Fahey Schultz Burzych Rhodes

ATTORNEYS AT LAW

4151 OKEMOS ROAD OKEMOS, MI 48864 USA TEL: 517.381.0100 FAX: 517.381.5051

FSBRLAW.COM

November 22, 2021

Via Electronic Filing

Secretary of Defense Attn: Special Assistant for Telecommunications Pentagon Washington, D.C. 20301

Dear Special Assistant:

Re: Section 63.71 Application of TDS Metrocom, LLC MPSC Docket No. U-21168

TDS Metrocom, LLC ("TDS"), by counsel and pursuant to 47 CFR § 63.71 respectfully submits this application (**Attachment 1**) to notify the Federal Communications Commission (FCC) of its intention to discontinue voice and data services in the Ann Arbor, Michigan area. Affected exchanges include: Detroit Zone 5, Farmington, Livonia, Northville, Plymouth, Romulus, Southfield, Wayne, and Ypsilanti market areas. The discontinuance will occur on or after March 23, 2022.

Consistent with the FCC's discontinuance requirements as set forth in 47 CFR § 63.71, notice to the Michigan Public Service Commission is being provided concurrently (**Attachment 2**), together with the issuance of initial notice to affected customers and interconnecting Michigan telecommunications providers by first-class mail. Arrangements have been made for notice of the proposed discontinuance to be published this week in the Spinal Column, Southfield Sun, Ann Arbor News, Detroit Jewish News, Plymouth Observer, Northville Record, Livonia Observer, Farmington Observer, Farmington Press, Detroit Free Press and Detroit News.

Please let us know if you have any questions or concerns. Thank you for your assistance.

Sincerely,

SHAINA R. REED OF-COUNSEL Direct: 517.381.3191 sreed@fsbrlaw.com



EXPERT COUNSEL. REAL SOLUTIONS.

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

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In the Matter of Section 63.71 Application of TDS Metrocom, LLC For Authority Pursuant to Section 214 of the Communications Act of 1934, To Discontinue Services

WC Docket No._____

SECTION 63.71 APPLICATION OF <u>TDS METROCOM, LLC</u>

TDS Metrocom, LLC ("Applicant") seeks authorization pursuant to Section 214(a) of the Communications Act of 1934, as amended, 47 U.S.C. § 214(a) and Section 63.71 of the Commission's rules, 47 C.F.R. § 63.71, to discontinue its provision of all Voice and Data services in the Ann Arbor, Michigan market. Applicant provides the following information pursuant to Section 63.71 of the Commission's Rules:

1. <u>Name and Address of Carrier:</u> TDS Metrocom, LLC, 525 Junction Road, Madison, Wisconsin 53717.

2. <u>Date of Planned Service Discontinuance</u>: Applicant plans to discontinue the affected services on or after March 23, 2022. Applicant understands that this application will be automatically granted on the 31st day after public notice of filing unless the Commission notifies Applicant to the contrary. To meet Michigan statutory filing requirements, Applicant respectfully requests that the **Public Notice be issued on the 31st day after this filing**, on **December 23, 2021**.

3. <u>Points of Geographic Areas of Service Affected</u>: Applicant proposes to discontinue all voice and data services in Ann Arbor, Michigan. Exchanges in which the services will be discontinued include: Ann Arbor, Detroit Zone 5, Farmington, Livonia, Northville, Plymouth, Romulus, Southfield, Wayne, and Ypsilanti. Services provided to these existing residential and commercial customers will be discontinued and services will no longer be offered to new customers following the proposed discontinuance.

4. <u>Description of Services Affected and Reason for Discontinuance</u>: The services to be affected are all voice and data services, and DSL. The services are being discontinued because

it is not economically viable for the Applicant to continue to offer such services. The service discontinuance is not a result of a change in technology.

5. <u>Brief Description of the Dates and Methods of Notice to All Affected Customers:</u> Applicant mailed a written notification of the planned discontinuance to all customers utilizing the services in accordance with Section 63.71(a) of the Commission's Rules. Customer notifications were mailed via first-class U.S. Postal mail on November 22, 2021. These customers have been provided at least sixty (60) days' advance notice of the discontinuance of service. A copy of the notice submitted to the Michigan Public Service Commission in its entirety, which complies with the requirements of 47 C.F.R. § 63.71, is appended as **Attachment 2**.

