

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.)	)	

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**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 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**

As of June 30, 2022, or as soon thereafter as the necessary regulatory approvals can be obtained, Applicant will no longer offer Services to new customers.

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

Throughout the United States, including the District of Columbia and Puerto Rico.

**4. Description of Services Affected**

The following Applicant hosted business services (which include interconnected VoIP service):  
MiCloud Connect, MiCloud Flex Retail and MiCloud Office.<sup>1</sup>

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

Applicant issued an end of sale notice taking affect June 30, 2022, to Applicant's channel partners who refer new MiCloud Connect, MiCloud Flex Retail and MiCloud Office opportunities to

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<sup>1</sup> In September 2017, Applicant provided its channel partners notice of the end of sale of its ShoreTel Sky product, which includes interconnected VoIP. On September 2, 2019, Applicant provided its channel partners notice of the end of sale of its MiCloud Business product, which includes interconnected VoIP, effective December 1, 2019. On July 10, 2020, Applicant provided its channel partners notice of the discontinuance of Applicant's Mitel VIPedge product, which includes interstate toll, effective December 31, 2020. A message notifying customers of the December 31, 2020 discontinuance was also posted on the Toshiba Portal each week beginning on or around November 6, 2020 through December 31, 2020. See Attachment B. Applicant has continued to provide ShoreTel Sky and MiCloud Business to customers since 2017 and 2019, respectively. Applicant anticipates continuing to permit MiCloud Business and ShoreTel Sky customers to renew their contracts until Applicant discontinues these services entirely at some point within the next five years. Applicant transitioned the last Mitel VIPedge customer (who expressed interest in a transfer to a new service) and shut down the service for all remaining customers in the first quarter 2021.

Applicant.<sup>2</sup> 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.

**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. Therefore, Applicant respectfully requests that the Commission approve this Section 63.71 application.

Respectfully submitted,

**Mitel Cloud Services Inc.**

By: /s/ Michael P. Donahue  
Michael P. Donahue  
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Counsel for Mitel Cloud Services Inc.

Dated: April 27, 2022

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<sup>2</sup> 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

## **Attachment A**

# 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

On November 9, 2021, Mitel announced a strategic partnership with RingCentral, making RingCentral Mitel's exclusive UCaaS partner, bringing business communications to the next level. This exciting partnership enables existing Mitel cloud customers and partners a seamless path forward with RingCentral's award-winning, seven-time Gartner UCaaS Magic Quadrant leading Message Video Phone (MVP) UCaaS offering.

Mitel strongly encourages new customers seeking a cloud solution be directed to RingCentral Message Video Phone (MVP) UCaaS effective immediately. This bulletin announces the formal end of sale of the MiCloud Connect Platform effective June 30<sup>th</sup>, 2022, to new customer accounts. While existing customers are encouraged to sign up for RingCentral Message Video Phone (MVP) UCaaS, new customers will be accepted up to the end of sale date. All new customers must have contracts signed on or before June 30<sup>th</sup>, 2022. No orders for new customers will be accepted after this date. Mitel will continue to provide the MiCloud Connect platform to existing customers, including new customers with contracts signed prior to June 30, 2022.

MiCloud Connect sales tools and marketing materials for new customer prospects will be retired on June 30<sup>th</sup>, 2022.

Effective July 1st, 2022, all new UCaaS customer prospects will be directed to RingCentral's Message Video Phone (MVP) UCaaS offering, giving them access to features such as:

- Advanced team messaging, video meetings, and telephony features
- Enterprise-grade reliability with a 99.999% uptime SLA
- Seamless scalability with a global calling footprint in over 44 countries, plus local and toll-free numbers in more than 110 countries
- Advanced real-time analytics and insights
- Over 250 out-of-the-box integrations with popular business apps

## Next Steps

**Closing Customer Opportunities:** Partners should engage their customers and position RingCentral MVP, however, if the customer requires or chooses MiCloud Connect as their solution of choice, the opportunity must be closed before the end of sale deadline of June 30<sup>th</sup>, 2022.

**Mitel Partners:** Partners can easily register with RingCentral's partner program and start selling. If you have not already registered, please use the link below to get registered now:

Engage with RingCentral here: <https://www.ringcentral.com/partner/agentform.html>

## MiCloud Connect Support

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 30<sup>th</sup>, 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 30<sup>th</sup>, 2022.

**Is this an end of support notice?**

No, Mitel will continue to support MiCloud Connect.

