

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

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In the Matter of )  
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)  
Section 63.71 Application of )  
Mitel Cloud Services Inc. ) WC Docket No. 24-\_\_\_\_\_  
)  
)  
For Authority Pursuant to Section 214 of )  
the Communications Act of 1934, as )  
amended, to Discontinue the Provision of )  
Hosted Business Interconnected VoIP services.)

**SECTION 63.71 APPLICATION  
OF MITEL CLOUD SERVICES INC.**

Mitel Cloud Services Inc. ("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 Federal Communications Commission's ("Commission") rules, 47 C.F.R. § 63.71, to discontinuance certain hosted business interconnected voice over Internet protocol ("VoIP") services ("Services") in all states and jurisdictions where the Services are offered.

Applicant submits the following information pursuant to Section 63.71 of the Commission's rules:

**1. Name and Address of the Carrier**

Mitel Cloud Services Inc.  
1146 North Alma School Rd.  
Mesa, AZ 85201

**2. Date of Planned Service Discontinuance**

On June 30, 2024, subject to receipt of the necessary regulatory approvals, Applicant will discontinue provision of the Service to all customers. Applicant will allow existing customers to continue to add capacity or renew their contracts through June 30, 2024; however, all services will be disconnected on June 30, 2024.

## CONCLUSION

The public convenience and necessity will not be adversely affected by the discontinuance of the services described herein. Therefore, Applicant respectfully requests that the Commission approve this Section 63.71 application and permit Applicant to discontinue its MiCloud Business services effective June 30, 2024.

Respectfully submitted,

**Mitel Cloud Services Inc.**

By: /s/ Michael P. Donahue

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Counsel for Mitel Cloud Services Inc.

Dated: January 25, 2024

## Frequently Asked Questions

### **1. As an existing customer, will I be able to add services or a new location to my account?**

At this time, Mitel will allow customers to add capacity to their existing services. While service will continue until the EoL Date, all customers must find alternative service prior to this date. Subject to regulatory approvals, services will be disconnected after the EoL Date.

### **2. Why is Mitel announcing the End of Life of MiCloud Business?**

The MiCloud Business solution is currently in sustain-only mode, and as such, Mitel will no longer be investing in developing new capabilities for our MiCloud Business customers. However, Mitel can offer existing MiCloud Business customers enhanced service options through our strategic partnership with RingCentral, which will allow customers to migrate to RingCentral MVP™. To learn more about what this means for you, click [here](#).

### **3. Who should I contact for more information?**

Customers are encouraged to indicate their intended migration path by notifying their Mitel Partner or by contacting Alex Foard by email [here](#).

### **4. I have a term left in my contract. Will I be charged an early termination fee?**

You will not be liable for any Service Fees or Early Termination Fees in respect of any period after the EoL Date and, to the extent that you have prepaid any Service Fees in respect to any period after the EoL Date, Mitel will refund you the Service Fees paid by you in respect of such period. Any customer that chooses RingCentral, in conjunction with the strategic partnership with Mitel, for their new service provider, Mitel will also waive any Early Termination Fees for any period prior to the EoL Date.

### **5. My current contract ends prior to the EoL. I am not able to find a replacement service prior to my current contract end date. Will I be able to renew?**

Contracts ending prior to the EoL will continue to automatically renew per the Global Terms of Service unless notified otherwise. However, the renewal of a contract will not change the EoL date. All services will be disconnected after the EoL Date. Mitel and RingCentral agents are standing by to discuss your journey to RingCentral MVP™.

### **6. I have signed up for a new service; when should I submit to my new provider to transfer my existing phone numbers?**

For guidance, Mitel suggests you allow 45 days for the transfer of your phone numbers. Notwithstanding, customers should work with the new provider to identify timelines and processes required for porting phone numbers.

Customers migrating to RingCentral can use this [RingCentral Support Article](#) for reference.

### **7. I am not the decision-maker for my company. What actions are required from me for this important announcement?**

Recipients of this letter should ensure it reaches the appropriate decision-maker for their company. Customers can update their decision maker contact by contacting [Mitel Support](#).

<sup>1</sup> 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. 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 Mitel Cloud Services, Inc. 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.

