resolve any outstanding complaints you may have against our subsidiary. We look forward to meeting your telephone communications needs and are happy to answer any questions you may have regarding this notice or any of our services. If you have any questions, please contact us at 800-291-9699.**

**Cordially,**

**Sharon Thomas  
Director of Regulatory Affairs**

**Talk America**