6. <u>Regulatory Classification of Carrier:</u> Applicant is considered non-dominant with respect to the services to be discontinued.¹

7. <u>Other Information</u>: 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 Secretary of Defense, Attn. Special Assistant for Telecommunications, and the Governor of Michigan, the only state in which services are being discontinued. Similarly, a copy is being submitted contemporaneously to the Michigan Public Service Commission.

8. <u>Conclusion</u>: The public convenience and necessity will not be adversely affected by the discontinuance of the services described herein. Advance notice has been provided to all affected customers giving them ample time to arrange for substitute services readily available from other providers. Therefore, Applicant respectfully requests that the Commission approve this Section 63.71 application.

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

Respectfully submitted,

Fahey Schultz Burzych Rhodes PLC Attorneys for TDS Metrocom, LLC

Shaina R. Reed (P74740)

Dated: November 22, 2021

¹ This Application does not fall within the scope of 47 C.F.R. § 63.71(a)(6).

CERTIFICATE OF SERVICE

I, Kaylin J. Marshall, do hereby certify that on this 22nd day of November 2021, I caused to be served a true and correct copy of the foregoing Section 63.71 Application of TDS Metrocom, LLC via first-class U.S. Mail, postage prepaid, to the following:

Secretary of Defense Attn: Special Assistant for Telecommunications The Pentagon Washington, DC 20301

Public Service Commission of Michigan P.O.Box 30221 Lansing, MI 48909

Office of the Governor P.O. Box 30013 Lansing, MI 48909

> <u>/s/ Kaylin J. Marshall</u> Kaylin J. Marshall

Fahey Schultz Burzych Rhodes

ATTORNEYS AT LAW

4151 OKEMOS ROAD OKEMOS, MI 48864 USA FAX: 517.381.5051

TEL: 517.381.0100

FSBRLAW.COM

November 22, 2021

Via Electronic Filing

Lisa Felice, Executive Secretary Michigan Public Service Commission 7109 W. Saginaw Highway Lansing, MI 48917

Dear Ms. Felice:

Re: **TDS Metrocom, LLC's Notice of Discontinuance** MPSC Docket No. U-21168

Enclosed please find TDS Metrocom, LLC's Notice of Discontinuance.

Please let us know if you have any questions or concerns. Thank you for your assistance.

Sincerely,

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SHAINA R. REED **OF-COUNSEL** Direct: 517.381.3191 sreed@fsbrlaw.com

SRR/kjm

Enclosures



Fahey Schultz Burzych Rhodes

ATTORNEYS AT LAW

4151 OKEMOS ROAD OKEMOS, MI 48864 USA FSBRLAW.COM

TEL: 517.381.0100 FAX: 517.381.5051

November 22, 2021

Via Electronic Filing

Lisa Felice, Executive Secretary Michigan Public Service Commission 7109 W. Saginaw Highway Lansing, MI 48917

Dear Ms. Felice:

Re: TDS Metrocom, LLC's Notice of Discontinuance Case Docket No. U-21168

TDS Metrocom, LLC ("TDS"), by counsel and pursuant to MCL § 484.2313, respectfully submits this filing to the Michigan Public Service Commission (MPSC) of its intention to discontinue the provision of all voice and data services in Ann Arbor, Michigan beginning no sooner than ninety (90) days after the Federal Communications Commission's approval of its proposed discontinuance, or March 23, 2022, whichever is sooner. Exchanges in which the services will be discontinued include: Ann Arbor; Detroit Zone 5; Farmington; Livonia; Northville; Plymouth; Romulus; Southfield; Wayne; and Ypsilanti. The effect of this discontinuance upon the Michigan competitive telecommunications market will be minimal, as TDS currently provides residential voice and data services to 273 customers in the affected area, and approximately 595 commercial customers in the affected area, and these customers have a growing number of alternative choices for service providers. A list of alternative providers appears at the end of this filing. Additionally, approximately 593 of the 595 commercial customers within the affected area will continue to receive service through TDS using an analog terminal adapter which will allow TDS to provide voice (VoIP) service to customers over broadband connection purchased from another provider. TDS does not intend to surrender its license, as it continues to provide services affected by this discontinuance to other geographic regions.

