

Decision _____

BEFORE THE PUBLIC UTILITIES COMMISSION OF THE STATE OF CALIFORNIA

Application of Tech Verb, Inc., for
Registration as an Interexchange Carrier
Telephone Corporation Pursuant to the
Provisions of Public Utilities Code Section
1013.

Application 16-02-018
(Filed February 29, 2016)

**DECISION GRANTING TECH VERB A CERTIFICATE OF PUBLIC
CONVENIENCE AND NECESSITY IN ORDER TO PROVIDE RESOLD
INTEREXCHANGE SERVICE**

Summary

Pursuant to Public Utilities Code § 1001, we grant Tech Verb, Inc., a certificate of public convenience and necessity to provide resold interexchange service in California subject to the terms and conditions set forth in the Ordering Paragraphs.¹

¹ This application was filed pursuant to Public Utilities Code § 1013, which provides for an expedited and ministerial registration process. However, the Communications Division determined that the applicant didn't qualify for the registration process because the applicant offered consulting and information technology services, and was an internet service provider rather than a telephone company. Additionally, the applicant did not intend to offer voice services at this time, but only data. Thus, the resulting assignment to an administrative law judge removed it from the registration track. It has therefore been evaluated as a certificate of public convenience and necessity under § 1001.

1. Background

On February 29, 2016, Tech Verb, Inc. (Tech Verb), a California corporation, filed an application for a certificate of public convenience and necessity (CPCN) to provide resold telecommunications services in the service territories of Pacific Bell Telephone Company d/b/a AT&T California (AT&T), Frontier California Inc. (Frontier California),² Citizens Telecommunications Company of California, Inc. d/b/a Frontier Communications of California (Frontier Communications), and Consolidated Communications of California Company (Consolidated, formerly SureWest Telephone)³ and interexchange service in California.

Tech Verb proposes to provide interexchange services to business customers via the reselling of Time Warner broadband services.⁴ This includes internet access, wide area network data connections, and virtual private networks. Tech Verb will use Time Warner's facilities and equipment to provide the aforementioned broadband services which will utilize the following protocols: Primarily transmission control protocol/internet protocol, but the company may also use point-to-point protocol, frame relay, asynchronous

² Frontier California was formerly Verizon California, Inc. (Verizon). As of April 1, 2016, Verizon's operations in California were acquired and are now operated by Frontier California, Inc., pursuant to Decision (D).15-12-005.

³ SureWest Telephone was acquired by Consolidated Communications Inc. in 2012, pursuant to D.12-06-004, and SureWest Telephone changed its name to Consolidated Communications of California Company as of January 1, 2016.

⁴ Tech Verb will only offer broadband data services initially, but has voluntarily requested authority to operate as an interexchange carrier telephone corporation in California in order to resell internet service to its public school clients. Tech Verb seeks a CPCN to operate as a switchless reseller so that it can resell internet service to its public school clients and qualify for a 50 percent discount pursuant to the California Teleconnect Fund (CTF); *See* D.15-05-028, wherein the Commission granted Bright Fiber Network, LLC, a CPCN, and concluded that Bright Fiber qualified as a telephone corporation for the purposes of its application because it intended to provide interexchange access in addition to its broadband service.

transfer mode, point-to-point tunneling protocol, layer 2 tunneling protocol, and secure socket tunneling protocol for private links. As resellers of Time Warner broadband services, Tech Verb will not provide its own services over the public switched telephone network and no facilities will be constructed by Tech Verb that will interconnect to the public switched telephone network.

Tech Verb's principal place of business is located at 448 S. Hill St. #1015, Los Angeles, CA 90013.

2. Jurisdiction

Public Utilities Code § Section 216(a)⁵ defines the term "public utility" to include a "telephone corporation," which in turn is defined in Public Utilities Code § 234(a) as "every corporation or person owning, controlling, operating, or managing any telephone line for compensation within this state."

Tech Verb proposes to resell Time Warner's Business Class TCP/IP broadband services, both cable and fiber broadband services.⁶ Tech Verb is a telephone corporation and a public utility subject to our jurisdiction.

