

UTAH PUBLIC
SERVICE COMMISSION

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

RECEIVED

In the Matter of)
)
)
Section 63.71 Application of)
Mitel Cloud Services Inc.)
)
For Authority Pursuant to Section 214 of)
the Communications Act of 1934, as)
amended, to Discontinue the Provision of)
hosted business interconnected VoIP services.)

WC Docket No.

**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.¹

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

¹ 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.² 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
Marashlian & Donahue, PLLC
The CommLaw Group
1430 Spring Hill Road, Suite 310
Tysons, Virginia 22102
Tel: 703-714-1319
Email: mpd@CommLawGroup.com

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

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 30th, 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 30th, 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 30th, 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 30th, 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 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.

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 30th, 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 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

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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- 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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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?



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

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/co02aNKN5zheHMqMUe7QqLNXIfgho6hqbcpqEH_3.0

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

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
 - 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

Attachment B

MiCloud Business specific SKUs affected by the End of Sale Notice

US111211136AO	MiCloud Business - Essentials User
US111211236AO	MiCloud Business - Premier User
US111211336AO	MiCloud Business - Elite User
US111211436AO	Contact Center Agent****
US111211536AO	Contact Center Supervisor****
US111211636AO	MiCloud Business - Vidyo Bundle
US111211736AO	MiCloud Business - Extension Only
US111212036AO	Web Conferencing
US111212136AO	Webfax
US111212236AO	Additional Domestic DID
US111212336AO	Expanded Market Number
US111212436AO	Toll Free Number
US111213836AO	MiCloud Integration for Salesforce
US111213936AO	MiCloud Integration for Google
US111214036AO	MiCloud for Skype for Business
US111134A99AO	Basic CRM Integration
US111134B99AO	Pro CRM Integration
US111134C99AO	Premium CRM Integration
US11111F199AO	Managed Call Routing Menu
US111212536AO	MiVoice Business Console
US111212636AO	E911
US111212736AO	Primary Directory Listing
US111212836AO	Inbound Caller ID Name Delivery by Location
US11111H199AO	Realtime Business Analytics
US111212936AO	Call Recording Port*
US111213036AO	Quality Assurance User
US111213136AO	Supervisor Recording Seat***
US11111F99AO	1 Month Additional Storage
US11111A9832	MiCloud Edge up to 30 Mbps
US11111B9832	MiCloud Edge up to 50 Mbps
US11111C9832	MiCloud Edge up to 100 Mbps
US111213236AO	Outbound US and Canada
US111213336AO	Toll Free US and Canada
US111213636AO	24x7 Conference Calling - Toll
US111213736AO	24x7 Conference Calling - Toll Free
US111888A99AO	Basic Network Assessment Base up to 10 Seats
US111888B99AO	Basic Network Assessment per Additional Seat
US111888C99AO	Benchmark Network Assessment
US111888D99AO	Premium Network Assessment
US111213499AO	MiCloud Business Project Management per Seat
US111213599AO	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), (775) 954-5326 and Keith Barnes (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?**
 - 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 Defense³.

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

Counsel for Mitel Cloud Services Inc.

Dated: April 27, 2022

³ 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

Arkansas Public Service
Commission
1000 Center Street
Little Rock, AR 72201-4314

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

Georgia Public Service
Commission
244 Washington Street
Atlanta, GA 30334

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

Iowa Utilities Board
1375 E. Court Avenue
Des Moines, IA 50319

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

Regulatory Commission of Alaska
701 West 8th Avenue
Suite 300
Anchorage, AK 99501-3469

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

Delaware Public Service
Commission
861 Silver Lake Boulevard
Cannon Building
Dover, DE 19904

Hawaii Public Utilities
Commission
465 South King Street
Kekuanao'a Building
Honolulu, HI 96813

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

Kentucky Public Service
Commission
211 Sower Boulevard
Frankfort, KY 40601

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

Arizona Corporation
Commission
1200 West Washington
Street
Phoenix, AZ 85007-2996

Colorado Public Utilities
Commission
1560 Broadway
Ste. 250
Denver, CO 80202

Florida Public Service
Commission
2540 Shumard Oak
Boulevard
Gerald Gunter Building
Tallahassee, FL 32399

Idaho Public Utilities
Commission
11331 W. Chinden Blvd.
Building 8, Suite 201-A
Boise, ID 83714

Indiana Utility Regulatory
Commission
PNC Center
101 West Washington
Street, Suite 1500E
Indianapolis, IN 46204

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

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
Commission
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
Commission
2515 Warren Avenue
Suite 300
Cheyenne, WY 82002

