

**Before the
FEDERAL COMMUNICATIONS COMMISSION
Washington, D.C. 20554**

In the Matter of
Section 63.71 Application of
Fusion LLC and
Fusion Cloud Services, LLC

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)
REDACTED

WC Docket No.

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COMMISSION
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SECTION 63.71 APPLICATION

Fusion LLC (“Fusion”)¹ and Fusion Cloud Services, LLC (“Fusion Cloud” and, together with Fusion, the “Fusion Companies”)² hereby seek authorization, pursuant to Section 214(a) of the Communications Act of 1934, as amended (the “Act”), 47 U.S.C. § 214, and Section 63.71 of the Federal Communications Commission’s (“Commission”) Rules, 47 C.F.R. § 63.71, to discontinue the provision of certain voice and data services provided over copper, DSL, Ethernet, MPLS, and Endlink (collectively, the “Services”) provided to a small number of business customers (the “Customers”) in the following jurisdictions: California, Connecticut, District of Columbia, Florida, Georgia, Maryland, Massachusetts, Michigan, New Jersey, New York, North Carolina, Ohio, Oklahoma, Rhode Island, Tennessee, Texas, and Virginia (the “Impacted Jurisdictions”).

The Fusion Companies provide a wide range of communications services to business customers throughout the United States, including unified communications; digital voice and data communications services, for example hosted Voice over Internet Protocol (“VoIP”) and Session Initiated Protocol trunking; broadband Internet access service; data networks; cloud-

¹ Fusion operates in a number of jurisdictions as Fusion Connect LLC.

² The FCC Registration Number (FRN) for Fusion LLC is 0004965141. The FRN for Fusion Cloud is 0005044375.

based services; other enhanced communications services and features; and traditional voice solutions. The Fusion Companies hold domestic Section 214 authority pursuant to operation of law³ and provide international section 214 services pursuant to the authority of their parent, Fusion Connect, Inc.⁴

The Fusion Companies are conducting the discontinuance described herein due to changes implemented by one of their underlying providers, which has notified them that it will cease providing certain services that are necessary for the provisioning of the Services. This discontinuance will affect approximately seventy-two (72) Customers in the Impacted Jurisdictions.⁵ The Fusion Companies will continue to offer their other services at most of these end-user locations and will work with the affected Customers to transition them from the Services they receive today from the Fusion Companies to an alternative service offered by the Fusion Companies, should alternatives exist and the Customers choose to do so. These Customers and other consumers in the Impacted Jurisdictions will not be harmed generally by the discontinuance of the Services because they have access both to alternative Fusion services where they exist, and also to a number of alternative providers, including the incumbent local exchange carrier, the local cable company, and competitive carriers offering wireline, wireless, VoIP and other services.

The Fusion Companies provide the following information pursuant to Section 63.71 of the Commission's Rules:

³ 47 C.F.R. § 63.01.

⁴ File No. ITC-214-19971001-00592; FCC Filer ID 825160.

⁵ The numbers of Customers receiving notices of discontinuance in each of the Impacted Jurisdictions are California – 4; Connecticut – 2; District of Columbia – 1; Florida – 2; Georgia – 20; Maryland – 1; Massachusetts – 1; Michigan – 1; New Jersey – 4; New York – 6; North Carolina – 1; Ohio – 2; Oklahoma – 1; Rhode Island – 1; Tennessee – 2; Texas – 19; and Virginia – 4.