\*Statements and offers are based on RingCentral's advertised data and are subject to change; Mitel makes no representation or warranty in respect of RingCentral or MVP including in relation to such statements.

Alabama Public Service Commission 100 North Union Street Suite 850 Montgomery, AL 36104	Regulatory Commission of Alaska 701 West 8th Avenue Suite 300 Anchorage, AK 99501-3469	Arizona Corporation Commission 1200 West Washington Street Phoenix, AZ 85007-2996
Office of the Governor of Alabama 600 Dexter Avenue Montgomery, AL 36130	Office of the Governor of Alaska P.O. Box 110001 Juneau, AK 99811-0001	Office of the Governor of Arizona 1700 West Washington, Phoenix, AZ, 85007
Arkansas Public Service Commission 1000 Center Street Little Rock, AR 72201-4314	California Public Utilities Commission California State Building 505 Van Ness Ave San Francisco, CA 94102-3298	Colorado Public Utilities Commission 1560 Broadway Ste. 250 Denver, CO 80202
Office of the Governor of Arkansas 500 Woodlane Street Little Rock, AR 72201	Office of the Governor of California 1021 O Street, Suite 9000 Sacramento, CA 95814	Office of the Governor of Colorado 136 State Capitol Denver, CO 80203-1792
Connecticut Public Utilities Regulatory Authority 10 Franklin Square New Britain, CT 06051	Delaware Public Service Commission 861 Silver Lake Boulevard Cannon Building Dover, DE 19904	Florida Public Service Commission 2540 Shumard Oak Boulevard Gerald Gunter Building Tallahassee, FL 32399
Office of the Governor of Connecticut 210 Capitol Avenue Hartford, CT 06106	Office of the Governor of Delaware Legislative Hall 411 Legislative Ave Dover, DE 19901	Office of the Governor of Florida The Capitol 400 South Monroe Street Tallahassee, FL 32399-0001
Georgia Public Service Commission 244 Washington Street Atlanta, GA 30334	Hawaii Public Utilities Commission 465 South King Street Kekuanao'a Building Honolulu, HI 96813	Idaho Public Utilities Commission 11331 W. Chinden Blvd. Building 8, Suite 201-A Boise, ID 83714
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Illinois Commerce Commission 160 North LaSalle Street Suite C-800 Chicago, IL 60601	Indiana Utility Regulatory Commission PNC Center 101 West Washington Street, Suite 1500E Indianapolis, IN 46204	Iowa Utilities Board 1375 E. Court Avenue Des Moines, IA 50319

Public Utilities Commission of Nevada 1150 East William Street Carson City, NV 89701-3109	New Hampshire Public Utilities Commission 21 South Fruit Street Suite 10 Concord, NH 03301-2429	New Jersey Board of Public Utilities 44 South Clinton Avenue Trenton, NJ 08625-0350
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New Mexico Public Regulation Commission 1120 Paseo de Peralta Santa Fe, NM 87501-1269	New York State Public Service Commission Three Empire State Plaza Albany, NY 12223-1350	North Carolina Utilities Commission 4325 Mail Service Center Raleigh, NC 27699-4300
Office of the Governor of New Mexico 490 Old Santa Fe Trail Room 400 Santa Fe, NM 87501	Office of the Governor of New York NYS State Capitol Building Albany, NY 12224	Office of the Governor of North Carolina 20301 Mail Service Center Raleigh, NC 27699-0301
North Dakota Public Service Commission 600 E Boulevard Ave Dept 408 Bismarck, ND 58505-0480	Public Utilities Commission of Ohio 180 East Broad Street Columbus, OH 43215-3793	Oklahoma Corporation Commission Jim Thorpe Office Building 2101 North Lincoln Boulevard Oklahoma City, OK 73105-2000
Office of the Governor of North Dakota 600 East Boulevard Avenue Bismarck ND, 58505-0001	Office of the Governor of Ohio 30th Floor 77 South High Street Columbus, OH 43215	Office of the Governor of Oklahoma Capitol Building 2300 Lincoln Blvd., Rm. 212 Oklahoma City, OK 73105
Oregon Public Utility Commission 201 High Street, SE Suite 100 Salem, OR 97301	Pennsylvania Public Utility Commission PO Box 3265 Harrisburg, PA 17105	Rhode Island Public Utilities Commission 89 Jefferson Blvd. Warwick, RI 02888
Office of the Governor of Oregon 900 Court Street, Suite 254 Salem, OR 97301-4047	Office of the Governor of Pennsylvania 508 Main Capitol Building Harrisburg, PA 17120	Office of the Governor of Rhode Island 82 Smith Street Providence, RI 0290
South Carolina Public Service Commission 101 Executive Center Drive, Suite 100 Columbia, SC 29210-8411	South Dakota Public Utilities Commission State Capitol 500 East Capitol Avenue Pierre, SD 57501-5070	Tennessee Public Utility Commission 502 Deaderick Street 4th Floor Nashville, TN 37243

