

Decision 26-05-016 May 14, 2026

BEFORE THE PUBLIC UTILITIES COMMISSION OF THE STATE OF CALIFORNIA

1013 Registration of Charter IP
Enabled Services, LLC for a Certificate
of Public Convenience and Necessity.

Application 25-02-017

And Related Matters.

Application 25-02-018

Application 25-07-008

**DECISION GRANTING CHARTER IP ENABLED SERVICES, LLC, BHN IP
ENABLED SERVICES, LLC, AND TWC IP ENABLED SERVICES, LLC
INDIVIDUAL CERTIFICATES OF PUBLIC CONVENIENCE AND
NECESSITY TO PROVIDE FIXED INTERCONNECTED
VOICE OVER INTERNET PROTOCOL SERVICES**

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DECISION GRANTING CHARTER IP ENABLED SERVICES, LLC, BHN IP ENABLED SERVICES, LLC, AND TWC IP ENABLED SERVICES, LLC INDIVIDUAL CERTIFICATES OF PUBLIC CONVENIENCE AND NECESSITY TO PROVIDE FIXED INTERCONNECTED VOICE OVER INTERNET PROTOCOL SERVICES

Summary

Pursuant to Public Utilities Code Section 1001, the Commission grants individual Certificates of Public Convenience and Necessity to provide non-facilities-based fixed interconnected Voice over Internet Protocol services to Charter IP Enabled Services, LLC, BHN IP Enabled Services, LLC, and TWC IP Enabled Services, LLC, subject to the terms and conditions set forth in the Ordering Paragraphs.

Applications (A.) 25-02-017, A.25-02-018, and A.25-07-008 are closed.

1. Background

1.1. Charter IP Enabled Services, LLC

On February 28, 2025, Charter IP Enabled Services (Charter IP), a Delaware limited liability company (LLC), authorized to do business in California, filed Application (A.) 25-02-017 for registration pursuant to Public Utilities (Pub. Util.) Code Section 1013, as a provider of non-facilities-based fixed interconnected Voice over Internet Protocol (VoIP) (Charter IP Application). Charter IP proposes to provide this non-facilities-based VoIP service on a wholesale basis to its affiliate Spectrum Advanced Services, LLC (Spectrum).¹

¹ D.24-11-003 granted Spectrum Advanced Services, LLC (U1158C) an operating authority to provide non-facilities based Fixed Interconnected VoIP Services through California.

No protests were filed to the Charter IP Application. On April 30, 2025, after reviewing A.25-02-017, the California Public Utilities Commission (Commission) converted this registration to a request for a Certificate of Public Convenience and Necessity (CPCN) pursuant to Pub. Util. Code Section 1001 because Charter IP did not meet the requirements to register with the Commission pursuant to Pub. Util. Code Section 1013. As a result, A.25-02-017 was reassigned from the Commission's Communications Division (CD) to the Administrative Law Judge (ALJ) Division.

On June 2, 2025, an individual prehearing conference (PHC) was held for A.25-02-017 to address the issues of law and fact, determine the need for hearing, set the schedule for resolving the matter, and address other matters as necessary.

On February 28, 2025, Charter IP filed a Statement of Confidentiality that did not conform to the requirements for presumptive confidentiality pursuant to Decision (D.) 24-11-003. Inquiry 1 of the assigned ALJ's June 2, 2025 ruling required that Charter IP provide such a motion. On June 6, 2025, Charter IP filed a motion for leave to file under seal confidential material in Attachment A and Appendices D and H of A.25-02-017, pursuant to Pub. Util. Code Section 583, General Order (GO) 66-D, and Rules 11.1 and 11.4.

Charter IP's principal place of business is located at 12405 Powerscourt Drive, St. Louis, Missouri 63131.

1.2. BHN IP Enabled Services, LLC

On February 28, 2025, BHN IP Enabled Services (BHN), a Delaware LLC, authorized to do business in California, filed A.25-02-018 for registration pursuant to Pub. Util. Code Section 1013 as a provider of non-facilities-based

fixed interconnected VoIP (BHN Application), as well as a motion requesting confidential treatment of Attachment A and Appendices D and H to the BHN Application. BHN proposes to provide non-facilities-based fixed interconnected VoIP service on a wholesale basis to its affiliate Spectrum.

No protests were filed to the BHN Application. On May 5, 2025, after reviewing A.25-02-018, the Commission converted this registration to a request for a CPCN pursuant to Pub. Util. Code Section 1001, because BHN did not meet the requirements to register with the Commission pursuant to Pub. Util. Code Section 1013. As a result, the processing of A.25-02-018 was reassigned from the CD to the ALJ Division.

On June 2, 2025, an individual PHC was held for A.25-02-018 to address the issues of law and fact, determine the need for hearing, set the schedule for resolving the matter, and address other matters as necessary.

On February 28, 2025, BHN filed a statement of confidentiality that did not conform to the requirements of D.24-11-003 (the statement was not in the form of a formal motion requesting confidential treatment pursuant Pub. Util. Code Section 583, GO 66-D, and Rules 11.1 and 11.4 of the Commission's Rules of Practice and Procedure (Rules)). On June 6, 2025, BHN filed a formal motion requesting confidential treatment. Therefore BHN's original non-conformance is cured.

BHN's principal place of business is located at 12405 Powerscourt Drive, St. Louis, Missouri 63131.

1.3. TWC IP Enabled Services, LLC

On July 16, 2025, TWC IP Enabled Services(TWC IP), a Delaware LLC, authorized to do business in California, filed an application for a CPCN pursuant to Pub. Util. Code Section 1001 to provide non-facilities-based fixed interconnected VoIP, as well as a motion for confidential treatment of Attachment A and Appendices D and H to A.25-07-008 (TWC Application). TWC IP proposes to provide non-facilities-based fixed interconnected VoIP service on a wholesale basis to its affiliate Spectrum. On August 27, 2025, TWC IP filed a motion requesting authority to amend its application as well as a motion for confidential treatment.

No protests were filed to the TWC Application. On October 28, 2025, the assigned ALJ held an individual PHC for A.25-07-008 to address the issues of law and fact, determine the need for hearing, set the schedule for resolving the matter, and address other matters as necessary.

TWC IP's principal place of business is located at 12405 Powerscourt Drive, St. Louis, Missouri 63131.

1.4. Consolidated Applications

On May 19, 2025, Charter IP and BHN filed individual motions requesting consolidation of A.25-02-017 and A.25-02-018, pursuant to Rule 7.4. On June 3, 2025, the assigned ALJ granted the motions and consolidated A.25-02-017 and A.25-02-018.

On June 12, 2025, Charter IP and BHN filed and served their joint response to the June 2, 2025 rulings issued by the assigned ALJ.

On June 24, 2025, the assigned Commissioner issued the Assigned Commissioner's Scoping Memo and Ruling (Scoping Memo) for the consolidated proceedings A.25-02-017 and A.25-02-018.

On July 15, 2025, the assigned ALJ issued a ruling requiring responses to inquiries, which Charter IP and BHN jointly responded to on July 21, 2025.

