

BEFORE THE PUBLIC UTILITIES COMMISSION
OF THE STATE OF CALIFORNIA



FILED

05/12/26

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A2605014

Application of Kauneonga LLC for
Registration as a Telephone Corporation
pursuant to Public Utilities Code Section
1013.


Application No.

APPLICATION OF KAUNEONGA LLC FOR REGISTRATION AS A
TELEPHONE CORPORATION PURSUANT TO PUBLIC UTILITIES CODE
SECTION 1013

PUBLIC

Dated: May 12, 2026

Mark Lammert
Attorney-in-Fact
Mailing Address: 242 Rangeline Rd.,
Longwood, FL 32750
Telephone No.407-260-1011
Fax No.407-260-1033
Email: regulatory@csilongwood.com

3. APPLICANT LEGAL DOMICILE (check one only)		
<input type="radio"/> California	<input checked="" type="radio"/> Other, specify: FL, 09/29/2020	
4. APPLICANT WILL OPERATE AS (check all that apply)		
<input type="checkbox"/> Competitive Local Exchange Service Provider 4.a. Proposed Facilities <input type="checkbox"/> Switchless-Reseller/ Non-Facilities-Based 4.d. Service Territories <input type="checkbox"/> Within ALL the service territories of uniform regulatory framework incumbent local exchange carriers <input type="checkbox"/> Within ALL the service territories of the small incumbent local exchange carriers <input type="checkbox"/> In specific portions of the state only (Appendix B)	<input type="checkbox"/> Interexchange (Intra/Inter-LATA) Service Provider 4.b. Proposed Facilities <input type="checkbox"/> Switchless-Reseller/ Non-Facilities-Based 4.e. Service Territories <input type="radio"/> Throughout the state of California. <input type="radio"/> In specific portions of the state only (Appendix B)	<input checked="" type="checkbox"/> Fixed Interconnected Voice over Internet Protocol (VoIP) Service Provider 4.c. Proposed Facilities <input checked="" type="checkbox"/> Non-Facilities-Based 4.f. Service Territories <input checked="" type="checkbox"/> Within the service territories of uniform regulatory framework incumbent local exchange carriers <input type="checkbox"/> Within the service territories of small incumbent local exchange carriers <input type="checkbox"/> In specific portions of the state only (Appendix B)
<p>Attach Appendix B to include a list of the specific portion(s) or geographical location(s) of the State, and /or ILEC territory(ies); and a copy of the map(s).</p> <p>Applicant seeking to operate in any Small Incumbent Local Exchange Carriers territories must meet the requirements contained in Appendix A of D.20-08-011.</p>		
5. DATE APPLICANT EXPECTS TO BEGIN SERVICE(S) IN CALIFORNIA		
 <p>IMPORTANT NOTICE: If already providing voice services in California, DO NOT USE THIS FORM. The applicant is not qualified to use the 1013 registration process and must obtain an operating authority via CPCN application process pursuant to Pub. Util. Code §1001.</p>		
Date: 08/01/26		

6. APPLICANT WILL PROVIDE THE FOLLOWING SERVICES IN CALIFORNIA

(check all that apply)

- Provide voice services (traditional wireline and/or Fixed Interconnected VoIP) directly to customers
- Other (Describe below other services applicant offers, whether or not they are within Commission’s jurisdiction.)

7. SWORN AFFIDAVIT


- TRUE NOT TRUE *(See important notice below)*


Neither Applicant, any of its affiliates, officers, directors, partners, agents, or owners (directly or indirectly) of more than 10% of Applicant, or anyone acting in a management capacity for Applicant: (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 (to his/her knowledge) 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; (g) been found to have violated any statute, law, or rule pertaining to public utilities or other regulated industries; and/or (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.



IMPORTANT NOTICE: If Applicant’s response to this section is “Not True”, **DO NOT USE THIS FORM.** The applicant is not qualified to use the 1013 registration process and must obtain an operating authority via CPCN application process pursuant to Pub. Util. Code §1001.