1. Name and Address of Carrier: Fusion and Fusion Cloud are located at 210 Interstate North Parkway, Suite 200, Atlanta, GA 30339.
2. Date of Planned Service Discontinuance, Reduction or Impairment: Subject to receipt of regulatory approvals, the Fusion Companies plan to discontinue the provision of the Services on or shortly after the following dates: June 20, 2024, (California, Florida, Georgia, Maryland, Ohio, Oklahoma, Rhode Island, Tennessee); June 21, 2024 (North Carolina, Virginia); July 8, 2024 (Massachusetts, Michigan, New Jersey, Texas); and August 6, 2024 (District of Columbia, Connecticut and New York). The Fusion Companies understand that this Application will be automatically granted on the 31st day after public notice of filing unless the Commission notifies the Company to the contrary.
3. Points of Geographic Areas of Service Affected: The Fusion Companies propose to discontinue the provision of the Services to their respective Customers in California, Connecticut, District of Columbia, Florida, Georgia, Maryland, Massachusetts, Michigan, New Jersey, New York, North Carolina, Ohio, Oklahoma, Rhode Island, Tennessee, Texas, and Virginia.
4. Brief Description of Type of Service Affected: The Services for which approval is requested in this Application consist of interstate voice and data telecommunications services provided over copper, DSL, Ethernet, MPLS, and Endlink to business customers in the Impacted Jurisdictions.
5. Brief Description of the Dates and Methods of Notice to All Affected Customers: The Fusion Companies have provided the affected Customers over thirty days' advance notice,

via first-class mail, of the proposed discontinuance of the Services.⁶ A copy of the notices, which comply with the requirements of 47 C.F.R. § 63.71, is attached.

6. Whether the Carrier Is Considered Dominant or Non-Dominant with Respect to the Service to Be Discontinued, Reduced, or Impaired: The Fusion Companies are considered non-dominant with respect to the Services.

In accordance with Section 63.71 of the Commission's Rules and concurrent with the filing of this Application, a copy of this Application is being mailed to the Special Assistant for Telecommunications for the Secretary of Defense and to the Governor and the public utility commission for each of the Impacted Jurisdictions.

Additional questions regarding this application should be addressed to the undersigned.

Respectfully submitted,

By: /s/ Edward A. Yorkgitis, Jr.

Edward A. Yorkgitis, Jr.
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Washington, D.C. 20007
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wbrantl@kelleydrye.com

Counsel for the Fusion Companies

Dated: May 7, 2024

⁶ Notices were sent to the affected Customers on May 6-7, 2024.

Sample Customer Notices



210 Interstate North Parkway, Suite 200
Atlanta, Georgia 30339
www.fusionconnect.com

May 6, 2024



Account No. [REDACTED]
Circuit ID: [REDACTED]

**NOTICE OF DISCONTINUANCE
of Voice and Data Services
(Provided over Copper, DSL, Ethernet, MPLS, Endlink)
by Fusion, LLC**

Dear Customer:

Fusion, LLC (“we” or “us” or “our”) values you as a customer of our communications services. Due to changes implemented by one of our underlying providers, we regret we will have to discontinue the provision of our services using the technologies described above. One or more of the voice and data services we provide to you will be affected.

What this means for you is that on or shortly after [DATE] (the “Service Termination Date”), we will be discontinuing the provision of the above-referenced service(s) using these underlying technologies at [REDACTED] (an “Affected Location”).¹

Fortunately, we have identified a new service (or services) (“Replacement Service”) to replace your soon-to-be-discontinued voice and/or data service(s) at the Affected Location. In order to prevent service interruption upon discontinuance by taking advantage of these Replacement Services, you must have a replacement service order placed with us no later than [DATE] for each of your services that will be affected. However, as new construction may be required at the Affected Location, even if we receive

¹ The discontinuance of your service(s) is part of a multi-state transition that we are implementing in 2024, involving Affected Locations in the following States – California, Connecticut, District of Columbia, Florida, Georgia, Maryland, Massachusetts, Michigan, New Jersey, New York, North Carolina, Ohio, Oklahoma, Rhode Island, Tennessee, Texas and Virginia. This change is necessitated as our underlying carrier has indicated that it will cease providing certain services that are necessary for us to continue your current services. **Customers with Affected Locations in CA and NC:** Please see state-specific notes below regarding the disconnection of your services at Affected Locations.

your order by [DATE], we cannot guarantee that any Replacement Service ordered will be available prior to the Service Termination Date. Please call your Migration Advisor at (888) 635-2221 to discuss Fusion's Replacement Service offering.