On July 22, 2025, TWC IP filed a motion to consolidate its application with Charter IP and BHN. On July 23, 2025, Charter IP and BHN filed a motion requesting such consolidation as well. On September 2, 2025, the assigned ALJ granted the motions and consolidated A.25-07-008 with A.25-02-017 and A.25-02-018. Charter IP, BHN, and TWC IP are referred to as Consolidated Applicants.

On August 7, 2025, the assigned ALJ denied Charter IP and BHN's motions for confidential treatment of portions of their applications.

On August 18, 2025, Charter IP and BHN filed a motion to stay the ALJ's August 7, 2025 ruling denying confidential treatment to portions of their applications. On August 18, 2025, Charter IP and BHN also jointly filed a motion requesting leave to file amendments to their applications. On September 30, 2025, the assigned ALJ issued a ruling requesting information from the Consolidated Applicants regarding items for which confidential treatment was requested. On October 10, 2025, Assistant Chief Judge Zita Kline issued a ruling granting the Consolidated Applicants' request for an extension of time to respond to the assigned ALJ's ruling. On October 15, 2025, the Consolidated Applicants filed and served their response to the assigned ALJ's September 30, 2025 ruling, as well as a motion for confidential treatment. This response included a revised list of items for which confidential treatment was requested.

On October 28, 2025, the assigned ALJ held a duly noticed status conference. At the status conference, the assigned ALJ directed the Consolidated Applicants to (1) either stipulate to a Rule 1 violation and propose a fine or penalty or explain in detail why not declaring certain exceptions to their certifications is not a violation of Rule 1, and (2) provide more information about their requests for confidentiality. On November 7, 2025, the Consolidated Applicants filed and served their response to the assigned ALJ's October 28, 2025 oral ruling, as well as a motion for confidential treatment. This response included a revised list of items for which confidential treatment was requested.

On December 19, 2025, the assigned Commissioner issued an Amended Scoping Memo for the consolidated proceedings A.25-02-017, A.25-02-018, and A.25-07-008.

On April 9, 2026, the assigned ALJ granted the motion. Charter IP and BHN filed amended applications on April 15, 2026. Concurrently with filing their amended applications on April 15, 2026, Charter IP and BHN also amended their request for confidential treatment.

2. Submission Date

The consolidated matters of A.25-02-017, A.25-02018, and A.25-07-008 were submitted on April 15, 2026 upon the filing and serving of the Consolidated Applicants' amended applications, review of responses to rulings requesting additional information, and a determination that no further information or evidence is needed to evaluate the issues in this proceeding.

3. Issues Before the Commission

The issue in this consolidated proceeding is as follows:

- Whether Charter IP, BHN, and TWC IP each meet all of the Commission requirements for granting a CPCN to each entity.

4. Jurisdiction

The Commission has broad jurisdiction over “public utilities,” as defined in Pub. Util. Code Section 216.² California’s Constitution extends the Commission’s jurisdiction to companies engaged in “the transmission of telephone and telegraph messages,” which includes both public utility services and facilities.³ The Commission classifies entities providing two-way voice communications service for compensation within California as “telephone corporations,”⁴ and regulates them as public utilities.⁵

As part of its regulatory authority over “telephone corporations,” the Commission authorizes certificates of public convenience and necessity to “telephone corporations” seeking to construct a “line, plant, or system, or any extension thereof” in California.⁶ Pub. Util. Code Section 233 defines a “telephone line” to include “all conduits, ducts, poles, wires, cables, instruments, and appliances, and other real estate, fixtures, and personal property owned or controlled, operated, or managed in connection with or to facilitate communication by telephone, whether such communication is had with or

² Pub. Util. Code §§ 216, 234.

³ See Decision (D.) 20-07-011 at 14-15; Cal. Const., art. XII, §§ 1-6; Pub. Util. Code § 701.

⁴ Pub. Util. Code §§ 216, 233, 234; D.22-10-021 at 68.

⁵ Pub. Util. Code § 216(a). Telephone corporations are required to file annual affiliate transaction reports and pay surcharges and user fees.

⁶ Pub. Util. Code § 1001.

without the use of transmission wires.” This includes services delivered over any technology, including, but not limited to, traditional copper lines, coaxial cable, fiber optic cable, and mobile or fixed wireless radios.

Providers of voice services, including local exchange carriers, interexchange carriers, and interconnected VoIP service providers, are telephone corporations subject to the Commission’s jurisdiction.⁷ Providers of local exchange, interexchange, and fixed interconnected VoIP services must obtain a CPCN or 1013 registration license to operate in California. Providers of only nomadic interconnected VoIP are subject to the Commission’s jurisdiction for rules of general applicability and preempted from licensing requirements that act as barriers to market entry. These providers must obtain a nomadic registration to operate in California.⁸

The Consolidated Applicants propose to each provide non-facilities-based fixed interconnected VoIP on a wholesale basis to their affiliate, Spectrum. Charter IP, BHN, and TWC IP are each public utilities subject to the Commission’s jurisdiction.

5. Proposed Construction and California Equality Act (CEQA) Compliance

Applicants propose to provide non-facilities-based service. Pursuant to CEQA and the Commission’s Rules of Practice and Procedure (Rule) 2.4, the Commission acts as the designated lead agency to consider the environmental

⁷ Pub. Util. Code §§ 216, 233, 234; D.22-10-021 at 68; D.24-11-003 at 18-19.

⁸ D.24-11-003 at 40-42.

consequences of projects that are subject to the Commission's approval.⁹ As the lead agency, the Commission must identify any potential environmental impacts and reduce and avoid them to the extent feasible. Because the Consolidated Applicants state that they do not intend to construct any facilities, it can be seen with certainty that there is no possibility that granting these applications will have an adverse impact on the environment.¹⁰ However, if the Consolidated Applicants intend to construct facilities in the future, Charter IP, BHN, and TWC IP must individually file for additional authority and submit to any necessary CEQA review.

Granting these CPCNs will benefit the public interest by expanding the availability of technologically advanced telecommunications services within the state.

6. Financial Qualifications

To be granted a CPCN for authority to provide non-facilities-based services, a new applicant 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.¹¹ In Appendix I to the Charter IP and BHN Applications and Appendix L to the TWC IP Application, the Consolidated Applicants provided a License of Permit Bond issued by Travelers Casualty and Surety Company in the sum of \$25,000. Because Charter IP, BHN, and TWC IP

⁹ Pub. Resources Code § 21000, *et seq.*

¹⁰ *See* D.24-11-003 at 56-58.

¹¹ The financial requirement for CLECs, NDIECs, and fixed interconnected VoIP providers is contained in D.24-11-003, Appendix F.

have each provided documentation that they possess a minimum of \$25,000 that is reasonably liquid and available, they demonstrated that they have sufficient funds to meet their start-up expenses and fulfilled this requirement. The financial documentation of Charter IP, BHN, and TWC IP will be subject to verification and review by the Commission for one year to ensure that such funds are available.

