

MITEL CLOUD SERVICES, INC.

Company Name

(Provide the full name of the company as certificated or registered with the Missouri Public Service Commission, including any Commission approved d/b/a, if applicable. Please do not abbreviate.)

**TELECOMMUNICATIONS COMPANY OR IVOLP PROVIDER
ANNUAL REPORT
TO THE
MISSOURI PUBLIC SERVICE COMMISSION**

**For the Calendar Year of
January 1 - December 31, 2019**

This filing is required pursuant to Commission Rule 20 CSR 4240-28.012 and/or Section 392.210 RSMO.

Please select how the company is certificated and/or registered with the Commission (check all that apply):

- ☐ Incumbent Local Telecommunications Company (ILEC)
- ☒ Competitive Local Exchange Telecommunications Company (CLEC)
- ☒ Interexchange or Local Non-Switched Telecommunications Company (IXC)
- ☐ Interconnected Voice over Internet Protocol Service Provider (IVoIP)

If more than one certificate or registration is held by the company you must file an annual report in the Commission's Electronic Filing and Information System (EFIS) for each certificate or registration. In such situations, we anticipate the annual reports to be identical; however please verify the following:

- ☒ The various annual reports filed in EFIS are **identical**.
- ☐ The various annual reports filed in EFIS are **different**.
- ☐ Not applicable (*Company only has one certificate or registration; therefore only one annual report was filed in EFIS.*)

Please choose one of the following filing options to indicate the security level of the filing:

- ☒ **Public submission** (NOT Confidential)
- ☐ **Non-Public submission** (Confidential) (See instructions for special requirements.)
For this filing to be considered Confidential, additional submission of materials is required, pursuant to Commission Rule 20 CSR 4240-2.135.

PUBLIC

For use when filing under seal.

1. State in full the company's information below:

1146 N. Alma School Road

Company Street Address

(480) 961-9000

Telephone Number

Same

Company Mailing Address (if different from street address)

Mesa

AZ

85201

City

State

Zip

2. The company's contact information in EFIS has been reviewed (and updated as applicable).

☒ Yes

☐ No

3. Annual Report Contact Information:

List the contact information of the person completing the form, whether an employee or a third-party preparer. This may differ from the address in Item No. 1.

Susan Cockerham

Name

1725 Windward Concourse, Suite 150

Street Address

Same

Mailing Address

Alpharetta

GA

30005

City

State

Zip

(678) 672-2837

Telephone Number

scockerham@telecompliance.net

Email Address

4. Identify the company's top three principal or general officers at the end of the year.

Title	Name
<u>President</u>	<u>Bob Agnes</u>
<u>Secretary</u>	<u>Gregory Hiscock</u>
<u>Treasurer</u>	<u>Paul Ciaramitaro</u>

5. Please provide the following revenue information:

Row	RETAIL END USER REVENUES	**	MO Intrastate (Column A)	**	**	Total Company (Column B)	**
1.	Local Service (Basic local telecommunications service, IVoIP service and features associated with these services)						
2.	Interexchange Service (Message toll services, 800 services, interexchange operator services).						
3.	Non-Switched Services (Dedicated non-switched private line services typically used by business customers. <i>Do not include special access or private line services provided to other telecommunications or IVoIP service providers which are reported in Row 7).</i>						
4.	Bundled Voice Service (If telecommunications or IVoIP service is bundled with non-regulated services then a company may apply either of two methods in reporting bundled revenue in Column A. Method 1: Report bundled revenue in Column A based on the unbundled rate for telecommunications or IVoIP service; or Method 2: Report all bundled revenue in Column A.)						
5.	Retail Uncollectibles. (Amount is typically a negative number.)						
6.	RETAIL END-USER TOTAL (Row 1+2+3+4+5) Revenue in Column A will be provided to Missouri USF Administrator for assessment purposes.)						
WHOLESALE CARRIER'S CARRIER AND UNIVERSAL SERVICE FUND REVENUES							
7.	Revenue from services provided for resale as telecommunications or IVoIP services from another telecommunications or IVoIP service provider. This row typically includes revenue associated with switched access service, special access service, billing and collection service. NECA settlements, if any, should be reported solely in Column B.						
8.	Miscellaneous Carrier's Carrier Revenue (Remaining Carrier's Carrier Revenue provided in FCC Form 499-A, Block 3 that is not reported in Row 7).						
9.	Wholesale Uncollectibles. (Amount is typically a negative number.)						
10.	Federal USF Revenue (List federal USF revenue in Column B; however, any Connect America Fund Intercarrier Compensation funding used to replace revenue caused by mandatory intrastate switched access rate reductions should be reported in Column A.)						
11.	State USF Revenue						
12.	TOTAL REVENUES (Row 6+7+8+9+10+11) The Total Revenue in Column A should match the Total Gross Intrastate Operating Revenue reported on the Missouri PSC's Statement of Revenue form.						

Revenue reporting clarifications:

Total Company Revenue (Column B) = Missouri Intrastate revenue in Column A + Interstate revenues + International revenues.