Tech Verb provided certification that it is a common carrier as defined by Section 153 of the Federal Telecommunications Act of 1996 (Act) eligible to interconnect with the public switched telephone network pursuant to Sections 251 and 252 of the Act, and that if granted a CPCN, it will operate as a telephone corporation under Public Utilities Code § 234(a), and obey the Code and all Commission rules, decisions, and orders applicable to telephone corporations.

3. California Environmental Quality Act (CEQA)

The CEQA requires the Commission act as the designated lead agency to assess the potential environmental impact of a project in order that adverse

⁵ All statutory references are to the Public Utilities Code, unless otherwise stated.

⁶ If Tech Verb does provide voice services in the future it will be exclusively voice over internet protocol (VOIP) services.

effects are avoided, alternatives are investigated, and environmental quality is restored or enhanced to the fullest extent possible. Since Tech Verb states that it does not intend to construct any facilities other than equipment to be installed in existing buildings or structures, it can be seen with certainty that there is no possibility that granting this application will have an adverse impact upon the environment. Before it can construct facilities other than equipment to be installed in existing buildings or structures, Tech Verb must file for additional authority, and submit to any necessary CEQA review.

4. Financial Qualifications

To be granted a CPCN, an applicant for authority to provide resold interexchange services must demonstrate that it has a minimum of \$25,000 cash or cash equivalent, reasonably liquid and readily available to meet the firm's start-up expenses.⁷ An applicant must also demonstrate that it has sufficient additional resources to cover all deposits required by local exchange carriers and/or interexchange carriers in order to provide the proposed service.⁸ In the application, Tech Verb provided a certificate of deposit that \$25,000 plus an amount equal to the deposit required by any local exchange carriers or interexchange carriers would be available to Tech Verb for one year following certification.⁹ Since Tech Verb has provided documentation that it possesses a minimum of \$25,000 that is reasonably liquid and available, it has demonstrated that it has sufficient funds to meet its start-up expenses and has fulfilled this

⁷ The financial requirement for Competitive Local Exchange Carriers (CLEC) is contained in D.95-12-056, Appendix C. The financial requirement for Non-Dominant Interexchange Carriers (NDIEC) is contained in D.91-10-041.

⁸ The requirement for Competitive Local Carrier (CLC) applicants to demonstrate that they have additional financial resources to meet any deposits required by underlying Local Exchange Carriers (LEC) and/or IECs is set forth in D.95-12-056, Appendix C. For NDIECs, the requirement is found in D.93-05-010.

⁹ See Response to ALJ Ruling, including Exhibit B, dated August 22, 2016.

requirement. Tech Verb's financial documentation will be subject to verification and review by the Commission for one year to ensure that such funds are available.

Tech Verb did not propose to initially interconnect with AT&T, Frontier California, Frontier Communications, and Consolidated. In addition to the \$25,000 discussed above, Tech Verb has provided documentation that it has the funds available for any deposits required by local exchange carriers or interexchange carriers. Tech Verb stated that no deposit is required by Time Warner. Therefore, no additional resources are required at this time to cover deposits.

5. Technical Qualifications

To be granted a CPCN for authority to provide local exchange and interexchange service, an applicant must make a reasonable showing of managerial and technical expertise in telecommunications or a related business.¹⁰ Tech Verb supplied biographical information on its management in its application that demonstrated that it has sufficient expertise and training to operate as a telecommunications provider.

In its application, Tech Verb verified that no one associated with or employed by Tech Verb as an affiliate, officer, director, partner, or owner of more than 10 percent of Tech Verb: (a) held one of these positions with a company that filed for bankruptcy; (b) been personally found liable, or held one of these positions with a company that has been found liable, for fraud, dishonesty, failure to disclose, or misrepresentations to consumers or others; (c) been convicted of a felony; (d) been the subject of a criminal referral by judge or public agency; (e) had a telecommunications license or operating authority denied,

¹⁰ D.95-12-056 at Appendix C, Rule 4.A.