In addition to demonstrating financial fitness, Charter IP, BHN, and TWC IP must also demonstrate that each has an additional \$25,000 available for deposits to interconnect with local exchange carriers. In Attachments 2 and 3 of their June 12, 2025 Joint Response, Charter IP and BHN each provided letters of guarantee issued by Charter Communications Operating, LLC in the amount of \$25,000 to be used solely for deposits, consistent with the requirements of D.24-11-003 Appendix F.4. In Appendix L to the TWC IP Application, TWC IP also provided a letter of guarantee issued by Charter Communications in the amount of \$25,000 to be used solely for deposits. Because the Consolidated Applicants have each provided documentation on their ability to pay deposits, they have met their deposit requirements.

7. Technical Qualifications

To receive a CPCN for authority to provide non-facilities-based fixed interconnected VoIP, an applicant must make a reasonable showing of managerial and technical expertise in telecommunications or a related business.¹² Charter IP and BHN supplied biographical information on their management in

¹² D.95-12-056 at Appendix C, Rule 4.A as modified by D.13-05-035 and D.24-11-003.

Appendix G to their respective applications, and TWC IP supplied biographical information on its management in Appendix H to its application. Charter IP, BHN, and TWC IP each demonstrated sufficient expertise and training to operate as a telecommunications provider.

8. Certification Requirements

With the exceptions noted in confidential Attachment A and Appendices D and H to the applications of Charter IP, BHN, and TWC IP, as amended, the Consolidated Applicants can certify that no one associated with or employed by Charter IP, BHN, or TWC IP as an affiliate, officer, director, partner, or owner of more than 10 percent of Charter, BHN, or TWC IP, or anyone acting in a management capacity for Charter, BHN, or TWC IP:

(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.*, [Sections] 17200 *et seq.*, or [Sections] 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; 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.¹³

With the exceptions noted in confidential Attachment A and Appendices D and H to the applications of Charter IP, BHN, or TWC IP, as amended, the Consolidated Applicants can assert that they, any affiliate, officer, director, partner, or owner of more than 10 percent of Charter IP, BHN, or TWC IP or any person acting in such capacity whether or not formally appointed, is being, or has been investigated by the Federal Communications Commission (FCC) or any law enforcement or regulatory agency for failure to comply with any law, rule or order.¹⁴

The Commission has reviewed Charter IP's, BHN's, and TWC IP's declarations of exceptions regarding violations before federal and local agencies by their parent and affiliates, as well as inquiries by such agencies, and finds that, in each case, the violations have been resolved in a manner that safeguards against further such behavior. For ongoing cases, the Commission finds that the parent and affiliates involved continue to actively participate and comply with the agencies' requests. Therefore, we find that these inquiries do not prevent the Consolidated Applicants from being granted a CPCN.

In their confidential declarations of exceptions discussed above, Charter IP, BHN, and TWC IP appropriately disclosed to the Commission certain exceptions and also discussed the timely resolution of these issues, resolving the

¹³ These certifications are required by D.13-05-035, OP 14; D.24-11-003.

¹⁴ *Ibid.*

Commission's concerns. For the foregoing reasons, this decision finds that Charter IP, BHN, and TWC IP are in compliance with the requirements of D.13-05-035 and D.24-11-003.

9. Tariffs

CLECs, IECs, and fixed interconnected VoIP providers requesting detariffed status and may be exempt from the requirement to file tariffs, provided they do not provide basic service as defined by D.12-12-038 and comply with the consumer protection rules identified in D.98-08-031. The Consolidated Applicants indicate they will not offer services that require a tariff or schedule. Therefore, detariffed status is granted to each of the applicants.

In the future, if Charter IP, BHN, and/or TWC IP decide to offer services that require a tariff or schedule, such as basic service, Charter IP, BHN, and/or TWC IP must submit proposed tariffs and/or user guides to CD by Tier 2 Advice Letter using the GO 96B advice letter process at least 30 days before initiation of service.

10. Safety Considerations

With the adoption of the *Safety Policy Statement of the California Pub. Util. Commission* on July 10, 2014, the Commission has, among other things, heightened its focus on the potential safety implications of every proceeding. The Commission considered the potential safety implications here and is satisfied that the Consolidated Applicants will each meet the Commission's minimum safety goals and expectations of non-facilities-based fixed interconnected VoIP providers because Charter IP, BHN, and TWC IP: (1) have each taken steps to meet the financial requirements as set forth in this decision

for a non-facilities-based fixed interconnected VoIP provider, and (2) are each public utilities that are required pursuant to Pub. Util. Code Section 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."

11. Conclusion

The Charter IP, BHN, and TWC IP Applications each conform to the Commission's rules for certification as non-facilities-based fixed interconnected VoIP providers. Accordingly, the Commission grants Charter IP, BHN, and TWC IP individual CPCNs to provide non-facilities-based fixed interconnected VoIP services on a wholesale basis to their affiliate Spectrum, in the service territories of Spectrum's affiliates, subject to compliance with the terms and conditions set forth in the Ordering Paragraphs. These affiliates will provide voice service to customers in their respective service territories.

The CPCNs granted by this decision provide benefits to Charter IP, BHN, and TWC IP and include corresponding obligations. Charter IP, BHN, and TWC IP each receive authority to operate in their prescribed service territories, and this authority enables Charter IP, BHN, and TWC IP, pursuant to Section 251 of the 1934 Communications Act, as amended by the 1996 Telecommunications Act (47 U.S.C. Section 251), to interconnect with telecommunications carriers.¹⁵

¹⁵ The California Pub. Util. Code uses the term "telephone corporation." Its counterpart in federal law is a "telecommunications carrier."

In return, Charter IP, BHN, and TWC IP are each obligated to comply with all Pub. Util. Code provisions, Commission rules, GOs, and decisions applicable to telephone corporations providing approved services. The applicable statutes, rules, GOs, and decisions include, but are not limited to, consumer protection rules, tariffing, and reporting requirements. Moreover, Charter IP, BHN, and TWC IP are each obligated to pay all Commission-prescribed user fees and public purpose program surcharges, as set forth in Appendix B of this decision, as well as to comply with CEQA and Pub. Util. Code Section 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 Section 54.1 of the Civil Code, as are necessary to promote the safety, health, comfort, and convenience of its patrons, employees, and the public." Granting these applications will benefit the public interest by expanding the availability of technologically advanced telecommunications services within the state.