**If I have a customer that is interested in MiCloud Connect prior to June 30, 2022, how do I register the opportunity?**

Mitel strongly encourages new customers seeking a cloud solution be directed to RingCentral MVP. However, if MiCloud Connect is the best suited solution for the customer after a thorough review, please contact your Mitel Channel Account Manager to submit the opportunity details. All partner-facing MiCloud Connect lead registration options for new customers have been disabled.

**Does the end of sale date of June 30, 2022, mean my customer must have their service activated by that date?**

No, all MiCloud Connect customer contracts must be signed on or before June 30, 2022; the activation period and terms will be defined in the contract.

The information conveyed in this document is confidential and proprietary to Mitel® 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.

# 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

On November 9, 2021, Mitel announced a strategic partnership with RingCentral making RingCentral is now Mitel's exclusive UCaaS partner, bringing business communications to the next level.. This exciting partnership enables existing Mitel cloud customers and partners a seamless path forward with RingCentral's award-winning, seven-time Gartner UCaaS Magic Quadrant leading Message Video Phone (MVP) UCaaS offering.

Mitel strongly encourages new customers seeking a cloud solution be directed to RingCentral Message Video Phone (MVP) UCaaS effective immediately. This bulletin announces the official end of sale of the MiCloud Flex for Retail and Partner Delivered programs effective June 30, 2022, to new customer accounts. While existing customers are encouraged to sign up for RingCentral Message Video Phone (MVP) UCaaS, **new customers will be accepted under the Partner Delivered program only up to this date**. However, all new customers under the Partner Delivered program must have final signed contracts on or before June 30, 2022. No orders for new customers will be accepted after this date. Mitel will continue to provide MiCloud Flex platform to existing customers, including new customers with contracts signed prior to June 30, 2022.

MiCloud Flex for Retail and Partner Delivered program sales tools and marketing materials for new customer prospects will be retired on June 30, 2022.

Effective June 30, 2022 new customer prospects for UCaaS services, will be directed to RingCentral's award-winning Message Video Phone (MVP) UCaaS services. RingCentral MVP customers get access to features like:

- Advanced team messaging, video meetings, and telephony features
- Enterprise-grade reliability with a 99.999% uptime SLA
- Seamless scalability with a global calling footprint in over 44 countries, plus local and toll-free numbers in more than 110 countries
- Advanced real-time analytics and insights
- Over 250 out-of-the-box integrations with popular business apps

## Next Steps

**Closing Customer Opportunities:** Partners should engage their customers and position RingCentral MVP. If the customer requires or chooses MiCloud Flex, the opportunity must be closed as soon as possible, and before the end of sale deadline of June 30, 2022.

**Mitel Partners:** Partners can easily register with RingCentral's partner program and start selling. If you have not already registered, please use the link below to get registered now:

Engage with RingCentral here: <https://www.ringcentral.com/partner/agentform.html>

MiCloud Flex Wholesale Partners may continue to position their own service based on the MiCloud Flex Wholesale offering or by leveraging the MiVoice Business Subscription program. Please see your Mitel Channel Account Manager for more details.

## 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 **not** 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.

**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. This will remain true after June 30<sup>th</sup>, 2022.

**Can I sign a new customer for MiCloud Flex Retail?**

No, Mitel has stopped accepting new MiCloud Flex Retail customers effective January 2021. Any new customers up to the End of Sale date communicated in this notice, can only be accepted under the MiCloud Flex Partner Delivered program.

**Is this an end of support notice?**

No, Mitel will continue to support MiCloud Flex.

**As an authorized MiCloud Flex Wholesale partner can I continue to purchase under the MiCloud Flex Wholesale program?**

Yes, authorized MiCloud Flex Wholesale partners can purchase under the MiCloud Flex Wholesale program. This program is excluded from the bulletin.

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# 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 13<sup>th</sup>, 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

On November 9, 2021, Mitel announced a strategic partnership with RingCentral making RingCentral Mitel's exclusive UCaaS partner, bringing business communications to the next level. This exciting partnership enables existing Mitel cloud customers and partners a seamless path forward with RingCentral's award-winning, seven-time Gartner UCaaS Magic Quadrant leading Message Video Phone (MVP) UCaaS offering.

This bulletin announces the official end of sale of the MiCloud Office platform, effective immediately, to new customer accounts and Mitel strongly encourages new customers seeking a cloud solution be directed to RingCentral Message Video Phone (MVP) UCaaS effective immediately. No orders for new customers will be accepted. Mitel will continue to provide MiCloud Office Platform to existing customers. While customers are encouraged to sign up for RingCentral Message Video Phone (MVP) UCaaS, Mitel will honor any existing MiCloud Office quotes for 30 days after the date of this announcement.

