

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

In the Matter of)
)
Section 63.71 Application of) WC Docket No. _____
)
8x8, Inc.)
)
For Authority to Discontinue the Provision of)
Service)

SECTION 63.71 APPLICATION OF 8X8, INC.

8x8, Inc. (“8x8”) through its undersigned counsel and pursuant to Section 214(a) of the Communications Act of 1934, as amended, 47 U.S.C. § 214, and Section 63.71 of the Commission’s rules, 47 C.F.R. § 63.71, hereby submits this application to discontinue the provision of 8x8 residential voice services.

As required by Section 63.71(a) and (b) of the Commission’s rules, 8x8 provides the following information in support of its application:

1. Name and address of carrier

8x8, Inc.
675 Creekside Way
Campbell, CA 95008

2. Date of planned service discontinuance

8x8 plans to discontinue its residential voice service on September 15, 2021, subject to regulatory approval.

3. Points of geographic areas of service affected

8x8 proposes to discontinue its residential voice services in all U.S. states and the District of Columbia.

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4. **Brief description of the type of service affected**

8x8 residential voice is a mass market residential interconnected VoIP service. 8x8 provides this service to less than 1,000 customers and has not sold or marketed the service for several years.

5. **Brief description of the dates and methods of notice to all affected customers**

8x8 provided notice by U.S. Mail and email to all affected customers on or about approximately June 17, 2021. A copy of that notice is attached as Exhibit A.

8x8 will provide additional notice to customers on or around the following dates:

- July 15, 2021 – First reminder email to remaining residential subscribers.
- August 2, 2021 – Follow up phone calls to remaining residential subscribers.
- August 17, 2021 – Second reminder email to remaining residential subscribers.
- August 24, 2021 – Third reminder email to remaining residential subscribers.
- August 31, 2021 – Fourth reminder email to remaining residential subscribers.
- September 7, 2021 – Fifth reminder email to remaining residential subscribers.
- September 14, 2021 – Final reminder email to remaining residential subscribers.

6. **Whether the carrier is considered dominant or non-dominant with respect to the service to be discontinued**

8x8 is considered non-dominant with respect to the service to be discontinued.

7. **Other information**

8x8's discontinuance of residential voice services will not adversely affect the

public convenience and necessity, and the public will not be harmed by the discontinuance. 8x8's residential voice service is used by a small number (less than 1,000) customers, and these customers have been given notice that affords them ample opportunity to acquire reasonable substitute service which is readily available from other providers. In addition, 8x8 has arranged for its affected subscribers to receive an offer from Vonage, a leading residential interconnected VoIP provider, for discounted service.

Pursuant to Section 63.71 of the Commission's rules, 8x8 is submitting a copy of this application via U.S. Mail to the public utility commissions and to the governors of all U.S. states and the District of Columbia, and to the Special Assistant for Telecommunications for the Secretary of Defense, concurrent with the filing of this application.

CONCLUSION

8x8 respectfully requests that the Commission approve this Section 63.71 application to discontinue the provision of voice services described above.

Respectfully submitted,



Brita D. Strandberg
V. Shiva Goel
Harris, Wiltshire & Grannis LLP
1919 M Street, NW, 8th Floor
Washington, DC 20036
Phone: (202) 730-1346
bstrandberg@hwglaw.com

Counsel for 8x8, Inc.

July 16, 2021

CERTIFICATE OF SERVICE

I, Shreyas Iyer, hereby certify that I will cause the foregoing Section 63.71 Application of 8x8, Inc. to be served via first-class U.S. mail, postage prepaid, on the Governors and public utility commissions of all 50 states, and the Special Assistant for Telecommunications under the Secretary of Defense, at the addresses listed below.

/s/ Shreyas Iyer
Legal Analyst
Harris, Wiltshire & Grannis LLP

July 16, 2021

The Hon. Kay Ivey
Office of the Governor
600 Dexter Avenue
Montgomery, AL 36130

The Hon. Mike Dunleavy
Office of the Governor
P.O. Box 110001
Juneau, AK 99811

The Hon. Doug Ducey
Office of the Governor
Executive Tower
1700 West Washington Street
Phoenix, AZ 85007

The Hon. Asa Hutchinson
Office of the Governor
500 Woodlane Street
Little Rock, AR 72201

The Hon. Gavin Newsom
Office of the Governor
1303 10th Street, Suite 1173
Sacramento, CA 95814

The Hon. Jared Polis
Office of the Governor
200 E. Colfax Ave., Rm. 136
Denver, CO 80203

The Hon. Ned Lamont
Office of the Governor
State Capitol
210 Capitol Avenue
Hartford, CT 06106

The Hon. Muriel Bowser
Office of the Mayor
John A. Wilson Building
1350 Pennsylvania Avenue NW
Washington, DC 20004