Consistent with the MPSC's discontinuance requirements as set forth in MCL § 484.2313(5), TDS is providing this notice concurrent with its Federal Communications Commission



(FCC) Section 63.71 discontinuance petition filing¹ and the issuance of initial notice to affected customers. TDS has also notified all interconnecting Michigan telecommunications providers, including: Wiltel (Verizon); MCI (Verizon); Sprint Spectrum; and Level 3 on behalf of Sprint PCS.² Arrangements have been made for notice of the proposed discontinuance to be published this week in the Spinal Column, Southfield Sun, Ann Arbor News, Detroit Jewish News, Plymouth Observer, Northville Record, Livonia Observer, Farmington Observer, Farmington Press, Detroit Free Press and Detroit News.³ Following receipt of FCC approval, and no less than ninety (90) days before discontinuing service, TDS will provide second notices to the MPSC and affected customers, and will arrange for a second publication in the Spinal Column, Southfield Sun, Ann Arbor News, Plymouth Observer, Northville Record, Livonia Observer, Farmington Press, Detroit Jewish News, Plymouth Observer, Farmington Press, Detroit Free Press and Detroit News, TDS will provide second notices to the MPSC and affected customers, and will arrange for a second publication in the Spinal Column, Southfield Sun, Ann Arbor News, Detroit Jewish News, Plymouth Observer, Northville Record, Livonia Observer, Farmington Observer, Farmington Press, Detroit Free Press and Detroit News.

Discontinuance of Local Exchange Service in Ann Arbor, Michigan.

On November 2, 2000, the MPSC granted TDS authority to provide basic local exchange service in all exchanges then served by Ameritech Michigan in Case No. U-12554.

As of November 22, 2021, TDS has 273 residential customers and 595 commercial customers who are affected by the proposed discontinuance. The residential customers receive voice and DSL services, while the commercial customers receive analog voice, DSL, and T1 data services. After extensive assessment of the market, TDS has determined that its strategic business plans in Michigan do not include the continued provision of the basic local exchange services in Ann Arbor.

On November 22, 2021, TDS sent written notice by first-class mail to all affected customers in Michigan, notifying them that TDS will cease providing basic local exchange services they currently receive in accordance with state and federal law. A copy of the notice sent to Michigan residential subscribers is appended as **Attachment 4**, and commercial subscribers' notice is appended as **Attachment 5**. The notices comply with FCC Rule 63.71 and underscore to subscribers the need to make arrangements with another provider in a timely manner. A toll-free customer service number as well as an email address for TDS is provided so that subscribers may seek assistance from TDS personnel while making these arrangements. Consistent with the MPSC's discontinuance procedures, the notices also make

¹ A copy of the FCC Application is appended as **Attachment 1**.

 $^{^{2}}$ A copy of the notices to interconnecting providers are appended as Attachment 2.

³ A copy of the newspaper notice is appended as Attachment 3.

clear that customers will receive a second notice no later than ninety (90) days prior to the discontinuance of their service.

Should you have any questions, please contact me at your convenience.

Respectfully submitted,

Fahey Schultz Burzych Rhodes PLC Attorneys for TDS Metrocom, LLC

Shaina R. Reed (P74740) 4151 Okemos Road Okemos, MI 48864 (517) 381-0100

Dated: November 22, 2021

Telephone Companies Operating in Michigan

Incumbent local exchange carriers:

AT&T

Competitive Carriers:

Comcast Phone of Michigan, LLC

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

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In the Matter of Section 63.71 Application of TDS Metrocom, LLC For Authority Pursuant to Section 214 of the Communications Act of 1934, To Discontinue Services

WC Docket No._____

SECTION 63.71 APPLICATION OF <u>TDS METROCOM, LLC</u>

TDS Metrocom, LLC ("Applicant") seeks authorization pursuant to Section 214(a) of the Communications Act of 1934, as amended, 47 U.S.C. § 214(a) and Section 63.71 of the Commission's rules, 47 C.F.R. § 63.71, to discontinue its provision of all Voice and Data services in the Ann Arbor, Michigan market. Applicant provides the following information pursuant to Section 63.71 of the Commission's Rules:

1. <u>Name and Address of Carrier:</u> TDS Metrocom, LLC, 525 Junction Road, Madison, Wisconsin 53717.