suspended, revoked, or limited in any jurisdiction; (f) personally entered into a settlement, or held one of these positions with a company that has entered into settlement of criminal or civil claims involving violations of sections 17000 et seq., 17200 et seq., or 17500 et seq. of the California Business & Professions Code, or of any other statute, regulation, or decisional law relating to fraud, dishonesty, failure to disclose, or misrepresentations to consumers or others; or (g) been found to have violated any statute, law, or rule pertaining to public utilities or other regulated industries; (h) entered into any settlement agreements or made any voluntary payments or agreed to any other type of monetary forfeitures in resolution of any action by any regulatory body, agency, or attorney general; or (i) is being, or has been investigated by the Federal Communications Commission or any law enforcement or regulatory agency for failure to comply with any law, rule or order.

For the above reasons, we find that Tech Verb is in compliance with the requirements of D.95-12-056.

6. Tariffs

Tech Verb has requested detariffed status and may be exempt from the requirement to file tariffs provided that Tech Verb complies with the consumer protection rules identified in D.98-08-031. Tech Verb will not offer local exchange services; and, therefore, no tariff is required.

7. Expected Customer Base

Tech Verb estimates that it will serve five customers during the first year and between twenty-five and fifty customers by the fifth year of operation of its application.¹¹ Therefore, Tech Verb has complied with this requirement.

¹¹ See Response to ALJ Ruling, dated October 6, 2016.

8. Request for treatment as a Non-dominant Carrier

Applicant requests treatment as a non-dominant interexchange carrier, which would include exemption from the requirements of Public Utility Code §§ 816-830 concerning stocks and security and § 851 concerning the encumbrance and transfer of utility property. The Commission detailed its rules regarding exemption of non-dominant carriers in D.85-01-008, and subsequently modified in D.85-07-081 and D.85-11-044. We grant Applicant's request for non-dominant interexchange carrier status, provided that it follows all rules detailed in the above referenced decisions.¹²

9. Safety Considerations

With the adoption of the *Safety Policy Statement of the California Public Utilities Commission* on July 10, 2014, the Commission has, among other things, heightened its focus on the potential safety implications of every proceeding. We have considered the potential safety implications here. We feel satisfied that Tech Verb will meet the Commission's minimum safety goals and expectations of CLEC's because: (1) Tech Verb has taken steps to meet the financial requirements as set forth in this decision for a facilities-based CLEC, and (2) Tech Verb is a public utility that is required pursuant to Public Utility Code § 451 to "... furnish and maintain such adequate, efficient, just and reasonable service, instrumentalities, equipment, and facilities, including telephone facilities ... as are necessary to promote the safety, health, comfort, and convenience of its patrons, employees, and the public."

¹² While the Commission has granted exemption from §§ 816 – 830 to others, exemption from §§ 851 – 854 has not been granted previously and is not granted here.

10. Conclusion

We conclude that the application conforms to our rules for certification as a competitive local exchange and interexchange carrier. Accordingly, we grant Tech Verb a CPCN to provide resold telecommunications service in the service territory of AT&T, Frontier California, Frontier Communications, and Consolidated and interexchange service in California subject to compliance with the terms and conditions set forth in the Ordering Paragraphs.

The CPCN granted by this decision provides benefits to Tech Verb and corresponding obligations. Tech Verb receives authority to operate in the prescribed service territory, it can request interconnection with other telecommunications carriers in accordance with Section 251 of the Federal Communications Act (47 U.S.C. 251), and it receives access to public rights of way in California as set forth in D.98-10-058 subject to the CEQA requirements set forth in this decision. In return, Tech Verb is obligated to comply with all applicable Public Utilities Codes and Commission Rules, General Orders, and decisions applicable to telecommunications carriers providing approved services. The applicable Codes, Rules, etc., include, but are not limited to consumer protection rules, tariffing, and reporting requirements.¹³ Moreover, Tech Verb is obligated to pay all Commission prescribed user fees and public purpose program surcharges as set forth in the Appendix B of this decision, to comply with CEQA, and to adhere to Public Utility Code § 451 which states that every public utility “...shall furnish and maintain such adequate, efficient, just, and reasonable service, instrumentalities, equipment, and facilities, including telephone facilities, as defined in § 54.1 of the Civil Code, as are necessary to

¹³ Tech Verb should file tariffs with the Commission before it can offer local exchange services.

promote the safety, health, comfort, and convenience of its patrons, employees, and the public.”