The Hon. John Carney
Office of the Governor
Tatnall Building
150 Martin Luther King Jr. Blvd. South
Dover, DE 19901

The Hon. Ron DeSantis
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Des Moines, IA 50319

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Topeka, KS 66612

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Frankfort, KY 40601

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Baton Rouge, LA 70804

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Augusta, ME 04333

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Massachusetts State House
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Boston, MA 02133

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Carson City, NV 89701

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Office of the Governor
The State House
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Trenton, NJ 08625

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490 Old Santa Fe Trail, Room 400
Santa Fe, NM 87501

The Hon. Andrew Cuomo
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Albany, NY 12224

The Hon. Roy Cooper
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North Carolina Office of the Governor
20301 Mail Service Center
Raleigh, NC 27699

The Hon. Doug Burgum
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600 East Boulevard Avenue
Bismarck, ND 58505

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Riffe Center
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Oklahoma City, OK 73105

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Salem, OR 97301

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Harrisburg, PA 17120

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Office of the Governor
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Providence, RI 02903

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Office of the Governor
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Pierre, SD 57501

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Salt Lake City, UT 84114

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Office of the Governor
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Montpelier, VT 05609

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Richmond, VA 23218

The Hon. Jay Inslee
Office of the Governor
State Capitol,
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Olympia, WA 98504

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Charleston, WV 25305

The Hon. Tony Evers
Office of the Governor
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Madison, WI 53707

The Hon. Mark Gordon
Office of the Governor
State Capitol
200 West 24th Street
Cheyenne, WY 82002

Alabama Public Service Commission
P.O. Box 304260
Montgomery, AL 36130

Regulatory Commission of Alaska
701 West Eighth Avenue, Suite 300
Anchorage, AK 99501-3469

Arizona Corporation Commission
1300 West Washington Street
Phoenix, AZ 85007-2996

Arkansas Public Service Commission
P.O. Box 400
Little Rock, AR 72203-0400

California Public Utilities Commission
California State Building
505 Van Ness Avenue
San Francisco, CA 94102-3298

Colorado Public Utilities Commission
1560 Broadway
Suite 250
Denver, CO 80202

Connecticut Public Utilities Reg. Authority
10 Franklin Square
New Britain, CT 06051

Public Service Commission of D.C.
1325 G. Street NW, Suite 800
Washington, DC 20005

Delaware Public Service Commission
861 Silver Lake Blvd.
Cannon Building, Suite 100
Dover, DE 19904

Florida Public Service Commission
2540 Shumard Oak Blvd.
Tallahassee, FL 32399-0850

Georgia Public Service Commission
244 Washington Street SW
Atlanta, GA 30334-9052

Hawaii Public Utilities Commission
465 South King Street, Room 103
Honolulu, HI 96813

Idaho Public Utilities Commission
P.O. Box 83720
Boise, ID 83720-0074

Illinois Commerce Commission
Leland Building
527 East Capitol Avenue
Springfield, IL 62701

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 50319-0069

Kansas Corporation Commission
1500 S.W. Arrowhead Road
Topeka, KS 66604-4027

Kentucky Public Service Commission
P.O. Box 615
Frankfort, KY 40602-0615

Louisiana Public Service Commission
P.O. Box 91154
Baton Rouge, LA 70821-9154

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

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

Massachusetts Department of Public Utilities
One South Station, 5th Floor
Boston, MA 02110

Michigan Public Service Commission
P.O. Box 30221
Lansing, MI 48909

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

Mississippi Public Service Commission
Woolfolk State Office Building
501 North West Street
Jackson, MS 39201

Missouri Public Service Commission
200 Madison Street, P.O. Box 360
Jefferson City, MO 65102-0360

Montana Public Service Commission
P.O. Box 202601
Helena, MT 59620-2601

Nebraska Public Service Commission
1200 N Street, Suite 300
Lincoln, NE 68508

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 S. Clinton Avenue
Trenton, NJ 08625

New Mexico Public Regulation Commission
P.O. Box 1269
Santa Fe, NM 87504

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

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

North Dakota Public Service Commissions
600 East Boulevard Avenue, Dept. 408
Bismarck, ND 58505-0480

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

Oklahoma Corporation Commission
P.O. Box 52000
Oklahoma City, OK 73152-2000

Oregon Public Utility Commission
P.O. Box 1088
Salem, OR 97301

Pennsylvania Public Utility Commission
Commonwealth Keystone Building
400 North Street, 2nd floor
Room N201
Harrisburg, PA 17120

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

South Carolina Public Service Commission
101 Executive Center Drive, Suite 100
Columbia, SC 29210-8411

South Dakota Public Utilities Commission
Capitol Building, 1st Floor
500 E. 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
P.O. Box 13326
Austin, TX 78711-3326