2. <u>Date of Planned Service Discontinuance</u>: Applicant plans to discontinue the affected services on or after March 23, 2022. Applicant understands that this application will be automatically granted on the 31st day after public notice of filing unless the Commission notifies Applicant to the contrary. To meet Michigan statutory filing requirements, Applicant respectfully requests that the **Public Notice be issued on the 31st day after this filing**, on **December 23, 2021**.

3. <u>Points of Geographic Areas of Service Affected</u>: Applicant proposes to discontinue all voice and data services in Ann Arbor, Michigan. Exchanges in which the services will be discontinued include: Ann Arbor, Detroit Zone 5, Farmington, Livonia, Northville, Plymouth, Romulus, Southfield, Wayne, and Ypsilanti. Services provided to these existing residential and commercial customers will be discontinued and services will no longer be offered to new customers following the proposed discontinuance.

4. <u>Description of Services Affected and Reason for Discontinuance</u>: The services to be affected are all voice and data services, and DSL. The services are being discontinued because

it is not economically viable for the Applicant to continue to offer such services. The service discontinuance is not a result of a change in technology.

5. <u>Brief Description of the Dates and Methods of Notice to All Affected Customers:</u> Applicant mailed a written notification of the planned discontinuance to all customers utilizing the services in accordance with Section 63.71(a) of the Commission's Rules. Customer notifications were mailed via first-class U.S. Postal mail on November 22, 2021. These customers have been provided at least sixty (60) days' advance notice of the discontinuance of service. A copy of the notice submitted to the Michigan Public Service Commission in its entirety, which complies with the requirements of 47 C.F.R. § 63.71, is appended as **Attachment 2**.

6. <u>Regulatory Classification of Carrier:</u> Applicant is considered non-dominant with respect to the services to be discontinued.¹

7. <u>Other Information</u>: 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 Secretary of Defense, Attn. Special Assistant for Telecommunications, and the Governor of Michigan, the only state in which services are being discontinued. Similarly, a copy is being submitted contemporaneously to the Michigan Public Service Commission.

8. <u>Conclusion</u>: The public convenience and necessity will not be adversely affected by the discontinuance of the services described herein. Advance notice has been provided to all affected customers giving them ample time to arrange for substitute services readily available from other providers. Therefore, Applicant respectfully requests that the Commission approve this Section 63.71 application.

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

Respectfully submitted,

Fahey Schultz Burzych Rhodes PLC Attorneys for TDS Metrocom, LLC

Shaina R. Reed (P74740)

Dated: November 22, 2021

¹ This Application does not fall within the scope of 47 C.F.R. § 63.71(a)(6).

CERTIFICATE OF SERVICE

I, Kaylin J. Marshall, do hereby certify that on this 22nd day of November 2021, I caused to be served a true and correct copy of the foregoing Section 63.71 Application of TDS Metrocom, LLC via first-class U.S. Mail, postage prepaid, to the following:

Secretary of Defense Attn: Special Assistant for Telecommunications The Pentagon Washington, DC 20301

Public Service Commission of Michigan P.O.Box 30221 Lansing, MI 48909

Office of the Governor P.O. Box 30013 Lansing, MI 48909

> <u>/s/ Kaylin J. Marshall</u> Kaylin J. Marshall

November 22, 2021



US Signal 201 Ionia Ave. SW Grand Rapids, MI 49503

Re: Notice of network decommissioning and circuits being disconnected.

