

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. 18-281

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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 SIP Advantage, an enterprise VoIP service.

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 but one 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. For the remaining customer, BroadSoft Adaption sent the required notification via U.S. mail. 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:

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 SIP Advantage service to new customers, and to discontinue service to existing non-term customers, on November 14, 2018 subject to regulatory approval. For existing customers that hold term agreements, BroadSoft Adaption plans to discontinue SIP Advantage service 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 SIP Advantage service in all U.S. states and the District of Columbia.

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

SIP Advantage is a cloud-based telephony service sold to enterprise customers. It allows call center operators and other end-users to send and receive VoIP calls over an existing broadband connection (which is not provided by BroadSoft Adaption) using IP-compatible equipment.

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 8, 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 SIP Advantage service. 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. BroadSoft Adaption successfully delivered written notice to all but one of these customers via email on or before October 2, 2018. BroadSoft Adaption provided written notice to the remaining customer via U.S. mail on October 8, 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 SIP Advantage enterprise VoIP service 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 SIP Advantage service.

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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*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 SIP Advantage service.

This is an important notice about the discontinuance of your SIP Advantage service.

BroadSoft Adaption, Inc. has provided you with enterprise VoIP service branded under the name SIP Advantage. However, as we have previously notified you, BroadSoft Adaption intends to no longer offer, and to discontinue, SIP Advantage service in all U.S. states and the District of Columbia on November 14, 2018. If you are on a term agreement, BroadSoft Adaption will continue to provide you with SIP Advantage service until November 14, 2018 or the expiration of your term agreement, whichever is later. Existing term agreements 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. 18-281);
- 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  
Office of the Governor  
600 Dexter Avenue  
Montgomery, AL 36130

The Hon. William Walker  
Office of the Governor  
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Juneau, AK 99811

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

The Hon. Asa Hutchinson  
Office of the Governor  
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Sacramento, CA 95814

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Office of the Governor  
136 State Capitol  
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Tallahassee, FL 32399

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206 Washington Street  
111 State Capitol  
Atlanta, GA 30334

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State Capitol  
207 State House  
Springfield, IL 62706

The Hon. Eric Holcomb  
Office of the Governor  
200 Washington Street  
Room 206  
Indianapolis, IN 46204

The Hon. Kim Reynolds  
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1007 East Grand Avenue  
Des Moines, IA 50319



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The Hon. John Bel Edwards  
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Annapolis, MD 21401

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Massachusetts State House  
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Room 280  
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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  
107 North Main Street  
Concord, NH 03301

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

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

The Hon. Andrew Cuomo  
Office of the Governor  
NYS State Capitol Building  
Albany, NY 12224

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

The Hon. Doug Burgum  
Office of the Governor  
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Bismarck, ND 58505

The Hon. John Kasich  
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Idelman Mansion  
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Alabama Public Service Commission  
P.O. Box 304260  
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

Delaware Public Service Commission  
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  
527 East Capitol Avenue  
Springfield, IL 62701

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

Iowa Utilities Board  
1375 E. Court Avenue  
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  
P.O. Box 91154  
Baton Rouge, LA 70821-9154

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

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

Massachusetts Department of Public Utilities  
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5<sup>th</sup> Floor  
Boston, MA 02110

Michigan Public Service Commission  
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Lansing, MI 48909



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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  
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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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Suite 300  
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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Suite 10  
Concord, NH 03301-2429

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

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

North Dakota Public Service Commissions  
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Dept. 408  
Bismarck, ND 58505-0480

Public Utilities Commission of Ohio  
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Columbus, OH 43215-3793

Oklahoma Corporation Commission  
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Austin, TX 78711-3326

Public Service Commission of Utah  
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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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