BEFORE THE PUBLIC UTILITIES COMMISSION
OF THE STATE OF CALIFORNIA

Appeal of Vicomptel USA Inc. (U-1550-C) from Citation No. CD-2026-10-038 in the amount of $3,000 issued October 9, 2026, by the Communications Division Pursuant to Resolution T-17601

Docket No.

FILED
11/02/26
04:59 PM
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NOTICE OF APPEAL OF COMMUNICATIONS DIVISION CITATION CD-2026-10-038

Vicomptel USA Inc. (DBA Kloudvoice.com) | Utility U-1550-C

I. NOTICE AND RELIEF REQUESTED

Pursuant to Resolution ALJ-377, Appendix A, and the Communications Division citation program established by Resolution T-17601, Vicomptel USA Inc. ("Vicomptel") appeals Citation CD-2026-10-038 issued October 9, 2026. Vicomptel requests review of the assessed penalty and a reduction of $1,000, from $3,000 to $2,000. Vicomptel acknowledges that the three identified filings were late. Its appeal seeks review of the penalty, rather than a determination that the filings were timely.

II. CITATION AND NOTICES

The citation identifies (1) the CY2025 Annual Operational and Financial Information Report, due March 31, 2026; (2) the CY2025 Annual Affiliate Transaction Report, due May 1, 2026; and (3) the annual performance bond filing, due March 31, 2026. The citation references General Order 104-A, Decision 93-02-019, and decisions governing performance bonds. It also states that notices were sent January 9, February 9, and June 12, 2026. Vicomptel does not assert that CPUC failed to send these notices.

III. SERVICE MODEL AND REGULATORY CLASSIFICATION

Since November 9, 2017, Vicomptel has offered hosted VoIP service through a white-label platform. Its service can be accessed from different locations with an internet connection. During the DVF/DVN classification transition, Vicomptel misunderstood the reporting obligations applicable to its recorded DVF status. On October 13, 2026, staff confirmed approval of its DVF-to-DVN designation change effective October 12, 2026. Vicomptel acknowledges that the change was not retroactive to calendar year 2025. Its historical service model and the classification transition are presented as context for mitigation, not as proof that the 2025 financial-report requirement was eliminated.

IV. CORRECTIVE ACTION CONFIRMED BY CPUC

Vicomptel submitted all three overdue filings. In an October 28, 2026 email, Llela Tan-Walsh, Program and Project Supervisor, Communications Division, confirmed that staff received all three annual reporting submissions identified in Citation CD-2026-10-038, reviewed them, and determined

the filings acceptable. The reporting deficiencies have therefore been corrected. Ms. Tan-Walsh also stated that Communications Division staff were not authorized to reduce or waive the citation penalty and identified the formal appeal as an available option.

V. GROUNDS FOR PENALTY REVIEW

Vicomptel respectfully asks the Commission to consider the good-faith misunderstanding during a regulatory classification transition; the historically portable nature of its VoIP service; its cooperation with staff; the complete and accepted corrective filings; the substantial financial burden of a $3,000 penalty on a small business; and its commitment to improved compliance procedures. Vicomptel recognizes the Communications Division position that the citation was issued in accordance with the applicable rules. It requests a limited reduction of the penalty only to the extent the governing citation program and appeal rules permit.

VI. REQUESTED RELIEF

Vicomptel respectfully requests that the Administrative Law Judge and Commission, as appropriate, (1) accept this appeal; (2) consider the circumstances and evidence presented; (3) reduce the total assessed penalty by $1,000, from $3,000 to $2,000; and (4) grant such other relief as is authorized and appropriate.

VII. EXHIBITS

Exhibit A - Original citation CD-2026-10-038 dated October 9, 2026 (attached).

Exhibit B - October 13, 2026 CPUC approval email confirming DVF-to-DVN designation effective October 12, 2026 (original email PDF attached).

Exhibit C - October 28, 2026 Llela Tan-Walsh email confirming receipt and acceptance of all three outstanding filings (original email PDF attached).

