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

In the Matter of

Section 63.71 Application of **Avaya Cloud Inc.** 

WC Docket No. \_\_\_\_\_

**Records Management** 

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COMMISSIO

For Authority Pursuant to Section 214 of the Communications Act of 1934, as amended, to Discontinue the Provision of Zang Office

### SECTION 63.71 APPLICATION OF AVAYA CLOUD INC.

Avaya Cloud 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 Commission's rules, 47 C.F.R. § 63.71, to grandfather and discontinue the sale of Zang Office and accompanying products in all states and jurisdictions where the service is offered. Applicant will cease to provide Zang Office products and services, along with technical support, to customers currently under contract on September 30, 2020. Applicant will suggest alternative services to customers, and waive all cancellation fees associated with termination of services. Applicant will further refund all customers pro-rated fees associated with any pre-payments received for the balance of the customer's term.

Subject to Commission authorization, on September 30, 2020, Applicant will prohibit new customers from ordering these services. Modifications in service offerings for customers with existing contracts are subject to the terms of their contracts. Applicant plans to discontinue these products and services completely after September 30, 2020. Customers will be able to obtain alternative services and products from Avaya Cloud or other providers that perform the same functions as these services.

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

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

Avaya Cloud Inc. 350 Mount Kemble Avenue Morristown, NJ 07960

### 2. Date of Planned Service Discontinuance

As of September 30, 2020, or as soon thereafter as the necessary regulatory approvals can be obtained, Applicant will no longer offer its Zang Office products and services to new customers or accept new orders from existing customers (except to the extent such orders are permitted by contract). Applicant is working with customers with contracts for the affected services to transition them to alternative services after their contracts expire.

### 3. Points of Geographic Areas of Service Affected

Subject to the Commission's Authorization, Applicant will discontinue the provision of its Zang Office products and services in all 50 states, the District of Columbia, and Puerto Rico.

### 4. Description of Services Affected

Applicant's Zang Office offering is a cloud-based business phone service that includes interconnected Voice over Internet Protocol (VOIP), voice mail, call holding, transfer & forward, pickup, park, caller ID, fax, DND and extension dialing from any extension or any device.

### 5. Brief Description of the Dates and Methods of Notice to All Affected Customers

Customers that are currently subscribed to the affected services were provided notice on or before July 7, 2020. Copies of the notifications are attached to this application as Attachment A.

Also, on July 7, 2020, Applicant sent copies of this Application via electronic mail or First Class Mail to the public utility commission and to the Governor of each affected state, federally- recognized tribal nations in each state, the Commonwealth of Puerto Rico, and the Secretary of Defense, Attention Special Assistant for Telecommunications, as required by Section 63.71(a) of the Commission's rules.

# 6. Whether the Carrier is Considered Dominant or Non-dominant with Respect to the Service to be Discontinued

Applicant is considered non-dominant with respect to the services to be discontinued.

### CONCLUSION

The public convenience and necessity will not be adversely affected by the discontinuance of the services described herein. Advanced notice has been provided to all affected customers who will continue to receive services under the existing contracts through the contract term. Customers have also been given ample time to arrange substitute services, which are already available in the marketplace, upon expiration of their existing contracts. Therefore, Applicant respectfully requests that the Commission approve this Section 63.71 application.

Respectfully submitted,

### **AVAYA CLOUD INC**

By: <u>/s/</u>\_\_\_\_\_

Michael P. Donahue Marashlian & Donahue, PLLC The CommLaw Group 1430 Spring Hill Road, Suite 310 McLean, Virginia 22102 703-714-1319 mpd@CommLawGroup.com

Dated: July 7, 2020

Attachment A



## **End of Sale Notice**

### Notification Date: 06-25-2020 Effective Date: 09-30-2020 Subject: End of Sale Avaya Cloud Inc. Zang Office

### **Theatre/Region: United States & Canada**

### Summary

Avaya Cloud Inc., headquartered at 350 Mount Kemble Ave., Morristown, New Jersey 07960, recently announced the close of a strategic partnership with RingCentral, which will accelerate our customers' journey to the cloud with a truly differentiated world-class UCaaS solution, Avaya Cloud Office powered by RingCentral (Avaya Cloud Office).

Zang Office is a cloud-based business phone service that includes interconnected Voice over Internet Protocol (VOIP), voice mail, call holding, transfer & forward, pickup, park, caller ID, fax, DND and extension dialing from any extension or any device.

Avaya Cloud Office launched in the United States in calendar Q1 2020 and the Zang Office End of Sale (EOS) will align with this launch. On 09-30-2020 Avaya will no longer make the Zang Office offer commercially available. This notice covers sales of Zang Office in the 50 United States, the District of Columbia, Puerto Rico and Canada.

Existing Zang Office customer contracts remain unchanged, can continue to be expanded, and continue to be entitled for Avaya support through the contract term, giving agents and customers time to make any necessary transitions.

