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

In the Matter of	)	
	)	
Section 63.71 Application of	)	
RingCentral MiCloud & Sky, LLC	)	WC Docket No.
	)	
For Authority Pursuant to Section 214 of	)	
the Communications Act of 1934, as amended,	)	
	)	
to Discontinue the Provision of	)	
hosted business interconnected VoIP services.	)	

**SECTION 63.71 APPLICATION  
OF RINGCENTRAL MICLOUD & SKY, LLC**

RingCentral MiCloud & Sky, LLC (“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 discontinue service of certain hosted business interconnected voice over Internet protocol (“VoIP”) services known as SKY by RingCentral (“Services”) in all states and jurisdictions where the Services are offered.

Subject to Commission authorization, on September 1, 2025, Applicant will discontinue the SKY UCaaS platform and Services. The Services have not been sold to new customers since September 20, 2017. Applicant will work with its parent company RingCentral, Inc., to provide customers wanting to migrate to RingCentral’s RingEX solution with a seamless migration path. In addition to RingCentral’s RingEX services, 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**

RingCentral MiCloud & Sky, LLC  
20 Davis Drive  
Belmont, CA 94002

**2. Date of Planned Service Discontinuance**

As of September 1, 2025, or as soon thereafter as the necessary regulatory approvals can be obtained, Applicant will no longer provide the Services.

**3. Points of Geographic Areas of Service Affected**

Throughout the United States, including the District of Columbia.

**4. Description of Services Affected**

SKY by RingCentral is a hosted Unified Cloud Communications platform, including interconnected voice over internet protocol service.

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

On April 28, 2025, Applicant issued an end-of-life notice taking affect September 1, 2025, to existing customers and to Applicant's channel partners who handle the relationship with certain customers of the Services. Copies of these notices are attached as Exhibit A hereto.

In addition, on the date of this application, 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 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,



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H. Henry Shi  
HWG LLP  
1919 M Street NW, Suite 800  
Washington, D.C. 20036-3537  
Tel: (202) 730-1348  
E-mail: hshi@hwglaw.com

Dated: May 21, 2025



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**Important Message: End of Life of SKY by RingCentral Platform**

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From no-reply@gainsightapp.com <no-reply@gainsightapp.com>

Date Mon 4/28/2025 2:22 PM

To David Peterson <david.peterson@ringcentral.com>

[EXTERNAL]



Dear Partner Name,

This email is your notice of a **global End of Life (EoL) of the SKY by RingCentral\* ("SKY") platform. The SKY UCaaS platform and all SKY services will terminate effective 11:59 pm PST September 1, 2025 (the "EoL Date")**. RingCentral will discontinue (decommission and disconnect) the SKY services throughout the U.S. and Canada. All customers must move to an alternative service prior to the EoL Date to avoid service disruption.

RingCentral aims to ensure that customers have the best path forward for their Cloud (UCaaS) communications, and recommends that SKY customers move to RingCentral's award-winning [RingEX](#) platform. In order to make the transition as easy and efficient as possible, we are offering all SKY customers a streamlined migration path to upgrade their services to RingEX, including a dedicated upgrade team to assist them with the process.

Please inform your customer(s) that are on SKY by RingCentral to ensure that they are aware of this EoL date. All SKY by RingCentral customers are also receiving notification of this EoL date today, April 24th. **In order to begin the RingEX migration as the partner of record for your customer(s), you will need to log-in to the [RC Partner Portal](#) and register the deal.**

Customers' SKY subscription will terminate as of the EOL Date pursuant to the terms of MiCloud by RingCentral and Sky by RingCentral Global Terms of Service ("[GToS](#)").

After the EoL date, Customers will not be able to access any of the SKY services or log into their SKY. They will lose access to any data stored on the SKY platform, which will be permanently deleted in accordance with the GToS. Customers will no longer be able to make or receive phone calls on SKY. Customers should export any reports, call recordings, or other data before the EoL date as needed. In addition, after the EoL date, they will no longer be able to port their phone numbers.

If you have any other questions regarding this notification, please contact your RingCentral partner manager or open a case on [OneView portal](#).

