



Massachusetts Department of Telecommunications and Cable

2025 ANNUAL REPORT

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Letter from Commissioner Charles

Greetings:

I am pleased to share the Department of Telecommunications and Cable's ("DTC") Fiscal Year ("FY") 2025 Annual Report, which highlights our work overseeing the telecommunications and cable industries in Massachusetts. At the DTC, we work each day to ensure residents and businesses receive high-quality communications services while promoting policies that create sustainable competition in the Commonwealth's communications marketplace.

This year, the agency placed a special focus on initiatives aimed at boosting Massachusetts' economic competitiveness by making it easier to do business in the state—while still maintaining strong consumer protection measures. As we talk about economic growth in the digital age, we recognize the importance of getting residents and businesses connected to modern communication technologies, regardless of their location. Together, with our industry partners, we have continued to tackle these connectivity challenges and unlock critical economic benefits for consumers throughout the Commonwealth.

Faced with an industry that changes rapidly, the DTC continues to fight to safeguard the rights of consumers, especially for those that are most vulnerable. In FY 2025, the agency secured over \$216,000 in consumer refunds and savings, while investigating 1,915 consumer complaints. The DTC also introduced a range of strategies aimed at creating inclusive communications, expanding our language access capabilities, and empowering the public to better understand their consumer rights.

While the DTC may be a small agency, it consistently stands up for consumers with unwavering dedication and makes sure that Massachusetts has a strong voice in federal policy. I hope you find the information that follows helpful, and I look forward to another productive year ahead for the agency.

Sincerely,



Karen Charles
Commissioner
Department of Telecommunications and Cable



"At the DTC, we work each day to ensure residents and businesses receive high-quality communications services while promoting policies that create sustainable competition in the Commonwealth's communications marketplace."

Department Regulatory Responsibilities¹

The Department of Telecommunications and Cable (“Department” or “DTC”) is funded through an annual assessment on telecommunications and cable companies as authorized by the annual General Appropriations Act and pursuant to Chapter 25C, Section 7 of the Massachusetts General Laws (“M.G.L.”) and Chapter 19 of the Acts of 2007. The Department’s operating budget for Fiscal Year² (“FY”) 2025 was \$3,631,243. Any unexpended balances are generally credited to the General Fund.

The telecommunications industry, over which the Department has jurisdiction, is made up of common carriers, including local exchange carriers, interexchange carriers, operator service providers, payphone companies, and cable companies. As of FY 2025, 205 telecommunications carriers were registered with the Department and these companies reported \$726,575,990 in intrastate telecommunications revenues for calendar year 2023.³

The cable industry in Massachusetts is comprised of eight cable television providers serving approximately 1.2 million cable video subscribers in 323 of the Commonwealth’s 351 cities and towns. The list of cable providers licensed to provide service in Massachusetts includes: Astound Broadband, Breezeline, Charter Communications, Comcast, Cox Communications, Norwood Light Department, Shrewsbury Electric and Cable Operations, and Verizon. Cable providers reported \$2.1 billion in intrastate cable revenues in calendar year 2024.⁴

The Department’s mission is to: (1) oversee the telecommunications and cable industries in accordance with the statutory obligations imposed by the Commonwealth of Massachusetts and the federal government; (2) work to ensure that consumers receive high-quality communications at just and reasonable rates; (3) promote sustainable competition which will increase the welfare of all Massachusetts residents and businesses; (4) maintain and enforce consumer protections, consistent with the public interest, particularly where market forces alone are not sufficient to do so, including investigating and responding to inquiries and complaints from consumers, providers, carriers, and other interested parties; and (5) provide expert input into the development of telecommunications and cable-related policies for the Commonwealth and the federal government.

The Department’s general responsibilities include the following:

Protect and Educate Consumers

- Establish and enforce basic consumer protections (e.g., the Department’s residential telephone billing and termination rules, including, for example, the prevention of service disconnection for senior households and persons with serious illness), and educate consumers about these protections;
- Monitor service providers’ billing practices and compliance with notification requirements related to billing delinquency, network enhancements, and cable programming changes;
- Mediate consumer complaints, including but not limited to billing issues, service quality, and other complaints between residential, business, and municipal customers and their service providers;

¹ The Department files this report as required by M.G.L. c. 25C, § 6.