7.a. List of all Affiliated Entities (Attach as Appendix C)

8. APPLICANT HAS THE REQUIRED MANAGERIAL AND TECHNICAL EXPERTISE TO OPERATE AS A SERVICE PROVIDER OF THE TYPE INDICATED IN SECTION 4 OF THIS FORM.
<input checked="" type="checkbox"/> TRUE
Attach Appendix D with the following: 1) List of the names, titles, and street addresses of all officers, directors, partners, agents, or owners (directly or indirectly) of more than 10% of Applicant, or any person acting in such capacity whether or not formally appointed, and 2) all resumes for each personnel identified listing all employment for each officer, director, partner, agent, or owner (directly or indirectly) of more than 10% of Applicant, or any person acting in such capacity whether or not formally appointed.
8.a. APPLICANT ATTESTATION
<input checked="" type="radio"/> TRUE <input type="radio"/> NOT TRUE <i>(See important notice below)</i>
To the best of Applicant’s knowledge, neither Applicant, any affiliate, officer, director, partner, nor owner of more than 10% of Applicant, or any person acting in such capacity whether or not formally appointed, 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.
 IMPORTANT NOTICE: If Applicant’s response to this section is “Not True”, DO NOT USE THIS FORM. The applicant is not qualified to use the 1013 registration process and must obtain an operating authority via CPCN application process pursuant to Pub. Util. Code §1001.
9. FINANCIAL REQUIREMENT
<input checked="" type="checkbox"/> TRUE
Applicant has a minimum of (a) \$25,000 in the case of a switchless reseller / non-facilities-based, reasonably liquid and available to meet the firm’s first year expenses, including an additional \$25,000 for deposits which may be required by local exchange carriers or interexchange carriers; OR (b) has profitable interstate operations to generate the required cash flow. Attach Appendix E containing a financial instrument pursuant to Appendix F of D.24-11-003 that demonstrates the Applicant’s financial ability as required above.
10. APPLICANT IS ELIGIBLE AND SEEKS AN EXEMPTION FROM TARIFFING REQUIREMENTS
<input checked="" type="radio"/> TRUE <input type="radio"/> NOT TRUE (Attach Appendix F with Applicant’s Draft Initial Tariff)

11. OTHER LICENSE(S) HELD WITH THE COMMISSION, EITHER CURRENT AND/OR PRIOR <i>(See important notice below)</i>
<input checked="" type="radio"/> NONE <input type="radio"/> CURRENT AND/OR PRIOR, specify:
 IMPORTANT NOTICE: If applicant has previously held a CPUC issued operating authority or registration that was revoked due to a violation of Commission Rules and Requirements, DO NOT USE THIS FORM. The applicant is not qualified to use the 1013 registration process and must obtain an operating authority via CPCN application process pursuant to Pub. Util. Code § 1001.
12. PERFORMANCE BOND REQUIREMENT
<input checked="" type="checkbox"/> TRUE
Applicant attests that, upon approval of its request, it will comply with the California Public Utilities Commission’s performance bond requirements in accordance with Decision (D.) 10-09-017, D.11-09-026, D.13-05-035 and D.24-11-003.

I hereby declare under penalty of perjury under the laws of the State of California that the forgoing information, and all attachments, are true, correct, and complete to the best of my knowledge and belief after due inquiry, and that I am authorized to make this application on behalf of the Applicant named above.

Signed 

Name Michael Shooster

Title CEO

Dated 5/1/2020

Address 441 S State Road 7, Suite 1, Margate, FL, 33068

Telephone 800-369-1400

Email Address michael@shoosterholdings.com

ATTACHMENT A

SWORN AFFIDAVIT

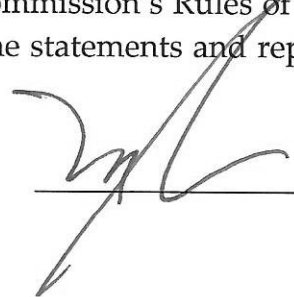
Name of Applicant/Company Kauneonga LLC

My name is Michael Shooster. I am CEO [Title] of Kauneonga LLC (Applicant). My personal knowledge of the facts stated herein has been derived from my employment with Kauneonga LLC. (Applicant)

I affirm that Kauneonga LLC [Name of Applicant]:

- Agrees to comply with all federal and state statutes, rules, and regulations, Commission requirements as a Telephone Corporation, and state contractual rules and regulations, if granted the request as stated in this application;
- Certifies that all responses to the attached 1013 Registration for CPCN are true and correct; and

I affirm and declare under penalty of perjury under the laws of the State of California, including Rule 1.1 of the California Public Utilities Commission's Rules of Practice and Procedure, that, to the best of my knowledge, all of the statements and representations made in this Application are true and correct.



