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

In the Matter of)
Section 63.71 Application of)
Mitel Cloud Services Inc.) WC Docket No.)
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 Commission's rules, 47 C.F.R. § 63.71, to grandfather and discontinue the new sales of certain hosted business interconnected voice over Internet protocol ("VoIP") services ("Services") in all states and jurisdictions where the Services are offered.

Subject to Commission authorization, on June 30, 2022, Applicant will prohibit new customers from ordering the Services. Modifications in service offerings for customers with existing contracts are subject to the terms of their contracts. Applicant anticipates continuing to support existing customers on the Services up to the next five years. During this time (a) existing customers may be offered the opportunity to renew their Services and/or add new seats, and (b) Applicant will work with RingCentral, its exclusive UCaaS partner, to provide customers wanting to migrate to RingCentral's Message Voice Phone (MVP) solution with a seamless path. In addition to RingCentral, alternative services are available from several providers.

Applicant, Applicant's existing customers have not directly received notice as they are not affected

at this time. Copies of the notifications are attached to this application as Attachment A.

Also, on April 27, 2022, 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, and the Secretary of Defense, Attention Special Assistant for

Telecommunications, as required by Section 63.71(a) of the Commission's rules.

Whether the Carrier is Considered Dominant or Non-dominant with Respect to 6.

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. Therefore, Applicant respectfully requests that the Commission approve

this Section 63.71 application.

Respectfully submitted,

Mitel Cloud Services Inc.

By: /s/ Michael P. Donahue

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Counsel for Mitel Cloud Services Inc.

Dated: April 27, 2022

² Applicant provided its channel partners notice of the end of sale of ShoreTel Sky in September 2017 and MiCloud Business on September 2, 2019. Applicant provided its channel partners notice of the discontinuance of VIPedge on July 10, 2020. A message notifying customers of the December 31, 2020

discontinuance was also posted on the Toshiba Portal

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MiCloud Connect End of Sale Announcement

Summary:

Mitel is announcing the end of sale of the MiCloud Connect platform

including MiCloud Connect, Hybrid Apps and Hybrid Sites effective June,

30th 2022.

Posted Date:

January 13th, 2022

Effective Date:

June 30th, 2022

Bulletin Number:

PB2022Jan1A

Bulletin Type:

End of Sale Announcement

Product Family:

MiCloud Connect

Audience:

US, Canada, Australia and UK

Revision Version:

NA

Revision Reason:

NA



Mitel will continue to support existing customers and partners on the MiCloud Connect platform, leveraging existing support processes, including:

- continued availability of technical and support documentation through OneView;
- the ability to manage MiCloud Connect accounts, including adding or changing services, using self-service tools, or engaging Mitel support teams; and
- adding locations through the Mitel Support organizations.

Effective June 30th, 2022, there will be no new contracts or customers accepted onto the MiCloud Connect platform.

This bulletin is **not** announcing the end of support of the MiCloud Connect platform.

Mitel Cloud Services Inc. US Regulatory Notice

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 (carrier's name). 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.

Issued By:

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

Frequently Asked Questions

Why is Mitel announcing the end of sale of the MiCloud Connect Platform?

The partnership with RingCentral provides existing customers and new prospects the opportunity to access RingCentral's award-winning Message Video Phone (MVP) UCaaS services, the clear market leader in the Gartner Magic Quadrant.

As an existing customer or partner will I be able to add services or a new location to my account?

Yes, existing customers will be able to add services or locations to their accounts using self-service tools or Mitel support. This will remain true after June 30th, 2022.

MiCloud Flex Retail and Partner Delivered End of Sale Announcement

Summary:

Mitel is announcing the end of sale of MiCloud Flex for Retail and Partner

Delivered programs effective June, 30 2022. This notice bulletin does not

apply to MiCloud Flex Wholesale

Posted Date:

January 13, 2022

Effective Date:

June 30, 2022

Bulletin Number:

PB2022Jan1B

Bulletin Type:

End of Sale Announcement

Product Family:

MiCloud Flex (excludes MiCloud Flex Wholesale)

Audience:

US

Revision Version:

NA

Revision Reason:

NA



MiCloud Flex Support:

Mitel will continue to support existing customers and partners on the MiCloud Flex service, leveraging the existing support processes. Technical and support documentation will continue to be available through InfoChannel, PowerUP, and other technical publication sites.

Existing customers and partners will continue to have the ability to manage their MiCloud Flex accounts, including adding or changing their services, through the partner or via Mitel support teams. Customers or partners adding locations will continue to be able to do this through the Mitel Support organizations.

As of June 30, 2022, there will be no new contracts or customers accepted on MiCloud Flex Retail or Partner Delivered offers.

