

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

In the Matter of )  
Section 63.71 Application of ) File No. \_\_\_\_\_  
ACN Communication Services, LLC )  
to Discontinue Services )

**Section 63.71 Application of ACN Communication Services, LLC**

ACN Communication Services, LLC ("ACN" or "Applicant"), hereby seeks authorization pursuant to Section 214 (a) of the Communication Act of 1934, as amended, and 47 C.F.R. §63.71, to discontinue the provision of interconnected VoIP service to its commercial customers in all U.S. states and the District of Columbia, with the exception of Alaska and Hawaii where the service has never been offered. This proposed discontinuance will affect approximately 748 existing customers.

Applicant is considered a non-dominant telecommunications carrier with respect to all of its services, including those affected by the proposed discontinuance.

ACN provides the following information pursuant to Section 63.71 of the Commission's rules:

*1. Name and corporate headquarters address of Carrier*

ACN Communication Services, LLC  
1000 Progress Place  
Concord, NC 28025-2449

*2. Correspondence concerning this Application should be sent to:*

Sharon Thomas  
Consultant to ACN Communication Services, LLC  
Inteserra, Inc.  
151 Southhall Lane, Suite 450  
Maitland, FL 32751  
Telephone: 470-672-3926  
Facsimile: 407-740-0613  
E-Mail: [sthomas@inteserra.com](mailto:sthomas@inteserra.com)

3. *Date of Planned Service Discontinuance, Reduction or Impairment:*

ACN proposes to discontinue the services that are the subject of this Application on or about December 31, 2023, pending required federal regulatory approval of the discontinuance.

4. *Points of Geographic Areas of Service Affected:*

ACN proposes to discontinue the services described herein to all customers in all U.S. states and the District of Columbia, with the exception of Alaska and Hawaii where these services have never been offered. The affected services provided to existing customers will be discontinued and services will no longer be offered to new commercial customers in those locations following the proposed discontinuance.

5. *Brief Description of Types of Service Affected and Reason for Discontinuance:*

The discontinuance is for interconnected VoIP services provided to commercial customers, marketed as ACN DigitalTalk and DigitalTalk *Express*. These services provide customers with local, intrastate and interstate long-distance voice calling. There are approximately 748 total customers impacted by the discontinuance of these services. The services are being discontinued due to changes in the Applicant's business strategy.

As described below, ACN is providing all affected customers with ample notice of the discontinuance and has provided customers with a toll-free customer service number that they may call for assistance. Further, ACN has negotiated an agreement with Intermedia.net, Inc. to provide affected customers with comparable alternative services. Customers have been informed of this option in the attached notice. Customers impacted by the discontinuance are also free to select other alternative service providers.

6. *Brief Description of Dates and Methods of Notice to All Affected Customers:*

The Applicant has provided written customer notice of the planned discontinuance in accordance with the requirements of section 63.71 (a) of the Commission's Rules. Notice was provided via email to affected customers in four batches sent on October 5, October 9, October 23 and October 30, 2023. For any email notices that were returned as non-deliverable, the Applicant sent the notice to the customer via U.S. mail on November 3, 2023. Thus, notices were sent to all affected customers on or before November 3, 2023. The notice is attached as Exhibit A.

A copy of this Application is being sent to the state public service or utility commissions and

governors' offices in the affected states, as well as to the Secretary of Defense, as required under Section 63.71, concurrent with this filing. A service list is provided in Exhibit B.

**Conclusion**

ACN Communication Services, LLC respectfully requests that the Commission approve its Section 63.71 Application to discontinue the services described herein. Pursuant to Section 214(a) of the Communication Act of 1934, as amended, and 47 C.F.R. §63.71, Applicant understands that this application will be automatically granted on the 31<sup>st</sup> day after the Public Notice is released, with no Commission notification to the Company, unless the Commission has notified the Applicant that the grant will not be automatically effective.

Dated this 10th day of November 2023.

/s/ Dave Stevanovski

Dave Stevanovski  
President  
ACN Communication Services, LLC  
1000 Progress Place  
Concord, NC 28025-2449

/s/Sharon Thomas

Sharon Thomas, Consultant  
Inteserra, Inc.  
151 Southhall Lane, Suite 450  
Maitland, FL 32751  
Telephone: 470-672-3926  
Facsimile: 407-740-0613  
E-Mail: [stomas@inteserra.com](mailto:stomas@inteserra.com)

**Exhibit A - Customer Notice**



Dear Valued Customer,

Thank you for being a loyal customer and trusting us with your service for so many years. We appreciate you!

**Important changes are coming to your ACN DigitalTalk® and DigitalTalk® Express services and support!**

ACN Communication Services, LLC (ACN) has established a strategic partnership and negotiated great deals with [Intermedia.net, Inc.](http://Intermedia.net), an award-winning communication company that serves over 1.4 million business customers. ACN will help transition DigitalTalk and DigitalTalk Express customers in all U.S. states and the District of Columbia where the services were offered\* by December 31, 2023, pending applicable regulatory approval.

