



A division of Heartland Communications Internet Services, Inc.

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MAR 17 2009

PUBLIC SERVICE  
COMMISSION

Kentucky Public Utilities Commission  
P.O. Box 615  
211 Sower Blvd  
Frankfort, KY 40602-0615

Re: Aero Communications LLC – Section 63.71 Application to discontinue retail residential services.

Pursuant to Section 63.71 of the Federal Communications Commission's rules, Aero Communications LLC filed an Application to Discontinue its retail residential telephone and DSL services in the state of Kentucky. With approval, discontinuance will be effective May 31, 2009. Aero has provided each customer with written notice.

Enclosed is the application filed with the Federal Communications Commission. If you have any questions, please contact me at 270-448-7441.

Sincerely,

Brian Glover  
General Manager



Federal Communications Commission  
Office of the Secretary  
445 12th Street SW, Room TW-A325  
Washington, DC 20554  
Attn: Competition Policy Division, Wireline Competition Bureau

Re: Aero Communications LLC – Section 63.71 Application to discontinue retail residential services.

Pursuant to Section 63.71 of the Commission's rules, enclosed are an original and five (5) copies of Aero Communications LLC's Application to Discontinue its retail residential telephone and DSL services in the states of Illinois and Kentucky. With approval, discontinuance will be effective May 31, 2009. Aero has provided each customer with written notice.

Please acknowledge receipt of this filing by date stamping and returning the additional copy of this transmittal letter in the self-addressed, postage paid envelope provided for this purpose. If you have any questions, please contact me at 270-448-7441.

Sincerely,

Brian Glover  
General Manager



March 9, 2009

Dear Valued Customer:

Thank you for being a loyal and valued customer of Heartland Communications Internet Services, Inc. (HCIS). The service and support of your Internet and Telephone services has been a priority of HCIS for many years, and we sincerely value our business relationship with you. However, the focus of HCIS is changing, and we have made the business decision to eliminate our retail residential services.

**Effective May 31, 2009, we will no longer support Retail Residential Phone or Internet services.\***

These retail services include:

- Dial-Up Internet Service
- Residential Phone Service, including VoIP Phone Service
- Residential Phone and DSL Service
- Residential Web Hosting and eMail Service

We encourage you to select a new provider as soon as possible to avoid any lapse in service, and we are pleased to recommend Vision Communication Internet Services (VCI). VCI is a locally owned and operated Internet and Telephone service provider. Their services, pricing and contact information are provided as a trusted choice that you may want to consider for your Internet and Telephone services.

Your Customer Agreement states that "there will be no refunds for pre-paid monthly services." This means that if you terminate your services before April 1st, you will not be billed for the month of April, but if you terminate your services after April 1<sup>st</sup>, you will be billed for the entire month of April.

Your final HCIS statement (services for the month of May) will be mailed in mid April, and payment in full is expected by May 1, 2009.

If you have contractually agreed to pay in advance for Quarterly, Semi-annual, or Annual services of any kind, you have already received your final invoice from HCIS. If you are current on your account balance, your services are considered paid through May 31<sup>st</sup>. If you are pre-paid past May 2009, you will be credited by check for these months.

Again, we thank you for your patronage. We pledge to deliver quality service and support for the products that you purchased through May 31<sup>st</sup> and to assist you in the transition of your services to a quality provider of your choice.

Sincerely,

A handwritten signature in black ink, appearing to read "J. Brian Glover", is written over a horizontal line.

J. Brian Glover  
General Manager, Heartland Communications Internet Services, Inc.

\*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 discontinuance. Address them to the Federal Communications Commission, Wireline Competition Bureau, Competition Policy Division, Washington, DC 20054, and include in your comments a reference to the § 63.71 Application of Heartland Communications Internet Service, Inc./Aero Communications LLC.

Before the  
FEDERAL COMMUNICATIONS COMMISSION  
Washington DC 20554

In the Matter of )  
Section 63.71 Application of )  
Aero Communications LLC ) WC Docket \_\_\_\_\_  
for authority to discontinue )  
retail residential services )  
)

**SECTIONS 63.71 APPLICATION**

Aero Communications LLC (“Aero”) hereby files this application to discontinue services pursuant to 63.71 of the Commission’s rules, 47CFR §63.71. Specifically, Aero is seeking to discontinue the provision of telephone and DSL service to residential customers in Kentucky and Illinois as of May 31, 2009. In support of this application, Aero submits the following:

**I. Description of Discontinuance**

A. Name and Address of Carrier:

Aero Communications LLC  
3901 Technology Dr.  
Paducah, KY 42001

Address correspondence to:

Brian Glover, General Manager  
Aero Communications LLC  
3901 Technology Dr.  
Paducah, KY 42001  
Telephone: 270 448 7441  
email: brian.glover@hciscorp.com

B Date of planned service discontinuance

May 31. 2009

C. Geographic areas of service affected

Services to be discontinued are currently provided in Paducah, Kentucky and Metropolis, Illinois.

D. Type of service affected.

Aero provides flat rate local telephone service with unlimited calling to its local calling area, along with ancillary services including access to operator services, and Digital Subscriber Line Internet access.

E. Date and method of notice to all customers.

The attached letter was sent by first class mail to all affected customers in Kentucky and Illinois on or about March 11, 2009. The customer notice letters were prepared in accordance with the requirements of Section 63.71(a) of the Commission's rules.

F. Non-dominance of carrier with respect to the services to be discontinued

Aero is non-dominant with respect to the services being discontinued.

G. Service.

In accordance with Section 63.71(a) of the Commission's rules, Aero has provided a copy of this application to each of the state regulatory commissions in Kentucky and Illinois, the governors of those states, and the Secretary of Defense.

## **II. Circumstances of Discontinuance.**

Aero has evaluated its business options going forward and has determined that residential retail service is not consistent with its strategic interests. It intends to remain in operation with its business customers in several states, providing high-speed data services and business telephone service, and providing bulk telephone and data services to wholesale customers. Other LECs and broadband service providers continue to operate in the impacted areas. Only three affected retail customers are located in Illinois, the rest are in Kentucky, and we have referred them to a CLEC who continues to offer similar services at competitive prices in the same area. Aero's retail residential services are not unique and customers should have no difficulty finding replacement service.

## **III. Conclusion**

Aero North believes that the proposed discontinuance of certain classes of service in the proposed states is reasonable and necessary, and that such discontinuance is not disruptive to the current or future public convenience and necessity. For the foregoing reasons, Aero North respectfully requests, pursuant to Section 63.71 of the Commission's Rules, 47 C.F.R. § 63.71, that the Commission permit Aero North to discontinue the provision of residential retail telephone and DSL service in Kentucky and Illinois.