Pursuant to D.13-05-035, Tech Verb must obtain a performance bond of at least \$25,000 to facilitate the collection of fines, penalties, taxes, surcharges, fees, and restitution. The performance bond must be a continuous bond (i.e., there is no termination date on the bond) issued by a corporate surety company authorized to transact surety business in California, and the Commission must be listed as the ~~obligee~~ obligee on the bond. Within five days of acceptance of its CPCN, Tech Verb must submit a Tier-1 advice letter to the Director of the Communications Division, containing a copy of the license holder’s executed bond, and submit a Tier-1 advice letter annually, but not later than March 31, with a copy of the executed bond. Tech Verb must not allow its performance bond to lapse during any period of its operation. Pursuant to D.13-05-035, the Commission may revoke a CPCN if a carrier is more than 120 days late I providing the Director of the Communications Division a copy of its executed performance bond and the carrier has not been granted an extension of time by the Communications Division.

11. Categorization and Need for Hearings

In Resolution ALJ 176-3374, dated March 17, 2016, the Commission preliminarily categorized this application as ratesetting, and preliminarily determined that hearings were not necessary. No protests have been received. There is no apparent reason why the application should not be granted. Given these developments, a public hearing is not necessary, and it is not necessary to disturb the preliminary determinations.

12. Comments on Proposed Decision

This is an uncontested matter in which the decision grants the relief requested. Accordingly, pursuant to Section 311(g)(2) of the Public Utilities Code and Rule 14.6(c)(2), the otherwise applicable 30-day period for public review and comment is waived.

13. Assignment of Proceeding

Liane M. Randolph is the assigned Commissioner and John A. Mikita is the assigned Administrative Law Judge in this proceeding.

Findings of Fact

1. Notice of the application appeared on the Daily Calendar on March 2, 2016. No protests have been filed. A hearing is not required.
2. Tech Verb is a telephone corporation and a public utility as defined in Public Utility Code §§ 234(a) and 216(a).
3. Tech Verb has a minimum of \$25,000 of cash or cash equivalent that is reasonably liquid and readily available to meet its start-up expenses.
4. Tech Verb has sufficient additional cash or cash equivalent to cover deposits that may be required by other telecommunications carriers in order to provide the proposed service.
5. Tech Verb's management possesses sufficient experience, knowledge, and technical expertise to provide local exchange services to the public.
6. No one associated with or employed by Tech Verb as an affiliate, officer, director, partner, agent, or owner of more than 10 percent of Tech Verb: (a) held one of these positions with a company that filed for bankruptcy; (b) been personally found liable, or held one of these positions with a company that has been found liable, for fraud, dishonesty, failure to disclose, or misrepresentations to consumers or others; (c) been convicted of a felony; (d) been the subject of a

criminal referral by judge or public agency; (e) had a telecommunications license or operating authority denied, suspended, revoked, or limited in any jurisdiction; (f) personally entered into a settlement, or held one of these positions with a company that has entered into settlement of criminal or civil claims involving violations of sections 17000 *et seq.*, 17200 *et seq.*, or 17500 *et seq.* of the California Business & Professions Code, or of any other statute, regulation, or decisional law relating to fraud, dishonesty, failure to disclose, or misrepresentations to consumers or others; or (g) been found to have violated any statute, law, or rule pertaining to public utilities or other regulated industries; (h) entered into any settlement agreements or made any voluntary payments or agreed to any other type of monetary forfeitures in resolution of any action by any regulatory body, agency, or attorney general; or (i) is being, or has been investigated by the Federal Communications Commission or any law enforcement or regulatory agency for failure to comply with any law, rule or order.

7. Tech Verb requested and is eligible for exemption from tariffing requirements and must observe the consumer protection rules adopted in D.98-08-031. Tech Verb should file tariffs with the Commission before it can offer local exchange services.