An Intermedia representative will be in touch shortly to introduce themselves and to provide further details. We encourage you to transfer your service to Intermedia and choose one of the multiple Intermedia Unite services that is right for you—all at an extremely competitive price. When you transition your services to Intermedia, you will receive a new FREE phone and enjoy an expanded service offering including video conferencing, Instant Messaging, Text SMS, and much more, all with a saving of up to 25% compared to your current bill.

ACN has very much appreciated your business, and we are working closely with Intermedia to ensure a smooth transition to their platform, with limited to no downtime of your phone services. Below are answers to the top questions regarding this important change.

**Who is Intermedia?**

Intermedia is a leading business communications and collaboration solutions provider. Serving more than 1.4 million business users globally, Intermedia offers a Worry-Free Experience with 24/7 technical support that has been certified seven times by J.D. Power. The Intermedia platform that will be providing your phone service is called Intermedia Unite®, named by PC Magazine as the Best Overall VoIP Solution.

**Why Intermedia?**

Intermedia was selected based on the breadth, reliability, and security of the solutions they provide, supported by the superior, responsive support for which they are known.

In addition to the 90+ phone features that come with Intermedia Unite, depending on the plan you select, you can also enjoy integrated chat/SMS, video conferencing, file sharing & back up, and much more, with mobile and desktop applications that allow you to access Intermedia Unite on your phone, laptop, and tablet from wherever you may be working. Plus, a new, FREE desk phone will be provided to each user of the service, and all for one low price.

### **What's Next?**

An Intermedia representative will be in touch shortly to introduce themselves and to provide further details about their service, discuss the various Intermedia Unite options and plans with you, and confirm your account management, billing, and shipping information.

If you choose to activate your service with Intermedia, you will be able to take advantage of the special service offering negotiated by ACN. Intermedia will become your Business VoIP service provider and will bill you directly for your services going forward.

After you receive and activate your new, FREE phone equipment from Intermedia, ACN will complete the redirection of your services, and Intermedia's support team will guide you through this transition process.

### **Who Do I Contact for Support?**

We expect a smooth transition to Intermedia and we have confidence you will be pleased with your new service provider. If you have any immediate questions, please do not hesitate to reach out to our customer support team. We are here to assist you and ensure a seamless experience.

**ACN Support Phone Number: (877) 226-1010**

**Hours of Operation: Mon – Fri: 8 am - 10 pm ET; Sat.: 9 am - 8 pm ET; Sun - CLOSED**

#### **Address:**

ACN Communication Services, LLC  
1000 Progress Place  
Concord, NC 28025

More information on this transition can be found here: <https://go.intermedia.com/acn>.

### **Independent Business Owner (IBO)**

When you opt-in with Intermedia, you will continue to support your IBO as long as your service remains active.

ACN appreciates your business and, as a strategic partner with Intermedia, we look forward to you continuing to support your IBO through this relationship.

### **Federal Communications Commission (FCC) Notice**

A filing is being made with the FCC for approval of this discontinuance of service. 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 ACN Communication 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.

To make sure you don't lose your phone number(s) and important DigitalTalk and DigitalTalk Express features, watch for the email from Intermedia and take advantage of the great services and features they have to offer.

Sincerely,

**ACN**

*\* ACN DigitalTalk and DigitalTalk Express were only available in the contiguous 48 states and never offered in Hawaii and Alaska.*

[acn.com](http://acn.com)

ACN Inc | 1000 Progress Place, Concord, NC 28025

[Unsubscribe irina.moiseev@acninc.com](mailto:unsubscribe.irina.moiseev@acninc.com)

[Update Profile](#) | [Constant Contact Data Notice](#)

Sent by acncorporate@acninc.com powered by







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ACN

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**Exhibit B – Service List**