### Schedule

End of Sale Date (last day to order new systems)-US	09-30-2020	
Last day for Renewals	09-30-2020	
Last day to purchase system expansions	09-30-2020	
End of Manufacturer Support for software	09-30-2020	
Targeted End of Services Support	09-30-2020	

### **Discontinued Products**

Product Code	Product Name
ZANG-OFAE-USER	Additional Endpoints (Softphone, hardphone, cell or landline)
ZANG-B179-01HW	Avaya B179 Conference Set



ZANG-E129-01HW	Avaya E129 Desktop Set
ZANG-OFBA-USER	Basic User
ZANG-CONF-USER	Conference
ZANG-CUID-USER	Customized Call ID
ZANG-MUSI-USER	Customized Music-On-Hold
ZANG-SPDL-USER	Dial In Capabilities for Online Conferences
ZANG-OFIM-USER	DID - Import Existing Number
ZANG-OFTF-USER	DID - Toll Free Number
ZANG-OFLO-USER	DID - Use Local Number
ZANG-TOLL-0001	Extra Toll Free Minutes
ZANG-FXEM-USER	Fax to Email
ZANG-FMFM-USER	Find me, Follow me
ZANG-HTDS-USER	Hot Desking
ZANG-OFPW-USER	Power User
ZANG-OFST-USER	Standard User
ZANG-TOLL-1000	Toll Free Service w/1000 minutes
ZANG-VMEM-USER	Vmail to Email
ZANG-OFUS-CALLS	Zang Office Calls (Minutes)
ZANG-CALL-INLD	Zang Office International Long Distance (Minutes)
ZANG-CALL-LOCL	Zang Office Local Dialing (Minutes)
ZANG-CALL-NALD	Zang Office National Long Distance (Minutes)
ZANG-SOFT-PHNE	Zang Soft Phone
ZANG-VANT-PHNE	Zang Vantage Phone

### **Migration Strategy**

### System Expansion post-End of Sale

New system sales will end on 09-30-2020. Although Zang Office is being discontinued, existing contracts remain unchanged, can continue to be expanded, and continue to be entitled for Avaya support through the contract term, giving Zang Office customers time to make any necessary transitions.

### **Migration Strategy**

Avaya is offering the Avaya Cloud Office solution in the US and Canada with additional country roll-outs anticipated throughout 2020.

The Avaya Cloud Office offer comes with special benefits for Partners as part of the existing Avaya Edge program and it is Avaya's intention to offer migration programs for existing Zang Office customers to smooth their transition to Avaya Cloud Office.

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

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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 Avaya Cloud Inc. 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.

More information on Avaya Cloud Office migration tools and programs will be provided as part of the Avaya Cloud Office launch process.

### **Service and Warranty**

Avaya will continue to honor previously executed enhanced warranty, post-warranty and service contracts in accordance with the terms of those agreements. Avaya is not responsible for any support or maintenance commitments made by Business Partners or other service providers.

### Additional Information

Avaya website: http://www.avaya.com

### CERTIFICATE OF SERVICE

I, Michael Donahue, do hereby certify that I have caused the foregoing **SECTION 63.71 APPLICATION** to be:

- 1) Filed with the Secretary of the FCC via ECFS;
- Served via first-class U.S. Mail, postage prepaid, on the Governors of the States and territories listed on the attached service list;
- 3) Served via first-class U.S. Mail, postage prepaid, on the Public Utility Commissions listed on the attached service list;
- Served via first-class U.S. Mail, postage prepaid, or via email on the Regulatory Authority for the Tribal Nations listed on the attached services list; and
- Served via first-class U.S. Mail, postage prepaid, on the Special Assistant for Telecommunications under the Secretary of Defense<sup>1</sup>.

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Michael Donahue

Date: July 7, 2020

<sup>&</sup>lt;sup>1</sup> Section 63.71(a) directs applicants to submit a copy of the application to the Secretary of Defense, Special Assistant for Telecommunications. However, due to restructuring within the Department of Defense, the position no longer exists. Commission staff has advised that a copy of the application be sent instead to the Department of Defense Chief Information Officer.

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Public Service Commission of Wisconsin P.O. Box 7854 Madison, WI 53707-7854

Mississippi Public Service Commission 501 N. West Street, Suite 201A Woolfolk Building Jackson, MS 39201-1174

00902-0082 Public Service Commission of Utah Heber M. Wells Building 160 East 300 South Salt Lake City, UT 84111

Puerto Rico Public Service Commission P.O. Box 190870 San Juan, PR 00919-0870 Minnesota Chippewa Tribe - Grand Portage Band Beth Drost PO Box 428 Grand Portage MN 55606

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Shakopee Mdewakanton Sioux Community of Minnesota Dawn Blanchard 2330 Sioux Trail NW Prior Lake MN 55372