Signature

Michael Shooster, CEO
Name and Title

List of Appendixes

Appendix A - CA Qualifications

Appendix B- Service Area

Appendix C – Affiliated Entities

Appendix D – List of Officers & Resumes

Appendix E -- Financial Information

Appendix A
CA Qualifications

State of Florida

Department of State

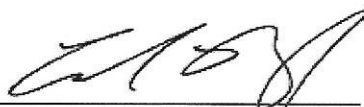
I certify from the records of this office that KAUNEONGA LLC is a limited liability company organized under the laws of the State of Florida, filed on September 29, 2020.

The document number of this limited liability company is L20000308005.

I further certify that said limited liability company has paid all fees due this office through December 31, 2026, that its most recent annual report was filed on February 14, 2026, and that its status is active.

*Given under my hand and the
Great Seal of the State of Florida
at Tallahassee, the Capital, this
the Thirtieth day of April, 2026*




Secretary of State

Tracking Number: 5528623285CU

To authenticate this certificate, visit the following site, enter this number, and then follow the instructions displayed.

<https://services.sunbiz.org/Filings/CertificateOfStatus/CertificateAuthentication>



Secretary of State Certificate of Status

I, SHIRLEY N. WEBER, PH.D., California Secretary of State, hereby certify:

Entity Name: Kauneonga LLC
Entity No.: B20260206215
Registration Date: 04/30/2026
Entity Type: Limited Liability Company - Out of State
Formed In: FLORIDA
Status: Active

The above referenced entity is active on the Secretary of State's records and is qualified to transact intrastate business in California.

This certificate relates to the status of the entity on the Secretary of State's records as of the date of this certificate and does not reflect documents that are pending review or other events that may impact status.

No information is available from this office regarding the financial condition, status of licenses, if any, business activities or practices of the entity.



IN WITNESS WHEREOF, I execute this certificate and affix the Great Seal of the State of California this day of May 12, 2026.

