

Before the  
**FEDERAL COMMUNICATIONS COMMISSION**  
Washington, DC 20554

In the Matter of )  
)  
Section 63.71 Application of )  
AT&T Corp. ) File No.  
)  
)  
For Authority Pursuant to Section 214 of )  
The Communications Act of 1934, As Amended, )  
To Discontinue the Provision of Service )

**SECTION 63.71 APPLICATION OF  
AT&T CORP.**

AT&T Services, Inc. on behalf of its affiliate AT&T Corp. ("AT&T"), applies for authority under Section 214(a) of the Communications Act, as amended ("the Act"), 47 U.S.C. § 214, and Section 63.71 of the Federal Communications Commission's ("Commission") rules, 47 C.F.R. §63.71, to discontinue RingCentral Office@Hand from AT&T ("Office@Hand"), an interconnected VoIP service.

As required by Section 63.71(a) and (b) of the Commission's rules, AT&T provides the following information:

**Name and Address of Carrier:**

AT&T Corp.  
208 S. Akard Street, 16<sup>th</sup> Floor  
Dallas, TX 75202

**Date of Planned Service Discontinuance:**

AT&T plans to transition existing customers from Office@Hand service over a twelve-month period beginning when this application is approved (as early as February 2018) and ending January 31, 2019 ("Transition Period").

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**Points of Geographic Areas of Service Affected:**

AT&T will discontinue this service throughout the United States.

**Brief Description of Type of Service Affected:**

RingCentral Office@Hand from AT&T is a hosted interconnected VoIP service targeted to small and medium-size businesses. AT&T uses a platform owned and managed by RingCentral, Inc. (“RingCentral”) to provide Office@Hand service. On December 21, 2017, AT&T and RingCentral entered into an agreement, pursuant to which, upon completion of the Transition Period, AT&T will no longer provide Office@Hand service in the United States, and all existing Office@Hand customers will be transitioned to RingCentral.

The public convenience and necessity will not be impaired by this service discontinuance because AT&T’s existing customers will obtain the same service and features from RingCentral, and furthermore, there are many providers of interconnected VoIP services serving the small and medium business market, including other services offered by AT&T.

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

AT&T notified its customers of its intention to discontinue this service and transition their service by letter sent via first class U.S. Mail on January 16, 2018.<sup>1</sup> Copies of this Application are being sent, first class U.S. Mail, to the public utilities commissions and governors of the affected states and to the Special Assistant for Telecommunications to the Secretary of Defense, as required by 63.71(a) of the Commission’s rules.

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<sup>1</sup> See Attachment A.

**Regulatory Classification of Carrier (47 C.F.R. § 63.71(b)(4)):**

AT&T is considered non-dominant with respect to the services to be discontinued.

Questions about this application may be addressed to Debbie Clemens, AT&T Services, Inc., Director – Federal Regulatory, 1120 20<sup>th</sup> Street, NW, Suite 1000, Washington, DC 20036, (202) 457-3066.

**Conclusion:**

The public convenience and necessity will not be adversely affected by the discontinuance of this service given the many alternative options for interconnected VoIP service for small and medium business customers. AT&T respectfully requests that the Commission approve its Section 63.71 Application to discontinue RingCentral Office@Hand from AT&T.

Respectfully submitted,

By: /s/ Terri L. Hoskins

Terri L. Hoskins  
Christopher Heimann  
Gary L. Phillips  
David Lawson

AT&T Services, Inc.  
1120 20<sup>th</sup> Street, N.W.  
Washington, D.C. 20036

(202) 457-3047

*Its Attorneys*

January 17, 2018

# ATTACHMENT A



January 16, 2018

Office@Hand Product Marketing Team  
AT&T Services, Inc.  
208 Akard St, 14<sup>th</sup> Floor  
Dallas, TX 75202



**Important information about your  
RingCentral Office@Hand from AT&T service**

Dear Office@Hand Customer:

We have important news to share about your RingCentral Office@Hand from AT&T service. On December 21, 2017, AT&T entered into an agreement with RingCentral to transition all RingCentral Office@Hand from AT&T ("Office@Hand") customers to RingCentral's Office service over a twelve-month period ending January 31, 2019.

There's no need for you to take any action at this time. Please note that all the technology AT&T uses for your Office@Hand service has always been owned and managed by RingCentral. Office@Hand customers will be transitioned to RingCentral on a rolling basis commencing upon Federal Communications Commission approval and ending January 31, 2019. Until your actual transition date, AT&T will continue to support your Office@Hand service under the same terms and conditions of your current AT&T agreement. If your agreement expires before the transition occurs, AT&T will continue to provide service on a month-to-month basis in accordance with the terms and conditions thereof. No other products or services provided to you by AT&T will be affected.

This transition to RingCentral will have minimal impact to your Office@Hand service. Your telephone numbers, voicemail, administrative portal, settings and the Office@Hand product features that you rely upon for your business will remain the same during the transition to RingCentral. Once the transition is complete, RingCentral will provide all services including customer support and billing, and AT&T will discontinue providing Office@Hand in the United States.

