

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

\_\_\_\_\_  
In the Matter of )  
 )  
Section 63.71 Application of )  
 )  
BroadSoft Adaption, Inc. )  
 )  
For Authority to Discontinue the Provision of )  
Service )

File No.

WC Docket No. 18-280

COMMISSION  
CLERK

2018 OCT 15 AM 9:06

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**AMENDED SECTION 63.71 APPLICATION**

BroadSoft Adaption, Inc. ("BroadSoft Adaption") 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 amends its September 17, 2018 application to discontinue the provision of voice services made available to customers of its BroadSoft Business suite of software services.

As explained in the September 17, 2018 application, BroadSoft Adaption attempted to provide written notice of the planned discontinuance to all affected customers by email. Shortly after filing the application, however, BroadSoft Adaption learned that delivery of the notice had failed with respect to a small number of affected customers. For all customers that experienced a delivery exception, BroadSoft Adaption was able to verify email address information and successfully deliver the written notice required by the Commission's rules. Thus, written notice for all affected customers was provided prior to the date of this filing.

As required by Section 63.71(a) and (b) of the Commission's rules, BroadSoft Adaption provides the following information in support of its application as amended:

1. **Name and address of carrier**

BroadSoft Adaption, Inc.  
9737 Washingtonian Blvd.  
Gaithersburg, MD 20878

2. **Date of planned service discontinuance**

BroadSoft Adaption plans to no longer offer voice services to new BroadSoft Business customers, and to discontinue voice services to existing non-term BroadSoft Business customers, on November 14, 2018 subject to regulatory approval. For existing BroadSoft Business customers on term agreements that provide for the use of voice services, BroadSoft Adaption plans to discontinue voice services on November 14, 2018 or the expiration of the customer's term agreement, whichever is later. Existing term agreements will not be renewed or extended.

3. **Points of geographic areas of service affected**

BroadSoft Adaption proposes to discontinue voice services made available to BroadSoft Business customers in all U.S. states and the District of Columbia.

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

BroadSoft Business is a suite of cloud-based communications, collaboration, and contact center software services sold to enterprise customers. For some BroadSoft Business customers, BroadSoft Adaption provides voice services that allow end-users to make and receive VoIP calls over an existing broadband connection (which is not provided by BroadSoft Adaption) using IP-compatible equipment. These voice services are being discontinued.

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

BroadSoft Adaption provided written notice to all affected customers on or

before October 2, 2018. A copy of the customer notice is attached as Exhibit A.

BroadSoft Adaption attempted to provide written notice to all affected customers—and successfully provided written notice to most affected customers—on or before September 14, 2018. That written notice was delivered by email, which is how BroadSoft Adaption generally delivers notices regarding its BroadSoft Business services. BroadSoft Adaption chose electronic delivery because it determined that it would inform its customers most effectively by using an established channel of communication.

As discussed above, BroadSoft Adaption experienced delivery issues with respect to a small number of affected customers that it attempted to notify in September. After verifying email address information, BroadSoft Adaption successfully delivered written notice to all of these customers via email on or before October 2, 2018.

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

BroadSoft Adaption is considered non-dominant with respect to the service to be discontinued.

7. **Other information**

BroadSoft Adaption's discontinuance of voice services made available to BroadSoft Business customers will not adversely affect the public convenience and necessity, and the public will not be harmed by the discontinuance. Customers have been given notice that affords them ample opportunity to acquire reasonable substitute service which is readily available from other providers.

Pursuant to Section 63.71 of the Commission's rules, BroadSoft Adaption 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

BroadSoft Adaption respectfully requests that the Commission approve its Section 63.71 application, as amended, to discontinue the provision of voice services made available to its BroadSoft Business customers.

Respectfully submitted,



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Brita D. Strandberg  
V. Shiva Goel  
Harris, Wiltshire & Grannis LLP  
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Washington, DC 20036  
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bstrandberg@hwglaw.com

*Counsel for BroadSoft Adaption, Inc.*

October 9, 2018

**Exhibit A: Customer Notice**



Dear [CUSTOMER CONTACT FIRST NAME] [CUSTOMER CONTACT LAST NAME]:

BroadSoft Adaption, Inc. is sending this message to key contacts at [CUSTOMER] regarding important changes to your BroadSoft Business service.

This is an important notice about the discontinuance of voice services made available to you as a BroadSoft Business customer.