SHIRLEY N. WEBER, PH.D.
Secretary of State

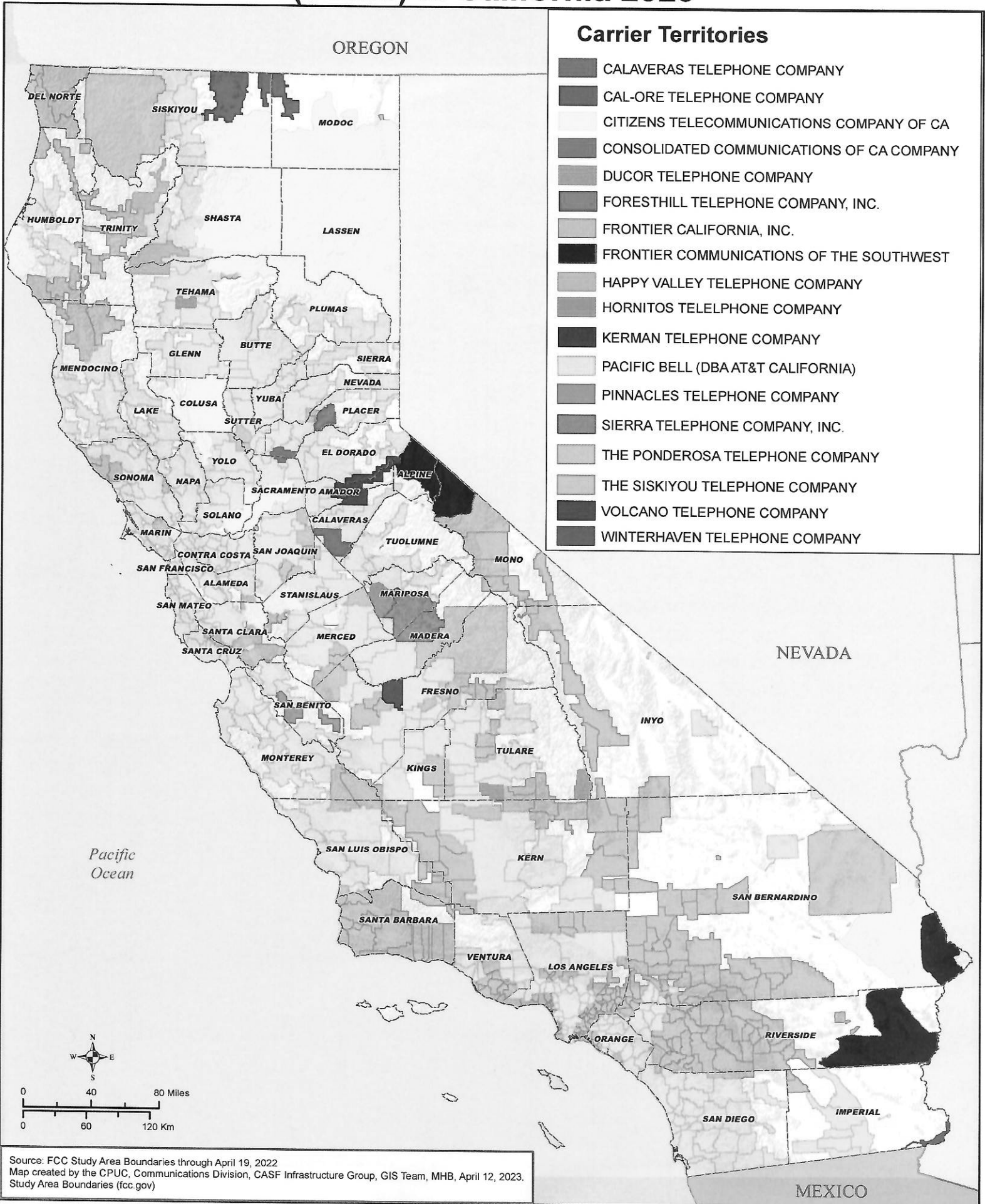
Certificate No.: 456867029

To verify the issuance of this Certificate, use the Certificate No. above with the Secretary of State Certification Verification Search available at bizfileOnline.sos.ca.gov.

Appendix B
Service Area



Incumbent Local Exchange Carriers (ILECs) in California 2023



Kauneonga LLC will provide VoIP services as a non-facilities-based provider statewide.

Appendix C
Affiliated Entities

Kauneong LLC does not have any affiliated entities.

Appendix D
List of Officers &
Resumes

Company Officers:

Michael Shooster, CEO (michael@kauneonga.com)

Logan Shooster, Vice President (logan@kauneonga.com)

Address: 441 S State Rd., Suite 1, Margate, FL, 33068

Phone: 800-369-1400

Contact

www.linkedin.com/in/michaelshooster (LinkedIn)

Top Skills

Leadership

Call Centers

New Business Development

Michael Shooster

CEO at Shooster Holdings

Pompano Beach, Florida, United States

Summary

CEO of Shooster Holdings Corporation (SH) with portfolio companies in the Telephone Answering Service and Virtual Receptionist industries, as well as the CCaaS industry. With over 50 years as an entrepreneur and extensive experience as an executive in answering services, contact centers, fulfillment, software development, and commercial property development, Michael has demonstrated vision, careful planning, and the commitment needed for the long haul. Since 1994, as President and Founder of 777 Properties Inc., Michael has negotiated the purchase, sale, and management of land, offices, and distribution facilities. In addition, he has led various construction projects, including contact centers, 3PL centers, and mission-critical facilities, and has been responsible for numerous building remodels and renovations. Michael is a huge believer in the saying "you get back what you put in" and this is why Michael actively supports his community in many ways. In fact, one of the proudest moments of his career was leading the creation of a Broward County nature preserve in his parents' honor, the Herman and Dorothy Shooster Nature Preserve in Margate, Florida. In his efforts to continue supporting his community for many years to come, Michael recently established the Shooster Family Fund, a 501(c)(3).

Experience

Shooster Holdings Corporation

Founder and CEO

September 2019 - Present (6 years 8 months)

United States

Founded and led Shooster Holdings, a third-generation family business, focused on building long-term client relationships through a disciplined, human-first customer service model supported by advanced technology. Positioned customer service as a core growth engine, aligning service delivery with client retention, brand representation, and long-term relationship value, resulting in multi-decade client partnerships.

Designed and implemented scalable call-handling protocols, training programs, and quality assurance frameworks, driving operational excellence across a high-volume service environment handling over one million monthly interactions across internal operations and partner platforms.

Cultivated deep partnerships with portfolio companies, embedding as an extension of their brand and operations rather than a traditional outsourced provider.