² The Commonwealth’s Fiscal Year runs from July 1 to June 30.

³ Per statute, telecommunications carriers report calendar year revenues by March 31 of the following year. Statutory assessments against regulated telecommunications carriers’ reported revenues for a particular calendar year are made in a subsequent FY. For instance, FY 2025 assessments are based on calendar year 2023 reported revenues.

⁴ FY 2025 cable providers assessments are based on calendar year 2024 reported revenues.

- Answer consumer questions about different telecommunications services and technologies, including traditional landline telephone service, fiber-optic service, wireless service, internet service, and Voice over Internet Protocol (“VoIP”) service;⁵
- Monitor and implement the federal Universal Service Fund (“USF”) programs, including the Lifeline program for affordable communications services, the Connect America Fund, the E-rate program, and the Rural Health Care program; and
- Review and, where appropriate, approve applications for Eligible Telecommunications Carrier (“ETC”) designation. ETCs must meet certain service obligations to be eligible to receive federal universal service funds.

Promote Competition

- Revise existing policies and develop new policies in response to new technologies and market conditions;
- Collect and compile data on the status of competition in the telecommunications and cable industries in Massachusetts;
- Develop and implement policies that promote competition and deployment of service in areas of the state where it lags;
- Develop and enforce policies to promote wholesale and retail competition; and
- Implement competition-related rule changes consistent with state and federal law.

Inform and Advocate

- Analyze major federal legislative and regulatory decisions to evaluate their impact on state regulation of the telecommunications and cable industries and, when appropriate, advocate on behalf of Massachusetts consumers before the Federal Communications Commission (“FCC”) and Congress;
- Explain Department regulations and policies, and provide other information as requested by consumers, carriers, public officials, the Legislature, the Administration, and others;
- Monitor and evaluate proposed state legislation and provide recommendations;
- Propose state legislation where appropriate to adapt to changing technologies and market conditions;
- Analyze new technologies and market developments in order to determine their impact on consumers and the competitive marketplace;
- Engage with regional and national regulatory associations to ensure that Massachusetts’ telecommunications-related interests are represented;⁶
- Comply with periodic FCC reporting requirements; and
- Work collaboratively with federal, state, and local partners to conduct outreach that promotes awareness and increases enrollment in certain federal benefit programs.

⁵ With limited exception, the Department does not regulate wireless, VoIP, or internet service. M.G.L. c. 25C, §§ 6A, 8. However, the Department strives to assist all consumers with telecommunications-related matters.

⁶ Regional and national membership involvement includes: FCC’s Consumer Advisory Committee, Federal Communications Bar Association, National Association of Regulatory Utility Commissioners, National Association of Telecommunications Officers and Advisors, New England Conference of Public Utilities Commissioners and North American Numbering Council.

Telecommunications Industry Regulation

Regulatory Framework

The Department regulates telecommunications providers principally through Title 47 of the U.S. Code and its enabling legislation found in M.G.L. Chapters 25C, 159, and 166. Major changes have taken place in the telecommunications industry due to advancements in technology, legislative activity, and FCC rulings. The increase in competition, spurred largely by technological innovation, required that the Department adjust its regulations to reflect changes in market conditions and relax its regulations where market forces are sufficient to protect consumer interests, thereby ensuring that the Department continues to promote competition. However, where market forces are not sufficient to safeguard consumer interests, the Department has continued to enforce necessary protections, to the extent permitted under state law.

The Department has jurisdiction over telecommunications services that originate and terminate within or between Massachusetts' two federally designated "Local Access and Transport Areas" ("LATAs").⁷ The FCC generally regulates interstate and international telecommunications services.

Department Responsibilities

The Department's primary telecommunications-related responsibilities include:

- Enforcing service quality standards;
- Overseeing the retail market;
- Helping to ensure public safety and network reliability;
- Overseeing the wholesale market; and
- Monitoring market entry and exit.

