

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

UTAH PUBLIC  
SERVICE COMMISSION

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In the Matter of )

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

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

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

**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: /s/\_\_\_\_\_

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Marashlian & Donahue, PLLC  
The CommLaw Group  
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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-OPFW-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;
- 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>1</sup>.



Michael Donahue

Date: July 7, 2020

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<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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Phoenix, AZ 85007-2996

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Colorado Public Utilities Commission  
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Connecticut Public Utilities Regulatory Authority  
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Prairie Island Indian Community in the State of  
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Daniel Derudder  
Blank Johnson  
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Welch MN 55089

Puyallup Tribe of the Puyallup Reservation  
Angel Robertiello  
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Tacoma WA 98404-4926

Shakopee Mdewakanton Sioux Community of  
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Dawn Blanchard  
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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

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Ute Mountain Ute Tribe  
Coushatta Tribe of Louisiana  
Grand Traverse Band of Ottawa and Chippewa Indians, Michigan  
Iowa Tribe of Kansas and Nebraska  
Jena Band of Choctaw Indians  
Kickapoo Tribe of Indians of the Kickapoo Reservation in Kansas

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 Lake Band

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 Tesuque, New Mexico  
Pueblo of Zia, New Mexico  
Coquille Indian Tribe  
Cow Creek Band of Umpqua Tribe of Indians  
Gila River Indian Community of the Gila River Indian Reservation

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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  
Quinalt Indian Nation  
Skokomish Indian Tribe  
Snoqualmie Indian Tribe  
Spokane Tribe of the Spokane Reservation  
Squaxin Island Tribe of the Squaxin Island Reservation  
Suquamish 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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