Kelley Drye & Warren LLP
Washington Harbour, Suite 400
3050 K Street, NW
Washington, DC 20007

Tel: (202) 342-8400
Fax: (202) 342-8451

May 10, 2024

Ms. Sallie Tanner
Executive Secretary
Georgia Public Service Commission
244 Washington Street, SW
Atlanta GA, 30334-9052

electronically filed

Re: **Fusion Connect LLC Notice of Proposed Partial Service Discontinuance**

Dear Ms. Tanner:

Fusion LLC operating in Georgia as Fusion Connect LLC ("Fusion" or the "Company"), an authorized provider of telecommunications services in the State of Georgia, submits this filing to notify the Public Service Commission (the "Commission") regarding its intent to discontinue the provision of certain telecommunications services to a limited number of business customers as described herein. The Fusion services being discontinued are select voice and data services provided over Ethernet and Ethernet-over-copper (the "Services") which are provided to twenty end-user business customers (the "Affected Business Customers") in Georgia. At this time, Fusion plans to discontinue these Services on or shortly after June 20, 2024.

Fusion is conducting this discontinuance due to changes implemented by one of its underlying providers, which has notified the Company that it will cease providing certain services on a wholesale basis that are necessary for Fusion to provide the Services.[1] 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, where such alternative exists, or to move to a new service provider. Should the Affected Business Customers fail to move to an alternative Fusion service or migrate to another service provider prior to June 20, 2024, the Company will discontinue their existing Services on that date.

The proposed discontinuance will not result in harm to the Affected Business Customers because they can obtain cost-effective alternative services from Fusion (where such alternatives

[1] In addition to Georgia, the proposed discontinuance involves operations by Fusion and its affiliates in California, Connecticut, District of Columbia, Florida, Maryland, Massachusetts, Michigan, New Jersey, New York, North Carolina, Ohio, Oklahoma, Rhode Island, Tennessee, Texas and Virginia.

exist), 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 Georgia, such as those that offer interconnected Voice over Internet Protocol services.

Fusion provides the following summary information:

1. Name and Address of Carrier: Fusion LLC d/b/a Fusion Connect, LLC, is located at 210 Interstate North Parkway, Suite 200, Atlanta, GA 30339.

2. Date of Planned Service Discontinuance: Fusion plans to discontinue its provision of the Services to the Affected Business Customers on or shortly after June 20, 2024.

3. Points of Geographic Areas of Service Affected: In Georgia, Fusion proposes to discontinue the provision of the Services solely in the specific (urban and suburban) locations where the Affected Business Customers are being served.

4. Brief Description of Types of Services Affected: The Services affected by this discontinuance are limited to the voice and data services provided via Ethernet and Ethernet-over-copper to the Affected Business Customers.

5. Brief Description of the Dates and Methods of Notice to All Affected Customers: Fusion provided written notice to the Affected Business Customers, via first class mail, on May 6, 2024. A copy of this notice is appended hereto as **Attachment 1**. Fusion 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's FCC Application has been sent to this Commission under separate cover.

6. Number of Customers Affected: At the time of this filing, there are approximately twenty Affected Business Customers in Georgia that will be subject to the discontinuance (unless they select replacement service in the interim).

7. Effect of Discontinuance on Company Operations: Fusion 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 Georgia.

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 Services for which necessary underlying provisioning will no longer be available. Each of the Affected Business Customers has been provided notice that affords ample time to arrange for a replacement service, whether from Fusion or another

provider. Fusion's Migration Advisors will work with the Affected Business Customers to clarify their choices for alternative services, if the customers are interested, and to implement their final decisions. Throughout this process and thereafter, Fusion will continue to operate in Georgia as a competitive provider of advanced communications services.

Respectfully submitted,

/s/ Winafred Brantl

Winafred Brantl
Kelley Drye & Warren LLP
3050 K Street, N.W., Suite 400
Washington, D.C. 20007
Tel: (202) 945-6649
Email: wbrantl@kelleydrye.com

Counsel for Fusion Connect LLC

Attachment 1

Sample Customer Notice

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

May 6, 2024

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

NOTICE OF DISCONTINUANCE
of Voice and Data Services
(Provided over Copper, DSL, Ethernet, MPLS, Endlink)
by [Fusion State Operating Name]

Dear Customer:

[Fusion State Operating Name] ("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 State Operating Name]

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[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/department-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