Enforcing Service Quality Standards

Verizon New England, Inc. d/b/a Verizon MA ("Verizon") is the Commonwealth's incumbent local exchange carrier ("ILEC") in all but four towns in Massachusetts. Verizon also serves as the Commonwealth's carrier-of-last-resort in its service area. As such, Verizon is subject to certain service quality standards and other requirements, which the Department monitors and enforces. Additionally, the Department ensures that Verizon allocates sufficient resources for the maintenance of service and call quality to all its customers, regardless of their location.

The Department adopted, and continues to monitor, a Retail Service Quality Plan ("Plan") for Verizon retail customers. This Plan consists of 12 service measures in the categories of Installation Service, Maintenance Service, and Service Response. Verizon reports its performance on each of the measures to the Department monthly. If Verizon's performance, on a rolling basis, falls below the Department's threshold, Verizon pays a penalty in the form of a refund to all residential and business customers. The Department also evaluates Verizon's retail service quality at the local level when the Department receives a formal complaint from city or town officials or customers.

Separately, the Department monitors Verizon's compliance with a Performance Assurance Plan ("PAP") for Verizon wholesale customers. The Department and Verizon instituted the PAP in order to ensure that Verizon provides high-quality service to competitive local exchange carriers ("CLECs") pursuant to federal law. The PAP includes: (1) the adoption of carrier-to-carrier service measurements and standards; (2) scoring mechanisms to determine whether CLECs are receiving non-discriminatory treatment; (3) a provision for the payment of bill credits to CLECs if Verizon's reported performance does not meet certain standards; (4) monthly reporting requirements; and (5) provisions for annual review, updates, and audits. Like the Retail Service Quality Plan, Verizon submits PAP reports monthly.

⁷ The Western Massachusetts LATA consists of the 413-area code; all other area codes in the Commonwealth fall under the Eastern Massachusetts LATA.

Retail Market Oversight

The Department develops and enforces policies to promote retail competition, including policies that relax regulation where market forces are sufficient to protect consumer interests. However, the Department continues to regulate certain Verizon basic retail services over which the company retains market power. The Department similarly regulates the rates, services, and practices of three rural ILECs in Western Massachusetts: Richmond Telephone Company, Taconic Telephone Corp., and Granby Telephone & Telegraph, that have market power in their service territories. The Department also ensures that reasonable service quality and certain consumer protections are provided by all traditional voice (i.e., non- VoIP) carriers.

Helping to Ensure Public Safety and Network Reliability

The Department helps to ensure adequate funding of the E-911 network. The Department oversees the cost of the network and establishes a retail surcharge to fund the network. The Department also oversees the State 911 Department's expenditures, pursuant to Chapter 223 of the Acts of 2008. Additionally, the Department:

- Facilitates quick resolution of wholesale and retail service outages by working closely with carriers and the Massachusetts Emergency Management Agency as necessary;
- Enforces Verizon's major extended service outage rules, which are intended to address prolonged outages affecting 200 or more customers;
- Enforces Verizon's central office collocation security rules; and
- Helps to guide federal policy impacting public safety requirements at the state and local levels.

Wholesale Market Oversight

Apart from building their own facilities to serve customers, carriers that wish to compete in the retail telecommunications market have two available modes of entry. The first is to lease unbundled network elements ("UNEs") from the ILEC⁸ or another carrier and to provide service over this leased network. Verizon is the ILEC for all but four towns (Gosnold, Granby, Hancock, and Richmond) in Massachusetts. Pursuant to federal law, the Department has authority over Verizon's wholesale provision of UNEs to ensure that they are provided in a nondiscriminatory manner and regulates the rates at which they are leased. The other way a carrier can enter the market is to purchase a service from another carrier (usually Verizon) at a predetermined wholesale discount rate, then brand the service with its own name and resell it. The Department develops the wholesale discount rate for Verizon pursuant to FCC methodology.