Alternatively, you may transition all your Fusion services that will be discontinued at the Affected Location to a new service provider before the Service Termination Date; in such case, you will need to contact a new service provider of your choice to make such arrangements. There are a number of other choices available at the Affected Location.²

If you do not make appropriate arrangements with Fusion or a new service provider prior to the Service Termination Date, you will experience a loss of service. **Specifically, if you currently receive voice service from us at the Affected Location, you will be unable to make local calls, including 911 emergency calls or any long-distance calls.** Further, should you fail to make appropriate arrangements prior to the Service Termination Date, you may not be able to keep your current telephone number(s). You will also lose any data services you may have at the Affected Location. We urge you not to delay in arranging new service(s) to replace what is being discontinued. *Important Note: If you arrange for a new voice service with a new service provider before your service with us is terminated and wish to keep your current telephone number(s), please be sure to address this with your new service provider when placing your order.*

We thank you for your patronage and we remain committed to ensuring that the transition from your current services that will be affected is as smooth as possible.³ If you have any questions regarding the discontinuance of your services at the Affected Location, please contact your Migration Advisor at **(888) 635-2221**.

Sincerely,

Fusion, LLC

² You can find information about alternative service providers online and through recommendations from friends and family. Information may also be obtained from your State communications regulatory commission (e.g., "Public Service Commission") at the phone number and link set forth on the **State Public Utility Commission Schedule** attached hereto. Your new provider will assist you in taking the steps necessary to move your service.

³ We will pay the switching fees, if any, associated with the transfer of any regulated services to another service provider. If the Service Termination Date is not the last day of your billing cycle and you migrate your services to an alternative service provider, within thirty (30) days of the discontinuance we will apply any credits associated with the discontinued service and issue you a refund check equal to the pro rata portion of the month for which prepayment was received but services were not provided. Further information regarding switching fees, credits and refunds is available from your Migration Advisor at **(888) 635-2221**.

**The Federal Communications Commission
requires us to provide you with the following notice:**

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 Fusion, 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.

ADDITIONAL STATE SPECIFIC NOTES

California Customers	In California, we are filing Advice Letter No. 37 with the California Public Utilities Commission ("CPUC") on May 8, 2024, for approval of the proposed discontinuance and you may submit objections to the Advice Letter. A copy of this Advice Letter may be obtained from the CPUC or by email request to Ron Sheehan at ronald.sheehan@fusionconnect.com .
North Carolina Customers	Effective with this notice and pursuant to State law, we will no longer make changes to, reconnect or accept new orders for the intrastate voice and/or data service that is to be discontinued.

STATE PUBLIC UTILITY COMMISSION INFORMATION

California Public Utilities Commission 505 Van Ness Avenue San Francisco, CA 94102	Toll Free Phone: (800) 649-7570 Link: www.cpuc.ca.gov .
Florida Public Service Commission 2540 Shumard Oak Blvd. Tallahassee, FL 32399-0850	Toll Free Phone: (800) 342-3552 Link: www.psc.state.fl.us
Georgia Public Service Commission 244 Washington Street, SW Atlanta GA, 30334-9052	Toll Free Phone: (800) 282-5813 Link: www.psc.ga.gov
Maryland Public Service Commission 6 St. Paul Street Baltimore, MD 21202	Toll Free Phone: (800) 492-0474 Link: https://www.psc.state.md.us/
Massachusetts Department of Telecommunications and Cable 1000 Washington Street, Suite 600 Boston, MA 02118	Toll-free: (800) 392-6066 Link: www.mass.gov/orgs/departement-of-telecommunications-and-cable
Michigan Public Service Commission 7109 W. Saginaw Highway Lansing, MI 48917	Toll-free: 800-292-9555 Phone: 517-284-8100 Link: www.michigan.gov/mpsc/consumer/telecommunications
North Carolina Utilities Commission 430 North Salisbury Street Dobbs Building, 5th Floor Raleigh, NC 27603-5918 4325 Mail Service Center (By Mail) Raleigh, NC 27699-4300	Phone: (919) 733-7328 Link: https://www.ncuc.gov/index.html
Public Utilities Commission of Ohio 80 East Broad Street Columbus, OH 43215-3793	Toll Free Phone: (800) 686-7826 TDD/TTY 1-800-686-1570 Link: https://puco.ohio.gov/home
Oklahoma Corporation Commission 2401 North Lincoln Blvd Oklahoma City, OK 73105	Phone: (405) 521-2211 Toll Free Phone: (800) 522-8154 Link: https://oklahoma.gov/occ.html
Rhode Island Public Utilities Commission 89 Jefferson Boulevard Warwick, RI 02888	Phone: (401) 780-9700 Link: http://www.ripuc.ri.gov/index.html

