

Windstream Services, LLC  
4001 Rodney Parham Road  
1170 – B1F03-53A  
Little Rock, AR 72212

Cesar Caballero  
Senior Regulatory Counsel  
501-748-7142

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JAN 15 2016

PUBLIC SERVICE  
COMMISSION



VIA ECFS

January 12, 2016

Marlene H. Dortch, Secretary  
Federal Communications Commission  
445 12<sup>th</sup> Street, S.W.  
Washington, DC 20554

RE: Section 63.71 Application of Windstream Norlight, LLC

Dear Ms. Dortch:

Windstream Norlight, LLC respectfully files the attached Application for Authority to Discontinue Certain Services. This filing is made in compliance with Section 63.71 of the Commission's Rules (47 C.F.R. § 63.71).

Sincerely,

A handwritten signature in black ink that reads "Cesar Caballero" with a stylized flourish at the end.

Cesar Caballero

Before the  
Federal Communications Commission  
Washington D.C. 20554

In the Matter Of )  
 )  
Section 63.71 Application of )  
 )  
Windstream Norlight, LLC )  
 )  
For Authority Pursuant to Section 214 of ) WC Docket No. \_\_\_\_\_  
the Communications Act of 1934 to )  
Discontinue the Provision of Service )  
 )

**SECTION 63.71 APPLICATION OF WINDSTREAM NORLIGHT, LLC**

Windstream Norlight, LLC ("Windstream"), through its undersigned counsel and pursuant to Section 214 of the Communications Act of 1934, as amended, 47 U.S.C. §214, and Section 63.71 of the Federal Communications Commission's ("Commission") rules, 47 C.F.R. §63.71, hereby files this Application to discontinue the provision of Virtual Business Exchange ("VBX") services in the states of Indiana, Kentucky, Tennessee and Wisconsin. In support of this Application, Windstream submits the following information:

**1. Information listed in 47 C.F.R. § 63.71(a)(1)-(4) (47 C.F.R. § 63.71(b)(2)):**

**a. Name and Address of Carrier (47 C.F.R. § 63.71(a)(1)-(4), (b)(2)):**

Windstream Norlight, LLC  
4001 North Rodney Parham Rd.  
Little Rock, AR 72212

**b. Date of Planned Discontinuance (47 C.F.R. § 63.71(a)(2), (b)(2)):**

Windstream plans to discontinue service on March 31, 2016.

**c. Point of Geographic Areas of Service Affected (47 C.F.R. § 63.71(a)(3), (b)(2)):**

VBX services will be discontinued in the states of Indiana, Kentucky, Tennessee and Wisconsin.

**d. Brief Description of the Type of Service to be Affected (47 C.F.R. § 63.71(a)(4), (b)(2)):**

The service to be affected is Virtual Business Exchange service.

**2. Brief Description of the Dates and Methods of Notice to All Affected Customers (47 C.F.R. § 63.71 (b)(3)):**

On January 11, 2016, Windstream sent by First Class U.S. Mail notice to all affected customers of the planned discontinuance. A copy of such notice is attached hereto as Attachment 1, which is compliant with, among other things, Section 63.71(a)(5) of the Commission's rules, 47 C.F.R. § 63.71(a)(5).

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

Windstream is nondominant with respect to the services that it proposes to discontinue.

**4. Service:**

In accordance with Section 63.71(a)(1) of the Commission's rules, 47 C.F.R. § 63.71(a)(1), Windstream is submitting a copy of this Application by First Class U.S. Mail to the public utilities commissions and governors of each state in which discontinuance is proposed and also to the Secretary of Defense (at the address given in 47 C.F.R. § 63.71(a)).

**5. Additional Questions Regarding This Application May be Addressed to the Undersigned.**

**6. Circumstances of Discontinuance.**

Windstream provides VBX service to 57 business customers in Indiana, Kentucky, Tennessee and Wisconsin. This service is provided on an end-of-life Hosted VoIP platform that is scheduled to be decommissioned on Thursday, March 31, 2016. This service was a first generation product using proprietary (now unsupported) protocols. Windstream will assist affected customers in migrating their services to Windstream's supported platform or upgrade to one of our more robust unified communications products.

