

# COMMUNICATIONS TARIFF APPLICATION

DATE PSC RECEIVED: 7/19/2022 11:37:57 AM

AUTHORITY NUMBER:  
T20220030

OFFICIAL FILING DATE: 5/25/2022 12:00:00 AM

PROCESSED BY: OPR SAMUEL DAY

COMPANY CODE: TX728

COMPANY NAME: ComNet (USA) LLC

## A. SYNOPSIS

1. ANTICIPATED EFFECTIVE DATE: 5/23/2022

2. IF DIFFERENT, COMPANY REQUESTED EFFECTIVE DATE: 5/23/2022

3. DESCRIPTION OF THE FILING:

*Filing requests cancellation of Certificate of Necessity No. 8375 by ComNet (USA) LLC, effective May 23, 2022.*

## B. ACTION TO BE TAKEN WITH THIS FILING

1. TO BECOME EFFECTIVE A1 (A1 or A2)

SUBJECT: CANCEL

2. PLACE ON COMMISSION AGENDA FOR DATE:

3. RECOMMENDATION DUE DATE: 6/24/2022

4. DOCKET NO: 20220102

5. ORDER NO:

## C. FINAL ACTION

1. EFFECTIVE DATE: 5/23/2022 PROTESTED? NO (CIRCLE ONE)

2. REVISION REPLACEMENTS? REQUESTED: N/A RECEIVED: N/A

3. REVISION DISCREPANCIES:

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4. COMMENTS:

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5. REVISIED PAGES VERIFIED AGANIST E-TARIFF: N/A

6. E-TARIFF UPDATED: N/A

Case Assignment and Scheduling Record

Section 1 - Office of Commission Clerk

Docket No. 20220102-TX Date Docketed: 5/25/2022 Title: Request for cancellation of Certificate of Necessity No. 8375 by ComNet (USA) LLC , effective May 23, 2022.

Company: ComNet (USA) LLC

Official Filing Date: Expiration:

Last Day to Suspend:

**Referred To:**

("O") indicates OPR

<b>AFD</b>	<b>AIT</b>	<b>APA</b>	<b>CAO</b>	<b>CLK</b>	<b>DET</b>	<b>ECO</b>	<b>ENG</b>	<b>GCL</b>	<b>(IDM)</b>	<b>TEL</b>
						X		X	X	

Section 2 - OPR Completes and returns to CLK in 10 workdays.

Time Schedule

Program Module B1f

WARNING: THIS SCHEDULE IS AN INTERNAL PLANNING DOCUMENT. IT IS TENTATIVE AND SUBJECT TO REVISION. FOR UPDATES CONTACT THE RECORDS SECTION: (850) 413-6770

Staff Assignments

OPR Staff S Day, S Deas, G Fogleman

Current CASR revision level

Due Date

Completion Date

Staff Counsel T Tan

1. Memo to Docket File/Close Docket

06/24/2022

06/24/2022

OCRs (ECO)

Recommended assignments for hearing and/or deciding this case:

Full Commission  Commission Panel

Hearing Examiner  Staff

Date filed with CLK: 6/1/2022

Initials OPR GFOGLEMA

Initials Staff Counsel LTAN

Section 3 - Chariman Completes

Assignments as follows

Hearing Officer(s)

Commissioners						Hrg Exam	Staff
ALL	FY	GH	CK	LR	PS		
X							

Prehearing Officer

Commissioners					ADM
FY	GH	CK	LR	PS	
					X

Where panels are assigned the senior Commissioner is Panel Chairman: the identical panel decides the case. Where one Commissioner, a Hearing Examiner or a Staff Member is assigned the full Commission decides the case.