8. Tech Verb provided an estimate of its customer base for the first and fifth year of operation.

Conclusions of Law

1. Tech Verb should be granted a CPCN to provide resold telecommunications service in the service territories of AT&T, Frontier California, Frontier Communications, Consolidated and interexchange service in California, subject to the terms and conditions set forth in the Ordering Paragraphs.

2. Tech Verb, once granted a CPCN, should be subject to the applicable Commission rules, decisions, General Orders, and statutes that pertain to California public utilities.
3. Tech Verb should be granted an exemption from the requirement to file tariffs. If it seeks to provide local exchange service it must file tariffs.
4. Tech Verb should be granted non-dominant carrier status, subject to Commission rules and regulations as detailed in D.85-01-008 and modified in D.85-07-081 and D.85-11-044.
5. Evidentiary hearings were not necessary.
6. A.16-02-018 should be closed.

O R D E R

IT IS ORDERED that:

1. A certificate of public convenience and necessity is granted to Tech Verb, Inc., to provide resold telecommunications services in the territories of Pacific Bell Telephone Company d/b/a AT&T California, Frontier California Inc., Citizens Telecommunications Company of California, Inc. d/b/a/ Frontier Communications of California, and Consolidated Communications of California Company, and interexchange service in California, subject to the terms and conditions set forth below.
2. The corporate identification number assigned to Tech Verb, Inc., U7315C, must be included in the caption of all original filings with this Commission, and in the titles of other pleadings filed in existing cases.
3. Tech Verb, Inc., must file, in this docket, a written acceptance of the certificate granted in this proceeding within 30 days of the effective date of this order. Written acceptance filed in this docket does not reopen the proceeding.

4. The certificate granted by this order will expire if not exercised within 12 months of the effective date of this order.

5. Tech Verb, Inc. (Tech Verb) must obtain a performance bond of at least \$25,000 in accordance with Decision 13-05-035. The performance bond must be a continuous bond (i.e., there is no termination date on the bond) issued by a corporate surety company authorized to transact surety business in California, and the Commission must be listed as the obligee on the bond. Within five days of acceptance of its certificate of public convenience and necessity authority, Tech Verb must submit a Tier-1 advice letter to the Director of the Communications Division, containing a copy of the license holder's executed bond, and submit a Tier-1 advice letter annually, but not later than March 31, with a copy of the executed bond.

6. Tech Verb, Inc., must not allow its performance bond to lapse during any period of its operation. Pursuant to Decision 13-05-035, the Commission may revoke a certificate of public convenience and necessity if a carrier is more than 120 days late in providing the Director of the Communications Division a copy of its executed performance bond and the carrier has not been granted an extension of time by the Communications Division.

7. In addition to all the requirements applicable to competitive local exchange carriers and interexchange carriers included in Attachments B, C, and D to this decision, Tech Verb, Inc., is subject to the Consumer Protection Rules contained in General Order 168, and all applicable Commission rules, decisions, General Orders, and statutes that pertain to California public utilities.

8. Tech Verb, Inc., must annually pay the user fee and public purpose surcharges specified in Attachment B, and the Combined California Public Utilities Commission Telephone Surcharge Transmittal Form must be submitted

even if the amount due is \$0. Applicant must pay a minimum user fee of \$100 or 0.23 percent of gross intrastate revenue, whichever is greater. Under Public Utilities Code § 405, carriers that are in default of reporting and submitting user fees for a period of 30 days or more will be subject to penalties including suspension or revocation of their authority to operate in California.

9. Prior to initiating service, Tech Verb, Inc., must provide the Commission's Consumer Affairs Branch with the name and address of its designated contact person(s) for purposes of resolving consumer complaints. This information must be updated if the name or telephone number changes, or at least annually.

10. Prior to initiating service, Tech Verb, Inc., must provide the Commission's Communications Division with the name and address of its designated regulatory/official contact persons(s). This information must be provided electronically, using the "Regulatory/Official Contact Information Update Request" found at <http://www.cpuc.ca.gov/communications>. This information must be updated if the name or telephone number changes, or at least annually.

