



PUBLIC UTILITIES COMMISSION
STATE OF CALIFORNIA
505 VAN NESS AVENUE | SAN FRANCISCO, CALIFORNIA 94102



FILED

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October 9, 2026

Diana Chu
Telzio, Inc.
835 Wilshire Blvd, Suite 500
Los Angeles, CA 90017
finance@telzio.com

First Notice Re: Telzio, Inc. (U-1582-C), Citation No. CD-2026-10-044

Dear Diana Chu,

Pursuant to California Public Utilities Commission (CPUC) Resolution T-17601 and Public Utilities (PU) Code Sections 702, 2101, 2107 and 2108, the Communications Division (CD) of the CPUC hereby issues Telzio, Inc. (U-1582-C) a citation with a penalty amount of \$1,000.00 for noncompliance with the following:

- Annual Affiliate Transaction Report for CY 2025, due May 1, 2026

Attached please find the following:

1. The Citation and Citation Payment Form
2. Information on Appealing a Citation and Interpreter Request Form
3. Appendix of Authorities

Failure to comply with this citation notice (i.e., failure to submit the required reports and pay the penalty amount) may result in a revocation of the company's operating authority and/or a referral to the CPUC Consumer Protection and Enforcement Division (CPED) for enforcement action, which could result in additional fines, penalties, or other sanctions. For answers to questions about the citation, please contact Anthony Rhee at Anthony.Rhee@cpuc.ca.gov.

Sincerely,

Risa Hernandez
Program Manager
Communications Division

Enclosures

cc: Llela Tan-Walsh, Supervisor, Communications Division (via email)
CD Citations@cpuc.ca.gov
CD Compliance@cpuc.ca.gov

Citation Issued Pursuant to Resolution T-17601

Citation Date: October 9, 2026

Citation No.: CD-2026-10-044

Telecommunications Carrier (Respondent) To Which Citation Is Issued: <u>Telzio, Inc., U-1582-C</u>
Name of Respondent's Regulatory Contact: Diana Chu
Violation Description: Pursuant to D.93-02-019, noncompliance with requirement for a telephone carrier to file the Annual Affiliate Transaction Report for the calendar year 2025.
Resolution, Decision, Order, or Public Utilities Code Section Violated: Public Utilities (PU) Code §§ 702, 2101, 2107, 2108; and Commission Resolution T-17601.
Statement of the Facts Upon Which Violation Is Based: The CPUC's records indicate that the company has not filed the Annual Affiliate Transaction Report, due May 1, 2026.
Supporting Documents Were Used to Establish Non-Compliance Findings (i.e., CPCN Decision, Registration License Decision, other Registration Approval Document, Reminder Notices, etc.): Notice of reporting obligations was sent by e-mail on January 9, 2026. A second reminder was sent by e-mail on February 9, 2026. Notice of non-compliance was sent on e-mail on June 12, 2026.
Fine Amount: \$1,000.00
Response: Respondent is required to provide a response to this Citation by 5:00 PM (PST) on November 8, 2026, which is 30 days after the citation date shown above. Within 30 days after the citation date the Respondent must either: (1) correct the violation and remit the full amount of the penalty with notice to Staff; or (2) file and serve a Notice of Appeal, pursuant to ALJ-377. Any appeal of a citation shall be in accordance with the rules set forth in Resolution ALJ-377, and Appendix A to ALJ-377. Both documents are available electronically at https://www.cpuc.ca.gov/industries-and-topics/internet-and-phone/cd-citation-program-for-service-providers. Please contact the CD Staff that issued this citation if you have trouble accessing ALJ-377. See also the information sheet "How Do I File An Appeal?" included as part of this Citation package. If an appeal is filed, the Respondent has the right to have a hearing, to have a representative at the hearing, to request a transcript, and to request an interpreter. At the respondent's request and before the expiration of the 30-day deadline, Staff may extend the time for response upon a showing of good cause. Note that failure to correct the violation and pay the full amount of the penalty by the due date specified in this Citation or any extension date, or to file a Notice of Appeal, will place Respondent in default and the Citation shall become final. Thus, the Respondent will have forfeited its right to appeal the citation. See also the information sheet "How Do I File An Appeal?" included as part of this Citation package. A late payment is subject to a penalty of 10 percent. Payments are considered late if they are received after the due date specified in this Citation or after the extension date.
Payment: Respondent submitting payment of penalties shall mail or deliver the payment to the CPUC's Fiscal Office, 505 Van Ness Avenue, San Francisco, CA 94102, in the form of certified check, business check, or money order, payable to the California Public Utilities Commission. The payment shall be submitted with the attached Citation Payment Form.

Citation Payment Form

Utility Name and Utility ID No.: _____

Citation Number: _____ Fine Amount: _____

I, _____, hereby certify that I am an authorized representative of the above carrier and have corrected the violation cited. To the best of my knowledge and belief the above information is true, accurate, and correct.