IVoIP revenue: If unable to distinguish Missouri Jurisdictional revenue in Column A then a safe harbor percentage can be applied to total revenue that corresponds to the FCC's safe harbor percentage.

Retail non-switched private line service revenue: All of a customer's non-switched private line service revenue can be reported in Column B if 10% or more of the customer's private line network traffic is considered interstate traffic.

PUBLIC

For use when filing under seal.

6. Line Quantities for Basic Local Telecommunications &/or IVoIP Services

Exchange	Line Quantities					
	**	Residential	**	**	Business	**
Arnold						
Ballwin						
Belton						
Blue Springs						
Boonville						
Brentwood						
Bridgeton						
Buffalo						
California						
Camdenton						
Cape Girardeau						
Carthage						
Charleston						
Chesterfield						
Chillicothe						
Clayton						
Clinton						
Columbia						
Concordia						
Creve Coeur						
Des Peres						
Dexter						
Earth City						
Eldon						
Ellisville						
Excelsior Springs						
Fenton						
Festus						
Freeburg						
Frontenac						
Fulton						
Grain Valley						
Grandview						
Hannibal						
Hazelwood						
Hollister						
Holts Summit						
Independence						
Jefferson City						
Joplin						
Kansas City						
Kirkville						
Kirkwood						
Lake Saint Louis						
Lebanon						
Lees Summit						
Liberty						
Linn						
Malden						

6. Line Quantities for Basic Local Telecommunications &/or IVoIP Services

Exchange	Line Quantities					
	**	Residential	**	**	Business	**
Maryland Heights						
Maryville						
O'fallon						
Osage						
Platte City						
Pleasant Hill						
Popular Bluff						
Richmond Heights						
Rolla						
Saint Ann						
Saint Charles						
Saint Clair						
Saint Joseph						
Saint Louis						
Saint Peters						
Sedalia						
Sikeston						
Springfield						
Strafford						
Sunrise Beach						
Versailles						
Villa Ridge						
Warrensburg						
Webb City						
Webster Groves						
Wentzville						
Wright City						
Totals:						

About reporting line quantities:

1. Report line quantities for basic local telecommunications service and/or IVoIP service as those terms are defined in 386.020(4) and (23).
2. Lines include analog and digital. For DS-1 or higher band-width facilities a voice grade equivalency must be used. For channelized service report the number of channels subscribed to by the customer. For non-channelized facilities, filers are instructed to use a good-faith estimate of the number of voice grade equivalent lines used for voice service.
3. Exchange refers to areas as listed in ILEC tariffs. *(Exchanges are not always the same as rate centers, wire centers and central offices.)*
4. Per 392.550(7)(c) IVoIP line quantities must be filed on a confidential basis. See instructions for how to file annual report information on a confidential basis.

CONFIDENTIAL
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Relay Missouri Assessment¹

		Annual Totals	
7. Revenue Collected From Relay Missouri Surcharge			
Amount Retained for Billing and Collecting the Surcharge			
Relay Missouri Revenue Remitted to Relay Missouri Fund			

8. Please indicate the per line value of the Relay Missouri Surcharge applied to your customers in December.

9. If your firm did not impose the Relay Missouri Surcharge, please explain:

¹ ILECs, CLECs and IVoIP providers are required to complete this page; however, companies classified solely as IXC's are not expected to complete this page.

VERIFICATION

The foregoing report must be verified by the Oath of the President, Treasurer, General Manager or Receiver of the company. The Oath required may be taken before any person authorized to administer an oath (Notary Public) by the laws of the State in which the same is taken.

OATH

State Of GEORGIA }
County Of FULTON } ss:

Susan Cockerham makes oath and says that
Name of Affiant (Company Official/Representative)

s/he is Regulatory Agent
Official Title of the Affiant (Company Official/Representative)

of Mitel Cloud Services, Inc.
Exact Legal Title or Name of the Respondent (Certificated Company Name)

and is located at 1725 Windward Concourse, Suite 150, Alpharetta, GA 30005,
Address and Telephone Number of the Affiant (Company Official/Representative)

that s/he has 1) examined the foregoing report; to the best of his or her knowledge, information, and belief, all statements of fact contained in the said report are true and the said report is a correct statement of the business and affairs of the above-named respondent, and 2) examined (and updated as applicable) the company's contact information in EFIS; to the best of his or her knowledge, information, and belief, all listed contacts are correct.

from January 1, 2019, to and including December 31, 2019
Month/Day Year Month/Day Year

/s/ Susan Cockerham
Signature of Affiant (Company Official/Representative)
(If electronic signatures are used, you must use "/s/" before the name.)

Subscribed and sworn to before me, a Notary Public, in and for the State and County above named,
this 9th day of April, 2020
My Commission expires September 20, 2022

/s/ Calla Dunlap
Signature of Notary Public
(If electronic signatures are used, you must use "/s/" before the name.)

W-00384394
Notary Commission Number