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July 11, 2023

Mr. Adam Teitzman  
Office of the Commission Clerk  
Florida Public Service Commission  
2540 Shumard Oak Blvd.  
Tallahassee, FL 32399-0850

*via electronic filing*

Re: **Fusion Cloud Services, LLC Notice of Proposed Partial Service Discontinuance**

Dear Mr. Teitzman:

Fusion Cloud Services, LLC (“Fusion Cloud” or the “Company”), an authorized provider of telecommunications services in Florida, submits this filing to notify the Florida Public Service Commission (the “Commission”) regarding its intent to discontinue the provision of certain legacy telecommunications services to a limited number of business customers as described herein. The Fusion Cloud services and associated features being discontinued are copper-based T-1 or Ethernet-Over-DSL services (the “Services”) provided to eleven end-user business customers (the “Affected Business Customers”) in Florida, that are provisioned over last-mile circuits provided by either Windstream or GTT Communications. At this time, Fusion Cloud plans to discontinue these Services on or shortly after September 1, 2023.

In recent months, the underlying carriers that provide last-mile access to Fusion Cloud have implemented historical rate increases and/or have notified Fusion Cloud that they will cease providing these access services. As a result, the Company and its operating affiliates have determined that it is no longer economically viable to continue the provision of the Services to end-user business customers in Florida and in thirty-two other jurisdictions.<sup>1</sup> The Company has notified the Affected Business Customers regarding the planned discontinuance of Services, apprising them of their choice to change to an alternative service provided by Fusion Cloud or to move to a new service provider. Should the Affected Business Customers fail to move to an

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<sup>1</sup> In addition to Florida, the initial phase of the proposed discontinuance involves affiliated Fusion Cloud operating companies in Alabama, California, Colorado, Connecticut, Florida, Georgia, Illinois, Indiana, Kentucky, Louisiana, Massachusetts, Michigan, Minnesota, Missouri, North Carolina, New Jersey, New York, Ohio, Pennsylvania, South Carolina, Tennessee, Texas, Washington, Wisconsin and the District of Columbia. The remaining states will be addressed in a second phase.

alternative Fusion Cloud service or migrate to another service provider prior to September 1, 2023, the Company will discontinue their existing Services.

The proposed discontinuance will not result in harm to the Affected Business Customers because they can obtain cost-effective alternative services from Fusion Cloud, the incumbent carrier or other competitive wireline carriers. Customers also may purchase substitute services and features from wireless carriers or from a host of other alternative providers in Florida, such as interconnected Voice over Internet Protocol providers.

Fusion Cloud provides the following summary information:

1. Name and Address of Carrier: Fusion Cloud Services, LLC is located at 210 Interstate North Parkway, Suite 200, Atlanta, GA 30339.
2. Date of Planned Service Discontinuance: Fusion Cloud plans to discontinue its provision of the Services to the Affected Business Customers on September 1, 2023.
3. Points of Geographic Areas of Service Affected: Fusion Cloud proposes to discontinue the provision of the Services solely in the specific (urban and suburban) locations in Florida where the Affected Business Customers are being served.
4. Brief Description of Type of Service Affected: The Services affected by this discontinuance are limited to the copper-based T-1 or Ethernet-Over-DSL services provided to the Affected Business Customers.
5. Brief Description of the Dates and Methods of Notice to All Affected Customers: Fusion Cloud provided written notice to the Affected Business Customers, via first class mail, on June 30, 2023. A copy of this notice is appended hereto as **Attachment 1**. Fusion Cloud has also filed an application with the Federal Communications Commission (“FCC”), pursuant to 47 C.F.R. § 63.71, for approval of the proposed discontinuances, and, as required by FCC Rules, is providing a copy of that application to the governors and state commissions in each of the affected states and territories. A copy of Fusion Cloud’s FCC application is being sent to this Commission under separate cover.
6. Number of Customers Affected: At the time of this filing, there are approximately eleven Affected Business Customers in Florida that will be subject to the discontinuance (unless they select replacement service in the interim).
7. Effect of Discontinuance on Company Operations. At this time, Fusion Cloud solely proposes to discontinue the Services to the Affected Business Customers, as described herein. With the exception of the Services, the Company intends to continue offering and providing competitive services to wholesale and retail customers in Florida.