11. Tech Verb, Inc., must file an affiliate transaction report with the Director of the Communications Division, in compliance with Decision 93-02-019, on a calendar year basis using the form contained in Attachment D to this decision.

12. Tech Verb, Inc., must file an annual report with the Director of the Communications Division, in compliance with General Order 104-A, on a calendar-year basis with the information contained in Attachment C to this decision.

13. Evidentiary hearings are not necessary.

14. Application 16-02-018 is closed.

This order is effective today.

Dated _____, at San Francisco, California.

ATTACHMENT A

This Attachment is Intentionally Left Blank

(END OF ATTACHMENT A)

ATTACHMENT B

REQUIREMENTS APPLICABLE TO COMPETITIVE LOCAL EXCHANGE CARRIERS AND INTEREXCHANGE CARRIERS

1. Applicant must file, in this docket with reference to this decision number,¹⁴ a written acceptance of the certificate granted in this proceeding within 30 days of the effective date of this order.

2. The certificate granted and the authority to render service under the rates, charges, and rules will expire if not exercised within 12 months of the date of this order.

3. ~~2~~ Applicant is subject to the following fees and surcharges that must be regularly remitted. Per the instructions in Exhibit E to Decision (D.) 00-10-028, the Combined California PUC Telephone Surcharge Transmittal Form must be submitted even if the amount due is \$0.

- a. The Universal Lifeline Telephone Service Trust Administrative Committee Fund (Public Utilities Code § 879);
- b. The California Relay Service and Communications Devices Fund (Public Utilities Code § 2881; D.98-12-073);
- c. The California High Cost Fund-A (Public Utilities Code § 739.3; D.96-10-066, at 3-4, App. B, Rule 1.C);
- d. The California High Cost Fund-B (D.96-10-066, at 191, App. B, Rule 6.F.; D.07-12-054);
- e. The California Advanced Services Fund (D.07-12-054);
- f. The California Teleconnect Fund (D.96-10-066, at 88, App. B, Rule 8.G).
- g. The User Fee provided in Public Utilities Code §§ 431-435. The minimum annual User Fee is \$100, as set forth in D.13-05-035.

¹⁴ Written acceptance filed in this docket does not reopen the proceeding.

Note: These fees change periodically. In compliance with Resolution T-16901, December 2, 2004, Applicant must check the joint tariff for surcharges and fees filed by Pacific Bell Telephone Company (dba AT&T California) and apply the current surcharge and fee amounts in that joint tariff on end-user bills until further revised. Current and historical surcharge rates can be found at

~~<http://www.cpuc.ca.gov/communications>~~<http://www.cpuc.ca.gov/General.aspx?id=1124>.

- Carriers must report and remit CPUC telephone program surcharges online using the CPUC Telecommunications and User Fees Filing System (TUFFS). Information and instructions for online reporting and payment of surcharges are available at ~~<http://www.cpuc.ca.gov/communications>~~<http://www.cpuc.ca.gov/General.aspx?id=1010> . To request a user ID and password for TUFFS online filing and for questions, please e-mail Telco_surcharges@cpuc.ca.gov.
- Carriers must file and pay the PUC User Fee (see above item ~~23~~g) upon receiving the User Fee statement sent by the Commission. User Fees cannot be reported or paid online. Instructions for reporting and filing are available at ~~<http://www.cpuc.ca.gov/communications>~~<http://www.cpuc.ca.gov/General.aspx?id=1009> . Please call (415) 703-2470 for questions regarding User Fee reporting and payment.

~~4. 3-~~If Applicant is a competitive local exchange carrier (CLC), the effectiveness of its future tariffs is subject to the requirements of General Order 96-B and the Telecommunications Industry Rules (D.07-09-019).

~~5. 4-~~If Applicant is a non-dominant interexchange carrier (NDIEC), the effectiveness of its future NDIEC tariffs is subject to the requirement of General Order 96-B and the Telecommunications Industry Rules (D.07-09-019).

~~6. 5-~~Tariff filings must reflect all fees and surcharges to which Applicant is subject, as reflected in #~~23~~ above.