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Buena Vista Rancheria of Me- Wuk Indians of California 1418 20th Street Suite 200 Sacramento, California 95811	Ak-Chin Indian Community 42507 W. Peters & Nall Road Maricopa, AZ 85138	Crow Creek Sioux Tribe of the Crow Creek Reservation, South Dakota P.O. Box 50 Fort Thompson, SD 57339
Colorado River Indian Tribes of the Colorado River Indian Reservation, Arizona and California 26600 Mohave Road Parker, AZ 85344	Pinoleville Pomo Nation, California Chairperson 500 B Pinoleville Drive Ukiah, CA 95482	Yankton Sioux Tribe of South Dakota Chairperson P.O. Box 1153 Wagner, SD 57380
Yomba Shoshone Tribe of the Yomba Reservation, Nevada Chairperson HC61, Box 6275 Austin, NV 89310	Native Village of Nanwalek (aka English Bay) P.O. Box 8028 Nanwalek, AK 99603	Yerington Paiute Tribe of the Yerington Colony and Campbell Ranch, Nevada 171 Campbell Lane Yerington, NV 89447
Ysleta del Sur Pueblo P.O. Box 17579 - Ysleta Station El Paso, TX 79917	Summit Lake Paiute Tribe of Nevada 2255 Green Vista Drive STE 402 Sparks, NV 89431	Table Mountain Rancheria P.O. Box 410 Friant, CA 93626
Te-Moak Tribe of Western Shoshone Indians of Nevada (Four constituent bands: Battle Mountain Band; Elko Band; South Fork Band and Wells Band) 525 Sunset Street Elko, NV 89801	Tohono O'odham Nation of Arizona Attn: Chairperson P.O. Box 837 Sells, AZ 85634	Tonawanda Band of Seneca Attn: Chief 7027 Meadville Road Basom, NY 14013
Tonto Apache Tribe of Arizona Tonto Apache Reservation #30 Payson, AZ 85541	Torres Martinez Desert Cahuilla Indians, California P.O. Box 1160 Thermal, CA 92274	Twenty-Nine Palms Band of Mission Indians of California 46-200 Harrison Place Coachella, CA 92236
United Auburn Indian Community of the Auburn Rancheria of California 10720 Indian Hill Road Auburn, CA 95603	Ute Indian Tribe of the Uintah & Ouray Reservation, Utah Chairman P.O. Box 190 Ft. Duchesne, UT 84026	Walker River Paiute Tribe of the Walker River Reservation, Nevada Chairman P.O. Box 220 Schurz, NV 89427