The Department has played a key role in setting the wholesale and resale rates at which carriers can lease parts of each other's networks—this applies in particular to ILECs' networks. Consistent with the Department's oversight of the wholesale telecommunications market, the Department:

- Establishes the terms and conditions under which facilities-based carriers interconnect their networks, exchange traffic, and generally conduct their business relationships;
- May set rates at which competitors can resell Verizon's retail services;
- Ensures that competing carriers do not create barriers to consumer choice (e.g., enforces number porting requirements);
- Enforces phone number allocation rules (i.e., monitors the use of telephone numbers by carriers and promotes number conservation to ensure an adequate supply of telephone numbers for the industry and to prevent the need for new area codes); and
- Coordinates with the Department of Public Utilities ("DPU") to ensure access to rights-of-ways for all carriers by establishing and enforcing rules concerning the rates, terms, conditions, and access to utility poles and conduits.

⁸ The ILEC is the entity that owned the network prior to the introduction of competition.

Market Entry and Exit

Carriers may offer service based simply on the submission of a Statement of Business Operations (“SBO”) and a Department-approved rate schedule.⁹ This streamlined entry process promotes competition in the market. Reviewing new registrations for compliance with Department rules ensures quality service offerings. In monitoring market entry and exit, the Department:

- Reviews registrations, individual rate schedule filings, and online rate schedules that establish new service offerings or change the rates, terms, or conditions of existing service offerings;
- Enforces entry requirements to ensure that carriers are not operating illegally in Massachusetts;
- Facilitates a smooth, orderly process when carriers discontinue services or exit the market entirely to prevent disruption of service to customers; and
- Requires carriers to notify the Department of any transfers of ownership or control in order to ensure that Department records are up to date in terms of who is operating in the Commonwealth.

Cable Industry Regulation

Regulatory Framework

Cable television is regulated at the local, state, and federal levels. The Department regulates cable providers principally pursuant to Title 47 of the U.S. Code, its enabling legislation, M.G.L. Chapter 166A, and implementing regulations in Title 207 of the Code of Massachusetts Regulations. In recent years, new entrants have emerged in the marketplace, including municipally owned companies and telephone companies offering video service, as well as broadband service, in competition with incumbent cable operators. As of the close of FY 2025, 126 communities are being served by an incumbent cable provider and at least one competitive cable provider. No cable-related appeals came before the Department during FY 2025.¹⁰

Department Responsibilities

The Department’s primary cable-related responsibilities include:

- Overseeing cable television franchising, franchise renewal, and the transfer of cable franchises within the Commonwealth;
- Enforcing consumer protections, including billing and termination regulations; and
- Collecting, compiling, and maintaining statistical data from cable providers on, among other things, consumer complaints, rates, terms and conditions, market share, and financial performance.

⁹ Payphone providers are not required to file rate schedules but are required to register and file annual returns with the Department. The Department requires all payphones to have labels clearly identifying the owner/operator of the phone and to provide free access to 911 and directory assistance.

¹⁰ This report is filed to fulfill the Department’s mandate under M.G.L. c. 166A, § 2, which requires an annual report to the clerks of the Senate and House of Representatives on cable appeals.

Oversight of Municipal Cable Franchising

In Massachusetts, municipalities negotiate and grant cable licenses to cable operators, while the Department retains ultimate oversight authority in licensing matters. The Department conducts an extensive educational program for communities regarding the applicable substantive and procedural licensing requirements at the local, state, and federal levels. When licensing disputes or license transfers arise at the local level, the Department can facilitate discussions between cable operators and municipalities and provide appellate review of final municipal decisions.

Consumer Protections and Education

The Department investigates and resolves individual consumer complaints through an informal negotiation process between the consumer and their service provider. If necessary, the Department can also conduct adjudicatory proceedings for regulated services. The Department also tracks industry trends and complaint patterns to identify and resolve problems that are more widespread.