~~7. 6.~~ Applicant must obtain a performance bond of at least \$25,000 in accordance with Decision 13-05-035. The performance bond must be a continuous bond (i.e., there is no termination date on the bond) issued by a corporate surety company authorized to transact surety business in California, and the Commission must be listed as the obligee on the bond. Within five days of acceptance of its certificate of public convenience and necessity authority, Applicant must submit a Tier-1 advice letter to the Director of Communications, containing a copy of the license holder's executed bond, and submit a Tier-1 advice letter annually, but not later than March 31, with a copy of the executed bond.

~~8. 7.~~ Applicant must not allow its performance bond to lapse during any period of its operation. Pursuant to Decision 13-05-035, the Commission may revoke a certificate of public convenience and necessity if a carrier is more than 120 days late in providing the Director of the Communications Division a copy of its executed performance bond and the carrier has not been granted an extension of time by the Communications Division.

~~9. 8.~~ Applicant must file a service area map as part of its initial tariff.

~~10. Prior to initiating service, Applicant must provide the Commission's Consumer Affairs Branch with the name and address of its designated contact person(s) for purposes of resolving consumer complaints. This information must be updated if the name and telephone number changes, or at least annually.~~

~~11. 9. Prior to initiating service, Applicant must provide the Commission's Consumer Affairs Branch with the name and address of its designated contact person(s) for purposes of resolving consumer complaints. In addition, Applicant must provide the Commission's Communications Division with the name and address of its designated regulatory/official contact persons(s). This information~~

must be provided electronically, using the “Regulatory/Official Contact Information Update Request” found at <http://www.cpuc.ca.gov/communications>. This information must be updated if the name or telephone number changes, or at least annually.

12. ~~10.~~ Applicant must notify the Director of the Communications Division in writing of the date that local exchange service is first rendered to the public, no later than five days after service first begins.

~~11. Applicant must notify the Director of the Communications Division in writing of the date local service is first rendered to the public within five days after service begins.~~

13. ~~12.~~ Applicant must keep its books and records in accordance with the Generally Accepted Accounting Principles.

14. ~~13.~~ In the event Applicant’s books and records are required for inspection by the Commission or its staff, it must either produce such records at the Commission’s offices or reimburse the Commission for the reasonable costs incurred in having Commission staff travel to its office.

15. ~~14.~~ Applicant must file an annual report with the Director of the Communications Division, in compliance with GO 104-A, on a calendar-year basis with the information contained in Attachment C to this decision.

16. ~~15.~~ Applicant must file an affiliate transaction report with the Director of the Communications Division, in compliance with D.93-02-019, on a calendar-year basis using the form contained in Attachment D.

17. ~~16.~~ Applicant must ensure that its employees comply with the provisions of Pub. Util. Code § 2889.5 regarding solicitation of customers.

18. ~~17.~~ Within 60 days of the effective date of this order, Applicant must comply with Public Utilities Code § 708, Employee Identification Cards, and notify the Director of the Communications Division in writing of its compliance.

19. ~~18.~~ If Applicant is 90 days or more late in filing an annual report, or in remitting the surcharges and fee listed in #23 above, and has not received written permission from the Communications Division to file or remit late, the Communications Division must prepare for Commission consideration a resolution that revokes Applicant's CPCN.

20. ~~19.~~ Applicant is exempt from Rule 3.1(b) of the Commission Rules of Practice and Procedure

21. ~~20.~~ Applicant is exempt from Public Utilities Code §§ 816-830.

22. ~~21.~~ Applicant is exempt from the requirements of Public Utilities Code § 851 for the transfer or encumbrance of property whenever such transfer or encumbrance serves to secure debt.

23. ~~22.~~ If Applicant decides to discontinue service or file for bankruptcy, it must immediately notify the Communications Division's Bankruptcy Coordinator.

24. ~~23.~~ Applicant must send a copy of this decision to concerned local permitting agencies no later than 30 days from the date of this order.