Tennessee Public Utility Commission 502 Deaderick Street 4th Floor Nashville, TN 37243	Toll Free Phone: (800) 342-8359 Link: www.tn.gov/tpuc
Public Utility Commission of Texas 1701 N. Congress Avenue Austin, Texas 78711	Phone: (512) 936-7120 Toll Free Phone: (888) 782-8477 or Link: www.puc.texas.gov
Virginia State Corporation Commission Tyler Building – 9th Floor 1300 East Main Street Richmond, Virginia 23219	Toll Free Phone: (800) 552-7945 Link: www.scc.virginia.gov/pages/utility-regulation



210 Interstate North Parkway, Suite 200
 Atlanta, Georgia 30339
 www.fusionconnect.com

May 6, 2024

Account No. [REDACTED]
 Circuit IDs: [REDACTED]

**NOTICE OF DISCONTINUANCE
 of Voice and Data Services
 (Provided over Copper, DSL, Ethernet, MPLS, Endlink)
 by Fusion Cloud Services, LLC**

Dear Customer:

Fusion Cloud Services, LLC (“we” or “us” or “our”) values you as a customer of our communications services. Due to changes implemented by one of our underlying providers, we regret we will have to discontinue the provision of our services using the technologies described above. One or more of the voice and data services we provide to you will be affected.

What this means for you is that on or shortly after **August 6, 2024** (the “Service Termination Date”), we will be discontinuing the provision of the above-referenced service(s) using these underlying technologies at [REDACTED] (“Affected Locations”).¹

Fortunately, we have identified a new service (or services) (“Replacement Service”) to replace your soon-to-be-discontinued voice and/or data service(s) at the Affected Location. In order to prevent service interruption upon discontinuance by taking advantage of these Replacement Services, you must have a replacement service order placed with us no later than July 8, 2024 for each of your services that will be affected. However, as new construction may be required at the Affected Location, even if we receive your order by July 8, 2024, we cannot guarantee that any Replacement Service ordered will be available prior to the Service Termination Date. Please call your Migration Advisor at (888) 635-2221 to discuss Fusion’s Replacement Service offering.

¹ The discontinuance of your service(s) is part of a multi-state undertaking involving Affected Locations in the following States – California, Connecticut, District of Columbia, Florida, Georgia, Maryland, Massachusetts, Michigan, New Jersey, New York, North Carolina, Ohio, Oklahoma, Rhode Island, Tennessee, Texas and Virginia. This change is necessitated as our underlying carrier has indicated that it will cease providing certain services that are necessary for us to continue your current services.

Alternatively, you may transition all your Fusion services that will be discontinued at the Affected Location to a new service provider before the Service Termination Date; in such case, you will need to contact a new service provider of your choice to make such arrangements. There are a number of other choices available at the Affected Location.²

If you do not make appropriate arrangements with Fusion or a new service provider prior to the Service Termination Date, you will experience a loss of service. **Specifically, if you currently receive voice service from us at the Affected Location, you will be unable to make local calls, including 911 emergency calls or any long-distance calls.** Further, should you fail to make appropriate arrangements prior to the Service Termination Date, you may not be able to keep your current telephone number(s). You will also lose any data services you may have at the Affected Location. We urge you not to delay in arranging new service(s) to replace what is being discontinued. *Important Note: If you arrange for a new voice service with a new service provider before your service with us is terminated and wish to keep your current telephone number(s), please be sure to address this with your new service provider when placing your order.*

We thank you for your patronage and we remain committed to ensuring that the transition from your current services that will be affected is as smooth as possible.³ If you have any questions regarding the discontinuance of your services at the Affected Location, please contact your Migration Advisor at **(888) 635-2221**.