The Department's regulations provide several consumer protections to cable subscribers, particularly with respect to billing and termination of their services. Cable operators must make annual filings with the Department to ensure compliance with these consumer protection regulations and federal customer service standards. Through a dedicated hotline, published consumer information and advisories, fact sheets, a consumer-friendly website, and other outreach initiatives, the Department serves as a source of information to help consumers better understand their services, evolving technologies, and consumer rights. In addition, the Department often serves as a resource to industry, consumer organizations, and social service advocates, providing guidance and sharing best practices about consumer-related issues affecting Massachusetts residents.

FY 2025 Accomplishments

During FY 2025, the Department concluded several dockets impacting Massachusetts businesses and consumers. Docketed matters included:¹¹

- Enforcing telecommunications carriers' annual revenue reporting requirements;
- Ensuring the reasonableness of pole attachment rates, terms, and conditions;
- Ensuring the reasonableness of basic residential telephone service rates;
- Adjudicating 10 motions for protective treatment;
- Opening a joint investigation with DPU to assess efficacy of current pole attachment scheme and consider potential improvements;
- Reviewing telecommunications carriers' designations for ETC status, enabling them to receive federal broadband funding. Granted two petitions for new ETC status. Granted one request for ETC designation relinquishment and one amended service territory petition;
- Promulgating new rules for Lifeline-designated ETCs to streamline reporting requirements and strengthen consumer safeguards; and
- Adjudicating a request from the State 911 Department regarding its annual budget and expenditures.¹²

In addition to docketed matters, the Department:

- Reviewed and approved four interconnection agreements;
- Reviewed 34 new and revised rate schedules;

¹¹ Refer to Appendix A for additional docket information.

¹² This report is filed to fulfill the Department's mandate under M.G.L. c. 6A, § 18H(b), which states, "The Department of Telecommunications and Cable shall file an annual report with the clerks of the house of representatives and the senate relative to the financial condition of the Enhanced 911 Fund."

- Provided continued support to the development of the Commonwealth's broadband deployment and adoption initiatives. This support included providing guidance to the Executive Office of Economic Development ("EOED") and the Massachusetts Broadband Institute ("MBI") on various state and federal regulatory matters, including the expansion of broadband service into unserved communities by cable companies. In addition, the Department's Commissioner is an ex officio member of the MBI's Board of Directors;
- Continued to assist municipalities with the execution of new cable licenses in these MBI communities. Since 2017, the Department has helped several municipalities sign cable licenses, bringing cable and internet service to their communities for the first time; and
- Opened and investigated 1,915 consumer complaints.

Administration Division

Overview

The Administration Division provides administrative support to the Legal, Consumer, and Competition Divisions within the Department. In FY 2025, the Division ensured that all employees completed all required training and performance reviews and that the Department met all quarterly diversity reporting requirements. In addition, the Division updates and maintains the Department's Continuity of Operations Plan, Emergency Action Plan, Internal Control Plan, Diversity and Affirmative Action Plans, among other Department policies.

Division Responsibilities

Finance

The Division handles budget preparation and controls, purchasing, accounts receivable and accounts payable, payroll, and other administrative financial services. The Department's budget for FY 2025 was \$3,631,243. Revenue collected during that same period was approximately \$5.3 million, and over \$1.7 million was returned to the General Fund from revenue sources that include the Department's assessment and telecommunications and cable filing fees.

Human Resources

In conjunction with the EOED and the Office of Consumer Affairs and Business Regulation ("OCABR"), the Division is responsible for payroll actions and human resource management.

Legal Support

The Division is responsible for publishing notices of and generally providing administrative support for Department hearings. In FY 2025, the Department conducted two evidentiary and/or public hearings. The Division also processes all docket filings, Notices, and Orders issued by the Department, managed the Department's record retention, and assisted with public records requests. The Department issued 43 Orders and Rulings in FY 2025, as well as several Department Notices.

Competition Division

Overview

The Competition Division provides technical and analytical support to the Commissioner, all Divisions of the Department, and other Administration officials, in the regulation of the telecommunications and cable

industries in Massachusetts.¹³ Through its various responsibilities, the Competition Division supports the Department's missions.