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

The Honorable Mike Dunleavy
Office of the Governor
P.O. Box 110001
Juneau, AK 99811-0001

Doug Ducey
Office of the Governor
1700 West Washington,
Phoenix, AZ, 85007

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

Gavin Newsom
Office of the Governor
1021 O Street, Suite 9000
Sacramento, CA 95814

Jared Polis
Office of the Governor
136 State Capitol Denver,
CO 80203-1792

Ned Lamont
Office of the Governor
210 Capitol Avenue
Hartford, CT 06106

John Carney
Office of the Governor
Legislative Hall
411 Legislative Ave
Dover, DE 19901

Ron DeSantis
Office of the Governor
PL 05 The Capitol
400 South Monroe Street
Tallahassee, FL 32399-0001

Brian Kemp
Office of the Governor
206 State Capitol
Atlanta, GA 30334

Gavin Newsom
Office of the Governor
1021 O Street, Suite 9000
Sacramento, CA 95814

David Y. Ige
Office of the Governor
State Capitol
415 S Beretania St
Honolulu, HI 96813

Brad Little
Office of the Governor
PO Box 83720
Boise, ID 83720

JB Pritzker
Office of the Governor
State Capitol
207 State House
Springfield, IL 62706

Eric J. Holcomb
Office of the Governor
State House
Room 206
Indianapolis, IN 46204-2797

Kim Reynolds
Office of the Governor
State Capitol
1007 E Grand Avenue
Des Moines, IA 50319-0001

Laura Kelly
Office of the Governor
Capitol 300 SW 10th Avenue,
Suite 212S
Topeka, KS 66612-1590

Andy Beshear
Office of the Governor
700 Capitol Ave., Suite 100
Frankfort, KY 40601

John Bel Edwards
Office of the Governor
P. O. Box 94004
Baton Rouge, LA 70804-9004

Janet Mills
Office of the Governor
1 State House Station
Augusta, ME 04333

Lawrence J. Hogan, Jr
Office of the Governor
100 State Circle
Annapolis, MD 21401

Charlie Baker
Office of the Governor
Massachusetts State House
24 Beacon St., Room 280
Boston, MA 02133

Gretchen Whitmer
Office of the Governor
P.O. Box 30013
Lansing, MI 48909

Tim Walz
Office of the Governor
130 State Capitol
75 Rev. Dr. Martin Luther
King, Jr. Blvd.
St. Paul, MN 55155

Tate Reeves
Office of the Governor
P.O. Box 139
Jackson, MS 39205

Mike Parson
Office of the Governor
P.O. Box 720
Jefferson City, MO 65102

Greg Gianforte
Office of the Governor
PO Box 200801
Helena, MT 59620-0801

Pete Ricketts
Office of the Governor
P.O. Box 94848
Lincoln, NE 68509-4848

Steve Sisolak
Office of the Governor
Nevada State Capitol
101 N Carson St
Carson City, NV 89701

Christopher T. Sununu
Office of the Governor
107 N. Main Street
Concord, NH 03301

Phil Murphy
Office of the Governor
The State House
P.O. Box 001
Trenton, NJ 08625

Michelle Lujan Grisham
Office of the Governor
490 Old Santa Fe Trail Room
400
Santa Fe, NM 87501

Kathy Hochul
Office of the Governor
NYS State Capitol Building
Albany, NY 12224

Mike DeWine
Office of the Governor
30th Floor 77 South High
Street
Columbus, OH 43215

Tom Wolf
Office of the Governor
508 Main Capitol Building
Harrisburg, PA 17120

Henry McMaster
Office of the Governor
1100 Gervais Street
Columbia, South Carolina
29201

Greg Abbott
Office of the Governor
P.O. Box 12428
Austin Texas 78711

Glenn Youngkin
Office of the Governor
P.O. Box 1475
Richmond, VA, 23218

Tony Evers
Office of the Governor
115 East State Capitol
Madison, WI 53707

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

Roy Cooper
Office of the Governor
20301 Mail Service Center
Raleigh, NC 27699-0301

Kevin Stitt
Office of the Governor
Capitol Building
2300 Lincoln Blvd., Rm. 212
Oklahoma City, OK 73105

Pedro Pierluisi
Office of the Governor
P.O. Box 9020082
San Juan, PR 00902-0082

Kristi Noem
Office of the Governor
500 East Capitol Street
Pierre, SD 57501

Spencer J. Cox
Office of the Governor
P.O. Box 142220
Salt Lake City, UT 84114-
2220