**12. Additional Requirements for Applicants
Following Commission's Grant of CPCN**

The CPCNs granted to Charter IP, BHN, and TWC IP in this decision are contingent upon Charter IP, BHN, and TWC IP each complying with several requirements: (1) rendering service to customers within 12 months from the effective date of this decision; (2) using its assigned corporate identification number in the caption of all original filings with the Commission; (3) filing in this docket a written acceptance of the certificate granted in this proceeding within 30 days of the effective date of this decision; (4) providing the name, address,

e-mail address, and telephone number of its designated primary regulatory/official contact person to CD within five days of written acceptance of its certificate; (5) providing the name, address, email address, and telephone number of its designated contact person for purposes of resolving consumer complaints to the Commission's Consumer Affairs Branch within five days of written acceptance of its certificate; (6) submitting a Tier 1 Advice Letter containing a copy of the license holder's executed performance bond within 30 days of the effective date of this decision; (7) submitting its compliance with Pub. Util. Code Section 708, Employee Identification Cards, to the Director of CD, in writing, by email to cdcompliance@cpuc.ca.gov, within 60 days of the effective date of this decision; (8) providing the date that competitive local exchange service is first rendered to the public, to the Director of CD, in writing, by email to cdcompliance@cpuc.ca.gov, no later than five days after service first begins. These requirements are in addition to Charter IP's, BHN's, and TWC IP's respective ongoing obligations to be subject to all the current requirements applicable to competitive local exchange carriers, interexchange carriers, and VoIP providers included in Attachments B, C, and D to this decision (including annual affiliate transaction reports, ongoing performance bond requirements, and payment of surcharges and user fees); all Consumer Protection Rules contained in GO 168; and all applicable Commission rules, decisions, GOs, and statutes that pertain to California public utilities on an ongoing basis.

13. Confidential Treatment of Documents

On April 15, 2026, Charter IP, BHN, and TWC IP filed individual motions requesting confidential treatment of Attachment A to their amended

applications, pursuant to Pub. Util. Code Section 583, GO 66-D, and Rules 11.1 and 11.4. Charter IP, BHN, and TWC IP each represent that this information is sensitive and not publicly available.

Disclosure of such information could place Charter IP, BHN, and TWC IP at an unfair business disadvantage. The Commission has granted similar requests in the past and does so here.

14. Summary of Public Comments

Rule 1.18 allows any member of the public to submit written comment in any Commission proceeding using the “Public Comment” tab of the online Docket Card for that proceeding on the Commission’s website. Rule 1.18(b) requires that relevant written comment submitted in a proceeding be summarized in the final decision issued in that proceeding.

No relevant public comments have been submitted on the Docket Cards for these consolidated proceedings.

15. Comments on Draft Decision

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

16. Assignment of Proceeding

Christine Harada is the assigned Commissioner and Seaneen McCarthy Wilson is the assigned ALJ in this proceeding.

Findings of Fact

Charter IP

1. Charter IP is an LLC authorized to do business in California.

2. Charter IP's principal place of business is 12405 Powerscourt Drive, St. Louis, Missouri 63131.
3. Charter IP proposes to provide non-facilities-based fixed interconnected VoIP services.
4. Charter IP is a telephone corporation and a public utility as defined in Pub. Util. Code Sections 234(a) and 216(a).
5. Charter IP will not construct any facilities.
6. Granting this CPCN will expand the availability of technologically advanced telecommunications services within the state.
7. Charter IP has a minimum of \$25,000 of cash or cash equivalent that is reasonably liquid and readily available to meet its startup expenses.
8. Charter IP has an additional \$25,000 to cover deposits that may be required by other telephone corporations in order to provide the proposed service.
9. Charter IP meets the financial requirements for a CPCN pursuant to D.24-11-003.
10. Charter IP's management possesses sufficient experience, knowledge, and technical expertise to provide non-facilities-based fixed interconnected VoIP services to the public.
11. Charter's management possesses sufficient experience, knowledge, and technical expertise to provide resold non-facilities based fixed interconnected VoIP services to the public.
12. Except as set forth by Charter IP in its application, amended application, and the Consolidated Applicant's responses, no one associated with or

employed by Charter IP as an affiliate, officer, director, partner, agent, or owner (directly or indirectly) of more than 10 percent of Charter IP, or anyone acting in a management capacity for Charter IP: (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 Section 17000 *et seq.*, Section 17200 *et seq.*, or Section 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; 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.

13. Except as set forth by Charter IP in its application , amended application, and the Consolidated Applicant's responses, to the best of Charter IP's knowledge, neither Charter IP, or any affiliate, officer, director, partner, nor owner of more than 10 percent of Charter IP, or any person acting in such capacity whether or not formally appointed, is being, or has been investigated by

the FCC or any law enforcement or regulatory agency for failure to comply with any law, rule, or order.

14. In each exception declared by Charter IP regarding violations before federal and local agencies by their parent and affiliates, as well as inquiries by such agencies, the violations have been resolved in a manner that safeguards against further such behavior or the parent and affiliates involved continue to actively participate and comply with requests by the agencies involved.

15. Charter IP requested and is eligible for exemption from tariffing requirements and must observe the consumer protection rules adopted in D.98 08-031 and D.24-11-003.

16. Disclosure of certain information contained in Attachment A to Charter IP's amended application could place Charter IP, BHN, and TWC IP at an unfair business disadvantage.

BHN

1. BHN is an LLC authorized to do business in California.
2. BHN's principal place of business is 12405 Powerscourt Drive, St. Louis, Missouri 63131.
3. BHN proposes to provide non-facilities-based fixed interconnected VoIP services.
4. BHN is a telephone corporation and a public utility as defined in Pub. Util. Code Sections 234(a) and 216(a).
5. BHN will not construct any facilities.
6. Granting this CPCN will expand the availability of technologically advanced telecommunications services within the state.

7. BHN has a minimum of \$25,000 of cash or cash equivalent that is reasonably liquid and readily available to meet its start-up expenses.

8. BHN has an additional \$25,000 to cover deposits that may be required by other telephone corporations in order to provide the proposed service.

9. BHN meets the financial requirements for a CPCN pursuant to D.24-11-003.

10. BHN's management possesses sufficient experience, knowledge, and technical expertise to provide resold non-facilities based fixed interconnected VoIP services to the public.

11. Except as set forth by BHN in its application, amended application, and the Consolidated Applicants' responses, no one associated with or employed by BHN as an affiliate, officer, director, partner, agent, or owner (directly or indirectly) of more than 10 percent of BHN, or anyone acting in a management capacity for BHN: (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 Section 17000 *et seq.*, Section 17200 *et seq.*, or Section 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; 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.

12. Except as set forth by BHN in its application, amended application, and the Consolidated Applicants' responses, to the best of BHN's knowledge, neither BHN, or any affiliate, officer, director, partner, nor owner of more than 10 percent of Charter IP, or any person acting in such capacity whether or not formally appointed, is being, or has been investigated by the FCC or any law enforcement or regulatory agency for failure to comply with any law, rule, or order.

13. In each exception declared by BHN regarding violations before federal and local agencies by their parent and affiliates, as well as inquiries by such agencies, the violations have been resolved in a manner that safeguards against further such behavior or the parent and affiliates involved continue to actively participate and comply with requests by the agencies involved.

14. BHN requested and is eligible for exemption from tariffing requirements and must observe the consumer protection rules adopted in D.98-08-031 and D.24-11-003.

15. Disclosure of certain information contained in Attachment A to BHN's amended application could place Charter IP, BHN, and TWC IP at an unfair business disadvantage.