Exhibit D - October 30, 2026 Anthony Rhee email confirming suspension of payment during appeal, new deadline if unsuccessful, and no added penalties for exercising appeal rights (original email PDF attached).

Respectfully submitted,

Date: 11/2/2026

Signature: Signed by: Chi Wang 397824D4C5E84F4...

Chi Wang, President | Vicomptel USA Inc. (DBA Kloudvoice.com)
48521 Warm Springs Blvd., Ste. 314, Fremont, CA 94539
(510) 252-9688 | chi@vicomptelusa.com

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

October 9, 2026

Chi Wang
Vicomptel USA Inc.
48521 Warm Springs Blvd, Ste. 314
Fremont, CA 94539
chi@vicomptelusa.com

First Notice Re: Vicomptel USA Inc. (U-1550-C), Citation No. CD-2026-10-038

Dear Chi Wang,

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 Vicomptel USA Inc. (U-1550-C) a citation with a penalty amount of $3,000.00 for noncompliance with the following:

- Annual Operational and Financial Information Report for CY 2025, due March 31, 2026
- Annual Affiliate Transaction Report for CY 2025, due May 1, 2026
- Annual Performance Bond requirement, due March 31, 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)
CDCitations@cpuc.ca.gov
CDCompliance@cpuc.ca.gov

Citation Issued Pursuant to Resolution T-17601

Citation Date: October 9, 2026 **Citation No.: CD-2026-10-038**

Telecommunications Carrier (Respondent) To Which Citation Is Issued:
Vicomptel USA Inc., U-1550-C

Name of Respondent's Regulatory Contact: Chi Wang

Violation Description: Pursuant to General Order 104-A and D.93-02-019, noncompliance with requirement for a telephone carrier to file the Annual Operational and Financial Information report and the Annual Affiliate Transaction Report for the calendar year 2025. Pursuant to D.13-05-035, D.11-09-026, D.10-09-017, D.24-11-003, and/or D.26-06-009 as modified by D.26-07-039, noncompliance with the Annual Performance Bond requirement.

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 Operational and Financial Information Report, due March 31, 2026. The CPUC's records indicate that the company has not filed the Annual Affiliate Transaction Report, due May 1, 2026. The CPUC's records indicate that the company has not filed the Annual Performance Bond requirement, due March 31, 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: $3,000.00

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**s 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.

Vicomptel USA Inc. (U1550C) Opt-Out Request Approved (DVF to DVN)

From: CD Compliance (cdcompliance@cpuc.ca.gov)

To: chi@vicomptelusa.com

Cc: bingc@vicomptelusa.com; cdcompliance@cpuc.ca.gov

Date: Tuesday, October 13, 2026 at 10:37 AM PDT

Hello,

On October 12, 2026, the Communications Division (CD) of the California Public Utilities Commission (CPUC or Commission) received an opt-out request from Vicomptel USA Inc. (Vicomptel) submitted pursuant to Commission Decision (D.) 26-06-009 (issued June 17, 2026). CD finds that the opt-out request provided meets the filing requirements as set forth by the CPUC in D.26-06-009. Accordingly, Vicomptel's Fixed Interconnected VoIP “DVF” utility designation has been updated to a Nomadic-only Interconnected VoIP “DVN” utility designation, effective October 12, 2026.

Thank you!

Johnny Tran (he/his/him)
California Public Utilities Commission
johnny.tran@cpuc.ca.gov

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RE: [EXTERNAL] Vicomptel USA Inc. (U-1550-C) – Citation CD-2026-10-038 – Request for Classification and Filing Requirement Confirmation

From: Tan-Walsh, Llela (llela.tan-walsh@cpuc.ca.gov)

To: chi@vicomptelusa.com; bingc@vicomptelusa.com

Cc: anthony.rhee@cpuc.ca.gov; johnny.tran@cpuc.ca.gov; llela.tan-walsh@cpuc.ca.gov; cdcompliance@cpuc.ca.gov

Date: Wednesday, October 28, 2026 at 03:59 PM PDT

Good afternoon, Mr. Wang –

Per our discussions during today's phone call, I am confirming that we have received all three outstanding annual reporting requirements identified in Citation CD-2026-10-038 issued to Vicomptel USA Inc. (U-1550-C). CD Staff have reviewed the submissions and determined that the filings are acceptable.