Sincerely,

**SKY by RingCentral Team**

*\*SKY by RingCentral is a service of RingCentral MiCloud & Sky, LLC, 20 Davis Drive, Belmont, CA 94002*

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requires us to provide you with this notice:**

The FCC will normally authorize this proposed discontinuance of service unless it is shown that customers would be unable to receive service or a reasonable substitute from another carrier or that the public convenience and necessity is otherwise adversely affected. If you wish to object, you should file your comments as soon as possible, but no later than 15 days after the Commission releases public notice of the proposed discontinuance. You may file your comments electronically through the FCC's Electronic Comment Filing System using the docket number established in the Commission's public notice for this proceeding, or you 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 RingCentral MiCloud & Sky LLC. 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."



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When you sign up, RingCentral will also work with you to ensure that your Services Fees for RingEX do not increase from current SKY Service Fees. However, please note that Administrative Fees and Taxes may vary, which may result in higher overall bill.

**Please reach out to me, your [Customer Success Manager](#), or your partner to learn more about our upgrade process and offers.**

Your SKY subscription will terminate as of the EOL Date pursuant to the terms of MiCloud by RingCentral and Sky by RingCentral Global Terms of Service ("[GToS](#)"). Please know that you will remain responsible for any fees incurred prior to such termination date.

After the EoL date, you will not be able to access any of the SKY services or log into your SKY account. You will lose access to any data stored on the SKY platform, which will be permanently deleted in accordance with the GToS. You will no longer be able to make or receive phone calls on SKY. Customers should export any reports, call recordings, or other data before the EoL date as needed. In addition, after the EoL date, you will no longer be able to port your phone numbers.

In order to avoid any gap in services, please ensure that you allow sufficient lead time to complete number porting to your new provider prior to the EoL Date. For guidance, we suggest you allow up to 6 weeks for the transfer of your phone numbers to a new provider. In any event customers should work with their new provider to identify timelines and processes required for porting phone numbers.

For more information and to stay up to date on any matters relating to the SKY EoL, including the FAQs, customers should visit the link immediately below as well as consider bookmarking this page for future reference:

**[SKY by RingCentral End of Life Information Page](#)**

Sincerely,

**Sender**

Customer Success Manager: SKY by RingCentral Team

*\*SKY by RingCentral is a service of RingCentral MiCloud & Sky, LLC, 20 Davis Drive, Belmont, CA 94002*

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## Frequently Asked Questions

### 1. Why is SKY by RingCentral announcing the End of Life of SKY?

SKY by RingCentral is no longer investing in the development of new capabilities for our SKY platform. However, SKY customers can obtain enhanced service options through RingCentral's award-winning [RingEX](#) platform. To learn more about what this means for you, [open a support case](#) or contact your [Customer Success Manager](#).

### 2. As an existing customer, will I be able to add services or a new location to my account?

At this time, SKY by RingCentral will allow customers to add capacity to their existing services. While service will continue until the EoL September 1, 2025 all customers must find alternative service prior to such time. Services will be disconnected after the EoL September 1, 2025. However, it is recommended that you add new services on your new solution which could include RingEX.

### 3. Who should I contact for more information on upgrading to RingEX?

Customers are encouraged to engage their SKY by RingCentral Partner or contact our team at 1-800-418-2215 discuss your upgrade options.

### 4. What happens to my call recording records after September 1, 2025?

If you need to retain your [call recordings](#) on the Sky by RingCentral system, you should begin exporting them now as this can take longer than you anticipate depending on the quantity of call recordings needed. Please note: The option to download call recordings will not be available after the EOL date, September 1, 2025. If you experience any issues or need a bulk download, please [open a support case](#) for this request.

### 5. I have a term left in my contract. Will I be charged an early termination fee?

You will not be liable for any Service Fees or Early Termination Fees in respect of any period prior to the EoL Date and, to the extent that you have prepaid any Service Fees in respect to any period after the EoL Date, SKY by RingCentral will refund you the Service Fees paid by you in respect of such period.

### 6. My current contract ends prior to the EoL. I am not able to find a replacement service prior to my current contract end date. Will I be able to renew?

Contracts ending prior to the EoL Date will continue to automatically renew per the Global Terms of Service unless notified otherwise. However, the renewal of a contract will not change the EoL Date. All services will be disconnected after the EoL Date. SKY by RingCentral agents are standing by to discuss your journey to RingCentral's award-winning [RingEX](#) platform.