This notice follows on the earlier End of Sale notice for MiCloud Office in the UK, and expands the End of Sale notice to all remaining regions where this service is offered.

MiCloud Office sales tools and marketing materials for new customer prospects will be retired immediately.

New customer prospects for UCaaS services, must be directed to RingCentral's award-winning Message Video Phone (MVP) UCaaS services. RingCentral MVP customers get access to features like:

- Advanced team messaging, video meetings, and telephony features
- Enterprise-grade reliability with a 99.999% uptime SLA
- Seamless scalability with a global calling footprint in over 44 countries, plus local and toll-free numbers in more than 110 countries
- Advanced real-time analytics and insights
- Over 250 out-of-the-box integrations with popular business apps

## Next Steps

**Closing Customer Opportunities:** Partners should engage their customers and position RingCentral MVP. If there is an existing customer opportunity, with an existing Mitel quote, Mitel will honour this quote for up to 30 days after the date of this announcement.

**Mitel Partners:** Partners can easily register with RingCentral's partner program and start selling. If you have not already registered, please use the link below to get registered now:

Engage with RingCentral here: <https://www.ringcentral.com/partner/agentform.html>

## MiCloud Office Support

Mitel will continue to support existing customers and partners on the MiCloud Office Platform 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 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.

### **Is this an end of support notice?**

No, Mitel will continue to support MiCloud Office.

### **Can I continue to sell MiCloud Office Wholesale?**

No, both retail and wholesale versions of the MiCloud Office platform is end of sale immediately. Mitel will no longer take orders for new wholesale customers. Partners should engage their customers and position RingCentral MVP.

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**Attachment B**

**Bulletin Number:** 17055 – Global

**Date:** September 20, 2017

### ShoreTel Sky “End of Sale” Announcement for New Customers

ShoreTel Sky has been ShoreTel’s premier UCaaS offering serving our customers’ needs since its inception. As technology and business needs have evolved, ShoreTel has made a conscious decision to gradually phase out the “Sky” product line (including Sky Contact Center solutions) in favor of ShoreTel Connect CLOUD. ShoreTel Sales and partners should be leading all new opportunities with Connect CLOUD, as orders for Sky products will no longer be approved on new customer opportunities.

ShoreTel’s Connect CLOUD is available at a competitive price and offers comprehensive and current UCaaS and Collaboration capabilities including the following:

- Integrated and seamless user experience that includes IM, video, audio conferencing, and web share in addition to an extensive set of voice capabilities.
- A mobile friendly collaboration workstyle that includes
  - Teamwork, which provides a virtual place for teams to post messages, assign tasks, and share files. Please refer to the following article to know more about Teamwork:  
[https://www.shoretel.com/sites/default/files/Connect%20-%20Teamwork\\_0.pdf](https://www.shoretel.com/sites/default/files/Connect%20-%20Teamwork_0.pdf)
  - Connect for Mobile devices (available for iOS and Android). Please refer to the following article to learn more about Connect mobile app:  
<https://www.shoretel.com/sites/default/files/ShoreTel-Connect-MobileApp.pdf>
- ShoreTel Summit CPaaS services to easily extend, integrate and build custom communications applications without worries about infrastructure. Please visit the following page to learn more about ShoreTel’s CPaaS solutions:  
<https://www.shoretel.com/products/solution-tech-cpaas>
- Enhanced Contact Center features such as multichannel interaction support (webchat, email, web callback etc.), enhanced call recording and routing capabilities, softphone support, enhanced reporting and campaign management capabilities, etc. For more information, please refer to the Connect Cloud Contact Center web page here:  
<https://www.shoretel.com/products/shoretel-connect-cloud-contact-center>

Moreover, ShoreTel provides monthly updates for Connect CLOUD. These releases include new features as well as defect fixes.