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<p>Morongoband of Mission Indians, California  Chairman  12700 Pumarra Road  Banning, CA 92220</p>	<p>Oglala Sioux Tribe  President  P.O. Box 2070 (107 West Main Street)  Pine Ridge, SD 57770</p>	<p>Omaha Tribe of Nebraska  Chairman  P.O. Box 368  Macy, NE 68039</p>
<p>Paiute Indian Tribe of Utah (Cedar Band of Paiutes, Kanosh Band of Paiutes, Koosharem Band of Paiutes, Indian Peaks Band of Paiutes, and Shivwits Band of Paiutes)  Chairwoman  440 N. Paiute Drive  Cedar City, UT 84720-2613</p>	<p>Havasupai Tribe of the Havasupai Reservation, Arizona  Chairman  P.O. Box 10  Supai, AZ 86435-0010</p>	<p>Hualapai Indian Tribe of the Hualapai Indian Reservation, Arizona  Chairman  P.O. Box 179  Peach Springs, AZ 86434</p>
<p>Jackson Band of Miwuk Indians  Chairperson  P.O. Box 1090  Jackson CA 95642</p>	<p>Jamul Indian Village of California  Chairperson  P.O. Box 612  Jamul, CA 91935</p>	<p>Jicarilla Apache Nation, New Mexico  President  P.O. Box 507  Dulce, NM 87528</p>
<p>Kaibab Band of Paiute Indians of the Kaibab Indian Reservation, Arizona  Chairperson  HC65, Box 2  Fredonia, AZ 86022</p>	<p>La Jolla Band of Luiseno Indians, California  Chairperson  22000 Highway 76  Pauma Valley, CA 92061</p>	<p>Lovelock Paiute Tribe of the Lovelock Indian Colony, Nevada  Chairwoman  P.O. Box 878  Lovelock, NV 89419</p>
<p>Cloverdale Rancheria of Pomo Indians of California  Chairperson  555 S. Cloverdale Boulevard  Cloverdale, CA 95425</p>	<p>Confederated Tribes of the Goshute Reservation, Nevada and Utah  Chairman  P.O. Box 6104  Ibapah UT 84034</p>	<p>Timbisha Shoshone Tribe  Chairperson  P.O. Box 1779  Bishop, CA 93515</p>

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San Pasqual Band of Diegueno Mission Indians of California	dorrisc@sanpasqualtribe.org

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Pueblo of Santa Clara, New Mexico	governor@santaclarapueblo.org
Pueblo of Taos, New Mexico	governor@taospueblo.org
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Makah Indian Tribe of the Makah Indian Reservation	timothy.greene@makah.com
Manchester Band of Pomo Indians of the Manchester Rancheria, California	lisa.elgin@yahoo.com
Manzanita Band of Diegueno Mission Indians of the Manzanita Reservation, California	ljbirdsinger@aol.com
Mashantucket Pequot Indian Tribe	RodneyButler@mptn.org
Mashpee Wampanoag Tribe	<a href="mailto:Brian.Weeden@mwtribe-nsn.gov">Brian.Weeden@mwtribe-nsn.gov</a> ; <a href="mailto:AnnMarie.Askew@mwtribe-nsn.gov">AnnMarie.Askew@mwtribe-nsn.gov</a>
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Mechoopda Indian Tribe of Chico Rancheria, California	mit@mechoopda-nsn.gov
Mesa Grande Band of Diegueno Mission Indians of the Mesa Grande Reservation, California	mesagrandeband@msn.com
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Middletown Rancheria of Pomo Indians of California	tc@middletownrancheria.com
Minnesota Chippewa Tribe, Minnesota	gfrazier@mnchippewatribe.org
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Minnesota Chippewa Tribe - Leech Lake Band	Faron.Jackson@llojibwe.net
Minnesota Chippewa Tribe - Mille Lacs Band	melanie.benjamin@millelacsband.com
Minnesota Chippewa Tribe - White Earth Band	Michael.Fairbanks@whiteearth-nsn.gov
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Mooretown Rancheria of Maidu Indians of California	lwinner@mooretown.org
Muckleshoot Indian Tribe	jaison.elkins@muckleshoot.nsn.us
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Confederated Salish and Kootenai Tribes of the Flathead Reservation	council@cskt.org
Confederated Tribes and Bands of the Yakama Nation	delano_saluskin@yakama.com
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Eastern Shoshone Tribe of the Wind River Reservation, Wyoming	jstclair@easternshoshone.org
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Fort Mojave Indian Tribe of Arizona, California & Nevada	TimothyWilliams@fortmojave.com
Fort Sill Apache Tribe of Oklahoma	lori.g.ware@fortsillapache-nsn.gov
Grand Traverse Band of Ottawa and Chippewa Indians, Michigan	David.Arroyo@gtbindians.com
Chickahominy Indian Tribe	info@chickahominytribe.org
Chickahominy Indian Tribe - Eastern Division	see there website to email