Division Responsibilities

Development of Policies that Promote Sustainable Competition and Conform the Level and Type of Regulation to Market Conditions

In conjunction with the Legal Division, Competition Division staff conduct formal and informal policy investigations to ensure that consumers of telecommunications and cable services continue to experience the benefits of competition and that such competition accrues to all residents of Massachusetts. In addition, Competition Division staff safeguards consumers by implementing new regulatory policies seeking to ensure that the rates, terms, and conditions of telecommunications and cable services are just and reasonable, where market forces alone cannot do so. Along with the Legal Division, Competition staff drafted discovery questions to and reviewed discovery responses from companies involved in Department investigations throughout FY 2025. The Competition Division assisted the Legal Division staff in preparing and finalizing Orders relating to ongoing investigations. In FY 2025, Competition Division staff conducted technical analyses in Department compliance proceedings, both formal and informal.

Analysis and Implementation of Major Federal Regulatory Changes

Decisions of the FCC, Congress, and state and federal courts affect the structure of the telecommunications and cable industries and the Department's authority to regulate those services. Competition Division and Legal Division staff monitor large volumes of relevant case law and actions from other agencies and jurisdictions, both federal and state, to keep abreast of major issues that may influence the provision of telecommunications and cable services within Massachusetts. Competition Division staff also monitor broadband-related activities, since it is increasingly becoming the pipeline by which telecommunications and cable services are being provided to Massachusetts consumers and is a major focus of many FCC reform proceedings.

Review of New Registrations and of Rate Schedule Filings

Companies wishing to provide telecommunications services in Massachusetts must file an SBO and must have an approved rate schedule on file with the Department. The SBO includes a general description of the services to be offered by the carrier, contact information for customers who need to reach the carrier with questions or complaints, and a statement that the company has made all appropriate federal and state income tax filings and paid all income taxes. During FY 2025, the Competition Division managed filings from 13 new carriers.

¹³ In 1971, the Legislature established the Massachusetts Community Antenna Television Commission ("Cable Commission"). In 1997, the Cable Commission was merged into the Department of Telecommunications and Energy as the Cable Television Division. Pursuant to Chapter 19 of the Acts of 2007, the Department's predecessor agency, the Department of Telecommunications and Energy, ceased to exist. Jurisdiction over telecommunications and cable matters was placed in the newly established Department. All telecommunications and cable authority and cases were initially transferred to the Department's Telecommunications and Cable Television Divisions, respectively. Shortly thereafter, the Department merged the separate Cable and Telecommunications Divisions to form the Competition Division, to increase efficiencies by taking advantage of synergies created by convergence in these industries.

The Competition Division reviews competitive carriers' rate schedules to make sure that they do not contain any terms or provisions that violate Department policy (e.g., a carrier cannot offer service on the condition that a customer agrees not to contest any charges). Competitive carriers are free to determine prices and service offerings based on what the market will bear. In FY 2025, the Competition Division reviewed and approved 34 rate schedules and four interconnection agreements between carriers.

Market Monitoring and Reporting Function

The evolution of the telecommunications and cable industries in Massachusetts has resulted in many new telecommunications service providers, new technologies, such as fixed VoIP telephone service, and a plethora of new service offerings. In addition, the competitive landscape is constantly changing, with new types of competitors and individual companies taking on changing roles in the marketplace each year. Because of the changing nature of the telecommunications and cable industries, the Competition Division analyzes new technologies and market developments to determine their impact on consumers and the competitive marketplace.

Consumer Education and Public Information

The Competition and Legal Divisions devote substantial staff time discussing the Department's regulations and policies with potential and existing providers of telecommunications and cable services, local and state officials, state and federal legislators, other Massachusetts agencies, the FCC, and other state public utility commissions, as well as various other constituencies. Staff also devote significant time to consumer inquiries.

Legal Division

Overview

The Legal Division staff serves as the legal advisor to the Commissioner and provides legal support to all Divisions of the Department. Legal Division staff members serve as presiding officers for the Department's adjudicatory hearings.