Sincerely,

Fusion Cloud Services, LLC

^{2.} You can find information about alternative service providers online and through recommendations from friends and family. Information may also be obtained from the D.C. Public Service Commission. See the contact information provided below. Your new provider will assist you in taking the steps necessary to move your service.

^{3.} We will reimburse you for switching fees or equivalent carrier charges (including but not limited to service order charges and service installation charges), if any, directly associated with your transfer to another service provider and otherwise chargeable to you, provided that the transfer occurs prior to August 6, 2024. If the Service Termination Date is not the last day of your billing cycle and you migrate your services to an alternative service provider, within thirty (30) days of the discontinuance we will apply any credits associated with the discontinued service and issue you a refund check equal to the pro rata portion of the month for which prepayment was received but services were not provided. In the event that you transfer to another service provider in advance of the proposed discontinuance on August 6, 2024, you will not be liable for any termination penalties in connection with our service. Further information regarding switching fees, credits and refunds is available from your Migration Advisor at **(888) 635-2221**. As a general matter, we do not have equipment or facilities placed at our customers' service locations; however, if we do have equipment or facilities deployed at your location, our migration team will contact you to arrange for removal or other disposition.

**The Federal Communications Commission
requires us to provide you with the following notice:**

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 Fusion, LLC and Fusion Cloud 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.

Notice to District of Columbia Customers:

For concerns regarding this transition, you may also contact the District of Columbia Public Service Commission at: (202) 626-5120; <http://www.dcpsc.org>; or the Office of People's Counsel: (202) 727-3071; <http://www.opc-dc.gov>.

Please be aware that you are responsible for paying all bills rendered to you by Fusion Cloud Services, LLC during this transition. You may be subject to suspension or termination of your phone service in accordance with the rules of the District of Columbia Public Service Commission (DC PSC) if you fail to pay your telephone bill.



210 Interstate North Parkway, Suite 200
 Atlanta, Georgia 30339
 www.fusionconnect.com

May 6, 2024



Account No.

Circuit IDs:

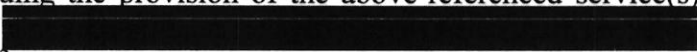


**NOTICE OF DISCONTINUANCE
 of Voice and Data Services Provided over Copper, DSL, Ethernet, MPLS, Endlink
 by Fusion, LLC**

YOU MUST CHOOSE A NEW LOCAL TELEPHONE SERVICE BY JULY 8, 2024.¹

Dear Customer:

Fusion, LLC (“we” or “us” or “our”) values you as a customer of our communications services. Due to changes implemented by one of our underlying providers, we regret we will have to discontinue the provision of our services using the technologies described above. One or more of the voice and data services we provide to you will be affected.

What this means for you is that on or shortly after **August 6, 2024** (the “Service Termination Date”), we will be discontinuing the provision of the above-referenced service(s) using these underlying technologies at the  (“Affected Locations”).²

Fortunately, we have identified a new service (or services) (“Replacement Service”) to replace your soon-to-be-discontinued voice and/or data service(s) at the Affected Location. In order to prevent service interruption upon discontinuance by taking advantage of these Replacement Services, you must have a replacement service order placed with us no later than July 8, 2024 for each of your services that will be affected. However, as new construction may be required at the Affected Location, even if we receive your order by July 8, 2024, we cannot guarantee that any Replacement Service ordered will

¹ Applicable to customers whose local telephone service is affected by this discontinuance. See the discussion above regarding deadlines to arrange for replacement services.

² The discontinuance of your service(s) is part of a multi-state undertaking, involving Affected Locations in the following States – California, Connecticut, District of Columbia, Florida, Georgia, Maryland, Massachusetts, Michigan, New Jersey, New York, North Carolina, Ohio, Oklahoma, Rhode Island, Tennessee, Texas and Virginia. This change is necessitated as our underlying carrier has indicated that it will cease providing certain services that are necessary for us to continue your current services.

be available prior to the Service Termination Date. Please call your Migration Advisor at (888) 635-2221 to discuss Fusion's Replacement Service offering.