I am also confirming that Communication Division (CD) is not authorized to reduce or waive the citation penalty amount. Please (1) remit the full penalty amount of $3000 with notice to Staff; or (2) file and serve a Notice of Appeal, pursuant to ALJ-377 (Resolution ALJ-377 Appendix A and Resolution ALJ-377 Appendix B) by November 8, 2026, by 5:00 PM.

I appreciate your time and working with my team to address all outstanding reporting requirements. I have included additional correspondence from staff for reference.

Llela Tan-Walsh, Program and Project Supervisor
Telco Licensing and Registration Oversight
Communications Division
California Public Utilities Commission
✉ llela.tan-walsh@cpuc.ca.gov
☎(415) 703-5213 I (916) 767-4050

From: CD Compliance <CDCompliance@cpuc.ca.gov>
Sent: Friday, October 9, 2026 12:41 PM
To: Chi Wang <chi@vicomptelusa.com>
Cc: CD Compliance <CDCompliance@cpuc.ca.gov>; Bing C. <bingc@vicomptelusa.com>; CD Citations <CDCitations@cpuc.ca.gov>; Tan-Walsh, Llela <llela.tan-walsh@cpuc.ca.gov>; Rhee, Anthony <Anthony.Rhee@cpuc.ca.gov>

Subject: RE: [EXTERNAL] Vicomptel USA Inc. (U-1550-C) – Citation CD-2026-10-038 – Request for Classification and Filing Requirement Confirmation

Thank you for your response. We acknowledge receipt of your message and will review your inquiry. Further directives will be provided as soon as possible.

From: Chi Wang <chi@vicomptelusa.com>
Sent: Friday, October 9, 2026 12:17 PM
To: Rhee, Anthony <Anthony.Rhee@cpuc.ca.gov>
Cc: CD Compliance <CDCompliance@cpuc.ca.gov>; Bing C. <bingc@vicomptelusa.com>; CD Citations <CDCitations@cpuc.ca.gov>; Tan-Walsh, Llela <llela.tan-walsh@cpuc.ca.gov>
Subject: [EXTERNAL] Vicomptel USA Inc. (U-1550-C) – Citation CD-2026-10-038 – Request for Classification and Filing Requirement Confirmation

CAUTION: This email originated from outside of the organization. Do not click links or open attachments unless you recognize the sender and know the content is safe.

Dear Mr. Rhee,

We received Citation No. CD-2026-10-038 regarding Vicomptel USA Inc. (U-1550-C), dated October 9, 2026.

We are reviewing the cited filing requirements and taking steps to address the outstanding compliance items. Before submitting the CY 2025 Annual Operational and Financial Information Report, however, we would appreciate clarification regarding Vicomptel's current CPUC classification and whether this particular report applies to our company.

Vicomptel provides cloud-based VoIP services as a white-label reseller of CoreDial. CoreDial provides the underlying VoIP platform, telephone numbers, and telecommunications infrastructure. Vicomptel bills its customers directly under the Vicomptel name, but does not operate the underlying telecommunications network. The VoIP service is cloud-based and can be used through applications and computers and is not tied to a fixed customer location.

Would you please confirm:

1. Whether Vicomptel USA Inc. (U-1550-C) is currently classified by the CPUC as Digital Voice Nomadic (DVN), Digital Voice Fixed (DVF), or another carrier classification; and
2. Whether the CY 2025 Annual Operational and Financial Information Report is required for Vicomptel under its current classification and service model.

We are also taking steps to address the Annual Affiliate Transaction Report and Annual Performance Bond filing requirements identified in the citation.