TWC IP

1. TWC IP is an LLC authorized to do business in California.

2. TWC IP's principal place of business is 12405 Powerscourt Drive, St. Louis, Missouri 63131.

3. TWC IP proposes to provide non-facilities-based fixed interconnected VoIP services.

4. TWC IP is a telephone corporation and a public utility as defined in Pub. Util. Code Sections 234(a) and 216(a).

5. TWC IP will not construct any facilities.

6. Granting this CPCN will expand the availability of technologically advanced telecommunications services within the state.

7. TWC IP has a minimum of \$25,000 of cash or cash equivalent that is reasonably liquid and readily available to meet its start-up expenses.

8. TWC IP has an additional \$25,000 to cover deposits that may be required by other telephone corporations in order to provide the proposed service.

9. TWC IP's management possesses sufficient experience, knowledge, and technical expertise to provide resold non-facilities-based fixed interconnected VoIP services to the public.

10. Except as set forth by TWC IP in its application, amended application, and the Consolidated Applicant's responses, no one employed by TWC IP as an affiliate, officer, director, partner, agent, or owner (directly or indirectly) of more than 10 percent of TWC IP, or anyone acting in a management capacity for TWC IP: (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 Section 17000 *et seq.*, Section 17200 *et seq.*, or Section 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; 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.

11. Except as set forth by TWC IP in its application, amended application, and the Consolidated Applicants' responses, to the best of TWC IP's knowledge, neither TWC IP, or any affiliate, officer, director, partner, nor owner of more than 10 percent of Charter IP, or any person acting in such capacity whether or not formally appointed, is being, or has been investigated by the FCC or any law enforcement or regulatory agency for failure to comply with any law, rule, or order.

12. In each exception declared by TWC IP regarding violations before federal and local agencies by their parent and affiliates, as well as inquiries by such agencies, the violations have been resolved in a manner that safeguards against further such behavior or the parent and affiliates involved continue to actively participate and comply with requests by the agencies involved.

13. TWC IP requested and is eligible for exemption from tariffing requirements and must observe the consumer protection rules adopted in D.98-08-031 and D.24-11-003.

14. Disclosure of certain information contained in Attachment A to BHN's amended application could place Charter IP, BHN, and TWC IP at an unfair business disadvantage.

Conclusions of Law

Charter IP

1. Charter IP should be granted a CPCN to provide non-facilities-based fixed interconnected VoIP on a wholesale basis to Spectrum, subject to the terms and conditions set forth in this decision.

2. Charter IP should be exempt from tariffing. In the future, if Charter IP decides to offer services that require a tariff or schedule, such as basic service, Charter IP should submit proposed tariffs and/or user guides to CD via Tier 2 Advice Letters using the GO 96-B advice letter process at least 30 days before initiation of service.

3. The certificate granted, and the authority for Charter IP to render service to customers under the rates, charges, and rules authorized, should expire if not exercised, by offering or actively providing service on a wholesale and/or resale basis, after 12 months from the effective date of this decision. Charter IP should be responsible for seeking approval for an extension of time to comply with this decision pursuant to Rule 16.6.

4. Charter IP should be assigned utility identification number U-7540-C and should be responsible for using this as its corporate identification number in the

caption of all original filings with this Commission, in the titles of other pleadings filed in existing cases, and informal submissions to the Commission.

5. Charter IP should file in this docket a written acceptance of the certificate granted in this proceeding within 30 days of the effective date of this decision. The written acceptance filed in this docket does not reopen the proceeding.

6. Charter IP should provide the name, address, e-mail address, and telephone number of its designated primary regulatory/official contact person to CD within five days of written acceptance of its certificate.

7. Charter IP should provide the name, address, e-mail address, and telephone number of its designated contact person for purposes of resolving consumer complaints to the Commission's Consumer Affairs Branch within five days of written acceptance of its certificate.

8. Charter IP should submit a Tier 1 Advice Letter containing a copy of the license holder's executed performance bond in accordance with the process established in D.10-09-017/D.11-09-026 and modified by D.13-05-035 and Decision 24-11-003 to CD within 30 days of the effective date of this decision.

9. Charter IP should submit its compliance with Pub. Util. Code Section 708, Employee Identification Cards, to the Director of CD, in writing, by email to cdcompliance@cpuc.ca.gov, within 60 days of the effective date of this decision.

10. Charter IP should be subject to all the current requirements applicable to competitive local exchange carriers, interexchange carriers, and fixed interconnected VoIP providers included in Attachments B, C, and D to this decision (including annual affiliate transaction reports, ongoing performance bond requirements, and payment of surcharges and user fees); all Consumer

Protection Rules contained in GO 168; and all applicable Commission rules, decisions, GOs, and statutes that pertain to California public utilities on an ongoing basis.

11. Charter IP's request for confidential treatment of Attachment A to its amended application should be granted for three years.

12. All rulings by the assigned Commissioner and the assigned ALJ should be affirmed.

13. All pending motions should be deemed denied.

14. This proceeding should be closed.

BHN

1. BHN should be granted a CPCN to provide non-facilities-based fixed interconnected VoIP on a wholesale basis to Spectrum, subject to the terms and conditions set forth in this decision.

2. BHN should be exempt from tariffing. In the future, if BHN decides to offer services that require a tariff or schedule, such as basic service, BHN should submit proposed tariffs and/or user guides to the CD via Tier 2 Advice Letters using the GO 96-B advice letter process at least 30 days before initiation of service.

3. The certificate granted, and the authority for BHN to render service to customers under the rates, charges, and rules authorized, should expire if not exercised, by offering or actively providing service on a wholesale and/or resale basis, after 12 months from the effective date of this decision. BHN should be responsible for seeking approval for an extension of time to comply with this decision pursuant to Rule 16.6.

4. BHN should be assigned utility identification number U-7541-C and should be responsible for using this as its corporate identification number in the caption of all original filings with this Commission, in the titles of other pleadings filed in existing cases, and informal submissions to the Commission.

5. BHN should file in this docket a written acceptance of the certificate granted in this proceeding within 30 days of the effective date of this decision. The written acceptance filed in this docket does not reopen the proceeding.

6. BHN should provide the name, address, e-mail address, and telephone number of its designated primary regulatory/official contact person to CD within five days of written acceptance of its certificate.

7. BHN should provide the name, address, e-mail address, and telephone number of its designated contact person for purposes of resolving consumer complaints to the Commission's Consumer Affairs Branch within five days of written acceptance of its certificate.

8. BHN should submit a Tier 1 Advice Letter containing a copy of the license holder's executed performance bond in accordance with the process established in D.10-09-017/D.11-09-026 and modified by D.13-05-035 and Decision 24-11-003 to CD within 30 days of the effective date of this decision.

9. BHN should submit its compliance with Pub. Util. Code Section 708, Employee Identification Cards, to the Director of CD, in writing, by email to cdcompliance@cpuc.ca.gov, within 60 days of the effective date of this decision.