Alternatively, you may transition all your Fusion services that will be discontinued at the Affected Location to a new service provider before the Service Termination Date; in such case, you will need to contact a new service provider of your choice to make such arrangements. There are a number of other choices available at the Affected Location.³

If you do not make appropriate arrangements with Fusion or a new service provider prior to the Service Termination Date, you will experience a loss of service. **Specifically, if you currently receive voice service from us at the Affected Location, you will be unable to make local calls, including 911 emergency calls or any long-distance calls.** Further, should you fail to make appropriate arrangements prior to the Service Termination Date, you may not be able to keep your current telephone number(s). You will also lose any data services you may have at the Affected Location. We urge you not to delay in arranging new service(s) to replace what is being discontinued. *Important Note: If you arrange for a new voice service with a new service provider before your service with us is terminated and wish to keep your current telephone number(s), please be sure to address this with your new service provider when placing your order.*

We thank you for your patronage and we remain committed to ensuring that the transition from your current services that will be affected is as smooth as possible.⁴ If you have any questions regarding the discontinuance of your services at the Affected Location, please contact your Migration Advisor at **(888) 635-2221**.

Sincerely,

Fusion, LLC

³ You can find information about alternative service providers online and through recommendations from friends and family. Information may also be obtained from your state communications regulatory agencies: Connecticut Public Utilities Regulatory Authority: Toll Free Phone: (800) 382-4586; <https://portal.ct.gov/PURA>; New York State Public Service Commission, Empire State Plaza, Agency Building 3, Albany, NY 12223-1350; Toll Free Phone: (800) 342-3377, Phone: (518) 474-6530; Link: <https://dps.ny.gov/>. Your new provider will assist you in taking the steps necessary to move your service.

Please be aware that you are responsible for paying all bills rendered to you by Fusion during this transition. You may be subject to suspension or termination of your phone service in accordance with the rules of your state communications regulatory agency if you fail to pay your telephone bill.

⁴ We will pay the switching fees, if any, associated with the transfer of any regulated services to another service provider. If the Service Termination Date is not the last day of your billing cycle and you migrate your services to an alternative service provider, within thirty (30) days of the discontinuance we will apply any credits associated with the discontinued service and issue you a refund check equal to the pro rata portion of the month for which prepayment was received but services were not provided. Further information regarding switching fees, credits and refunds is available from your Migration Advisor at **(888) 635-2221**.

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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 Fusion, 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.



210 Interstate North Parkway, Suite 200
Atlanta, Georgia 30339
www.fusionconnect.com

May 6, 2024

[REDACTED]
[REDACTED]
[REDACTED]
Account No. [REDACTED]
Circuit ID: [REDACTED]

**NOTICE OF DISCONTINUANCE
of Voice and Data Services
(Provided over Copper, DSL, Ethernet, MPLS, Endlink)
by Fusion, LLC**

Dear Customer:

Fusion, LLC (“we” or “us” or “our”) values you as a customer of our communications services. Due to changes implemented by one of our underlying providers, we regret we will have to discontinue the provision of our services using the technologies described above. One or more of the voice and data services we provide to you will be affected.

What this means for you is that on or shortly after **July 8, 2024** (the “Service Termination Date”), we will be discontinuing the provision of the above-referenced service(s) using these underlying technologies at [REDACTED] (an “Affected Location”).¹

Fortunately, we have identified a new service (or services) (“Replacement Service”) to replace your soon-to-be-discontinued voice and/or data service(s) at the Affected Location. In order to prevent service interruption upon discontinuance by taking advantage of these Replacement Services, you must have a replacement service order placed with us no later than June 7, 2024 for each of your services that will be affected. However, as new construction may be required at the Affected Location, even if we receive your order by June 7, 2024, we cannot guarantee that any Replacement Service ordered will be available prior to the Service Termination Date. Please call your Migration Advisor at (888) 635-2221 to discuss Fusion’s Replacement Service offering.