Jay Inslee
Office of the Governor
P.O. Box 40002
Olympia, WA 98504-0002

Mark Gordon
Office of the Governor
200 West 24th Street
Cheyenne, WY 82002

Jordan Joaquin
P.O. Box 1899
Yuma, Arizona, 85366

Doug Burgum
Office of the Governor
600 East Boulevard Avenue
Bismarck ND, 58505-0001

Kate Brown
Office of the Governor
900 Court Street, Suite 254
Salem, OR 97301-4047

Daniel J. McKee
Office of the Governor
82 Smith Street
Providence, RI 0290

Bill Lee
Office of the Governor
State Capitol, 1st Floor
600 Dr. Martin L. King, Jr.
Blvd.
Nashville, TN 37243

Phil Scott
Office of the Governor
109 State Street, Pavilion
Montpelier, VT 05609

James C. Justice
Office of the Governor
1900 Kanawha Street
Charleston, WV 25305

Public Service Commission
of the District of Columbia
1325 G Street, N.W., Suite
800
Washington, DC 20005

Department of Defense
Chief Information Officer
Pentagon
Washington, DC 20301

Ned Norris, Jr.
 Tohono O'odham Nation of
 Arizona
 P.O. Box 837
 Sells, Arizona 85634

Leander Merrick
 Omaha Tribe of Nebraska
 P.O. Box 368
 Macy, Nebraska, 68039

Anthony Ortiz
 Pueblo of San Felipe, New
 Mexico
 P.O. Box 4339,
 San Felipe Pueblo, New
 Mexico, 87001

Mark Mitchell
 Pueblo of Tesuque, New
 Mexico
 RR 42, Box 360-T,
 Santa Fe, New Mexico,
 87506-2632

Brian Thomas
 Shoshone-Paiute Tribes of
 the Duck Valley Reservation
 P.O. Box 219,
 Owyhee, Nevada, 89832

Calvin Johnson.
 Tonto Apache Tribe of Arizona
 Tonto Apache Reservation
 #30
 Payson, Arizona, 85541

Victoria Kitcheyan
 Winnebago Tribe of Nebraska
 P.O. Box 687
 Winnebago, Nebraska, 68071

Christopher Moquino
 Pueblo of San Ildefonso, New
 Mexico
 02 Tunyo Po
 Santa Fe, New Mexico, 87506

Jerome Lucero
 Pueblo of Zia, New Mexico
 135 Capitol Square Drive,
 Zia Pueblo, New Mexico,
 87053-6013

Jon Huey
 Yavapai-Apache Nation
 2400 W. Datsi Street
 Camp Verde, AZ 86322

Jenelle Roybal
 Pueblo of Pojoaque, New
 Mexico
 78 Cities of Gold Road
 Santa Fe, New Mexico,
 87506

Stuart Paisano
 Pueblo of Sandia, New
 Mexico
 481 Sandia Loop,
 Bernalillo, New Mexico,
 87004

Stephen Lewis
 Gila River Indian
 Community of the Gila River
 Indian Reservation
 P.O. Box 97,
 Sacaton, Arizona, 85147

Minnesota Chippewa Tribe - Grand Portage Band	robertdeschampe@grandportage.com
Puyallup Tribe of the Puyallup Reservation	angel.robertiello@puyalluptribe-nsn.gov
Prairie Island Indian Community in the State of Minnesota	sbartell@piic.org
Shakopee Mdewakanton Sioux Community of Minnesota	annette.krebsbach@shakopeedakota.org
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
Shoshone-Bannock Tribes of the Fort Hall Reservation	dboyer@sbtribes.com
Southern Ute Indian Tribe of the Southern Ute Reservation, CO	csage@southernute-nsn.gov
Ute Mountain Ute Tribe	mheart@utemountain.org