Approved: FY/TIBROWN

Date: 6/2/2022

Comments:

State of Florida



# Public Service Commission

CAPITAL CIRCLE OFFICE CENTER • 2540 SHUMARD OAK BOULEVARD  
TALLAHASSEE, FLORIDA 32399-0850

**-M-E-M-O-R-A-N-D-U-M-**

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**DATE:** June 24, 2022

**TO:** Adam J. Teitzman, Commission Clerk, Office of Commission Clerk

**FROM:** Samuel Day, Public Utility Analyst, Office of Industry Development & Market Analysis <sup>CH</sup>  
Lee Eng Tan, Attorney Supervisor, Office of the General Counsel <sup>TLT</sup>

**RE:** Docket No. 20220102-TX-Request for cancellation of Certificate of Necessity No. 8375 by ComNet (USA) LLC, effective May 23, 2022.

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ComNet (USA) LLC has requested cancellation of Certificate No. 8375, effective May 23, 2022. The certificate holder has complied with Section 364.335(3), Florida Statutes, by providing the Florida Public Service Commission notice in writing of its request for voluntary cancellation of its certificate.

Neither the cancellation of the certificate nor the failure to receive a RAF return notice, shall relieve ComNet (USA) LLC from its obligation to pay RAFs. This includes the obligation to pay any penalty and interest that may be due for the current year. Failure to pay the amounts owed to the Florida Public Service Commission will result in the Company's fees, penalties and interest being sent to a collection agency.

Pursuant to Section 2.07.C.5.f., Administrative Procedures Manual, the voluntary cancellation is acknowledged and the docket should be closed.

DOCKET NO. 20220102-TX  
FILED 5/25/2022  
DOCUMENT NO. 03164-2022  
FPSC - COMMISSION CLERK

May 25, 2022

**VIA ELECTRONIC FILING**

Florida Public Service Commission  
Telecommunications Division  
2540 Shumard Oak Boulevard  
Tallahassee, FL 32399-0850

**Re: Request for Cancellation of CPCN**  
ComNet (USA) LLC (TX728)  
100 North Barranca Street, Suite 910, West Covina, CA 91791

Dear Telecommunications Division Staff:

On behalf of ComNet (USA) LLC (“ComNet”), I am filing this request to cancel ComNet’s Certificate of Public Convenience and Necessity (“CPCN”) TX728 to provide telecommunications services in Florida, which was granted by the Commission on August 28, 2003 in Docket No. 20030521.

ComNet is surrendering its CPCN because, on March 23, 2022, the Federal Communications Commission (“FCC”) released an order revoking ComNet’s domestic Section 214 authority, and revoking and terminating ComNet’s international Section 214 Authority. *Pacific Networks Corp. and ComNet (USA) LLC, Order on Revocation and Termination, GN Docket No. 20-111, ITC-214-20090105-00006, ITC-214-20090424-00199 (rel. Mar. 23, 2022) (“Order”)*. As a result, ComNet was required to stop providing telecommunications services in the United States on May 23, 2022.

Prior to that date, ComNet provided prepaid calling card services. On April 22, 2022, ComNet provided its calling card customers 30 days’ advance notice of the discontinuance, both through direct emails and also through a recorded message that will play when customers dial the access number for the service. Given the nature of calling card services, ComNet lacks a known address for many customers, and as such the FCC specifically authorized ComNet to provide both written and recorded notice. *Order* at ¶ 158 n.833. These notices are attached hereto as Attachment A. ComNet also posted notice of service termination on its website, and the FCC provided notice on its own website on March 25, 2022 by posting a consumer guide advising of the termination. Effectively, then, customers had notice that ComNet would cease providing prepaid calling card services for almost two months. The

ComNet notices advise customers of a process to obtain a refund of unspent amounts remaining on calling cards after May 23.

Please direct communications related to this letter to me by phone at 202-2563-6838, email at [jcarlisle@lermansenter.com](mailto:jcarlisle@lermansenter.com), or mail at Lerman Senter PLLC, 2001 L Street, NW, Suite 400, Washington, DC 20036.

Thank you for your attention to this matter.