¹ The discontinuance of your service(s) is part of a multi-state undertaking, involving Affected Locations in the following States – California, Connecticut, District of Columbia, Florida, Georgia, Maryland, Massachusetts, Michigan, New Jersey, New York, North Carolina, Ohio, Oklahoma, Rhode Island, Tennessee, Texas and Virginia. This change is necessitated as our underlying carrier has indicated that it will cease providing certain services that are necessary for us to continue your current services.

Alternatively, you may transition all your Fusion services that will be discontinued at the Affected Location to a new service provider before the Service Termination Date; in such case, you will need to contact a new service provider of your choice to make such arrangements. There are a number of other choices available at the Affected Location.²

If you do not make appropriate arrangements with Fusion or a new service provider prior to the Service Termination Date, you will experience a loss of service. **Specifically, if you currently receive voice service from us at the Affected Location, you will be unable to make local calls, including 911 emergency calls or any long-distance calls.** Further, should you fail to make appropriate arrangements prior to the Service Termination Date, you may not be able to keep your current telephone number(s). You will also lose any data services you may have at the Affected Location. We urge you not to delay in arranging new service(s) to replace what is being discontinued. *Important Note: If you arrange for a new voice service with a new service provider before your service with us is terminated and wish to keep your current telephone number(s), please be sure to address this with your new service provider when placing your order.*

We thank you for your patronage and we remain committed to ensuring that the transition from your current services that will be affected is as smooth as possible.³ If you have any questions regarding the discontinuance of your services at the Affected Location, please contact your Migration Advisor at **(888) 635-2221**.

Sincerely,

Fusion, LLC

² You can find information about alternative service providers online and through recommendations from friends and family. Information may also be obtained from the New Jersey Board of Public Utilities, 44 So. Clinton Ave., 7th Floor, Trenton, NJ 08625; Toll Free Phone: (800)-624-0241; Link: <https://nj.gov/bpu/index.shtml>. Your new provider will assist you in taking the steps necessary to move your service.

³ We will pay the switching fees, if any, associated with the transfer of any regulated services to another service provider. If the Service Termination Date is not the last day of your billing cycle and you migrate your services to an alternative service provider, within thirty (30) days of the discontinuance we will apply any credits associated with the discontinued service and issue you a refund check equal to the pro rata portion of the month for which prepayment was received but services were not provided. Further information regarding switching fees, credits and refunds is available from your Migration Advisor at **(888) 635-2221**.

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CERTIFICATE OF SERVICE

I hereby certify that the foregoing Section 63.71 Application was served this 7th day of May, 2024, by mailing true and correct copies thereof, postage prepaid, to the following persons at the addresses listed below.

Governor Gavin Newsom 1021 O Street, Suite 9000 Sacramento, CA 95814	Communications Division California Public Utility Commission 505 Van Ness Avenue San Francisco, CA 94102
Office of Governor Ned Lamont 210 Capitol Ave Hartford, CT 06106	Jeffrey R. Gaudiosi, Esq. Executive Secretary Connecticut Public Utilities Regulatory Authority 10 Franklin Square New Britain, CT 06051
Office of Mayor Muriel Bowser John A. Wilson Building 1350 Pennsylvania Avenue, NW Washington, DC 20004	Public Service Commission of the District of Columbia 1325 G Street N.W., Suite 800 Washington, D.C. 20005
Office of Governor Ron DeSantis State of Florida The Capitol 400 S. Monroe St. Tallahassee, FL 32399-0001	Mr. Adam Teitzman, Office of the Commission Clerk Florida Public Service Commission 2540 Shumard Oak Blvd. Tallahassee, FL 32399-0850
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Office of Governor Mike DeWine Riffe Center, 30th Floor, 77 South High Street Columbus, OH 43215-6117	Attn: Secretary Public Utilities Commission of Ohio 180 E. Broad St. Columbus, OH 43215
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Office of the Governor P.O. Box 1475 Richmond, VA 23218	Mr. Bernard Logan Clerk of the Commission Virginia State Corporation Commission Tyler Building – 9th Floor 1300 East Main Street Richmond, VA 23219

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/s/ Winafred R. Brantl
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