Coushatta Tribe of Louisiana	rriich@coushatta.org
Grand Traverse Band of Ottawa and Chippewa Indians, Michigan	David.Arroyo@gtbindians.com
Iowa Tribe of Kansas and Nebraska	trhodd@iowas.org
Jena Band of Choctaw Indians	Chief@jenachoctaw.org
Kickapoo Tribe of Indians of the Kickapoo Reservation in Kansas	Lester.Randall@ktik-nsn.gov
Prairie Band Potawatomi Nation	josephrupnick@pbpnation.org
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
Minnesota Chippewa Tribe - Bois Forte Band (Nett Lake)	Chavers@boisforte-nsn.gov
Minnesota Chippewa Tribe - Fond du Lac Band Minnesota	kevindupuis@fdlrez.com
Chippewa Tribe - Grand Portage Band Minnesota Chippewa	robertdeschampe@grandportage.com
Minnesota Chippewa Tribe - Leech Lake Band	faron.jackson@llojibwe.net
Minnesota Chippewa Tribe - Mille Lacs Band Minnesota	melanie.benjamin@millelacsband.com
Minnesota Chippewa Tribe - White Earth Band Minnesota Chippewa Tribe, Minnesota	michael.fairbanks@whiteearth-nsn.gov
Prairie Island Indian Community in the State of Minnesota	gfrazier@mnchippewatribe.org
Red Lake Band of Chippewa Indians	sbartell@piic.org
Shakopee Mdewakanton Sioux Community of Minnesota	dseki@redlakenation.org
Upper Sioux Community, Minnesota	annette.krebsbach@shakopeedakota.org
Pueblo of Acoma, New Mexico	kevinj@uppersiouxcommunity-nsn.gov
Kewa Pueblo, New Mexico (Pueblo of Santo Domingo)	adminstration@poamail.org
Pueblo of Cochiti, New Mexico	info@kewa-nsn.us
Pueblo of Isleta, New Mexico	governor@pueblodecochiti.org
Pueblo of Nambe, New Mexico	poigov@isletapueblo.com
Pueblo of Picuris, New Mexico	governor@nambepueblo.org
Pueblo of Santa Ana, New Mexico	governor@picurispueblo.org
Pueblo of Taos, New Mexico	governors@santaana-nsn.gov
Coquille Indian Tribe	governor@taospueblo.org
Cow Creek Band of Umpqua Tribe of Indians	tribalcouncil@coquilletribe.org
Lower Brule Sioux Tribe of the Lower Brule Reservation, SD	vpence@cowcreek.com
Burns Paiute Tribe	Chairman@lbt.org
Confederated Tribes of Warm Springs	bpttribalcouncil@burnspaiute.onmicrosoft.com
Confederated Tribes of the Grand Ronde Community of Oregon	info@warmsprings.com
Confederated Tribes of Siletz Indians of Oregon	cheryle.kennedy@grandronde.org
	dpiqsley@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
Confederated Tribes of the Chehalis Reservation	chairman@chehalis-nsn.gov
Confederated Tribes of the Colville Reservation	neeka.somday@colvilletribes.com
Cowlitz Indian Tribe	dbarnett@cowlitz.org
Hoh Indian Tribe	lisa.martinez@hohtribe-nsn.org
Jamestown S'Klallam	rallen@jamestowntribe.org
Lower Elwha Tribal Community	fgcharles@elwha.org
Lummi Tribe of the Lummi Reservation	williamj@lummi-nsn.gov
Makah Indian Tribe of the Makah Indian Reservation	timothy.greene@makah.com
Muckleshoot Indian Tribe	jaison.elkins@muckleshoot-nsn.us
Nisqually Indian Tribe	frank.willie@nisqually-nsn.gov
Port Gamble S'Klallam Tribe	council-agenda@pgst-nsn.us
Puyallup Tribe of the Puyallup Reservation	angel.robertiello@puyalluptribe-nsn.gov
Quileute Tribe of the Quileute Reservation	reception@quileutenation.org
Quinault Indian Nation	guy.capoeman@quinault.org
Skokomish Indian Tribe	gmiller@skokomish.org
Snoqualmie Indian Tribe	bobde@snoqualmientribe.us
Spokane Tribe of the Spokane Reservation	carole@spokanetribe.com
Squaxin Island Tribe of the Squaxin Island Reservation	kpeters@squaxin.us
Suquamish Indian Tribe of the Port Madison Reservation	lforsman@suquamish-nsn.us
Confederated Tribes of the Colville Reservation	neeka.somday@colvilletribes.com
Bad River Band of the Lake Superior Tribe of Chippewa Indians of the Bad River Reservation, Wisconsin	mikew@badriver-nsn.gov
Forest County Potawatomi Community, Wisconsin	ned.danielsjr@fcpotawatomi-nsn.gov
Ho-Chunk Nation of Wisconsin	marlon.whiteeagle@ho-chunk.com
Lac Courte Oreilles Band of Lake Superior Chippewa Indians of Wisconsin	louis.taylor@lco-nsn.gov
Lac du Flambeau Band of Lake Superior Chippewa Indians of the Lac du Flambeau Reservation of Wisconsin	jjohnson@ldftribe.com
Oneida Nation	thill7@oneidanation.org
Red Cliff Band of Lake Superior Chippewa Indians of Wisconsin	chris.boyd@redcliff-nsn.gov
St. Croix Chippewa Indians of Wisconsin	williamr@stcroixojibwe-nsn.gov
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)	sparashonts@utahpaiutes.org