Respectfully submitted,

/s/ Jeffrey J. Carlisle  
Jeffrey J. Carlisle  
*Counsel for ComNet (USA) LLC*

**Attachment A**

**Email and Recorded Notices to Calling Card Customers**

From: support@comnet-telecom.com

To: customer's email address

Subject: Service Termination Notice

Dear Customers,

This email is to inform you that ComNet (USA) LLC ("ComNet") will cease providing Calling Card Service (which are Prepaid Calling Card and Easycall Pinless Service) in the U.S. at 00:00 May 23, 2022 EST (the "Termination Date"). In compliance with FCC's order, we are certifying that we are providing our customers the required advance notice in writing.

ComNet will continue to provide service for existing customers with valid value remaining in their accounts until the Termination Date. No Calling Card Service will be provided after 23:59 May 22, 2022 EST.

Unless ComNet announces otherwise, in no event will ComNet provide the Calling Card Service to customers since the Termination Date. Customers are strongly advised to use up as much of their valid value as possible before the Termination Date.

For a Prepaid Calling Card (1) purchased on or after April 22, 2020 EST or (2) purchased before April 22, 2020 EST and that has a calling record between April 22, 2020 EST and April 22, 2022 EST, any valid value, with at least USD 1.00 or more, remaining in the account will be refunded following ComNet's review to confirm the claim is valid and that the request was made within 30 days after the Termination Date (which is 00:00 May 23, 2022 EST – 23:59 June 21, EST).

For Easycall Pinless Service (1) purchased on or after October 24, 2021 EST or (2) purchased before October 24, 2021 EST and has been first used before April, 22, 2022 EST, any valid value, with at least USD 1.00 or more, remaining in the account will be refunded following ComNet's review to confirm the claim is valid and that the request was made within 30 days after the Termination Date (which is 00:00 May 23, 2022 EST – 23:59 June 21, EST).

For more details, please visit ComNet's website <https://www.comnet-telecom.us/>.

ComNet has been honored to count you as a valued customer of our Calling Card Service. Prior to our discontinuance, we will continue to provide high-quality service to you under the same terms and conditions. We sincerely apologize for any inconvenience caused as a result of this action.

Please feel free to contact us at 1-800-660-9405 if you have any further questions.

Thank you.

ComNet (USA) LLC Team

The logo for ComNet, featuring the word "ComNet" in a bold, blue, sans-serif font.

Tel.: 1-800-660-9405

Email: support@comnet-telecom.com

From: support@comnet-telecom.com

To: customer's email address

主題：服務終止通知

尊敬的客戶：

此郵件為正式通知閣下，ComNet (USA) LLC (下稱“ComNet”) 將於美國東部時間 2022 年 5 月 23 日 00:00 (“服務終止日”) 起停止在美國境內提供電話卡服務 (即預付電話卡及 Easycall 無碼服務)。鑒於美國聯邦通信管理局近期發出的指令，要求本公司向客戶提早發出服務終止的通知，ComNet 特此通知閣下。

現有客戶如帳戶中仍存有有效餘額，將可繼續使用服務直到服務終止日。美國東部時間 2022 年 5 月 22 日 23:59 分後系統將停止提供該服務。

除非 ComNet 另有宣布外，否則在服務終止日起，ComNet 將不再提供電話卡服務。我們強烈建議閣下於服務終止日前盡量用完帳戶內之餘額。

如閣下所持有的預付電話卡 (1) 於美國東部時間 2020 年 4 月 22 日或之後購買；或 (2) 於美國東部時間 2020 年 4 月 22 日之前購買，且於美國東部時間 2020 年 4 月 22 日至 2022 年 4 月 22 日期間曾有通話紀錄，則如閣下於服務終止日前，帳戶中仍存有至少 1 美元或以上有效餘額，並於服務終止日後 30 日內 (即美國東部時間 2022 年 5 月 23 日 00:00 至 2022 年 6 月 21 日 23:59) 提出退款要求，經 ComNet 審查以確認退款申請有效後，餘額將會退還給閣下。