These customers will not be unduly harmed because they are being provided ample notice of the discontinuance and are being offered alternative services to the ones being discontinued. Furthermore, customers have comparable options at comparable rates from other providers serving these states.

**7. Conclusion**

Windstream believes that the proposed discontinuance is reasonable and necessary. As outlined herein, Windstream will take reasonable steps, to the extent that is able, to assure that the discontinuance of this service is not unduly disruptive to the present or future public convenience and necessity. Accordingly, Windstream respectfully requests that the Commission permit it to discontinue the provision of VBX service to customers in Indiana, Kentucky, Tennessee and Wisconsin pursuant to Section 63.71.

Respectfully Submitted,

A handwritten signature in black ink, appearing to read "Cesar Caballero", with a stylized flourish at the end. The signature is positioned above a horizontal line.

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Cesar Caballero  
Senior Regulatory Counsel  
Windstream Services, LLC  
4001 N. Rodney Parham Rd.  
MS: 1170-B1F03-53A  
Little Rock, AR 72112  
(501) 748-7142  
cesar.caballero@windstream.com

January 12, 2016

**CERTIFICATE OF SERVICE**

I hereby certify that the foregoing Section 63.71 Application was served this 12 day of January 2016, by mailing true and correct copies thereof, postage prepaid, to the following persons to the addresses listed below.

Secretary of Defense  
Attn: Special Assistance for Telecommunications  
Pentagon  
Washington, DC 20301

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

Office of Governor Michael R. Pence  
200 W. Washington Street  
#206  
Indianapolis, IN 46204

Kentucky Public Service Commission  
211 Sower Boulevard  
Frankfort, KY 40601

Office of Governor Matt Bevin  
700 Capital Avenue, #100  
Frankfort, KY 40601

Tennessee Regulatory Authority  
505 Deaderick Street  
Nashville, TN 37243

Office of Governor Bill Haslam  
State Capitol, 1<sup>st</sup> Floor  
600 Charlotte Avenue  
Nashville, TN 37243

Public Service Commission of Wisconsin  
P.O. Box 7854  
Madison, WI 53707-7854

Office of Governor Scott Walker  
115 East Capitol  
Madison, WI 53702



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Cesar Caballero

**Attachment 1**

**Customer Notice**



January 11, 2016

<< Windstream Norlight, LLC >>

<< Address 1 >>

<< Address 2 >>

<< City, State Zip >>

**URGENT: Your services will be impacted unless you take action!**

Dear <<Contact Name>>,

In an effort to better serve our business customers, Windstream is working to consolidate our systems and offerings. You are currently on an end-of-life Hosted VoIP platform that is scheduled to be decommissioned on Thursday, March 31, 2016.

The decommissioning affects Windstream Norlight, LLC customers in Indiana, Kentucky, Tennessee and Wisconsin, who subscribe to Virtual Business Exchange ("VBX") services. VBX is a Voice over Internet Protocol or VoIP product fully managed and owned by Windstream with features and call functions hosted in the cloud. This technology was a first generation product using proprietary (now unsupported) protocols.

In order to prevent a permanent service disruption, please contact Windstream prior to Friday, January 25<sup>th</sup>, 2016 to discuss migration to our supported platform or upgrade to one of our other robust Unified Communications products. Failure to do so may result in insufficient time to transition your services and may result in a complete loss of your services with no short-term ability to restore them.

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 Windstream Norlight, LLC. 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.

Thank you for your prompt attention to this important matter. Please contact your Windstream trusted advisor at 855-759-7412 to discuss your migration and customized solution options. In the meantime, you can visit [www.smallbusiness.windstream.com/Bundles](http://www.smallbusiness.windstream.com/Bundles) for additional information regarding all of our offerings.

Sincerely,

Windstream