10. BHN should be subject to all the current requirements applicable to competitive local exchange carriers, interexchange carriers, and fixed interconnected VoIP providers included in Attachments B, C, and D to this

decision (including annual affiliate transaction reports, ongoing performance bond requirements, and payment of surcharges and user fees); all Consumer Protection Rules contained in GO 168; and all applicable Commission rules, decisions, GOs, and statutes that pertain to California public utilities on an ongoing basis.

11. BHN's request for confidential treatment of Attachment A to its amended application should be granted for three years.

12. All rulings by the assigned Commissioner and the assigned ALJ should be affirmed.

13. All pending motions should be deemed denied.

14. This proceeding should be closed.

TWC IP

1. TWC IP should be granted a CPCN to provide non-facilities-based fixed interconnected VoIP on a wholesale basis, subject to the terms and conditions set forth in this decision.

2. TWC IP should be exempt from tariffing. In the future, if TWC IP decides to offer services that require a tariff or schedule, such as basic service, TWC IP should submit proposed tariffs and/or user guides to CD via Tier 2 Advice Letters using the GO 96-B advice letter process at least 30 days before initiation of service.

3. The certificate granted, and the authority for TWC IP to render service to customers under the rates, charges, and rules authorized, should expire if not exercised, by offering or actively providing service on a wholesale and/or resale basis, after 12 months from the effective date of this decision. TWC IP should be

responsible for seeking approval for an extension of time to comply with this decision pursuant to Rule 16.6.

4. The TWC IP should be assigned utility identification number U-7522-C and should be responsible for using this as its corporate identification number in the caption of all original filings with this Commission, in the titles of other pleadings filed in existing cases, and informal submissions to the Commission.

5. TWC IP should file in this docket a written acceptance of the certificate granted in this proceeding within 30 days of the effective date of this decision. The written acceptance filed in this docket does not reopen the proceeding.

6. TWC IP should provide the name, address, e-mail address, and telephone number of its designated primary regulatory/official contact person to CD within five days of written acceptance of its certificate.

7. TWC IP should provide the name, address, e-mail address, and telephone number of its designated contact person for purposes of resolving consumer complaints to the Commission's Consumer Affairs Branch within five days of written acceptance of its certificate.

8. TWC IP should submit a Tier 1 Advice Letter containing a copy of the license holder's executed performance bond in accordance with the process established in D.10-09-017/D.11-09-026 and modified by D.13-05-035 and Decision 24-11-003 to CD within 30 days of the effective date of this decision.

9. TWC IP should submit its compliance with Pub. Util. Code Section 708, Employee Identification Cards, to the Director of CD, in writing, by email to cdcompliance@cpuc.ca.gov, within 60 days of the effective date of this decision.

10. TWC IP should be subject to all the current requirements applicable to competitive local exchange carriers, interexchange carriers, and fixed interconnected VoIP providers included in Attachments B, C, and D to this decision (including annual affiliate transaction reports, ongoing performance bond requirements, and payment of surcharges and user fees); all Consumer Protection Rules contained in GO 168; and all applicable Commission rules, decisions, GOs, and statutes that pertain to California public utilities on an ongoing basis.

11. TWC IP's request for confidential treatment of Attachment A to its amended application should be granted for three years.

12. All rulings by the assigned Commissioner and the assigned ALJ should be affirmed.

13. All pending motions should be deemed denied.

14. This proceeding should be closed.

O R D E R

IT IS ORDERED that:

1. Certificates of Public Convenience and Necessity are granted individually to Charter IP Enabled Services, LLC, BHN IP Enabled Services, LLC, and TWC IP Enabled Services, LLC to provide non-facilities-based fixed interconnected Voice over Internet Protocol services on a wholesale basis to their affiliate Spectrum Advanced Services, LLC, subject to the terms and conditions set forth in this decision.

2. Charter IP Enabled Services, LLC, BHN IP Enabled Services, LLC, and TWC IP Enabled Services, LLC must each demonstrate that they each maintained at least \$25,000 that was reasonably liquid and available for its first year of operations by providing the California Public Utilities Commission's Communications Division with a copy of its updated financial documentation at both six and 12 months from the issuance date of this decision as an information-only submittal by email to cdcompliance@cpuc.ca.gov.

3. Charter IP Enabled Services, LLC (Charter IP), BHN IP Enabled Services (BHN), LLC, and TWC IP Enabled Services, LLC (TWC IP) may each operate on a detariffed basis. In the future, if Charter IP, BHN, and TWC IP decide to offer services that require a tariff or schedule, such as basic service, Charter IP, BHN, and TWC IP must submit proposed tariffs and/or user guides to the California Public Utilities Commission's Communications Division via a Tier 2 Advice Letter using the General Order 96-B process at least 30 days before initiation of service.

4. The certificates granted, and the authority for Charter IP Enabled Services, LLC (Charter IP), BHN IP Enabled Services (BHN), LLC, and TWC IP Enabled Services, LLC (TWC IP) to each render service to customers under the rates, charges, and rules authorized, will expire if not exercised, by offering or actively providing service on a wholesale and/or resale basis, after 12 months from the effective date of this decision. Charter IP, BHN, and TWC IP are each solely responsible for seeking approval for their extension of time to comply with this decision pursuant to Rules of Practice and Procedure Rule 16.6.

5. Charter IP Enabled Services, LLC is assigned utility identification number U-7540-C and is responsible for using this as its corporate identification number in the caption of all original filings with the California Public Utilities Commission (Commission), in the titles of other pleadings filed in existing cases, and informal submissions to the Commission.

6. BHN IP Enabled Services, LLC is assigned utility identification number U-7541-C and is responsible for using this as its corporate identification number in the caption of all original filings with the California Public Utilities Commission (Commission), in the titles of other pleadings filed in existing cases, and informal submissions to the Commission.

7. TWC IP Enabled Services, LLC is assigned utility identification number U-7522-C and is responsible for using this as its corporate identification number in the caption of all original filings with the California Public Utilities Commission (Commission), in the titles of other pleadings filed in existing cases, and informal submissions to the Commission.

8. Charter IP Enabled Services, LLC, BHN IP Enabled Services, LLC, and TWC IP Enabled Services, LLC must each file in this docket a written acceptance of the certificate granted in this proceeding within 30 days of the effective date of this decision. The written acceptances filed in this docket do not reopen the proceeding.

9. Charter IP Enabled Services, LLC, BHN IP Enabled Services, LLC, and TWC IP Enabled Services, LLC must each provide the name, address, e-mail address, and telephone number of their designated primary regulatory/official contact person to the California Public Utilities Commission's Communications

Division within five days of written acceptance of their certificate. Refer to Attachment B for additional information related to updating contact information.

10. Charter IP Enabled Services, LLC, BHN IP Enabled Services, LLC, and TWC IP Enabled Services, LLC must each provide the name, address, e-mail address, and telephone number of its designated contact person for purposes of resolving consumer complaints to the California Public Utilities Commission's Consumer Affairs Branch within five days of written acceptance of its certificate. Refer to Attachment B for additional information related to updating contact information.