Division Responsibilities

Formal Adjudication

Pursuant to M.G.L. c. 25C, § 4, which permits the Commissioner to designate employees of the Department to preside over Department hearings, Legal Division staff attorneys serve as presiding or hearing officers at Department adjudicatory proceedings conducted under the Massachusetts Administrative Procedure Act (M.G.L. Chapter 30A) and the Department's procedural regulations (207 C.M.R. 1.00). During FY 2025, the Legal Division issued 43 Orders and Rulings; Appendix A provides a list of Orders issued by the Department. Additionally, Division staff responded to 16 Public Records Requests, ensuring the public had prompt access to requested information.

Adjudications are the formal determination of parties' rights through an administrative hearing process. All parties—the party or parties filing the action and any respondents or intervenors—are entitled to due process safeguards, including notice and the opportunity to be heard. Parties to the action have the right to present evidence, cross-examine witnesses, receive a written decision from the Department, and appeal that decision. Adjudicatory proceedings vary in complexity and frequency. Below are examples of the types of proceedings adjudicated by the Department:

- Service quality issues;
- Disputes between pole owners and pole attachers;
- Interconnection disputes between telecommunications carriers;

- Certification of telecommunications carriers to do business within the Commonwealth;
- Certification of telecommunications carriers as ETCs entitled to receive voice and broadband funding from the federal government;
- 911 Department budgetary proceedings; and
- Formal consumer adjudications.

In conducting a formal adjudicatory proceeding, the Department generally holds two types of hearings: (1) a public hearing and (2) an evidentiary hearing. Public hearings are publicized on our website and through legal notice in newspapers in the provider's service territory. In certain types of cases, public hearings are conducted in a provider's service territory. A stenographer often transcribes public hearings. If conducted in a provider's service territory, public hearings may be conducted during the evening in an easily accessible public building such as the Town Hall and are overseen by a hearing officer. Otherwise, public hearings are typically conducted virtually through the Microsoft Teams platform to allow for participation from the public across the state. Public hearings afford consumers the opportunity to learn more, offer their input, and comment on the practices of the provider. Public hearings also allow Department staff to hear the concerns of customers and local elected officials. Residential and business customers, as well as municipalities, are valuable sources of information to the Department in developing case records.

Evidentiary hearings typically are conducted in a courtroom setting in the Department's Boston office or virtually through the Microsoft Teams platform. These proceedings are transcribed by a stenographer. A presiding officer presides over evidentiary hearings, with the active participation of the Department's technical and legal staff. Staff members question witnesses to ensure that the record is accurate and complete, while the presiding officer controls the conduct of the proceeding.

Although the adjudicatory process does not require adherence to all formal rules of evidence, the evidentiary hearing process follows rules that mirror many of the civil procedure rules used by Massachusetts courts, and parties are typically represented by counsel.

Evidentiary hearings afford all parties, including intervenors, the opportunity to question witnesses. In some cases, the Attorney General ("AG") of the Commonwealth is an intervenor. Other intervenors may include municipalities, individual consumers, industry trade organizations, public interest organizations, and local consumer, business, or neighborhood groups. Sometimes intervenors put on a direct case with witnesses of their own. Based on the evidence in the record, the Department issues a Final Order at the conclusion of each adjudicatory proceeding. Pursuant to M.G.L. c. 25, § 5, and M.G.L. c. 166A, § 2, the Department's Final Orders are generally reviewed directly by the Massachusetts Supreme Judicial Court in the case of an appeal. In certain circumstances, Department Orders may also be appealed to federal district court or the FCC.

Rulemaking

The Department conducts rulemaking pursuant to M.G.L. c. 30A, §§ 4-10 and 207 C.M.R. § 2.01, to adopt, amend, or repeal regulations pertaining to the activities of industries the Department regulates. The Department is required to provide public notice of a proposed rulemaking and to allow an opportunity for public comment. After consideration of the public comment, the Department may issue final regulations. Any final regulation is published in the Code of Massachusetts Regulations.