(END OF ATTACHMENT B)

ATTACHMENT C

ANNUAL REPORT

An original and a machine readable, copy using Microsoft Word or compatible format must be filed with the California Public Utilities Commission, State Office Building, 505 Van Ness Avenue, Room 3107, San Francisco, CA 94102-3298, no later than March 31st of the year following the calendar year for which the annual report is submitted.

Failure to file this information on time may result in a penalty as provided for in Public Utilities Code §§ 2107 and 2108.

Required information:

1. Exact legal name and U # of the reporting utility.
2. Address.
3. Name, title, address, and telephone number of the person to be contacted concerning the reported information.
4. Name and title of the officer having custody of the general books of account and the address of the office where such books are kept.
5. Type of organization (*e.g.*, corporation, partnership, sole proprietorship, etc.).

If incorporated, specify:

- a. Date of filing articles of incorporation with the Secretary of State.
 - b. State in which incorporated.
6. Number and date of the Commission decision granting the Certificate of Public Convenience and Necessity.
 7. Date operations were begun.
 8. Description of other business activities in which the utility is engaged.
 9. List of all affiliated companies and their relationship to the utility. State if affiliate is a:
 - a. Regulated public utility.
 - b. Publicly held corporation.
 10. Balance sheet as of December 31st of the year for which information is submitted.

11. Income statement for California operations for the calendar year for which information is submitted.
12. Cash Flow statement as of December 31st of the calendar year for which information is submitted, for California operations only.

For answers to any questions concerning this report, call (415) 703-2883.

(END OF ATTACHMENT C)

ATTACHMENT D

CALENDAR YEAR AFFILIATE TRANSACTION REPORT

An original and a machine readable, copy using Microsoft Word and Excel, or compatible format must be filed with the California Public Utilities Commission, State Office Building, 505 Van Ness Avenue, Room 3107, San Francisco, CA 94102-3298, no later than May 1st of the year following the calendar year for which the annual report is submitted.

1. Each utility must list and provide the following information for each affiliated entity and regulated subsidiary that the utility had during the period covered by the Annual Affiliate Transaction Report.

- Form of organization (*e.g.*, corporation, partnership, joint venture, strategic alliance, etc.);
- Brief description of business activities engaged in;
- Relationship to the utility (*e.g.*, controlling corporation, subsidiary, regulated subsidiary, affiliate);
- Ownership of the utility (including type and percent ownership);
- Voting rights held by the utility and percent; and
- Corporate officers.

2. The utility must prepare and submit a corporate organization chart showing any and all corporate relationships between the utility and its affiliated entities and regulated subsidiaries in #1 above. The chart must have the controlling corporation (if any) at the top of the chart, the utility and any subsidiaries and/or affiliates of the controlling corporation in the middle levels of the chart, and all secondary subsidiaries and affiliates (*e.g.*, a subsidiary that in turn is owned by another subsidiary and/or affiliate) in the lower levels. Any regulated subsidiary must be clearly noted.

3. For a utility that has individuals who are classified as “controlling corporations” of the competitive utility, the utility must only report under the requirements of #1 and #2 above any affiliated entity that either (a) is a public utility or (b) transacts any business with the utility filing the annual report excluding the provision of tariff services.

4. Each annual report must be signed by a corporate officer of the utility stating under penalty of perjury under the laws of the State of California (CCP 2015.5) that the annual report is complete and accurate with no material omissions.

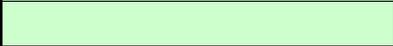
5. Any required material that a utility is unable to provide must be reasonably described and the reasons the data cannot be obtained, as well as the efforts expended to obtain the information, must be set forth in the utility’s Annual Affiliate Transaction Report and verified in accordance with Section I-F of Decision 93-02-019.

6. Utilities that do not have affiliated entities must file, in lieu of the annual transaction report, an annual statement to the Commission stating that the utility had no affiliated entities during the report period. This statement must be signed by a corporate officer of the utility, stating under penalty of perjury under the laws of the State of California (CCP 2015.5) that the annual report is complete and accurate with no material omissions.

(END OF ATTACHMENT D)

Document comparison by Workshare Compare on Friday, November 04, 2016
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Padding cell	

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