11. Charter IP Enabled Services, LLC, BHN IP Enabled Services, LLC, and TWC IP Enabled Services, LLC must each submit a Tier 1 Advice Letter containing a copy of the license holder's executed performance bond in accordance with the process established in Decision (D.) 10-09-017/D.11-09-026 and modified by D.13-05-035 and D.24-11-003 to the California Public Utilities Commission's Communications Division within 30 days of the effective date of this decision. Refer to information on annual performance bond requirements.

12. Charter IP Enabled Services, LLC, BHN IP Enabled Services, LLC, and TWC IP Enabled Services, LLC must each submit its compliance with Public Utilities Code Section 708, Employee Identification Cards, to the California Public Utilities Commission's Director of the Communications Division, in writing, by email to cdcompliance@cpuc.ca.gov, within 60 days of the effective date of this decision.

13. Charter IP Enabled Services, LLC, BHN IP Enabled Services, LLC, and TWC IP Enabled Services, LLC are each subject to all the current requirements

applicable to competitive local exchange carriers, interexchange carriers, and fixed interconnected Voice over Internet Protocol providers included in Attachments B, C, and D to this decision (including annual affiliate transaction reports, ongoing performance bond requirements, and payment of surcharges and user fees); all Consumer Protection Rules contained in General Order 168; and all applicable California Public Utilities Commission rules, decisions, General Orders, and statutes that pertain to California public utilities on an ongoing basis.

14. Charter IP Enabled Services, LLC (Charter IP), BHN IP Enabled Services, LLC (BHN), and TWC IP Enabled Services, LLC (TWC IP) individual requests to file under seal Attachment A to their amended applications are granted for a period of three years after the date of this decision. During this three-year period, this information shall not be publicly disclosed except on further Commission order or ALJ ruling. If Charter IP, BHN, or TWC IP believes that it is necessary for this information to remain under seal for longer than three years, they may file a new motion showing good cause for extending this order by no later than 30 days before the expiration of this order.

15. All rulings by the assigned Commissioner and the assigned Administrative Law Judge are affirmed.

16. All pending motions are deemed denied.

17. Applications 25-02-017, 25-02-018, and 25-07-008 are closed.

This decision is effective today.

Dated May 14, 2026, at San Francisco, California.

JOHN REYNOLDS

President

DARCIE L. HOUCK

KAREN DOUGLAS

MATTHEW BAKER

CHRISTINE HARADA

Commissioners

ATTACHMENT A

ATTACHMENT A

TARIFF DEFICIENCIES

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(END OF ATTACHMENT A)

ATTACHMENT B

ATTACHMENT B

TELEPHONE CORPORATION REQUIREMENTS APPLICABLE TO PROVIDERS OF COMPETITIVE LOCAL EXCHANGE CARRIERS, INTEREXCHANGE CARRIERS AND FIXED INTERCONNECTED VOIP CARRIERS (Carrier)

1. Carrier is subject to all the current applicable California Public Utilities Commission (Commission) rules, decisions, General Orders, and statutes that pertain to California public utilities and telephone corporations on an ongoing basis.
2. Carrier is responsible for rendering services to customers under the rates, charges, and rules authorized by the Commission within 12 months from the date of the decision. Rendering services may include, but are not limited to, offering and/or actively providing services to its customers on a wholesale and/or resale basis.
3. Carrier is responsible for keeping all contact information up to date with the Commission. Changes to its primary regulatory and/or complaint contact information must be updated in the Commission's Telecommunications and User Fee Filing System (TUFFS) portal within 30 days of any change or at least annually by June 1 of each calendar year. Additionally, information on accessing TUFFS is available from the Commission's website:
<https://www.cpuc.ca.gov/industries-and-topics/internet-and-phone/telecommunications-surcharges-and-user-fees>.
4. Carrier is subject to California public purpose program surcharges and user fees. Pursuant to Decision (D.) 22-10-021, as modified by D.24-11-003, all

telephone corporations operating in California must assess, collect, report, and remit public purpose program surcharges based on the number of active access lines. For the definition of “access line,” see Section 5.2.2 of D.22-10-021. The surcharge funds the following California public purpose programs:

- a. The Universal Lifeline Telephone Service Trust Administrative Committee Fund (Pub. Util. Code § 277);
- b. The California Relay Service and Communications Devices Fund (Pub. Util. Code § 2881; D.98-12-073);
- c. The California High Cost Fund-A (Pub. Util. Code § 275.6); D.96-10-066, at 3-4, App. B, Rule 1.C);
- d. The California High Cost Fund-B (Pub. Util. Code § 276.5), D.96-10-066, at 191, App. B, Rule 6.F.; D.07-12-054);
- e. The California Advanced Services Fund (Pub. Util. Code § 281; D.07-12-054); and
- f. The California Teleconnect Fund (Pub. Util. Code § 280; D.96-10-066, at 88, App. B, Rule 8.G).

User Fees must be assessed and collected based on intrastate telecommunications revenues. The User Fee funds the Commission’s annual operating budget for regulating telecommunications corporations under its jurisdiction (Pub. Util. Code §§ 431-435). Pursuant to D.24-11-003, Interconnected VoIP service providers operating in California are subject to User Fees, starting on July 1, 2025.

5. Carrier is responsible for obtaining guidance and directives from the Commission’s Communications Division for timely reporting and remitting of public purpose program surcharges and the user fees through the Commission’s

proprietary TUFFS portal. Additional information about telecommunications surcharges and user fees is available from the Commission's website:

<https://www.cpuc.ca.gov/industries-and-topics/internet-and-phone/telecommunications-surcharges-and-user-fees>.

6. Carrier is responsible for timely and accurate reporting of its number of access lines and remitting the resulting public purpose program surcharges through TUFFS, even if there are zero access lines to report and zero resulting surcharges to remit. Carriers that report and/or remit surcharge funds after the due date will be charged a penalty equal to an annual rate of 10 percent. Send an email to Telcosurcharge@cpuc.ca.gov for questions related to surcharges and access to TUFFS. Current and historical surcharge rates are available from the Commission's website: <https://www.cpuc.ca.gov/industries-and-topics/internet-and-phone/telecommunications-surcharges-and-user-fees/surcharge-rates>.

7. Carrier is responsible for timely and accurate reporting and remitting of the user fees based on a standard user fee remittance rate applied to the gross intrastate revenue or an annual minimum user fee of \$100, whichever is greater. The user fee remittance rate is determined annually by the Commission and posted on the Commission's webpage. The reporting and remittance of user fees must be through TUFFS within 15 days after the end of each calendar quarter (March 31, June 30, September 30, and December 31) or January 15 due date for those paying the annual minimum user fee of \$100. TUFFS will automatically adjust the minimum user fee amount to \$100 when the annual gross intrastate revenue is zero (\$0) or less than the annual minimum user fee of \$100. Under Pub. Util. Code Section 405, carriers that are in default of reporting and submitting

user fees more than 30 days after the quarterly user fee payment due dates of April 15, July 15, October 15, and January 15, or more than 30 days after the January 15 due date for those utilities paying the annual minimum user fee of \$100, will be subject to automatic penalties including suspension or revocation of their authority to operate in California. Pursuant to D.24-11-003, Interconnected VoIP service providers operating in California are subject to User Fees, starting on July 1, 2025. Send an email to userfees@cpuc.ca.gov for questions related to user fees. Current and historical user fee rates are available from the Commission's website: <https://www.cpsc.ca.gov/industries-and-topics/internet-and-phone/telecommunications-surcharges-and-user-fees/user-fee-rates>.