如閣下所持有的 Easycall 無碼服務 (1) 於美國東部時間 2021 年 10 月 24 日或之後購買；或 (2) 於美國東部時間 2021 年 10 月 24 日之前購買，且在美國東部時間 2022 年 4 月 22 日前首次使用，則如閣下於服務終止日前，帳戶中仍存有至少 1 美元或以上有效餘額，並於服務終止日後 30 日內 (即美國東部時間 2022 年 5 月 23 日 00:00 至 2022 年 6 月 21 日 23:59) 提出退款要求，經 ComNet 審查以確認退款申請有效後，餘額將會退還給閣下。

更多詳情請參閱 ComNet 網站 <https://www.comnet-telecom.us/>。

ComNet 很榮幸能成為閣下電話卡服務的供應商。在服務終止前，ComNet 將在既有的條款和細則下，繼續為客戶提供高質量的服務。對因服務終止給閣下造成的任何不便，我司深表歉意，並感謝閣下支持及體諒。

如有其他疑問，請隨時致電 1-800-660-9405 與客戶服務部聯絡。

謝謝!

ComNet (USA) LLC Team

**ComNet**

Tel.: 1-800-660-9405

Email: [support@comnet-telecom.com](mailto:support@comnet-telecom.com)

## IVR MESSAGE ABOUT LONG DISTANCE CALLING SERVICE TERMINATION

### Background:

Pursuant to an FCC ruling, ComNet (US) LLC (“ComNet”) will be exiting Calling Card Service (both prepay calling card & easycall pinless) business in the U.S.. ComNet will no longer provide Calling Card Service to customers after 00:00 May 23, 2022 (the “Termination Date”). Below IVR voice prompt message serves as an advance notice to our service end user about such arrangement.

### Logic:

End User dials into our local access/800 access number and follows the IVR to make calls. Hence on 00:00 April 23, 2022, ComNet will upload below IVR Prompt up message to the system, so that all end user will be able to hear such service termination announcement.

### IVRS Voice Prompt Content:

Dear Valued Customer,

Pursuant to a recent FCC ruling, ComNet (USA) LLC will cease providing calling card service within the U.S. at 00:00 May 23, 2022 EST (the “Termination Date”).

We will continue to provide you with the existing service until the Termination Date. No calling card service will be provided after 23:59 May 22, 2022 EST.

ComNet would like to thank you for your continued support and apologize for any inconvenience caused.

For all inquiries, including requests for refund of unspent amounts, please contact our customer service hotline 1-800-660-9405 or visit our website <http://comnet-telecom.us>.

### CANTONESE

尊敬的客戶,

因應美國聯邦通信委員會近期發出的指令，ComNet (USA) LLC 將於美國東部時間 2022 年 5 月 23 日 00:00 (“服務終止日”) 起停止在美國境內提供電話卡服務。您可繼續正常使用現有服務至服務終止日。美國東部時間 2022 年 5 月 22 日 23:59 分後系統將停止提供該服務。

ComNet 非常感謝閣下一直以來的支持。對因服務停止而給閣下造成的任何不便，深表歉意。

如有任何疑問，包括退款申請，歡迎致電我們的服務熱線：1-800-660-9405 或瀏覽我們的網站 <http://comnet-telecom.us> 。

Mandarin

尊敬的客戶，

因應美國聯邦通信委員會近期發出的指令，ComNet (USA) LLC 將於美國東部時間 2022 年 5 月 23 日 00:00（“服務終止日”）起停止在美國境內提供電話卡服務。您可繼續正常使用現有服務至服務終止日。美國東部時間 2022 年 5 月 22 日 23:59 分後系統將停止提供該服務。

ComNet 非常感謝閣下一直以來的支持。對因服務停止而給閣下造成的任何不便，深表歉意。

如有任何疑問，包括退款申請，歡迎致電我們的服務熱線：1-800-660-9405 或瀏覽我們的網站 <http://comnet-telecom.us> 。

**IVRS Voice Prompt Duration:**

**ENGLISH:** Around - 1min 20 sec

**CHINESE (Mandarin / Cantonese):** Around - 1min 10 sec