Led strategic initiatives to enhance collaboration, operational alignment, and long-term value creation across the organization.

Answering Service Care

CEO

October 1974 - Present (51 years 7 months)

United States

Answering Service Care (ASC) is a 24/7 live answering service for 3000+ businesses nationwide in all industries including law firms, doctors offices, insurance agencies, financial advising firms, and many more. ASC has over 45+ years of experience and almost 200 employees in over 4 offices in WA, NJ, NC, and FL. As a third-generation family business, ASC was built with a strong business culture centered around people, with many relationships having lasted over 20 years. Powered by smiling faces that care.

Kauneonga

Founder and CEO

August 2020 - Present (5 years 9 months)

United States

Kauneonga has developed a cloud-based CCaaS platform with unlimited scalability known as Liberty. Kauneonga's platform was designed specifically for the telephone answering service industry. Liberty's UI empowers agents, admins, and clients with full functionality and visibility to all virtual communications. With its true multi-tenant environment, agents can easily handle the needs of callers or chatters for thousands of businesses in a single application. Liberty is the perfect name for the application because it truly frees up users to focus on what is important. Say goodbye to clunky, legacy systems, and put your answering service in the cloud. Built by an answering service, for your answering service. This software development project started as a way to improve profitability through transparency and efficiency. It evolved into something much more than I would have ever expected. It seems that every idea spawns two more ideas.

777 Properties

Founder and President

1994 - Present (32 years)

541 S State Road 7, Suite 11, Margate FL 33068

777 Properties is a commercial real estate development firm based in South FL since 1994. 777 Properties employs a strategy of buying, developing, and leasing properties for long-term returns with a focus in 3PL, office buildings, and vacant land.

Berkshire Receptionists

Founder and CEO

May 2022 - Present (4 years)

United States

Berkshire Receptionists supports more than 400+ businesses with live virtual receptionists nationwide. Being a 17 time Association of Teleservices International (ATSI) Award of Excellence winner, we never take quality customer service for granted. With 80+ years of experience in the industry, our receptionists are highly-experienced in building long-lasting personal relationships. Berkshire Receptionists are an extension of your team. If you are available to take the call, we can send it straight to you. If you're too busy, our professional receptionists will handle your clients with competence and care. No matter what, we are there when you need us.

Cleana, Inc.

Member of The Board of Advisors and Investor

August 2021 - August 2025 (4 years 1 month)

Boston, Massachusetts, United States

Cleana creates innovative products to improve restroom cleanliness and convenience for managers. Cleana's first product is an innovative commercial toilet seat that improves sanitation and cleanliness in commercial spaces and provides cost savings for managers.

ShipWizard

Founder and CEO

January 1990 - July 2020 (30 years 7 months)

Fort Lauderdale, FL

In 1990, I started an e-commerce fulfillment services company pre-Internet that was called ShopBy Phone. It became recognized by the Card Industry Directory as a novel new way to sell goods via e-commerce on consignment. Today, some very large public companies have taken this concept and further

developed it internationally. Years later, our fulfillment company was renamed ShipWizard and divested. Today, this state-of-the-art facility is registered with the FDA for food handling, cGMP dietary supplements, and medical device distribution.

Global Response

co-CEO

October 1989 - September 2019 (30 years)

Margate, Florida, United States

Global Response is a contact center, which grew into 4 offices in South Florida and Michigan with over 2000 employees with prominent clients such as Zara, Lacoste, Burlington, The Metropolitan Museum of Art, Vineyard Vines, and many more from 1989 until 2019 when the business was divested.

Education

Camden County College

Business · (1973 - 1974)

Cherry Hill High School East

· (1969 - 1973)

Contact

www.linkedin.com/in/loganshoo
(LinkedIn)

Top Skills

NetSuite

Vanta

Voice over IP (VoIP)

Languages

Spanish (Limited Working)

English (Native or Bilingual)

Certifications

Lean Six Sigma White Belt
Certification

Verified Vanta Admin

Logan Shooster

VP at Shooster Holdings

Fort Lauderdale, Florida, United States

Summary

Logan is the VP of Strategic Growth at Shooster Holdings (SH) with portfolio companies in the Virtual Receptionists industry, B2B SaaS, CCaaS, Commercial Real Estate, Sanitation Hardware, as well as other Early-Stage Startups. SH focuses on growing its portfolio both organically and through strategic acquisitions.