This bulletin is <u>not</u> announcing the end of support of MiCloud Flex. This bulletin excludes the MiCloud Flex Wholesale program.

Mitel Cloud Services Inc. US Regulatory Notice:

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.

Issued By:

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

Frequently Asked Questions

Why is Mitel announcing the end of sale of the MiCloud Flex for Retail and Partner Delivered programs?

The partnership with RingCentral provides existing customers and new prospects the opportunity to access RingCentral's award-winning Message Video Phone (MVP) UCaaS services, the clear market leader in the Gartner Magic Quadrant.

MiCloud Office End of Sale Announcement

Summary:

Mitel is announcing the end of sale of MiCloud Office Platform including

Retail and Wholesale options effective immediately

Posted Date:

January 13th, 2022

Effective Date:

January 13th, 2022

Bulletin Number:

PB2022Jan1C

Bulletin Type:

End of Sale Announcement

Product Family:

MiCloud Office

Audience:

US, France, Germany, and Australia

Revision Version:

NA

Revision Reason:

NA



Existing customers and partners will continue to have the ability to manage their MiCloud Office accounts, including adding or changing their services, through the partner or via Mitel support teams. Customers or partners adding locations will continue to be able to do this through the Mitel Support organizations.

As of the date of this announcement, there will be no new contracts or customers accepted on MiCloud Office Platform with the exception of any quotes that were prepared in advance of this notice. Mitel will honor any existing quotes for 30 days after the date of this announcement.

This bulletin is **not** announcing the end of support of MiCloud Office.

Mitel Cloud Services Inc. US Regulatory Notice

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.

Issued By:

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

Frequently Asked Questions

Why is Mitel announcing the end of sale of the MiCloud Office?

The partnership with RingCentral provides existing customers and new prospects the opportunity to access RingCentral's award-winning Message Video Phone (MVP) UCaaS services, the clear market leader in the Gartner Magic Quadrant.

As an existing customer or partner will I be able to add services or a new location to my account?

Yes, existing customers will be able to add services or locations to their accounts through their partner or via Mitel support.

Attachment B

ShoreTel Sky EOS for New Customers



Continuing Availability for Existing Sky Customers

Please note that the add-on orders for existing customers will continue to be accepted. Such add-on orders could be:

- Requests to add new locations and/or new seats.
- Requests for add-on features on-demand conferencing, replay (call recording), scribe, Fax, Mobility, Salesforce integration, Bullhorn integration, SCC Agent, SCC Supervisor.

Sky Support

This announcement has no impact on Sky support as all active customers will continue to receive support from the ShoreTel Support Team (a.k.a. TAC) as per the contract terms.

Useful links

Pricing for Connect UC bundles:

https://shoretel.my.salesforce.com/sfc/p/#C0000000PIX2/a/1A000000Mcsf/co02aNKN5zheHMgMUe7QgLNXIfgho6hqbcngEH 3.o Connect CLOUD profiles: http://support.shoretel.com/kb/view.php?t=ShoreTel-Connect-CLOUD-Profiles

Product Bulletin article for the MiCloud Business "End of Sale" announcement for new customers.

Announcement Details

Today, September 2, 2019, Mitel is announcing an end of sale for MiCloud Business, which will be effective December 1, 2019.

Mitel is focusing its efforts on our robust, Best in Class UCaaS offering for SMBs and mid-market customer, MiCloud Connect, which will meet or exceed the user experience that MiCloud Business has provided. Mitel Connect:

- Offers a complete solution for VolP, IM, audio and web conferencing, and multipoint video
- Features a modern, easy to use UX that is consistent across devices
- Is an ideal deployment for SMB to mid-market that features simple pricing, and flexible licensing

Mitel will continue to honor existing contracts and will work with Partners and Customers on migration options towards MiCloud Connect when close to the end of their contract.

This notice does not impact sales in the pipeline, Mitel will honor bids already in process, however, please note that any such bids will be subject to the conditions of this End of Sale Announcement and will be limited to 12 months contract term. This notice does not impact any other MiCloud Service.

FAQ - Frequently Asked Questions

- I have customers deployed on MiCloud Business, do I need to make alternate arrangements?
 - No, Mitel is committed to honouring all existing contracts. Mitel will work with Partners and customers to look at migration options to MiCloud Connect.
- Will an existing customer experience any interruption of service because of this end of sale?
 - No, there will be no interruption to customers' current MiCloud Business service.
- What happens with an End of Sale notice?
 - Mitel will no longer promote or accept new MiCloud Business orders; these types of orders should be repositioned to MiCloud Connect. Mitel will honor any bids in process for 45 days after the date of this announcement, subject always to the conditions defined within this announcement, and Mitel will review migration options to MiCloud Connect at the end of the contracts.
- Can I look at migrating these customers to another Mitel UCaaS offer?
 - Yes, Mitel will help in the process of migrating this customer to MiCloud Connect.
- What options should I consider for future or current opportunities that may require a MiCloud Business option?