To whom it may concern at US Signal,

Effective March 23, 2022 TDS will be decommissioning our network located at the Ann Arbor Central Office and the following Colocations: ANARMIMN, ANARMISE, YPSLMIMN, WAYNMINW, RMLSMIMN, WAYNMIMN, LIVNMINN, LIVNMINW, PLOMIMN, NRVLMIMN, FRTNMIMN.

All services that utilize the network at these locations will be disconnected. We are sending you this notice because we have identified circuits that you purchase that will be impacted. You will need to make arrangements for alternative services to replace the circuits below prior to them being disconnected on March 23, 2022.

Impacted circuits are listed below

- 06.DHDA.000304..MTCM
- 06.DHDA.000323..MTCM
- 06.DHDA.000332..MTCM
- 06.DHDA.000333..MTCM
- 06.DHDA.000334..MTCM
- 06.DHDA.000335..MTCM
- 101.T3.PLMOMIBYOMD.ANARMIMNH42
- 101.T3.PLMOMIBYOMD.WAYNMIMNH22

You do not need to submit an order request to have the service disconnected on March 23, 2022. TDS will care for the disconnect along with the termination of the billing for the service. If you would like to disconnect the service prior to March 23, 2022 you may do so by submitting a request to disconnect the service(s) to <u>tdscarrierorders@tdstelecom.com</u>.

Thank you,

TDS Carrier Sales 608-664-6226 tdscarriersales@tdstelecom.com

STATE OF MICHIGAN

BEFORE THE MICHIGAN PUBLIC SERVICE COMMISION

TDS METROCOM, LLC'S NOTICE OF DISCONTINUANCE OF BASIC LOCAL EXCHANGE SERVICE

TDS Metrocom, LLC ("TDS") is providing notice that on or after March 23, 2022, TDS will discontinue Internet and basic local exchange phone service in the Ann Arbor, Detroit Zone 5, Farmington, Livonia, Northville, Plymouth, Romulus, Southfield, Wayne, and Ypsilanti Michiaan exchange areas. Impacted customers will receive a letter, including the date their service is being discontinued and a listing of other area service providers to consider for future service. These customers will need to select a new provider as soon as possible, to avoid an interruption in service. TDS will discontinue service on or after March 23, 2022. TDS has made an initial filing with the Michigan Public Service Commission regarding this discontinuance of service. Affected customers may file comments in this docket requesting that the Michigan Public Service Commission investigate the availability of alternate providers with reliable access to 911. For additional residential support, dial 877-638-6726. For business support, contact deb.nordman@tdsmetro.com or dial 1-855-837-2455 to reach TDS Customer Support.





November 22, 2021

<Company Name> < Address 1 <City>, <State> <Zip> URGENT TAKE ACTION NOW: TDS INTERNET AND PHONE SERVICES DISCONTINUED SOON

Dear «BILL_NAME_1»,

TDS Metrocom, LLC (TDS^{*}) regrets to inform you it's made the difficult decision to discontinue voice and data services it currently provides in Ann Arbor, Detroit Zone 5, Farmington, Livonia, Northville, Plymouth, Romulus, Southfield, Wayne and Ypsilanti market areas in Michigan, which includes your current service(s) with TDS. The following service address is impacted:

<Address>

This discontinuance is subject to the approval of the Federal Communications Commission (FCC) and the Michigan Public Service Commission (MPSC). If approval is received, the discontinuance by TDS is expected to occur on or after **March 23, 2022.**

If you wish to keep your current phone number, you must choose a different service provider prior to March 23, 2022 or your service will be disconnected. We urge you to begin making arrangements for a new service provider as soon as possible, as some providers may require several weeks to install new services. To help avoid any lapse in your service, please check carefully that all services you currently receive from TDS are moved to your new provider.

Other Service Providers in Your Area

Below is a summary of providers with alternative service offerings in your area:

- AT&T: <u>https://www.att.com/home-phone/landline/</u> 1-844-723-0252
- Comcast/Xfinity: <u>https://www.xfinity.com/</u> 1-855-971-2763

There may also be other alternative providers offering service in your area besides these providers.