Logan believes in building and investing in mission-driven companies backed by strong teams who are looking to achieve long-term growth. As the third-generation in a family business, Logan understands the value of defining a business culture that promotes relentless progress, teamwork, and innovation. Logan's mission is to positively impact his community by making a meaningful investment in the education, development, and growth of the current and future employees of SH and its subsidiaries.

Experience

Shooster Holdings

4 years

Vice President

January 2023 - Present (3 years 4 months)

Margate, Florida, United States

Portfolio Companies:

- Answering Service Care, 24/7 Live Answering Service
- Berkshire Receptionists, Virtual Receptionists
- Kauneonga, CCaaS Platform For TAS
- 777 Properties, CRE Development Firm
- Cleana Toilet Seat, Sanitation Hardware
- Shooster Family Foundation

Strategic Growth Analyst

May 2022 - January 2023 (9 months)

Margate, Florida, United States

Kauneonga

Vice President

May 2022 - Present (4 years)

Margate, Florida, United States

Liberty Platform:

- 100% Cloud-Based
- Omnichannel
- Whitelabel Mobile App
- Real-Time Reporting and Analytics
- Dynamic Agent Scripting
- Oncall Management
- Supervisor Dashboard
- Workforce Management
- Performance Management
- HIPPA Compliant Secure Messaging
- Payment IVR
- APIs and 7000+ Integrations

Berkshire Receptionists

Vice President

May 2022 - Present (4 years)

Pittsfield, Massachusetts, United States

- Live Receptionist, No Bots, 24/7
- Perform Lead Intakes
- Respond To Live Chats
- Schedule Meetings
- Transfer Live Calls To You
- Answer FAQs
- Prevent Robo Calls
- Take Client Payments 24/7
- Record Important Calls
- Integrate With 7000+ Applications

Answering Service Care

Vice President

May 2022 - Present (4 years)

Margate, Florida, United States

- We Get It!
- Never miss another call.
- Live chat for your website, 24/7.

- Give a great first impression to your customers.
- Capture all important messages, 24/7.
- Save money on full-time receptionists.
- Integrate with 7000+ applications.
- Web and Mobile App.
- Payment IVR.
- HIPAA Compliant Secure Messaging.
- We Get It, So You Don't Have To!

RxSense

Business Analyst Intern

June 2021 - August 2021 (3 months)

Boston, Massachusetts, United States

- Worked in a healthcare technology company that leverages a cloud-based PBM adjudication platform and business analytics tools
- Researched and presented current mergers and acquisitions in healthcare to management to offer competitive intelligence
- Developed and pitched a business plan to C-suite executives as a potential future product and revenue stream
- Researched the lifecycle of a prescription drug from the point of manufacturing through wholesale, retail, and consumer purchasing

Shooster Holdings

Financial Analyst Intern

September 2020 - March 2021 (7 months)

Margate, Florida, United States

- Conducted NAICS analysis to project sales trends, categorize current client base for marketing efforts, and focus on future market goals
- Audited sales tax compliance in all 50 states and created comprehensive TTM billing and revenue reports
- Generated a sales pitch deck for a SaaS portfolio company, Kauneonga LLC
- Constructed seamless automatic sign-up process integrating with the web and mobile app to increase sales traction and boost revenue
- Researched proficiency tests to pre-qualify future employees in the recruiting process to reduce turnover saving valuable time and money
- Optimized marketing with respect to ROI by geographic location and industry through multiple marketing streams

JUMP Investors

Venture Capital Intern

May 2020 - August 2020 (4 months)

Santa Monica, California, United States

- Worked closely with Akamai co-founder and JUMP Investors CEO Randall Kaplan gaining valuable knowledge about VC and start-ups
- Analyzed and performed in-depth data analysis and quality assurance updating proprietary information for a high-growth startup
- Maximized search engine optimization, user flow, and content creation of a portfolio company
- Collaborated with team to perform competitive analyses and report findings to the CEO resulting in strategic changes within Sandee LLC
- Reviewed pitch decks, performed due diligence, and wrote investment memos for the Vice President

Education

Amherst College

Bachelor of Arts - BA, European History · (2018 - 2023)

IES Abroad

· (January 2022 - May 2022)

North Broward Preparatory School

High School Diploma · (2014 - 2018)

Appendix E
Financial Information
CONFIDENTIAL