### Service List

Alabama Public Service Commission 100 N. Union Street, Suite 950 Montgomery, AL 36104	Office of Governor Kay Ivey State Capitol 600 Dexter Avenue Montgomery, AL 36130-2751
Arizona Corporation Commission 1200 W. Washington Street Phoenix, AZ 85007	Office of Governor Katie Hobbs State Capitol 1700 West Washington Phoenix, AZ 85007
Arkansas Public Service Commission 1000 Center Street Little Rock, AR 72201	Office of Governor Sarah Huckabee Sanders State Capitol Room 250 Little Rock, AR 72201
California Public Utilities Commission Telecommunications Division 505 Van Ness Avenue, 3 <sup>rd</sup> Floor San Francisco, CA 94102	Office of Governor Gavin Newsom State Capitol Suite 1173 Sacramento, CA 95814
Colorado Public Utilities Commission 1560 Broadway, Suite 250 Denver, CO 80202	Office of Governor Jared Polis 136 State Capitol Denver, CO 80203-1792
Connecticut Public Utilities Regulatory Authority 10 Franklin Square New Britain, CT 06051	Office of Governor Ned Lamont 210 Capitol Avenue Hartford, CT 06106
Delaware Public Service Commission 861 Silver Lake Blvd., Suite 100 Cannon Building Dover, DE 19904	Office of Governor John Carney Legislative Hall Dover, DE 19901
Florida Public Service Commission 2540 Shumard Oak Boulevard Tallahassee, FL 32399	Office of Governor Ron DeSantis The Capitol 400 South Monroe Street Tallahassee, FL 32399-0001
Georgia Public Service Commission 244 Washington Street SW Atlanta, GA 30334	Office of Governor Brian Kemp 203 State Capitol Atlanta, GA 30334
Idaho Public Utilities Commission 11331 W Chinden Blvd. STE 201-A Boise, ID 83714	Office of Governor Brad Little 700 West Jefferson Second Floor Boise, ID 83702

Service List (Cont'd.)

Illinois Commerce Commission 527 East Capitol Avenue Springfield, IL 62701	Office of Governor JB Pritzker State Capitol 207 Statehouse Springfield, IL 62706
Indiana Utility Regulatory Commission 101 West Washington Street Suite 1500 East Indianapolis, IN 46204	Office of Governor Eric Holcomb State House Room 206 Indianapolis, IN 46204-2797
Iowa Utilities Board 1375 E. Court Avenue, RM 69 Des Moines, IA 50319	Office of Governor Kim Reynolds State Capitol 1007 East Grand Ave. Des Moines, Iowa 50319
Kansas Corporation Commission 1500 SW Arrowhead Road Topeka, KS 66604	Office of Governor Laura Kelly Capitol 300 SW 10th Avenue, Suite 212S Topeka, KS 66612-1590
Kentucky Public Service Commission 211 Sower Blvd. Frankfort, KY 40601	Office of Governor Andy Beshear 700 Capitol Ave., Suite 100 Frankfort, KY 40601
Louisiana Public Service Commission Galvez Building 602 North 5 <sup>th</sup> Street, 12 <sup>th</sup> Floor Baton Rouge, LA 70802	Office of Governor John Bel Edwards P. O. Box 94004 Baton Rouge, LA 70804-9004
Maine Public Utilities Commission 18 State House Station 242 State St Augusta, ME 04333	Office of Governor Janet Mills 1 State House Station Augusta, ME 04333
Maryland Public Service Commission Telecommunications Division 6 St. Paul Street Floor 16, Suite 1600 Baltimore, MD 21202	Office of Governor Wes Moore State House 100 State Circle Annapolis, MD 21401
Massachusetts Department of Public Utilities One South Station 5 <sup>th</sup> Floor Boston, MA 02110	Office of Governor Maura Healey State House Office of the Governor, Room 360 Boston, MA 02133
Michigan Public Service Commission 7109 W. Saginaw Highway Lansing, MI 48917	Office of Governor Gretchen Whitmer P.O. Box 30013 Lansing, MI 48909
Minnesota Public Utilities Commission 121 7 <sup>th</sup> Place East, Suite 350 St. Paul, MN 55101	Office of Governor Tim Walz 130 State Capitol 75 Rev. Dr. Martin Luther King, Jr. Boulevard St. Paul, MN 55155
Mississippi Public Service Commission 501 N West Street Suite 201-A Jackson, MS 39215	Office of Governor Tate Reeves P.O. Box 139 Jackson, MS 39205

Service List (Cont'd.)