Authorized by the following Officer for the Company (Signature) : _____

Date: _____ Title: _____

Phone: _____ Email Address: _____

Payment must be in the form of a business check, certified check, or money order made payable to the **California Public Utilities Commission** and mailed or delivered to the Commission's Fiscal Office:

California Public Utilities Commission
Attn: Fiscal Office
505 Van Ness Avenue
San Francisco, CA 94102-3298

The Respondent's representative shall write on the face of the check or money order "**For deposit to the State of California General Fund per Resolution T-17601.**" Please also include the citation number on the memorandum line of the check to ensure your payment is properly applied.

A copy of the completed Citation Payment Form must also be sent to the Director of the Communications Division, via email to cdcompliance@cpuc.ca.gov.

HOW DO I FILE AN APPEAL?

IF YOU WISH TO APPEAL A CD CITATION PURSUANT TO RESOLUTION T-17601, YOU MUST DO SO WITHIN 30 CALENDAR DAYS OF THE DATE YOU RECEIVED THE CITATION.

If you file an appeal, you **must** follow the process as set forth by Appendix A to CPUC Resolution ALJ-377. **Your Notice of Appeal and Certificate of Service MUST be filed and served with the Commission and the Service List.** To file your Notice of Appeal and Certificate of Service, review the Commission's electronic filing system at <http://efile.cpuc.ca.gov/>. A Notice of Appeal template (including Notice of Appeal, Privacy Notice, and Certificate of Service), is available at the Commission website at this link: <https://www.cpuc.ca.gov/-/media/cpuc-website/divisions/communications-division/documents/licensing-compliance/citation-appeal-process-and-forms/cd-citation-appeal-form-1.docx>.

To properly serve your Notice of Appeal and Certificate of Service, email copies to the following:

1. **Docket Office**, California Public Utilities Commission, 505 Van Ness Ave., 5th Floor, San Francisco, CA 94102 or alj_docket_office@cpuc.ca.gov.
2. **Robert Osborn, Director, Communications Division**, California Public Utilities Commission, cdcompliance@cpuc.ca.gov.
3. **Michelle Cooke, Chief Administrative Law Judge**, California Public Utilities Commission, Administrative Law Division, 505 Van Ness Ave., 5th Floor, San Francisco, CA 94102 or michelle.cooke@cpuc.ca.gov.
4. **ALJ Division Appeals Coordinator**, California Public Utilities Commission, Administrative Law Division, 505 Van Ness Ave., 5th Floor, San Francisco, CA 94102 or alj_div_appeals_coordinator@cpuc.ca.gov.

If you do not submit your Notice of Appeal and Certificate of Service pursuant to the procedures outlined above, your appeal may be rejected.

The Citation Appeals Process can be found in Appendix A to CPUC Resolution ALJ-377. For additional information regarding filing requirements, you may also wish to refer to the CPUC's Rules of Practice and Procedure which can be found at: <https://www.cpuc.ca.gov/proceedings-and-rulemaking/rules-of-practice-and-procedure>.

WHAT HAPPENS IF I DON'T RESPOND?

If you fail to pay the full amount of the penalty by the due date specified in the Citation or to file a Notice of Appeal within 30 calendar days, or within the date of any extension granted, you will be in default and the citation shall become final. You will have forfeited your right to appeal the citation. Additionally, failure to correct a violation will trigger another notice sent out after the expiration of the 30-day compliance deadline, potentially resulting in the imposition of additional penalties. If a carrier does not comply within six months, the company's license will be subject to revocation via Commission Resolution. Once operating authority is revoked the carrier must apply for new operating authority, pay accrued user fees and surcharges, interest, and penalties, and comply with the Commission's licensing rules. The CPUC may also act through a civil or criminal proceeding to recover any unpaid fines and to ensure compliance with applicable statutes and CPUC orders.

WHAT ARE MY RIGHTS?

If you file and serve a Notice of Appeal and Certificate of Service, the Commission will set a **hearing date** for your case to be heard before an Administrative Law Judge (ALJ). **You will need to attend** the hearing and explain to the ALJ why the citation was issued by mistake and/or any other grounds for the appeal, including challenges to the penalty.

AT THE HEARING:

- **Representation**

- You may represent yourself or opt to have an attorney represent you.
- Under **Resolution ALJ-377**, the **default** is for the Appellant and CPUC Industry Division to represent themselves. If the Appellant would like to have legal representation, please inform the assigned ALJ to your case via email.
- If opting for legal representation, a hearing with a court reporter will take place.
 - You may ask for a transcript of the hearing, but you must pay the cost of the transcript.
- If opting to represent yourself, a hearing without a court reporter will take place.

- **Evidence**

- You may provide evidence pursuant to Rule 13.6 (Evidence) of the Commission's Rules of Practice and Procedure and call witnesses to testify for you. If you will be providing evidence for the record of the hearing, you must provide that evidence to CD no later than three days before the date of your hearing.