Please be sure to keep your eye out for additional information from RingCentral about your transition. Questions or concerns? Please contact your Account Representative or call Advanced Solutions Care at 866-563-4703.

Thank you for your business, it's been our pleasure to have you as an Office@Hand customer.

Sincerely,

The AT&T Office@Hand Team

(Over)

## Federal Communications Commission Notification Requirements

Because Office@Hand service is an Interconnected VoIP service, the Federal Communications Commission requires AT&T to notify all RingCentral Office@Hand customers of its intention to transition support of this service to Ring Central. Therefore, this letter serves as your formal notification of AT&T's intent to transition the RingCentral Office@Hand support to Ring Central following the standard Federal Communications Commission review. We expect the Federal Communications Commission to approve the transition as early as February 2018, at which time we will begin transitioning support to RingCentral.

The Federal Communications Commission 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 Federal Communications Commission'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 AT&T Corp. 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.

**CERTIFICATE OF SERVICE**

I, **Lacretia Hill**, certify that I have, on January 17, 2018 served a copy of the foregoing Section 63.71 Application of AT&T by U.S. Mail postage prepaid to the addresses on the attached sheets:

/s/Lacretia Hill

**Alabama Public Service Commission  
100 N. Union Street  
Suite 850  
Montgomery, AL 36130**

**Office of the Governor  
State Capitol  
600 Dexter Avenue  
Montgomery, AL 36130**

**Arizona Corporation Commission  
Commissioners Wing  
1200 West Washington  
Phoenix, AZ 85007-2996**

**Office of the Governor  
1700 West Washington  
Phoenix, Arizona 85007**

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

**Governor's Office  
500 Woodlane Street, Suite 250  
Little Rock, Arkansas 72201**

**Office of the Governor  
Governor's Office  
State Capitol  
Sacramento, CA 95814**

**Michael J. Picker  
President, California Public Utilities Commission  
505 Van Ness Avenue  
San Francisco, CA 94102**

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

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



**Office of the Governor  
State Capitol  
210 Capitol Avenue  
Hartford, Connecticut 06106**

**Public Utilities Regulatory Authority  
Department of Energy and Environmental Protection  
Ten Franklin Square  
New Britain, CT 06051**

**Delaware Public Service Commission  
861 Silver Lake Boulevard  
Cannon Building, Suite 1000  
Dover, DE 19904**

**Office of the Governor - Dover  
150 Martin Luther King Jr. Blvd. South  
2nd Floor  
Dover, DE 19901**

**District of Columbia  
Public Service Commission  
1325 G Street NW Suite 800  
Washington, DC 20005**

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

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

**Office of the Governor  
The Capitol  
Tallahassee, FL 32399-0001**

**Office of the Governor  
Georgia State Capitol  
Atlanta, GA 30334**

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

**Idaho Public Utilities Commission**  
472 W. Washington Street  
Boise, ID 83720-0074

**Office of the Governor**  
P.O. Box 83720  
Boise, Idaho 83720

**Office of the Governor**  
207 State House  
Springfield, Illinois 62706

**Illinois Commerce Commission**  
527 East Capitol Ave  
Springfield, IL 62701

**Office of the Governor**  
Statehouse  
Indianapolis, Indiana 46204

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

**Office of the Governor & Lt. Governor**  
State Capitol  
1007 East Grand Ave.  
Des Moines, IA 50319

**Iowa Utilities Board**  
1375 E. Court Ave  
Room 69  
Des Moines, IA 50319

**Office of the Governor**  
Capitol, 300 SW 10th Ave., Ste. 241s  
Topeka, Kansas 666 12- 1590

**Kansas Corporation Commission**  
Commissioners, Utilities Division, Motor  
Carriers, Pipeline Safety and Energy  
1500 SW Arrowhead Road  
Topeka, KS 66604-4027

**Office of the Governor  
700 Capital Avenue  
Suite 100  
Frankfort, KY 40601**

**Kentucky Public Service Commission  
211 Sower Boulevard  
Frankfort, KY 40601**

**Louisiana Public Service Commission  
Galvez Building, 12th Floor  
602 North Fifth Street  
P.O. Box 91154  
Baton Rouge, LA 70821**

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

**Office of the Governor  
Room 280  
Boston, MA 02133**

**Office of Consumer Affairs and Business  
Regulation  
10 Park Plaza, Suite 5170  
Boston, MA 02116**

**Office of the Governor  
State House, 100 State Circle  
Annapolis, MD 21401**

**Maryland Public Service Commission  
William D. Schaefer Tower  
6 St. Paul Street, 16th Fl  
Baltimore, MD 21202**

**Office of the Governor  
1 State House Station  
Augusta, ME 04333-0001**

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

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

**Office of the Governor  
P.O. Box 30013  
Lansing, Michigan 48909**

**Minnesota Public Utilities Commission  
121 7th Place East  
Suite 350  
Saint Paul, MN 55101**

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

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

**Mississippi Public Utilities Commission  
Woolfolk Building  
501 North West Street  
Jackson, MS 39201**

**Missouri Public Service Commission  
Public Information Office  
Governor Office Building  
200 Madison Street  
PO Box 360  
Jefferson City, MO 65102-0360**