For an overview of Connect CLOUD offerings, please refer to the Connect CLOUD Service Overview document at:

[https://www.shoretel.com/sites/default/files/ShoreTel%20Connect%20CLOUD%20Overview\\_0.pdf](https://www.shoretel.com/sites/default/files/ShoreTel%20Connect%20CLOUD%20Overview_0.pdf)

### 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/co02aNKN5zheHMqMUe7QqLNXIfqho6hqbcnqEH\\_3.o](https://shoretel.my.salesforce.com/sfc/p/#C0000000PIX2/a/1A000000Mcsf/co02aNKN5zheHMqMUe7QqLNXIfqho6hqbcnqEH_3.o)

Connect CLOUD profiles: <http://support.shoretel.com/kb/view.php?t=ShoreTel-Connect-CLOUD-Profiles>



<b>Title</b>	<b>MITEL MICLOUD BUSINESS END OF SALE ANNOUNCEMENT FOR NEW CUSTOMERS</b>
<b>Summary</b>	Mitel Sales and partners should lead all new opportunities with MiCloud Connect as Mitel announces the end-of-sale of MiCloud Business.
<b>Posted Date</b>	September 2, 2019
<b>Effective Date</b>	December 1, 2019
<b>Bulletin Number</b>	<b>PB2019SEP2A</b>
<b>Bulletin Type</b>	End of Sale
<b>Product Family</b>	MiCloud Business
<b>Audience</b>	NA Distributors and Channel Partners
<b>Revision version</b>	
<b>Revision reason</b>	

**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 VoIP, 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?

- Present MiCloud Connect to these opportunities, as these offers represent our UCaaS portfolio in these countries.
- Will Mitel continue to support me and my existing customers?
  - Mitel will continue to honor all existing contracts until the end of the current Term however it will not be possible to renew such contracts.
- What happens at the end of the contract
  - Mitel will work with the Partner/customer to present migration options to MiCloud Connect.

### **Technical Training / Technical Support / Warranty**

Mitel will continue to support existing customers providing continued service and support for the life of the contracts. Mitel will also work with the partner to provide alternative migration options on or before contract renewals date in line with customer preferred timing, as contracts for MiCloud Business will not be renewed.

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

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## MiCloud Business specific SKUs affected by the End of Sale Notice

US111211136A0	MiCloud Business - Essentials User
US111211236A0	MiCloud Business - Premier User
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
US111212236A0	Additional Domestic DID
US111212336A0	Expanded Market Number
US111212436A0	Toll Free Number
US111213836A0	MiCloud Integration for Salesforce
US111213936A0	MiCloud Integration for Google
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
US111212936A0	Call Recording Port*
US111213036A0	Quality Assurance User
US111213136A0	Supervisor Recording Seat***
US111111F99A0	1 Month Additional Storage
US111111A9832	MiCloud Edge up to 30 Mbps
US111111B9832	MiCloud Edge up to 50 Mbps
US111111C9832	MiCloud Edge up to 100 Mbps
US111213236A0	Outbound US and Canada
US111213336A0	Toll Free US and Canada
US111213636A0	24x7 Conference Calling - Toll
US111213736A0	24x7 Conference Calling - Toll Free
US111888A99A0	Basic Network Assessment Base up to 10 Seats
US111888B99A0	Basic Network Assessment per Additional Seat
US111888C99A0	Benchmark Network Assessment
US111888D99A0	Premium Network Assessment
US111213499A0	MiCloud Business Project Management per Seat
US111213599A0	MiCloud Business Project Management Base

**ACTION REQUIRED: End of Life and Support for VIPedge - Customer Notice**

If you are receiving this communication, you are still believed to be using the Mitel/Toshiba VIPedge phone services. If you have recently moved your phone service to another vendor, please send a cancellation request to the following team members at Mitel to coordinate the cancellation of your services (Rosalina Paragas ([Rosalina.Paragas@mitel.com](mailto:Rosalina.Paragas@mitel.com)), (775) 954-5326 and Keith Barnes ([Keith.Barnes@mitel.com](mailto:Keith.Barnes@mitel.com)), (949) 583-3178).

Mitel has announced the end of life and support for Toshiba VIPedge, effective December 31, 2020. Customers will need to transition to another platform by Dec. 31, 2020 and can quickly and seamlessly do so by moving to MiCloud Connect. To learn more, please reach out to 844-446-2234 and select Option 1 to speak to a Mitel Representative.

# Mitel VIPedge End of Life and Support Announcement

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

Announcement Details

Today, July 10, 2020 Mitel is announcing an end of life and support for Mitel VIPedge, effective December 31, 2020.