Given the pending citation response deadline, we would greatly appreciate your guidance as soon as possible. If additional time is needed to resolve Vicomptel's classification and applicable reporting requirements, we respectfully request an extension of the citation response deadline and would appreciate confirmation of any extension granted.

Our intention is to bring Vicomptel into full compliance with all applicable CPUC requirements.

Thank you for your assistance.

Best regards,

Chi Wang
Vicomptel USA Inc.

U-1550-C
chi@vicomptelusa.com

Unified Communication, Cloud PBX, Cloud Video Surveillance, CCTV, WiFi, Cable Wiring, Access Control System, Audio/Video

Hello,
Thank you for speaking to me over the phone and confirming you are working to submit the Annual Operational and Financial Information Report CY2025 and you are aware of the 30 days deadline to remit the full amount of the penalty or will appeal the citation.

NOTE: Within 30 days after the citation date the service provider 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 (Resolution ALJ-377 Appendix A and Resolution ALJ-377 Appendix B)."

Thank you!

Johnny Tran (he/his/him)
California Public Utilities Commission
johnny.tran@cpuc.ca.gov

Notice: This communication may contain confidential and/or legally privileged information for the use of the intended recipient(s). Unauthorized use or disclosure is prohibited. If you are not the intended recipient, please contact the sender and destroy all copies of the communication.

From: Chi Wang <chi@vicomptelusa.com>
Sent: Tuesday, October 13, 2026 12:11 PM
To: CD Compliance <CDCompliance@cpuc.ca.gov>
Cc: bingc@vicomptelusa.com <bingc@vicomptelusa.com>
Subject: Re: [EXTERNAL] Re: Vicomptel USA Inc. (U1550C) Opt-Out Request Approved (DVF to DVN)

CAUTION: This email originated from outside of the organization. Do not click links or open attachments unless you recognize the sender and know the content is safe.

Dear Johnny,

Thank you for confirming receipt of Vicomptel USA Inc.'s 2025 Annual Affiliate Transaction Report and 2026 Annual Performance Bond filing.

We understand that the $3,000 citation remains outstanding, and we are working diligently to complete the remaining CY2025 Annual Operational and Financial Information Report.

Given our prompt corrective actions following receipt of the citation, our cooperation with CPUC staff, and our commitment to maintaining compliance, we respectfully ask whether the Communications Division would consider reducing or settling the $3,000 penalty.

We appreciate your guidance and would prefer to resolve this matter cooperatively, if possible, rather than pursue a formal appeal.

Could you please advise whether a penalty reduction can be considered administratively, or whether we would need to initiate the formal appeal process?

Thank you again for your time and assistance.

Best regards,

Chi Wang
Vicomptel USA Inc.
DBA Kloudvoice.com
Utility No. U-1550-C

On Tuesday, October 13, 2026 at 11:29:35 AM PDT, CD Compliance <cdcompliance@cpuc.ca.gov> wrote:

Hello,
Unfortunately, the citation remains.

We appreciate that you submitted and we have received the Annual Performance Bond filing via advice letter and the Annual Affiliate Transaction Report CY 2025.

Did you submit the Annual Operational and Financial Information Report CY 2025 and the payment for the outstanding $3,000 citation?

Within 30 days after the citation date the service provider must correct the violation and remit the full amount of the penalty.

Thank you!

Johnny Tran (he/his/him)
California Public Utilities Commission
johnny.tran@cpuc.ca.gov

Notice: This communication may contain confidential and/or legally privileged information for the use of the intended recipient(s). Unauthorized use or disclosure is prohibited. If you are not the intended recipient, please contact the sender and destroy all copies of the communication.

From: Chi Wang <chi@vicomptelusa.com>
Sent: Tuesday, October 13, 2026 10:54 AM
To: CD Compliance <CDCompliance@cpuc.ca.gov>
Cc: bingc@vicomptelusa.com <bingc@vicomptelusa.com>
Subject: [EXTERNAL] Re: Vicomptel USA Inc. (U1550C) Opt-Out Request Approved (DVF to DVN)

CAUTION: This email originated from outside of the organization. Do not click links or open attachments unless you recognize the sender and know the content is safe.