**Office of the Governor  
Room 216, State Capitol Building  
Jefferson City, Missouri 65 101**

**Office of the Governor  
Montana State Capitol Bldg.  
P.O. Box 200801  
Helena, MT 59620**

**Public Service Commission  
1701 Prospect Avenue  
P.O. Box 202601  
Helena, MT 59620**

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

**Office of the Governor  
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Lincoln, NE 68509-4848**

**Office of the Governor  
State Capitol  
101 N. Carson Street  
Carson City, NV 89701**

**Public Utilities Commission of Nevada  
1150 E. William Street  
Carson City, NV 89701**

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

**Office of the Governor  
State House  
25 Capitol Street  
Concord, NH 03301**

**Office of the Governor  
PO Box 001  
Trenton, NJ 08625**

**New Jersey Board of Public Utilities  
44 S. Clinton Avenue  
Trenton, NJ 08625**

**New Mexico Public Regulation Commission  
1120 Pasco De Peralta  
P.O. Box 1269  
Santa Fe, NM 87501**

**Office of the Governor  
490 Old Santa Fe Trail  
Room 400  
Santa Fe, NM 87501**

**Office of the Governor  
State Capitol  
Albany, NY 12224**

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

**North Carolina Utilities Commission  
430 North Salisbury Street  
Dobbs Building  
Raleigh, NC 27603-5918**

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

**North Dakota Public Service Commission  
600 E. Boulevard, Dept. 408  
Bismarck, ND 58505**

**Office of the Governor  
Dept. 101  
600 E. Boulevard Ave.  
Bismarck, ND 58505**

**Office of the Governor  
30th Floor  
77 South High Street  
Columbus, Ohio 43215-6108**

**Public Utilities Commission of Ohio  
180 East Broad Street  
Columbus, Ohio 43215**

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

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Salem, Oregon 97301-4047**

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550 Capitol St NE #215  
PO Box 2148  
Salem OR 97308-2148**

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

**Pennsylvania Public Utility Commission  
PO Box 3265  
Harrisburg, PA 17105-3265**

**Rhode Island Public Utilities Commission  
89 Jefferson Boulevard  
Warwick, RI 02888**

**Office of the Governor  
State House, Room 115  
Providence, RI 02903**

**Public Service Commission of South  
Carolina,  
101 Executive Center Dr., Suite 100  
Columbia, SC 29210**

**Office of the Governor  
1205 Pendleton Street  
Columbia, SC 29201**

**Public Utilities Commission  
Capitol Building, 1st floor  
500 East Capitol Avenue  
Pierre, SD 57501-5070**

**Office of the Governor  
500 E. Capitol Ave.  
Pierre, SD 57501**

**Governor's Office  
Tennessee State Capitol  
Nashville, TN 37243-0001**

**Tennessee Regulatory Authority  
502 Deaderick Street  
Nashville, TN 37243**

**Public Utility Commission of Texas  
1701 N. Congress Avenue  
PO Box 13326  
Austin, TX 78711-3326**

**Office of the Governor  
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Austin, Texas 78711 -2428**

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Montpelier, VT 05609-0101**

**Vermont Public Service Board  
112 State Street (Chittenden Bank Building)  
4<sup>th</sup> floor  
Montpelier, VT 05620-2701**

**Virginia State Corporation Commission  
Tyler Building,  
1300 E. Main Street  
Richmond, Virginia 23219**

**Office of the Governor  
Patrick Henry Building, 3rd Floor  
1111 East Broad Street  
Richmond, Virginia 23219**

**Office of the Governor  
PO Box 40002  
Olympia, WA 98504-0002**

**Washington Utilities and Transportation  
Commission  
PO Box 47250  
Olympia, WA 98504-7250**



**Office of the Governor  
1900 Kanawha Blvd, East  
Charleston, WV 25305**

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

**Wyoming Public Service Commission  
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Cheyenne, WY82002**

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Cheyenne, WY 82002-0010**

**Public Service Commission of Wisconsin  
610 North Whitney Way. P.O. Box 7854  
Madison, Wisconsin 53707-7854**

**Office of the Governor  
Madison Office  
P.O. Box 7863  
Madison, WI 53707**

**Department of Defense Chief Information Officer  
Attn: Military Assistant/Mobility Team  
The Pentagon  
Washington, D.C. 20301**

**Utah Division of Public Utilities  
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Salt Lake City, UT 84114-6751**

**Office of the Governor  
State Capitol Complex  
East Office Building, Suite E220  
PO Box 142220  
Salt Lake City, Utah 84114-2220**

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

**Office of the Governor  
Governor, State of Hawaii  
Executive Chambers  
State Capitol  
Honolulu, Hawaii 96813**

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

**Office of the Governor  
Governor of Alaska  
P.O. Box 110001  
Juneau, AK 99811-0001**