- **Interpreter Services**

- You are entitled to have an interpreter present at the hearing to translate for you. The CPUC will provide the interpreter, and you will not have to pay for the interpreter's service. To have an interpreter at the hearing, you must make a written request to the Chief Administrative Law Judge and to the Office of the Public Advisor no later than five business days before the date of your hearing.

WHERE WILL THE HEARING BE HELD?

Currently, hearings are held remotely via WebEx or telephonically. Appellant may indicate if there is a preference to appear via phone or video.

WHERE CAN I GET HELP?

The CPUC's Public Advisor's Office can help you file your appeal. The Public Advisor's Office cannot appear at the hearing with you or help you present your appeal but can help you understand the appeal process.

The Public Advisor's Office can be reached at:

- Telephone: (866) 849-8390 or (415) 703-2074
- Email: public.advisor@cpuc.ca.gov
- Mail: CPUC Public Advisor, 505 Van Ness Avenue, San Francisco, CA 94102

Interpreter Request Form

The Respondent may request the services of an interpreter at the Commission's expense by completing and returning this form to the Chief Administrative Law Judge and the Public Advisor's Office.

(public.advisor@cpuc.ca.gov). **All requests for an interpreter must be made no less than five business days prior to the date of the hearing.**

Utility Name: _____ Utility ID No.: _____

Name: _____ Title: _____

Mailing Address: _____

Phone: _____ Email Address: _____

Citation Date: _____ Citation Number: _____

Hearing Date: _____ Hearing Time: _____ Hearing Location: _____

Description of Interpreter Services Requested: _____

Appendix of Authorities

Public Utilities Code Section 702

Every public utility shall obey and comply with every order, decision, direction, or rule made or prescribed by the commission in the matters specified in this part, or any other matter in any way relating to or affecting its business as a public utility and shall do everything necessary or proper to secure compliance therewith by all of its officers, agents, and employees.

Public Utilities Code Section 2101

The commission shall see that the provisions of the Constitution and statutes of this State affecting public utilities, the enforcement of which is not specifically vested in some other officer or tribunal, are enforced and obeyed, and that violations thereof are promptly prosecuted and penalties due the State therefor recovered and collected, and to this end it may sue in the name of the people of the State of California. Upon the request of the commission, the Attorney General or the district attorney of the proper county or city and county shall aid in any investigation, hearing, or trial had under the provisions of this part, and shall institute and prosecute actions or proceedings for the enforcement of the provisions of the Constitution and statutes of this State affecting public utilities and for the punishment of all violations thereof.

Public Utilities Code Section 2107

Any public utility that violates or fails to comply with any provision of the Constitution of this state or of this part, or that fails or neglects to comply with any part or provision of any order, decision, decree, rule, direction, demand, or requirement of the commission, in a case in which a penalty has not otherwise been provided, is subject to a penalty of not less than five hundred dollars (\$500), nor more than one hundred thousand dollars (\$100,000), for each offense.

Public Utilities Code Section 2108

Every violation of the provisions of this part or of any part of any order, decision, decree, rule, direction, demand, or requirement of the commission, by any corporation or person is a separate and distinct offense, and in case of a continuing violation each day's continuance thereof shall be a separate and distinct offense.

CD Citation Program (Resolution T-17601)

Authorizes the Communications Division Staff (Staff) to implement a citation program for enforcing compliance by telecommunications carriers with the Commission's Resolutions, Decisions, Orders, and the Public Utilities Code.

Annual Operational and Financial Information Report (due March 31 of each year) and Annual Affiliate Transaction Reports (due May 1 of each year) pursuant to General Order 104-A, Decision (D.) 93-02-019, & D.24-11-003

All public utilities subject to CPUC jurisdiction are required to file reports on their California operations as specified by the CPUC.

Annual Performance Bond Requirements (due March 31 of each year) (D.13-05-035, D.11-09-026, D.10-09-017, D.24-11-003, & D.26-06-009 as modified by D.26-07-039)

All telephone corporations holding a Certificate of Public Convenience and Necessity (CPCN), Wireless ID Registration (WIR), Nomadic-only Interconnected Voice Over Interconnected Protocol (VoIP) Registration (DVN) or registration license pursuant PU Code Section 1013 are required to annually submit a copy of their executed performance bond via advice letter.

Transfer of Control/Assets (Public Utilities Code Sections 851-854)

These P.U. Codes specify the requirements for a public utility to seek Commission approval prior to property and asset transfers, including mergers, acquisitions, or transfers of ownership.

Unlicensed Provision of Service (Public Utilities Code Sections 1001 & 1013, D.94-10-031, D.24-11-003, & D.26-06-009 as modified by D.26-07-039)

Telephone corporations must obtain an operating authority prior to operating in California.