Dear Johnny,
Thank you for confirming that Vicomptel USA Inc.'s opt-out request has been accepted and that our utility designation has been updated from DVF to DVN, effective October 12, 2026.
We appreciate your assistance.
Could you please clarify whether this change affects any of our outstanding compliance obligations under Citation CD-2026-10-038, particularly the 2025 Annual Operational and Financial Information Report and the annual performance bond filing?
We understand that the designation change may not automatically resolve the citation, and we are continuing to address the outstanding items.
Thank you again.
Best regards,
Chi Wang
Vicomptel USA Inc.
DBA Kloudvoice.com
Utility No. U-1550-C

On Tuesday, October 13, 2026 at 10:37:33 AM PDT, CD Compliance <cdcompliance@cpuc.ca.gov> wrote:

Hello,

On October 12, 2026, the Communications Division (CD) of the California Public Utilities Commission (CPUC or Commission) received an opt-out request from Vicomptel USA Inc. (Vicomptel) submitted pursuant to Commission Decision (D.) 26-06-009 (issued June 17, 2026). CD finds that the opt-out request

provided meets the filing requirements as set forth by the CPUC in D.26-06-009. Accordingly, Vicomptel's Fixed Interconnected VoIP “DVF” utility designation has been updated to a Nomadic-only Interconnected VoIP “DVN” utility designation, effective October 12, 2026.

Thank you!

Johnny Tran (he/his/him)
California Public Utilities Commission
johnny.tran@cpuc.ca.gov

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31.5

RE: [EXTERNAL] Citation CD-2026-10-038 – Clarification on Payment Obligations During Appeal

From: Rhee, Anthony (anthony.rhee@cpuc.ca.gov)

To: chi@vicomptelusa.com

Cc: cdcompliance@cpuc.ca.gov; anthony.rhee@cpuc.ca.gov; llela.tan-walsh@cpuc.ca.gov

Date: Friday, October 30, 2026 at 03:19 PM PDT

Hello Chi Wang,

Please see the responses to your questions below:

1. **Correct.** The obligation to pay the penalty will be suspended while the appeal is being reviewed and decided.
2. **If the appeal is unsuccessful,** the original $3,000 penalty will remain in effect and a new payment deadline will be established following the appeal decision.
3. **No.** There are no additional penalties, fees, or adverse consequences for exercising your right to appeal the citation.

Please let me know if you have any additional questions. Please note that the deadline to file an appeal is November 8, 2026, at 5:00 PM.

Anthony Rhee, Regulatory Analyst
Telco Licensing and Registration Oversight
Communications Division
California Public Utilities Commission
Anthony.Rhee@cpuc.ca.gov
(415) 703-1860

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From: Chi Wang <chi@vicomptelusa.com>
Sent: Friday, October 30, 2026 3:05 PM
To: Rhee, Anthony <Anthony.Rhee@cpuc.ca.gov>; CD Compliance <CDCompliance@cpuc.ca.gov>
Subject: [EXTERNAL] Citation CD-2026-10-038 – Clarification on Payment Obligations During Appeal

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Dear Mr. Rhee,

Vicomptel USA Inc. (U-1550-C) is preparing to file a Notice of Appeal regarding Citation CD-2026-10-038.

Before proceeding, we would appreciate clarification on the following:

1. If we file and serve a timely Notice of Appeal, will the $3,000 penalty payment obligation be suspended during the appeal process, without accruing interest or the 10% late-payment penalty?
2. If the appeal is unsuccessful and the original $3,000 penalty is upheld, will a new payment deadline be established following the final decision?
3. Would any additional interest, penalties, or administrative charges apply solely because we exercised our right to appeal?

We appreciate your assistance and would like to ensure that we fully understand our obligations under the CPUC citation appeal process.

Thank you for your time and clarification.

Best regards,

Chi Wang
President
Vicomptel USA Inc. (DBA Kloudvoice.com)
U-1550-C
(510) 252-9688
chi@vicomptelusa.com