Department of Defense Chief Information Officer Pentagon Washington, DC 20301

Quechan Tribe of the Fort Yuma Indian Reservation Tohono O'odham Nation of Arizona Tonto Apache Tribe of Arizona Yavapai-Apache Nation of the Camp Verde Indian Reservation Yavapai-Prescott Indian Tribe Nez Perce Tribe Seminole Tribe of Florida (Big Cypress and Brighton Reservations) Shoshone-Bannock Tribes of the Fort Hall Reservation executivesecretary@quechantribe.com;

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Prairie Band Potawatomi Nation Sac and Fox Nation of Missouri in Kansas and Nebraska Sault Ste. Marie Tribe of Chippewa Indians, Michigan Tunica-Biloxi Indian Tribe Lower Sioux Indian Community in the State of Minnesota Minnesota Chippewa Tribe - Bois Forte Band (Nett Lake) Minnesota Chippewa Tribe - Fond du Lac Band Minnesota Chippewa Tribe - Grand Portage Band Minnesota Chippewa Tribe - Leech LakeBand

Minnesota Chippewa Tribe - Mille Lacs Band Minnesota Chippewa Tribe - White Earth Band Minnesota Chippewa Tribe, Minnesota (Bois Forte Band (Nett Lake); Fond du Lac Band; Grand Portage Band; Leech Lake Band; Mille Lacs Band; White Earth Band) Prairie Island Indian Community in the State of Minnesota

Red Lake Band of Chippewa Indians Shakopee Mdewakanton Sioux Community of Minnesota Upper Sioux Community, Minnesota Omaha Tribe of Nebraska Winnebago Tribe of Nebraska Kewa Pueblo, New Mexico (Pueblo of Santo Domingo) Pueblo of Acoma, New Mexico Pueblo of Cochiti, New Mexico Pueblo of Isleta, New Mexico Pueblo of Nambe, New Mexico Pueblo of Picuris, New Mexico Pueblo of Pojoaque, New Mexico Pueblo of San Felipe, New Mexico Pueblo of San Ildefonso, New Mexico Pueblo of Sandia, New Mexico Pueblo of Santa Ana, New Mexico Pueblo of Taos, New Mexico Pueblo of Tesugue, New Mexico Pueblo of Zia, New Mexico Coquille Indian Tribe Cow Creek Band of Umpgua Tribe of Indians Gila River Indian Community of the Gila River Indian Reservation efrost@southernute-nsn.gov; hcuthair@utemountain.org; triciaponcho@coushattatribela.org; Thurlow.McClellan@atbindians.com: trhodd@iowas.org; Chief@jenachoctaw.org; bwhitewater@vahoo.com; Lester.Randall@ktik-nsn.gov; Liana@pbpnation.org; chief@sacandfoxnation-nsn.gov; aaronpayment@saulttribe.net; msampson@paragoncasinoresort.com; robert.larsen@lowersioux.com; Catherine.Chavers@boisforte-nsn.gov; kevindupuis@fdlrez.com; norman@grandportage.com; Faron.Jackson@llojibwe.org; burt.howard@llbo.org; melanie.benjamin@millelacsband.com; terrence.tibbetts@whiteearth-nsn.gov; gfrazer@mnchippewatribe.org;

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Lower Brule Sioux Tribe of the Lower Brule Reservation, SD **Burns Paiute Tribe** Confederated Tribes of Warm Springs Confederated Tribes of the Grand Ronde Community of Oregon Confederated Tribes of Siletz Indians of Oregon Confederated Tribes of the Umatilla Indian Reservation Klamath Tribes Las Vegas Tribe of Paiute Indians of the Las Vegas Indian Colony Shoshone-Paiute Tribes of the Duck Valley Reservation Confederated Tribes and Bands of the Yakama Nation Confederated Tribes of the Chehalis Reservation Confederated Tribes of the Colville Reservation Cowlitz Indian Tribe Hoh Indian Tribe Jamestown S'Klallam Tribe Lower Elwha Tribal Community Lummi Tribe of the Lummi Reservation Makah Indian Tribe of the Makah Indian Reservation Muckleshoot Indian Tribe Nisqually Indian Tribe Port Gamble S'klallam Tribe Puyallup Tribe of the Puyallup Reservation Quileute Tribe of the Quileute Reservation Quinault Indian Nation Skokomish Indian Tribe Snogualmie Indian Tribe Spokane Tribe of the Spokane Reservation Squaxin Island Tribe of the Squaxin Island Reservation Suguamish Indian Tribe of the Port Madison Reservation Confederated Tribes of the Colville Reservation Bad River Band of the Lake Superior Tribe of Chippewa Indians of the Bad River Reservation, Wisconsin Forest County Potawatomi Community, Wisconsin Ho-Chunk Nation of Wisconsin Lac Courte Oreilles Band of Lake Superior Chippewa Indians of Wisconsin Lac du Flambeau Band of Lake Superior Chippewa Indians of the Lac du Flambeau Reservation of Wisconsin **Oneida** Nation Red Cliff Band of Lake Superior Chippewa Indians of Wisconsin St. Croix Chippewa Indians of Wisconsin 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)

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