Missouri Public Service Commission Office of the Public Counsel 200 Madison Street, Suite 500 Jefferson, MO 65101	Office of Governor Mike Parson Capitol Building Room 216, P.O. Box 720 Jefferson City, MO 65102
Montana Public Service Commission 1701 Prospect Avenue Helena, MT 59601	Office of Governor Greg Gianforte State Capitol Helena, MT 59620-0801
Nebraska Public Service Commission 300 The Atrium 1200 N Street Lincoln, NE 68508	Office of Governor Jim Pillen P.O. Box 94848 Lincoln, NE 68509-4848
Public Utilities Commission of Nevada 1150 E. William Street Carson, NV 89701	Office of Governor Joe Lombardo Capitol Building 101 N. Carson St. Carson City, NV 89701
New Hampshire Public Utilities Commission 21 South Fruit Street, Suite 10 Concord, NH 03301	Office of Governor Chris Sununu Office of the Governor 107 North Main Street, Room 208 Concord, NH 03301
New Jersey Board of Public Utilities 44 South Clinton Avenue, 1 <sup>st</sup> Floor Trenton, NJ 08625	Office of Governor Phil Murphy The State House P.O. Box 001 Trenton, NJ 08625
New Mexico Public Regulation Commission Utilities Division 142 W Palace Ave., Suite 300 Santa Fe, NM 87501	Office of Governor Michelle Lujan Grisham State Capitol Fourth Floor Santa Fe, NM 87501
New York Public Service Commission Three Empire State Plaza Agency Building 3 Albany, NY 12223	Office of Governor Kathy Hochul State Capitol Albany, NY 12224
North Carolina Utilities Commission 4325 Mail Service Center Raleigh, NC 27699	Office of Governor Roy Cooper Office of the Governor 20301 Mail Service Center Raleigh, NC 27699-0301
North Dakota Public Service Commission 600 E. Boulevard, Dept. 408 Bismarck, ND 58505	Office of Governor Doug Burgum Dept. 101 600 E. Boulevard Ave. Bismarck, ND 58505-0001
Public Utilities Commission of Ohio 180 East Broad Street, 13 <sup>th</sup> Floor Columbus, OH 43215	Office of Governor Mike DeWine 30th Floor 77 South High Street Columbus, OH 43215
Oklahoma Corporation Commission Public Utilities Division 2101 N. Lincoln Avenue Oklahoma City, OK 73105	Office of Governor Kevin Stitt Capitol Building 2300 Lincoln Blvd., Rm. 212 Oklahoma City, OK 73105

Service List (Cont'd.)

Oregon Public Utilities Commission Telecom Division 201 High Street, SE Suite 100 Salem, OR 97301	Office of Governor Tina Kotek State Capitol 900 Court St. NE, Suite 254 Salem, OR 97301
Pennsylvania Public Utility Commission Commonwealth Keystone Building 400 North Street, 2 <sup>nd</sup> Floor Harrisburg, PA 17120	Office of Governor Josh Shapiro Room 225 Main Capitol Building Harrisburg, PA 17120
Rhode Island Public Utilities Commission 89 Jefferson Boulevard Warwick, RI 02888	Office of Governor Dan McKee State House 82 Smith St Providence, RI 02903
South Carolina Public Service Commission 101 Executive Center Suite 100 Columbia, SC 29210	Office of Governor Henry McMaster 1205 Pendleton Street Columbia, SC 29201
South Dakota Public Utilities Commission Capitol Building 1 <sup>st</sup> Floor 500 East Capitol Avenue Pierre, SD 57501	Office of Governor Kristi Noem 500 East Capitol Avenue Pierre, SD 57501
Tennessee Public Utility Commission Attn: Utilities Division 502 Deaderick Street, 4 <sup>th</sup> Floor Nashville, TN 37243	Office of Governor Bill Lee Tennessee State Capitol Nashville, TN 37243-0001
Public Utility Commission of Texas Central Records Division 1701 N. Congress Avenue Austin, TX 78701	Office of Governor Greg Abbott P.O. Box 12428 Austin, TX 78711
Utah Public Service Commission Heber M. Wells Building 160 East 300 South Street Salt Lake City, UT 84111	Office of Governor Spencer Cox Utah State Capitol Suite 200 Salt Lake City, UT 84114
Vermont Public Utility Commission 112 State Street, Drawer 20 Montpelier, VT 05620	Office of Governor Phil Scott 109 State Street Pavilion Office Building Montpelier, VT 05609
Virginia State Corporation Commission Tyler Building, 4 <sup>th</sup> Floor 1300 E. Main Street Richmond, VA 23219	Office of Governor Glenn Youngkin State Capitol Third Floor Richmond, VA 23219



**Service List (Cont'd.)**

Washington Utilities & Transportation Commission 621 Woodland Square Loop Lacey, WA 98503	Office of Governor Jay Inslee Office of the Governor P.O. Box 40002 Olympia, WA 98504-0002
West Virginia Public Service Commission 201 Brooks Street Charleston, WV 25301	Office of Governor Jim Justice 1900 Kanawha Street Charleston, WV 25305
Wisconsin Public Service Commission 4822 Madison Yards Way Madison, WI 53705	Office of Governor Tony Evers 115 East State Capitol Madison, WI 53707
Wyoming Public Service Commission Hansen Building, Suite 300 2515 Warren Avenue Cheyenne, WY 82002	Office of Governor Mark Gordon State Capitol Building Room 124 Cheyenne, WY 82002
Secretary of Defense Attn: Special Assistant for Telecommunications Pentagon Washington, D.C. 20301	

CERTIFICATE OF SERVICE

STATE OF FLORIDA        )

COUNTY OF ORANGE     )

On this date, November 10, 2023, the foregoing Section 63.71 Application was sent by U.S. Mail postage prepaid to the service list contained in Exhibit B.

/s/Keith Rice  
For Shipping Department  
Inteserra, Inc.