Finally, the public convenience and necessity will not be adversely affected by the Company’s discontinuance of the Services and features in question. The scope of the discontinuance is specifically limited to the particular provisioning arrangements that have become unsustainable. Each of the Affected Business Customers has been provided notice that affords ample time to arrange for a replacement service, whether from Fusion Cloud or another provider. Fusion Cloud’s Migration Advisors will work with the Affected Business Customers to clarify

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their choices and to implement their final decisions, and throughout this process and thereafter, Fusion Cloud will continue to operate in Florida as a competitive provider of advanced communications services.

Respectfully submitted,

**Fusion Cloud Services, LLC**

*/s/ Winafred Brantl* \_\_\_\_\_

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*Counsel for Fusion Cloud Services, LLC*

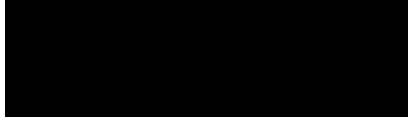
**Attachment 1**

**Sample Customer Notice**



210 Interstate North Parkway, Suite 200  
Atlanta, Georgia 30339  
[www.fusionconnect.com](http://www.fusionconnect.com)

June 30, 2023



Acct No.

**NOTICE OF DISCONTINUANCE  
of Copper-Based T-1 or Ethernet-Over-DSL Services in   
Provided by Fusion Cloud Services, LLC  
or Fusion Telecom of Texas, Ltd., L.L.P.**

Dear Customer:

**Fusion Cloud Services, LLC and Fusion Telecom of Texas, Ltd., L.L.P.** (“we” or “us” or “our”) regret to inform you that, on or shortly after September 1, 2023 (the “Service Termination Date”), we will be discontinuing the provision of your Copper-Based T-1 or Ethernet-Over-DSL Service and associated services at (an “Affected Location”).<sup>1</sup>

**We have identified a new service to replace your soon to be discontinued copper-based T-1 or Ethernet-Over-DSL service at the Affected Location, in order to prevent service interruption, you must have a replacement service order placed with us no later than July 31, 2023. However, as new construction may be required at the Affected Location, even if we receive your order by July 31, 2023, we cannot guarantee that the replacement service will be available prior to the Service Termination Date. Please call your Migration Advisor at (888) 635-2221 to discuss this alternative service offering.**

*Alternatively, you may transition all your services 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.*<sup>2</sup>

If you do not make appropriate arrangements 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.** You will also lose any data services you may have at the Affected Location. 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). We urge you not to delay in arranging a new service. *Important Note: If you arrange for a new service 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.*

We thank you for your patronage and we remain committed to ensuring that your service transition is as smooth as possible.<sup>3</sup> 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**  
**Fusion Telecom of Texas, Ltd., L.L.P.**

**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 Cloud Services, LLC and Fusion Telecom of Texas, Ltd., L.L.P. 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.

1. The discontinuance of your service is part of a multi-state operational transition that we are implementing in 2023, involving service locations in the following states – Alabama, California, Colorado, Connecticut, Florida, Georgia, Illinois, Indiana, Kentucky, Louisiana, Massachusetts, Michigan, Minnesota, Missouri, North Carolina, New Jersey, New York, Ohio, Pennsylvania, South Carolina, Tennessee, Texas, Washington, Wisconsin and the District of Columbia. For Customers with impacted service locations in Indiana, North Carolina and Wisconsin please see the additional information provided below.
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**.

### ADDITIONAL STATE-SPECIFIC INFORMATION

**For customers with service locations in Indiana, North Carolina and Wisconsin, please review the below information:**

<b>Indiana</b>	The address and toll-free telephone number for the Indiana Utility Regulatory Commission are provided below in the State Public Utility Commission Information chart. Contact information for the Office of the Utility Consumer Counselor is 115 W. Washington St., Suite 1500 South, Indianapolis, IN 46204; (888) 441-2494.
<b>North Carolina</b>	Effective with this notice and pursuant to state law, we will no longer make changes to, reconnect or accept new orders for the intrastate T-1 or Ethernet – Over-DSL service that is to be discontinued.
<b>Wisconsin</b>	Within 30 days of the date of this notice, you may submit comments to the Wisconsin Public Service Commission at <a href="http://psc.wi.gov">http://psc.wi.gov</a> . The Commission telephone numbers are: (608) 266-2001 (Madison); (800) 225-7729 (elsewhere).