Mitel is focusing its efforts on our flagship UCaaS offering, MiCloud Connect, which will meet and exceed the user experience that Mitel VIPedge has provided for SMBs and mid-market customers. Mitel MiCloud Connect offers:

- A complete, end-to-end solution for calling, messaging, conferencing, video and IP phones
- Modern, easy to use UX that is consistent across all devices
- Simple pricing, and flexible licensing
- Built on Google Cloud for the perfect marriage of ease and reliability
- Security, HIPAA & SOC 2 compliance

Mitel will help in positioning MiCloud Connect or another Mitel platform for these customers. No extensions or renewals will be offered on existing VIPedge customer contracts. Customers will need to be fully functional on another platform before the December 31, 2020 date. Mitel encourages partners to be proactive in positioning MiCloud Connect or another Mitel platform to these customers, as soon as possible.

This notice does not impact any other MiCloud service offering.

## Frequently Asked Questions (FAQ)

- **I have customers deployed on Mitel VIPedge, do I need to make alternate arrangements?**
  - ✦ Yes. Mitel will work with partners to position MiCloud Connect or another Mitel platform to VIPedge customers.
- **What happens with an End of Life notice?**
  - ✦ Mitel will no longer provide or support the Mitel VIPedge platform after the end of life date. These customers and new customers with these types of orders should be repositioned to MiCloud Connect. As of the date of this notice, Mitel will not assess any early termination fees to VIPedge customers.
- **Can I look at positioning another Mitel UCaaS offer to these customers?**
  - ✦ Yes, Mitel will help in positioning MiCloud Connect or another Mitel platform to these customers.
- **What options should I consider for future or current opportunities that may require a Mitel VIPedge option?**
  - ✦ Present MiCloud Connect on these opportunities, consistent with our go-forward UCaaS portfolio.
- **Will Mitel continue to support me and my existing customers?**

Mitel will continue to support and service existing customers until December 31, 2020. Mitel

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?**
  - c. 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 Mitel® 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.

CERTIFICATE OF SERVICE

I, Michael P. 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;
- 2) 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;
- 4) 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
- 5) Served via first-class U.S. Mail, postage prepaid, on the Special Assistant for Telecommunications under the Secretary of Defense<sup>3</sup>.

By: /s/ Michael P. Donahue  
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Marashlian & Donahue, PLLC  
The CommLaw Group  
1430 Spring Hill Road, Suite 310  
Tysons, Virginia 22102  
Tel: 703-714-1319  
Email: [mpd@CommLawGroup.com](mailto:mpd@CommLawGroup.com)

Counsel for Mitel Cloud Services Inc.

Dated: April 27, 2022

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<sup>3</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.

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

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

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

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

Illinois Commerce Commission  
160 North LaSalle Street  
Suite C-800  
Chicago, IL 60601

Kansas Corporation  
Commission  
1500 S.W. Arrowhead Road  
Topeka, KS 66604

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

Kentucky Public Service  
Commission  
211 Sower Boulevard  
Frankfort, KY 40601

Louisiana Public Service  
Commission  
PO Box 91154  
602 North Fifth Street  
Baton Rouge, LA 70821-  
9154

Maine Public Utilities  
Commission  
18 State House Station  
Augusta, ME 04333-0018

Maryland Public Service  
Commission  
16th Floor  
6 St. Paul Street  
Baltimore, MD 21202-6806

Massachusetts Department of  
Public Utilities  
One South Station  
Boston, MA 02110

Michigan Public Service  
Commission  
7109 West Saginaw Highway  
Lansing, MI 48909

Missouri Public Service  
Commission  
200 Madison Street  
Governor Office Building  
Jefferson City, MO 65101

Public Utilities Commission of  
Nevada  
1150 East William Street  
Carson City, NV 89701-3109

New Mexico Public Regulation  
Commission  
1120 Paseo de Peralta  
Santa Fe, NM 87501-1269

North Dakota Public Service  
Commission  
600 E Boulevard Ave  
Dept 408  
Bismarck, ND 58505-0480

New Mexico Public Regulation  
Commission  
1120 Paseo de Peralta  
Santa Fe, NM 87501-1269

Puerto Rico Energy Bureau  
World Plaza Building  
268 Munoz Rivera Avenue,  
Suite 202  
San Juan, PR 00918

Minnesota Public Utilities  
Commission  
121 Seventh Place East  
Suite 350  
St. Paul, MN 55101-2147

Montana Public Service  
Commission  
1701 Prospect Avenue  
PO Box 202601  
Helena, MT 59620-2601

New Hampshire Public Utilities  
Commission  
21 South Fruit Street  
Suite 10  
Concord, NH 03301-2429