8. In compliance with Resolution T-16901, December 2, 2004, Carrier is responsible for checking the joint tariff for public purpose program surcharges and user fees filed by Pacific Bell Telephone Company dba AT&T California and applying the current public purpose program surcharges and user fees amounts in that joint tariff on end user bills until further revised.

9. Carrier is responsible for ensuring that its tariff filings reflect all surcharges and fees to which it is subject, as identified above.

10. If Carrier is a provider of interexchange services, competitive local exchange services, and/or fixed interconnected VoIP services, the effectiveness of its future nondominant carrier tariffs, if applicable, is subject to the requirements of General Order 96-B and the Telecommunications Industry Rules (D.07-09-019).

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

12. Carrier providing competitive local exchange service is responsible for submitting a service area map as part of its initial tariff filed via Advice Letter to the Communications Division.

13. Carrier is responsible for submitting a copy of its complete tariff in use to the Commission's Director of the Communications Division, by email to cdcompliance@cpuc.ca.gov, in compliance with Pub. Util. Codes Section 489(a), no later than February 15 of each year. Additional information is available from the Commission's Website: <https://www.cpsc.ca.gov/industries-and-topics/internet-and-phone/carrier-reporting-requirements/tariff-filing-requirements>.

14. Carrier is responsible for obtaining a performance bond of at least \$25,000 in accordance with D.13-05-035 and D.24-11-003. Within 30 calendar days after the effective date of CPCN authority, Carrier is required to submit a Tier-1 advice letter to the Director of the Communications Division via [TD. PAL@cpuc.ca.gov](mailto:TD.PAL@cpuc.ca.gov) with a copy of the license holder's executed performance bond. 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. Requests for an extension of time to submit the initial performance bond must be submitted to the Director of the Communications Division via email at cdcompliance@cpuc.ca.gov within 30 days of the effective date of this decision using the performance bond filing extension form is available from the Commission's website: <https://www.cpsc.ca.gov/industries-and-topics/internet-and-phone/carrier-reporting-requirements/performance->

[bond-requirements](#). Pursuant to D. 13-05-035, the Commission must revoke a CPCN if a carrier is more than 120 days late in providing 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.

15. Carrier is required to submit a Tier-1 Advice Letter on an annual basis, no later than March 31 of each year, with a copy of the executed performance bond. Carrier is responsible for ensuring that its performance bond does not lapse during any period of its operation. Additional information regarding performance bond requirement is available from the Commission's website: <https://www.cpuc.ca.gov/industries-and-topics/internet-and-phone/carrier-reporting-requirements/performance-bond-requirements>.

16. Carrier is responsible for ensuring that its employees comply with the provisions of Pub. Util. Code Section 2889.5 regarding solicitation of customers.

17. If Carrier is 90 days or more late in complying with its reporting obligations to the Commission including but not limited to filing its annual reports (*e.g.*, Operations and Financials, and Affiliated Transaction Reports), submitting Performance Bonds, reporting and remitting surcharges and user fees; and has not received written permission from the Commission or Communications Division to file or remit late, the Communications Division may issue a citation pursuant to Resolution T-17601. Failure to comply with the issued citation or timely appeal the citation may result in a revocation of the company's operating authority and/or a referral to the Commission's Consumer Protection and Enforcement Division for enforcement action, which could result in additional fines, penalties, or other sanctions.

18. Carrier is exempt from Rule 3.1(b) of the Commission's Rules of Practice and Procedure.

19. Carrier is exempt from Pub. Util. Code Sections 816-830.

20. If Carrier decides to discontinue service or file for bankruptcy, it must immediately notify the Commission's Director of the Communications Division by email to cdcompliance@cpuc.ca.gov.

(END OF ATTACHMENT B)

ATTACHMENT C

ATTACHMENT C
ANNUAL REPORT

In addition to the annual reports requirement pursuant to General Order 104-A, Telephone Corporations must submit the following information electronically to the Commission's Communications Division using the Annual Operational and Financial Information Report Form¹⁶ via email to cdcompliance@cpuc.ca.gov, no later than March 31st of the year following the calendar year for which the annual report is submitted.

Failure to submit this information on time may result in a penalty as provided for in Pub. Util. Code Sections 2107 and 2108.

Required information:

- 1.Exact legal name and Utility ID number of the reporting utility.
- 2.Address of the reporting utility.
- 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.

¹⁶ An Annual Operations and Financial Information Report form (in PDF format) has been developed to help facilitate the submission of this reporting obligation and available from the CPUC website: <https://www.cpuc.ca.gov/-/media/cpuc-website/divisions/communications-division/documents/licensing-compliance/annual-reporting-requirements/aropfi.pdf>.

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.

Additional information about the reporting requirements is available from the Commission's website: <https://www.cpuc.ca.gov/industries-and-topics/internet-and-phone/carrier-reporting-requirements/annual-report-forms>. For any questions concerning this report, please send an email to cdcompliance@cpuc.ca.gov with a subject line that includes: "CD Annual Reports."

(END OF ATTACHMENT C)

ATTACHMENT D

ATTACHMENT D
CALENDAR YEAR AFFILIATE TRANSACTION REPORT

Telephone Corporations must submit the following information electronically to the Commission's Communications Division using the Annual Affiliate Transaction Report Form¹⁷ via email to cdcompliance@cpuc.ca.gov, no later than May 1st of the year following the calendar year for which the annual affiliate transaction report is submitted.

Failure to submit this information on time may result in a penalty as provided for in Pub. Util. Code Sections 2107 and 2108.

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 item 1 above. The chart must have the controlling corporation (if any) at the top of the chart, the utility and any

¹⁷ An Annual Affiliate Report form (in PDF format) has been developed to help facilitate the submission of this reporting obligation and available from the Commission's website:

https://www.cpuc.ca.gov/-/media/cpuc-website/divisions/communications-division/documents/licensing-compliance/annual-reporting-requirements/annual-affiliate-transaction-report-form_.pdf.

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 items 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 information, documents, or other material that a utility is unable to provide must be reasonably described, and the reasons they cannot be obtained, as well as the efforts expended to obtain them, must be set forth in the utility’s Annual Affiliate Transaction Report and verified, in accordance with Section I-F of D.93-02-019.
6. Utilities that do not have affiliated entities must submit, 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.

Additional information about the reporting requirements is available from the Commission’s website: <https://www.cpuc.ca.gov/industries-and-topics/internet-and-phone/carrier-reporting-requirements/annual-report-forms>. For any questions concerning this report, please send an e-mail to cdcompliance@cpuc.ca.gov with a subject line that includes: “CD Annual Reports.”

(END OF ATTACHMENT D)