Thank you for being a TDS customer. We've valued your business.

The TDS Team

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Objecting to Discontinuance of Service

The FCC will normally authorize this proposed discontinuance of service (or reduction or impairment) unless it is shown that a customer 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 with the FCC 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 Systems 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 TDS Metrocom, LLC. Comments should include specific information about the impact of this proposed discontinuance (or reduction or impairment) upon you or your company, including any inability to acquire reasonable substitute service.

You may request that the Michigan Public Service Commission investigate the availability of comparable voice service with reliable access to 911 and submit comments to the Michigan Public Service Commission via mail to the Executive Business Section, Michigan Public Service Commission, P.O. Box 30221, Lansing, MI 48909. Electronic comments may be emailed to: <mpscedockets@michigan.gov>

If you have any additional questions, please contact the MPSC at 1-800-292-9555 and/or the Federal Communications Commission at 1-888-CALL-FCC or visit the MPSC and FCC websites at www.michigan.gov/mpsc or www.fcc.gov, respectively.

TDS is committed to making your transition as smooth as possible. If you have additional questions, please contact TDS Customer Support at 877-638-7626.



November 22, 2021

Name Address City, State, Zip

Dear Customer,

URGENT TDS INTERNET AND PHONE SERVICES TO BE DISCONTINUED.

TDS Metrocom, LLC (TDS^{*}) regrets to inform you it's made the difficult decision to discontinue voice and data services, it currently provides in its Ann Arbor, Detroit Zone 5, Farmington, Livonia, Northville, Plymouth, Romulus, Southfield, Wayne and Ypsilanti market areas in Michigan, which includes your current service(s) with TDS. The following service address is impacted:

<ADDRESS>

Please note that this discontinuance only applies to this location.

This discontinuance is subject to the approval of the Federal Communications Commission (FCC) and the Michigan Public Service Commission (MPSC). If approval is received, the discontinuance is expected to occur on or after March 23, 2022.

Your TDS account executive may contact you if there are other service options which will allow you to continue service with TDS.

You can also contact Deb Nordman at 651-289-3257 to see if there are other service options which will allow you to continue service with TDS.

If you wish to keep your current phone number and there are no options with TDS to retain your service, you must choose a different service provider prior to March 23, 2022 or your service will be disconnected. We urge you to contact us to see if we can offer an alternative service. If not, or you wish to move to a different service provider, please begin making arrangements for a new service provider as soon as possible. Some providers may require several weeks to install new services. To help avoid any lapse in your service, please check carefully that all services you currently receive from TDS are moved to your new provider.

Other Service Providers in Your Area

Below is a summary of providers with alternative service offerings in your area:

- AT&T: <u>https://www.business.att.com/categories/business-tools.html</u>1-844-723-0252
- Comcast/Xfinity: <u>https://www.xfinity.com/</u> 1-855-971-2763

There may also be other alternative providers offering service in your area besides these providers.

Thank you for being a TDS customer. We've valued your business.

The TDS Business Team

(over)

Objecting to Discontinuance of Service

The FCC will normally authorize this proposed discontinuance of service (or reduction or impairment) unless it is shown that a customer 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 with the FCC 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 Systems 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 TDS Metrocom, LLC. Comments should include specific information about the impact of this proposed discontinuance (or reduction or impairment) upon you or your company, including any inability to acquire reasonable substitute service.

You may request that the Michigan Public Service Commission investigate the availability of comparable voice service with reliable access to 911 and submit comments to the Michigan Public Service Commission via mail to the Executive Business Section, Michigan Public Service Commission, P.O. Box 30221, Lansing, MI 48909. Electronic comments may be emailed to: <mpscedockets@michigan.gov>

If you have any additional questions, please contact the MPSC at 1-800-292-9555 and/or the Federal Communications Commission at 1-888-CALL-FCC or visit the MPSC and FCC websites at www.michigan.gov/mpsc or www.fcc.gov.

TDS is committed to making your transition as smooth as possible. If you have additional questions, please contact TDS Customer Support at 1-866-571-6662 or by email at deb.nordman@tdsmetro.com.