

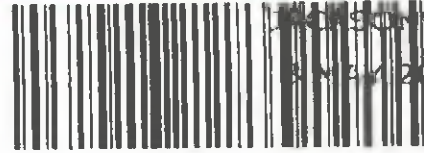
FILED 5/19/2026
DOCUMENT NO. 02996-2026
FPSC - COMMISSION CLERK

Undeliverable mail returned from the U.S. Postal Service.
Address is consistent with the Master Commission Directory and/or the
Case Management System.

CERTIFIED MAIL

State of Florida
Public Service Commission

2540 Shumard Oak Boulevard
Tallahassee, Florida 32399-0850



7020 1290 0000 7279 1821

CRYSTAL RIVER RPDC 320

MAY 19 2026 PM 3 L



quadrant
FIRST-CLASS MAIL
INTL
\$010.44⁹
05/07/2026 ZIP 32399
043M31271136

US POSTAGE

Dkt. #: 20260055

Lance Koster
CSG-Cloud, LLC d/b/a Citrus Phones
9070 W. Ozello Trail
Crystal River FL 34429

NIXIE 326 DE 1 0005/15/26

RETURN TO SENDER
UNCLAIMED
UNABLE TO FORWARD

UNC

BC: 32399085099 *2724-00654-08-40

04410309090850

RECEIVED-FPSC

2026 MAY 19 AM 10:23

COMMISSION
CLERK

2026 MAY 19 AM 8

SENDER: COMPLETE THIS SECTION

- Complete items 1, 2, and 3.
- Print your name and address on the reverse so that we can return the card to you.
- Attach this card to the back of the mailpiece, or on the front if space permits.

1. Article Addressed to:

PSC-2026-0132-PAA-TX
Dkt 20260055-TX DN 02669-2026
Lance Koster
CSG-Cloud, LLC d/b/a Citrus Phones
9070 W. Ozello Trail
Crystal River FL 34429



9590 9402 6460 0346 0131 99

2. Article Number (Transfer from service label)

7020 1290 0000 7279 1821

PS Form 3811, July 2020 PSN 7530-02-000-9053

COMPLETE THIS SECTION ON DELIVERY

A. Signature

X

- Agent
- Addressee

B. Received by (Printed Name)

C. Date of Delivery

D. Is delivery address different from item 1? Yes
If YES, enter delivery address below: No

3. Service Type

- Adult Signature
- Adult Signature Restricted Delivery
- Certified Mail®
- Certified Mail Restricted Delivery
- Collect on Delivery
- Collect on Delivery Restricted Delivery
- Insured Mail
- Insured Mail Restricted Delivery (over \$500)
- Priority Mail Express®
- Registered Mail™
- Registered Mail Restricted Delivery
- Signature Confirmation™
- Signature Confirmation Restricted Delivery

Domestic Return Receipt

BEFORE THE FLORIDA PUBLIC SERVICE COMMISSION

In re: Compliance investigation of local exchange Certificate No. 8960, issued to CSG-Cloud, LLC d/b/a Citrus Phones, for apparent first-time violation of Rule 25-4.0161, F.A.C., Regulatory Assessment Fees; Telecommunications Companies.

DOCKET NO. 20260055-TX

In re: Compliance investigation of local exchange Certificate No. 8796, issued to Clear Rate Communications, LLC, for apparent first-time violation of Rule 25-4.0161, F.A.C., Regulatory Assessment Fees; Telecommunications Companies.

DOCKET NO. 20260056-TX
ORDER NO. PSC-2026-0132-PAA-TX
ISSUED: May 7, 2026

NOTICE OF PROPOSED AGENCY ACTION

ORDER IMPOSING PENALTIES AND COLLECTION COSTS, AND REQUIRING PAYMENT OF DELINQUENT REGULATORY ASSESSMENT FEES AND ANY ACCRUED STATUTORY LATE PAYMENT CHARGES, OR CANCELLING COMPETITIVE LOCAL EXCHANGE CARRIER CERTIFICATES FOR VIOLATION OF SECTION 364.336, FLORIDA STATUTES, AND RULE 25-4.0161, FLORIDA ADMINISTRATIVE CODE

BY THE COMMISSION:

NOTICE is hereby given by the Florida Public Service Commission (Commission) that the action discussed herein is preliminary in nature and will become final unless a person whose interests are substantially affected files a petition for a formal proceeding, pursuant to Rule 25-22.029, Florida Administrative Code (F.A.C.).

Rule 25-4.0161(11) and (12), F.A.C., provides that telecommunications companies that fail to pay the Regulatory Assessment Fee (RAF), including any accrued statutory late payment charges, within 20 days after receiving a delinquent notice, shall be automatically penalized \$500 for a first offense, \$1,000 for a second offense, and \$2,000 for a third offense. The penalty amounts include collection costs. If an entity fails to pay the penalty amount and the RAF in full, along with any accrued statutory late payment charges, that entity's local exchange telecommunications certificate shall be cancelled.

Pursuant to Section 364.336, Florida Statutes (F.S.), telecommunications certificate holders must pay a minimum annual RAF if the certificate was active during any portion of the calendar year. Pursuant to Rule 25-4.0161(3), F.A.C., the appropriate RAF return form and applicable fees are due to this Commission by January 30th of the subsequent year. Pursuant to

Section 350.113(4), F.S., the RAF return forms, for the period of January 1 through December 31, are mailed to entities at least 45 days prior to the date that payment of the fee is due.

Our Division of Administrative and Information Technology Services advised that the entities listed below failed to comply with Section 364.336, F.S., and Rule 25-4.0161, F.A.C. These entities have not paid the 2025 RAF, the accrued statutory late payment charges, nor the \$500 penalty and collection costs.

<u>ENTITY'S NAME</u>	<u>CO. CODE</u>	<u>DOCKET NO.</u>
CSG-Cloud d/b/a Citrus Phones	TY196	20260055-TX
Clear Rate Communications, LLC	TY030	20260056-TX

Accordingly, we hereby find it appropriate to cancel each entities respective local exchange certificate for failure to comply with Section 364.336, F.S., and Rule 25-4.0161, F.A.C., unless each such entity pays a \$500 penalty, and remits any past due RAF, along with any accrued statutory late payment charges, to the Florida Public Service Commission, prior to issuing a Consummating Order for this Proposed Agency Action Order (Order).

We are vested with jurisdiction over these matters pursuant to Sections 350.113, 364.336, and 364.285, F.S.

If an entity pays the \$500 penalty, and remits any past due RAF, along with any accrued statutory late payment charges, prior to issuing a Consummating Order for this Proposed Agency Action Order, then that entity's respective certificate will remain active.

If an entity (1) fails to protest the Order and (2) fails to pay the \$500 penalty, and fails to remit any past due RAF, along with any accrued statutory late payment charges, prior to our issuing a Consummating Order for this Proposed Agency Action Order, then that entity's certificate shall be cancelled administratively, and the collection of any past due RAF shall be referred to the Florida Department of Financial Services for further collection efforts.

If an entity's certificate is cancelled in accordance with this Commission's Order, that entity shall immediately cease and desist providing local exchange telecommunication service in Florida.

Each entity's docket shall be closed administratively either upon receipt of the payment of the \$500 penalty, and any past due RAF, along with any accrued statutory late payment charges, or upon cancellation of its certificate.

If an entity's certificate is cancelled in accordance with this Order and it subsequently decides to reapply as a telecommunications provider, that entity shall be required to first pay the \$500 penalty, and any past due RAF, including any accrued statutory late payment charges.