

February 17, 2025

**99-00120
U-84-7325****VIA ELECTRONIC (tpuc.docketroom@tn.gov) AND OVERNIGHT DELIVERY**

Chairman, Tennessee Public Utility Commission
c/o Tory Lawless, Dockets and Records Manager
502 Deaderick Street, 4th Floor
Nashville, TN 37243

Electronically Filed in TPUC Docket Room on
February 17, 2025 at 10:06 a.m.

**RE: Global Crossing Local Services, Inc. and Global Crossing
Telecommunications, Inc. *Formal Notice of Discontinuance of Voice
Telecommunications Services***

Dear Ms. Lawless:

Global Crossing Local Services, Inc. (CLEC ID 128311) and Global Crossing Telecommunications, Inc. (IXC ID 000026) (collectively "Global Crossing"), through undersigned counsel, hereby provides notice to the Commission of its intent to cease providing voice telecommunications services in Tennessee on or after September 16, 2025. *See* Tenn. Comp. R. & Regs. 1220-04-08-.05. Please note that Global Crossing is exiting only the voice telecommunication market but will continue to provide access services. Consequently, Global Crossing does not seek to abandon its CPCN but only seeks to discontinue voice service. Global Crossing provides the information below in support of this Formal Notice.

Global Crossing Local Services, Inc. is authorized to provide telecommunications service pursuant to Authority Order granted in Docket No. 99-00120 issued on November 18, 1999. Global Crossing Local Services, Inc. understands that all customers have the option of obtaining service from alternative voice providers in their respective areas. Therefore, customers currently subscribing to service from Global Crossing Local Services, Inc. will not be unduly harmed as they will be able to transition to new providers.

Similarly, Global Crossing Telecommunications, Inc. is authorized to provide interexchange telecommunications services pursuant to authority granted by the Tennessee Public Service Commission in Docket U-84-7325 issued on September 25, 1985. Global Crossing Telecommunications, Inc. understands that all customers have the option of obtaining service from alternative long-distance providers in their respective areas. Therefore, customers currently subscribing to long distance from Global Crossing Telecommunications, Inc will not be unduly harmed as they will be able to transition to new providers.

Due to changes in technology and market conditions, Global Crossing Local Services, Inc., and Global Crossing Telecommunications, Inc. have modified their focus and seeks to discontinue the provisioning of switchless and switched-based local, integrated voice and data service, and long-distance services. All affected services are provided to non-residential customers, and ample

alternatives are available to customers. The public convenience and necessity will not be adversely affected by the discontinuance of the services described herein.

On February 10, 2025, Global Crossing provided written notice of the planned discontinuance of the affected services to all of its voice service customers. Tenn. Comp. R. & Regs. 1220-04-08-.05 requires that Global Crossing provide formal notification with the Commission and all affected customers by direct mail ninety (90) days in advance of the last anticipated day of service. *See* Tenn. Comp. R. & Regs. 1220-04-08-.05(a). The notice clearly underscored that customers must make arrangements with another carrier to avoid loss of service, and provided a toll-free telephone number that customers may call to reach Global Crossing service representatives for assistance with this transition. A copy of the notice that customers were sent, which also complies with the requirements of the Federal Communications Commission ("FCC"), is included with this Formal Notice.

Global Crossing anticipates filing its Application to Discontinue Service with the FCC in June 2025.

Questions or inquiries regarding this Notice and Request and may be directed to the undersigned.

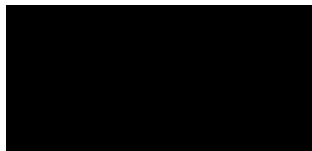
If you have any questions, please do not hesitate to contact me.

A handwritten signature in black ink, appearing to read "Katie W. Wagner".

Katie Wagner
Katie.Wagner@lumen.com
Senior Corporate Counsel



February 10, 2025



Important Notice: Global Crossing Telecommunications, Inc. and Global Crossing Local Services, Inc., Lumen Companies, will soon exit the voice telecommunications market

Dear Valued Customer:

Global Crossing Telecommunications, Inc. and Global Crossing Local Services, Inc., Lumen companies, (the Company) will soon exit the voice telecommunications market. In California, Michigan, New Jersey, New York, Tennessee and Texas the Company will **discontinue** the voice service(s) you subscribe to on **September 16, 2025**, or as soon after that date as authorized by the Federal Communications Commission (FCC) and the state regulatory commission, if required.

If you want to retain a voice service after **September 16, 2025**, contact Lumen or a provider of your choice as soon as possible but no later than **September 2, 2025**, to ensure there is no disruption to your service(s).

You must take action in order to keep your current telephone number(s).

You are receiving this notice because you subscribe to one or more of the following services that will be discontinued on **September 16, 2025**.

- Local Exchange Service - provides the Customer with a connection to the Company's facilities within a local calling area on the public switched telephone network
- Operator Service and Directory Assistance – provides the customer with the ability to have access to an Operator
- Long Distance Service - allows domestic calls outside of a defined local calling area
- International Long Distance (ILD) – allows calls originating in one country to terminate in another country
- International Local Inbound (ILI) - is an inbound local trunking solution for international DDIs for local presence in a specific country
- Toll Free Service - allows domestic & international calls to originate from anywhere in the contiguous, mainland United States or Canada and terminate to the customer's location at no charge to the calling party
- International Toll Free Service (ITFS) and Universal International Free Phone Number (UIFN) Service – allows calls to originate from international countries. ITFS provides the ability to have a different toll-free number per country; whereas UIFN provides the same toll-free number for multiple countries

- Voice Local Services (VLS) – allows origination to Lumen-provided telephone numbers to aggregate the traffic and hand it off to single or multiple IP endpoints

Important information

- When your voice service is discontinued, we will automatically apply any applicable deposits or credits to your Global Crossing bill.
- If the amount due on your bill is less than any deposits and credits, we will issue a refund for the remaining balance.
- If you choose to disconnect your service before the date listed above, no early termination fees will apply.
- The states of California, Michigan, New Jersey, New York, Tennessee and Texas are impacted by this discontinuance of voice services.

We are committed to making it easy to do business with us. Our goal is to provide you with secure and reliable connections when, where, and how you need them.

If you have any questions about these changes or want to discuss alternatives to your current service (s), contact your account team directly or call us at **844-537-2271** today.

If you are a wholesale or federal customer, please contact your account representative directly.

Thank you for choosing Global Crossing - we value you as our customer.

The following statement is required by the Federal Communications Commission (FCC):

The FCC will normally authorize this proposed discontinuance of service (or reduction or impairment) 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 reduction or impairment or service. You may file your comments electronically through the FCC's Electronic 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 Global Crossing Telecommunications, Inc. and Global Crossing Local Services, Inc. Comments should include specific information about the impact of this proposed or reduction or impairment of service upon you or your company, including any inability to acquire reasonable substitute service.