New York State Public Service  
Commission  
Three Empire State Plaza  
Albany, NY 12223-1350

Public Utilities Commission of  
Ohio  
180 East Broad Street  
Columbus, OH 43215-3793

Oregon Public Utility  
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201 High Street, SE  
Suite 100  
Salem, OR 97301

Rhode Island Public Utilities  
Commission  
89 Jefferson Blvd.  
Warwick, RI 02888

Mississippi Public Service  
Commission  
501 North West Street  
Woolfolk State Office Bldg.  
Jackson, MS 39201-1174

Nebraska Public Service  
Commission  
PO Box 94927  
Lincoln, NE 68509-4927

New Jersey Board of Public  
Utilities  
44 South Clinton Avenue  
Trenton, NJ 08625-0350

North Carolina Utilities  
Commission  
4325 Mail Service Center  
Raleigh, NC 27699-4300

Oklahoma Corporation  
Commission  
Jim Thorpe Office Building  
2101 North Lincoln Boulevard  
Oklahoma City, OK 73105-  
2000

Pennsylvania Public Utility  
Commission  
PO Box 3265  
Harrisburg, PA 17105

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

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

Wyoming Public Service  
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2515 Warren Avenue  
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Yavapai-Prescott Indian Tribe	ejones@ypit.com;
Nez Perce Tribe	nptec@nezperce.org
Seminole Tribe of Florida (Big Cypress and Brighton Reservations)	Chairman@semtribe.com
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Ute Mountain Ute Tribe	mheart@utemountain.org

Coushatta Tribe of Louisiana	rrich@coushatta.org
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Jena Band of Choctaw Indians	Chief@jenachoctaw.org
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Sac and Fox Nation of Missouri in Kansas and Nebraska	chief@sacandfoxnation-nsn.gov
Sault Ste. Marie Tribe of Chippewa Indians, Michigan	aaronpayment@saulttribe.net
Tunica-Biloxi Indian Tribe	msampson@paragoncasinoresort.com
Lower Sioux Indian Community in the State of Minnesota	robert.larsen@lowersioux.com
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Minnesota Chippewa Tribe - Leech Lake Band	faron.jackson@llojibwe.net
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Pueblo of Santa Ana, New Mexico	governors@santaana-nsn.gov
Pueblo of Taos, New Mexico	governor@taospueblo.org
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Lower Brule Sioux Tribe of the Lower Brule Reservation, SD	Chairman@lbst.org
Burns Paiute Tribe	bptribalcouncil@burnspaiute.onmicrosoft.com
Confederated Tribes of Warm Springs	info@warmsprings.com
Confederated Tribes of the Grand Ronde Community of Oregon	cheryle.kennedy@grandronde.org
Confederated Tribes of Siletz Indians of Oregon	dpigsley@msn.com; BrendaB@ctsi.nsn.us

Confederated Tribes of the Umatilla Indian Reservation Klamath Tribes	katbrigham@ctuir.org
Las Vegas Tribe of Paiute Indians of the Las Vegas Indian Colony	btso@lvpaiute.com
Confederated Tribes and Bands of the Yakama Nation	delano_saluskin@yakama.com
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Makah Indian Tribe of the Makah Indian Reservation Muckleshoot Indian Tribe	timothy.greene@makah.com
Nisqually Indian Tribe	jaison.elkins@muckleshoot.nsn.us
Port Gamble S'Klallam Tribe	frank.willie@nisqually-nsn.gov
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Quinault Indian Nation	reception@quileutenation.org
Skokomish Indian Tribe	guy.capoeman@quinault.org
Snoqualmie Indian Tribe	gmiller@skokomish.org
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Squaxin Island Tribe of the Squaxin Island Reservation	carole@spokanetribe.com
Suquamish Indian Tribe of the Port Madison Reservation	kpeters@squaxin.us
Confederated Tribes of the Colville Reservation	lforsman@suquamish.nsn.us
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Ho-Chunk Nation of Wisconsin	ned.danielsjr@fcpotawatomi-nsn.gov
Lac Courte Oreilles Band of Lake Superior Chippewa Indians of Wisconsin	marlon.whiteeagle@ho-chunk.com
Lac du Flambeau Band of Lake Superior Chippewa Indians of the Lac du Flambeau Reservation of Wisconsin	louis.taylor@lco-nsn.gov
Oneida Nation	jjohnson@ldftribe.com
Red Cliff Band of Lake Superior Chippewa Indians of Wisconsin	thill7@oneidanation.org
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