## STATE PUBLIC UTILITY COMMISSION INFORMATION

<p>Alabama Public Service Commission 100 N Union Street, RSA Union Montgomery, AL 36104</p>	<p>Toll Free Phone: (800) 392-8050 Link: <a href="http://www.psc.alabama.gov">www.psc.alabama.gov</a></p>
<p>Florida Public Service Commission 2540 Shumard Oak Blvd. Tallahassee, FL 32399-0850</p>	<p>Toll Free Phone: (800) 342-3552 Link: <a href="http://www.psc.state.fl.us">www.psc.state.fl.us</a></p>
<p>Georgia Public Service Commission 244 Washington Street, SW Atlanta GA, 30334-9052</p>	<p>Toll Free Phone: (800) 282-5813 Link: <a href="http://www.psc.ga.gov">www.psc.ga.gov</a></p>
<p>Illinois Commerce Commission 527 E. Capitol Avenue, 8th Floor Springfield, Illinois 62701</p>	<p>Toll Free Phone: (800) 524-0795 Link: <a href="http://www.icc.illinois.gov">www.icc.illinois.gov</a></p>
<p>Indiana Utility Regulatory Commission PNC Center 101 W. Washington Street, Suite 1500E Indianapolis, IN 46204</p>	<p>Toll Free Phone: (800) 851-4268 Link: <a href="https://www.in.gov/iurc/">https://www.in.gov/iurc/</a></p>
<p>Kentucky Public Service Commission P.O. Box 615 211 Sower Boulevard Frankfort, Kentucky 40602-0615</p>	<p>Toll Free Phone: (800) 772-4636 Link: <a href="https://psc.ky.gov/">https://psc.ky.gov/</a></p>
<p>Louisiana Public Service Commission Post Office Box 91154 Baton Rouge, Louisiana 70821-9154 602 North Fifth Street Baton Rouge, Louisiana 70802</p>	<p>Toll Free Phone: (800)-256-2397 Link: <a href="https://www.lpsc.louisiana.gov/">https://www.lpsc.louisiana.gov/</a></p>
<p>Missouri Public Service Commission 200 Madison Street, PO Box 360 Jefferson City, MO 65102-0360</p>	<p>Toll Free Phone: (800) 392-4211 Link: <a href="http://www.psc.mo.gov">www.psc.mo.gov</a></p>
<p>North Carolina Utilities Commission 430 North Salisbury Street Dobbs Building, 5th Floor Raleigh, NC 27603-5918 4325 Mail Service Center (Mailing Address) Raleigh, NC 27699-4300</p>	<p>Phone: (919) 733-7328 Link: <a href="https://www.ncuc.gov/index.html">https://www.ncuc.gov/index.html</a></p>
<p>New Jersey Board of Public Utilities 44 So. Clinton Ave., 7th Floor Trenton, NJ 08625</p>	<p>Toll Free Phone: (800)-624-0241 Link: <a href="https://nj.gov/bpu/index.shtml">https://nj.gov/bpu/index.shtml</a></p>
<p>Public Utilities Commission of Ohio 80 East Broad Street Columbus, OH 43215-3793</p>	<p>Toll Free Phone: (800) 686-7826 TDD/TTY 1-800-686-1570 Link: <a href="https://puco.ohio.gov/home">https://puco.ohio.gov/home</a></p>



<p>South Carolina Public Service Commission  101 Executive Center Dr # 100  Columbia, SC 29210</p>	<p>Phone: (803) 896-5100  Link: <a href="http://www.psc.sc.gov">www.psc.sc.gov</a></p>
<p>Tennessee Public Utility Commission  502 Deaderick Street 4th Floor  Nashville, TN 37243</p>	<p>Toll Free Phone: (800) 342-8359  Link: <a href="http://www.tn.gov/tpuc">www.tn.gov/tpuc</a></p>
<p>Public Utility Commission of Texas  1701 N. Congress Avenue  Austin, Texas 78711</p>	<p>Phone: (512) 936-7120  Toll Free Phone: (888) 782-8477 or  Link: <a href="http://www.puc.texas.gov">www.puc.texas.gov</a></p>
<p>Washington Utilities and Transportation Commission  621 Woodland Square Loop SE  Lacey, WA 98503</p>	<p>Toll Free Phone: (888) 333-9882  Link: <a href="http://www.utc.wa.gov">www.utc.wa.gov</a></p>
<p>Public Service Commission of Wisconsin  North Tower, 6th Floor  Hill Farms State Office Building  4822 Madison Yards Way  Madison, WI 53705</p>	<p>Toll Free Phone: (888) 816-3831  Link: <a href="https://psc.wi.gov/Pages/Home.aspx">https://psc.wi.gov/Pages/Home.aspx</a></p>