Public Service Commission of Utah
P.O. Box 4558
Salt Lake City, UT 84114-4558

Vermont Public Utility Commission
Holly R. Anderson
Clerk of the Commission
112 State Street
Montpelier, VT 05620-2701

Virginia State Corporation Commission
P.O. Box 1197
Richmond, VA 23218

Washington Utilities and Transportation
Commission
P.O. Box 47250
Olympia, WA 98504-7250

Public Service Commission of West Virginia
201 Brooks Street
Charleston, WV 25301

Wisconsin Public Service Commission
P.O. Box 7854
Madison, WI 53705-9100

Wyoming Public Service Commission
Hansen Building
2515 Warren Avenue, Suite 300
Cheyenne, WY 82002

Secretary of Defense
Attn. Special Assistant for
Telecommunications
Pentagon
Washington, DC 20301

Exhibit A: Customer Notice



[Important Notice] 8x8 Service Discontinuance

1 message

8x8 Inc <noreply@8x8.com>

Reply-To: 8x8 Inc <noreply@8x8.com>

To: [REDACTED]

Thu, Jun 17, 2021 at 3:40 PM

The 8x8 logo, consisting of the characters '8x8' in a bold, sans-serif font, centered within a dark square.

IMPORTANT NOTICE REGARDING YOUR 8X8 SERVICE

Dear [REDACTED],

Thank you very much for being an 8x8 customer, we greatly appreciate your patronage

Unfortunately, on September 15, 2021, 8x8 will discontinue all 8x8 residential voice services as we focus our attention on business oriented communication services for integrated voice, video and chat

If you are receiving this notice, you should plan for your 8x8 residential voice being discontinued on September 15, 2021.

What Should You Do

Prior to September 15, 2021, you should select a new residential voice and port your telephone number to your new residential voice provider. If you fail to port your telephone number to a new voice provider prior to September 15, 2021, you will lose the telephone number(s) associated with your 8x8 residential voice service and your 8x8 service will automatically be cancelled.

To cancel your 8x8 residential service prior to Sept 15, 2021, you may contact 8x8 support services at 1-877-470-1075.

Alternative Services

If you are using our residential service as a home office line, you may want to consider 8x8 Express.

If you want replacement residential service, on your behalf we contacted Vonage, a leading provider of residential Voice Over Internet Protocol (VoIP) service, to provide an alternative offering to replace your 8x8 residential voice service. Vonage is prepared to offer you an exclusive calling plan for \$9.99/mo (+ taxes and fees) that includes Unlimited¹ calling to the U.S., Canada, and Puerto Rico, with no contract required, access to 20+ features, low international calling rates and more. **To take advantage of this exclusive offer from Vonage you must call 1-844-511-5690.** Vonage isn't extending this offer to everyone, and you won't find it on their website so call today!

Refund Policy

Monthly Fees: If you are on a plan where you pay monthly in advance for service, when you port your telephone number to a new residential voice provider, we will refund fees for any unused portion of the monthly fee.

Annual Fees: If you are on a plan where you prepaid for annual service, when you port your telephone number to a new residential voice provider, we will refund fees for any unused portion of the annual fee.

Information Related to the Federal Communications Commission (FCC) Discontinuance Process

As part of discontinuing our residential services, 8x8 will be filing an application at the FCC to discontinue these services. The following information is provided per the FCC rules on service discontinuance.

(1) Name and address of carrier:

8x8, Inc. 675 Creekside Way, Campbell, CA 95008

(2) Date of planned service discontinuance:

September 15, 2021

(3) Points of geographic areas of service affected:

National

(4) Brief description of type of service affected:

All 8x8 residential voice services including all Freedom plans and associated services like residential virtual and toll free numbers.

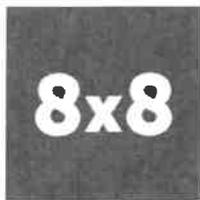
The FCC will normally authorize this proposed discontinuance of service unless it is shown that customers would be unable to receive service or a reasonable substitute from another carrier or that the public convenience and necessity is otherwise adversely affected. If you wish to object, you should 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 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 8x8, 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.

Thank you for your patronage,

The 8x8 Team

¹ Unlimited Calling is based on normal residential, non-commercial use. A combination of factors is used to determine abnormal use, including but not limited to: the number of unique numbers called, calls forwarded, minutes used and other factors.

Subject to Vonage's
Reasonable Use Policy and Terms of Service.
Regular Vonage terms and policies will apply.



675 Creekside Way
Campbell, CA 95008

6/17/2021

8x8 Mail - [Important Notice] 8x8 Service Discontinuance

Please do not respond to this email as this is not a monitored email address.
For any inquiries, contact 8x8 Support at 8x8 Support.

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