BroadSoft Adaption, Inc. has provided you with voice services that allow users under your subscription to place and receive VoIP calls to and from most telephone numbers. However, as we have previously notified you, BroadSoft Adaption intends to no longer offer, and to discontinue, these voice services in all U.S. states and the District of Columbia on November 14, 2018. If you are on a term agreement that provides for the use of these voice services, BroadSoft Adaption will continue to provide voice services until November 14, 2018 or the expiration of your term agreement, whichever is later. Existing term agreements for the provision of voice services will not be renewed or extended.

The Federal Communications Commission\* ("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 BroadSoft Adaption, 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.

We regret any inconvenience this may cause, and hope that you will continue to take advantage of other BroadSoft services in the future.

Sincerely,

BroadSoft Adaption, Inc.  
9737 Washingtonian Blvd.  
Gaithersburg, MD 20878

\* Note: The Federal Communications Commission (FCC) is an independent United States government agency. The FCC was established by the Communications Act of 1934 and is charged with regulating interstate and international communications by radio, television, wire, satellite and cable. The FCC's jurisdiction covers the 50 states, the District of Columbia, and U.S. possessions.

**CERTIFICATE OF SERVICE**

I, Lee Walter, hereby certify that I will cause the foregoing **AMENDED SECTION 63.71**

**APPLICATION** to be:

- 1) Filed with the Secretary of the FCC via ECFS (INBOX—NON-DOCKETED FILING and in WC Docket No. 18-280);
- 2) Served via first-class U.S. Mail, postage prepaid, on the Governors of the States 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; and
- 4) Served via first-class U.S. Mail, postage prepaid, on the Special Assistant for Telecommunications under the Secretary of Defense at the address indicated on the attached service list.

/s/ Lee Walter  
\_\_\_\_\_  
Lee Walter  
Legal Assistant  
Harris, Wiltshire & Grannis LLP  
202.379.4504  
[lwalter@hwglaw.com](mailto:lwalter@hwglaw.com)

October 9, 2018

## SERVICE LIST

The Hon. Kay Ivey  
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Montgomery, AL 36130

The Hon. William Walker  
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Juneau, AK 99811

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Office of the Governor  
Executive Tower  
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Office of the Governor  
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Tallahassee, FL 32399

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207 State House  
Springfield, IL 62706

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Office of the Governor  
200 Washington Street  
Room 206  
Indianapolis, IN 46204

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Massachusetts State House  
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130 State Capitol  
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101 N. Carson Street  
Carson City, NV 89701

The Hon. Chris Sununu  
Office of the Governor  
State House  
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Concord, NH 03301

The Hon. Phil Murphy  
Office of the Governor  
The State House  
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Trenton, NJ 08625

The Hon. Susana Martinez  
Office of the Governor  
490 Old Santa Fe Trail  
Room 400  
Santa Fe, NM 87501

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

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Office of the Governor  
North Carolina Office of the Governor  
20301 Mail Service Center  
Raleigh, NC 27699

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Bismarck, ND 58505

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Montgomery, AL 36130

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

Arizona Corporation Commission  
1200 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.  
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Suite 800  
Washington, DC 20005

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Cannon Building  
861 Silver Lake Blvd.  
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  
Kekuanao'a Building  
465 South King Street  
Room 103  
Honolulu, HI 96813

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

Illinois Commerce Commission  
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Springfield, IL 62701

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

Iowa Utilities Board  
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Des Moines, IA 50319-0069

Kansas Corporation Commission  
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Topeka, KS 66604-4027

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

Louisiana Public Service Commission  
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Baton Rouge, LA 70821-9154

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

Maryland Public Service Commission  
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16<sup>th</sup> Floor  
Baltimore, MD 21202-6806

Massachusetts Department of Public Utilities  
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5<sup>th</sup> Floor  
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Michigan Public Service Commission  
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Lansing, MI 48909



Minnesota Public Utilities Commission  
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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  
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  
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Lincoln, NE 68508

Public Utilities Commission of Nevada  
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Carson City, NV 89701-3109

New Hampshire Public Utilities Commission  
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New Jersey Board of Public Utilities  
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New Mexico Public Regulation Commission  
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Santa Fe, NM 87504

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

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4325 Mail Service Center  
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North Dakota Public Service Commissions  
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Bismarck, ND 58505-0480

Public Utilities Commission of Ohio  
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Austin, TX 78711-3326

Public Service Commission of Utah  
160 East 300 South, 4<sup>th</sup> Floor  
Salt Lake City, UT 84114



Vermont Public Utility Commission  
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4<sup>th</sup> Floor  
Montpelier, VT 05620-2701

Virginia State Corporation Commission  
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Richmond, VA 23219

Washington Utilities and Transportation  
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Charleston, WV 25301

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