**7. I have signed up for a new service; when should I submit to my new provider to transfer my existing phone numbers?**

For guidance, SKY by RingCentral suggests you allow up to 6 weeks for the transfer of your phone numbers. Notwithstanding, customers should work with their new provider to identify timelines and processes required for porting phone numbers. Customers migrating to RingCentral's award-winning [RingEX](#) platform can use this [RingCentral Support Article](#) for reference. Choosing to upgrade to RingEX provides a transition that is streamlined and efficient with a dedicated and experienced migration team that will work with you on your migration.

**8. How long does it take on average to port numbers to another provider?**

It is recommended that you allow up to 6 weeks to port your telephone numbers.

**9. I am not the decision-maker for my company. What actions are required from me for this important announcement?**

Recipients of this letter should ensure it reaches the appropriate decision-maker for their company. Please see the [SKY Account Management](#) knowledge base article for assistance in updating your contacts. If you experience any issues with updating the Authorized Contacts list in the SKY portal, please [open a support case](#).

**10. When do I need to make a decision and sign a new agreement with our new provider?**

It is recommended that you choose to upgrade to RingEx or your new provider by July 1st, 2025 and begin your migration process to allow sufficient time for your upgrade to RingEx or migration to your new provider. This will include porting your telephone numbers.

**11. Who should partners contact for more information?**

Partner of record for Sky by Ringcentral customer(s) will need to log-in to the [RC Partner Portal](#) to register the deal to begin the RingEX migration. Partners with any additional questions regarding this end of life notice should contact their RingCentral Account Manager or open a case in our OneView portal.

**12. What are the next steps for me as a RingCentral partner?**

Make sure that your customer is aware of the pending EoL for SKY by RingCentral. Explain to them that after the EoL Date, September 1, 2025, RingCentral will no longer provide service.

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4/28/25, 2:25 PM

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When you sign up, RingCentral will also work with you to ensure that your Services Fees for RingEX do not increase from current SKY Service Fees. However, please note that Administrative Fees and Taxes may vary, which may result in higher overall bill.

**Please [click here](#) to contact your Customer Success team or reach out to your partner to learn more about our upgrade process and offers.**

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Sincerely,  
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### 2. As an existing customer, will I be able to add services or a new location to my account?

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### 3. Who should I contact for more information on upgrading to RingEX?

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### 4. What happens to my call recording records after September 1, 2025?

If you need to retain your [call recordings](#) on the Sky by RingCentral system, you should begin exporting them now as this can take longer than you anticipate depending on the quantity of call recordings needed. Please note: The option to download call recordings will not be available after the EOL date, September 1, 2025. If you experience any issues or need a bulk download, please [open a support case](#) for this request.

### 5. I have a term left in my contract. Will I be charged an early termination fee?

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### 6. My current contract ends prior to the EoL. I am not able to find a replacement service prior to my current contract end date. Will I be able to renew?

Contracts ending prior to the EoL Date will continue to automatically renew per the Global Terms of Service unless notified otherwise. However, the renewal of a contract will not change the EoL Date. All

services will be disconnected after the EoL Date. SKY by RingCentral agents are standing by to discuss your journey to RingCentral's award-winning [RingEX](#) platform.

**7. I have signed up for a new service; when should I submit to my new provider to transfer my existing phone numbers?**

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Important Message: End of Life of SKY by RingCentral Platform - David Peterson - Outlook

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Outlook

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**To learn more about our upgrade process and offers, please reach out to [SKYupgradetoRingEX@ringcentral.com](mailto:SKYupgradetoRingEX@ringcentral.com) or contact your partner.**

For all other questions or inquiries about your SKY by RingCentral account please reach out to our [support team](#).

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**CERTIFICATE OF SERVICE**

I, Jennifer Rivera, 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, on the Special Assistant for Telecommunications under the Secretary of Defense.

By:   
Jennifer Rivera

Dated: May 21, 2025

Arizona Corporation Commission  
1200 W. Washington Street,  
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San Francisco, CA 94102

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Tallahassee, FL 32399-0850

Executive Office of Governor Ron DeSantis  
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1375 E. Court Ave.

Kim Reynolds  
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Iowa State Capitol  
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William Donald Schaefer Tower  
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