MiCloud Business specific SKUs affected by the End of Sale Notice

MiCloud Business - Essentials User US111211136A0 MiCloud Business - Premier User US111211236A0 US111211336A0 MiCloud Business - Elite User US111211436A0 Contact Center Agent**** US111211536A0 Contact Center Supervisor**** US111211636A0 MiCloud Business - Vidyo Bundle US111211736A0 MiCloud Business - Extension Only US111212036A0 Web Conferencing US111212136A0 Webfax Additional Domestic DID US111212236A0 US111212336A0 **Expanded Market Number** US111212436A0 Toll Free Number MiCloud Integration for Salesforce US111213836A0 MiCloud Integration for Google US111213936A0 US111214036A0 MiCloud for Skype for Business US111134A99A0 **Basic CRM Integration** US111134B99A0 **Pro CRM Integration** US111134C99A0 **Premium CRM Integration** US11111F199A0 Managed Call Routing Menu US111212536A0 MiVoice Business Console US111212636A0 E911 US111212736A0 **Primary Directory Listing** US111212836A0 Inbound Caller ID Name Delivery by Location US11111H199A0 **Realtime Business Analytics** Call Recording Port* US111212936A0 US111213036A0 **Quality Assurance User** US111213136A0 Supervisor Recording Seat*** US111111F99A0 1 Month Additional Storage MiCloud Edge up to 30 Mbps US111111A9832 US111111B9832 MiCloud Edge up to 50 Mbps US111111C9832 MiCloud Edge up to 100 Mbps Outbound US and Canada US111213236A0 Toll Free US and Canada US111213336A0 24x7 Conference Calling - Toll US111213636A0 US111213736A0 24x7 Conference Calling - Toll Free Basic Network Assessment Base up to 10 Seats US111888A99A0 US111888B99A0 Basic Network Assessment per Additional Seat Benchmark Network Assessment US111888C99A0 **Premium Network Assessment** US111888D99A0 US111213499A0 MiCloud Business Project Management per Seat US111213599A0 MiCloud Business Project Management Base

Mitel VIPedge End of Life and Support Annoucement

Summary:

This bulletin announces the end of life and support for Mitel VIPedge. Mitel sales

and partners should lead all new opportunities to MiCloud Connect.

Posted Date:

July 10, 2020

Effective Date:

December 31, 2020

Bulletin Number:

PB2020Jul10A

Bulletin Type:

End of Life

Product Family:

Mitel VIPedge

Audience:

NA Partners

Revision Version:

1.0

Revision Reason:

N/A





will no longer provide or support the VIPedge platform, after December 31, 2020.

- How can I receive more information on promotions and campaigns to encourage customer transition from VIPedge to MiCloud Connect?
 - See the MiCloud Connect Partner Portal for complete materials: https://www.mitel.com/voip/partner-marketing-corner. For additional information, partners should contact their Mitel Channel Account Manager for the latest resources, promotions, and training.

Technical Training / Technical Support / Warranty

Mitel will continue to support and service existing customers until December 31, 2020. Mitel will also work with every partner to provide alternative options in line with customer preferred timing, as contracts for Mitel VIPedge will not be renewed.

For more information on this bulletin, please contact your Mitel Networks Account Executive.

The information conveyed in this document is confidential and proprietary to Mitel⁵ and is intended solely for Mitel employees and members of Mitel's reseller channel who specifically have a need to know this information. If you are not a Mitel employee or a Mitel authorized PARTNER, you are not the intended recipient of this information. Please delete or return any related material. Mitel will enforce its right to protect its confidential and proprietary information and failure to comply with the foregoing may result in legal action against you or your company.



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6 St. Paul Street

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Augusta, ME 04333-0018

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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 Public Utility Commission of Texas 1701 North Congress Avenue Austin, TX 78701-3326

Public Service Commission of Utah 160 East 300 South 4th Floor Salt Lake City, UT 84111

Vermont Public Utility Commission 112 State Street 4th Floor Montpelier, VT 05620-2701 Virginia State Corporation Commission 1300 East Main Street Tyler Building Richmond, VA 23219

Washington Utilities and Transportation Commission 621 Woodland Square Loop SE Lacey, WA 98503 Public Service Commission of West Virginia 201 Brooks Street Charleston, WV 25301

Public Service Commission of Wisconsin 4822 Madison Yards Way Madison, WI 53705

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