Compliance—General

The Legal Division, in cooperation with other Divisions of the Department, ensures compliance with a wide variety of laws, regulations, and policies. More specifically, during FY 2025 the Department continued to ensure that telecommunications and cable providers were complying with state statutes, rules, Department Orders, and all other regulatory requirements. For example, the Department opened its annual investigation to ensure that all carriers operating in Massachusetts continue to comply with the Department's revenue reporting requirements. The Department's methods for ensuring compliance can include mass mailings notifying the industry of Department rules and regulations, issuing Notices of

Probable Violation (“NOPV”), opening investigations, issuing Orders to cease and desist, assessing forfeitures for non-compliance, and referring violators to the AG for enforcement.

Consumer Division

Overview

The Consumer Division’s primary responsibilities include enforcing and monitoring compliance with Massachusetts laws and Department regulations and rules to protect consumers of cable and landline telecommunications services. Hundreds of companies fall within the scope of the Consumer Division’s regulatory authority.

While the Consumer Division primarily handles issues involving cable and landline telecommunications services, increasingly, consumers are contacting the Department seeking assistance with issues relating to unregulated communications services. The Consumer Division routinely receives inquiries and complaints from customers about internet/broadband service, satellite television, wireless service providers, and VoIP telephone providers such as Astound Broadband, Breezeline, Comcast, and Charter Communications.¹⁴ See Appendix B for the breakdown of Consumer Division statistics by service provider.

Although these services are largely unregulated, Division staff are often able to assist by providing general consumer education information and resources, which may include referral to an external agency such as the AG, FCC, or the Federal Trade Commission (“FTC”). If the Division has an established relationship with the consumer’s service provider, it may be able to assist by sharing the complaint through its complaint resolution program, creating an opportunity for the provider to better address the concerns and work more readily towards a potential resolution with their customer.

Division Responsibilities

Enforce Residential Consumer Protection Rules

- Inform consumers of their rights;
- Serve as a resource for both consumers and industry on issues related to telecommunications and cable matters;
- Ensure service providers’ compliance with billing and termination rules; and
- Conduct informal case investigations to resolve disputes.

Additional Protections:

- Engage in quality-of-service issues to maintain consumers’ connectivity to networks; and
- Educate the public about industry-related issues, including technological changes, the CTIA’s Consumer Code for Wireless Service, the availability of affordable communications services through the Lifeline Program as well as providers’ own low-cost service options and other issues impacting consumers in the communications marketplace.

Respond to Consumer Inquiries

The Consumer Division conducts informal complaint investigations, responds to inquiries, and participates in the critical role of informing and educating consumers about various technological changes affecting their telecommunications and cable services. The Consumer Division’s most important duty is to

¹⁴ Due to its former role handling utilities-related issues as part of the DPU, the Consumer Division handles a marginal number of calls from consumers seeking to contact the DPU.

respond to the over 7,900 telephone contacts it receives annually. Consumers may also contact the Division by mail, email, online submission, fax, or by visiting the office; however, most consumer contacts are made by telephone. Contacts to the Consumer Division are further categorized as either informational inquiries, including referrals to other agencies; requests for consumer education materials; or case investigations that require direct involvement with a consumer's service provider.

The Consumer Division operates a Consumer Hotline ("Hotline") through which members of the public can receive personal and prompt attention by Consumer Division staff who respond to inquiries and gather information for the Division's complaint resolution process, which often involves direct involvement with a consumer's service provider. Consumers who contact the Hotline are first provided with a self-serve option of utilizing an interactive voice response assistance system for those who are intending to speak directly with their service provider, but realize they contacted the Division in error.¹⁵ These callers are automatically transferred to their service provider by simply speaking their name, eliminating the need to place an additional call. The Consumer Division maintains a dedicated Hotline queue to assist Spanish-speaking callers and can accommodate several other languages as a result of multilingual staff as well as access to translation services. We also work collaboratively with service providers to address the needs of consumers in communicating in their language of choice, if not directly spoken by Division staff.

As the communications industry and technology evolves, the Consumer Division frequently receives contacts concerning services that the agency does not have the statutory authority to regulate. Often, these contacts consist of issues that are either unassociated with a registered service provider or involve entities outside of the Department's jurisdiction. Examples of such unregulated matters include contacts relating to deceptive advertising, collection agency practices, satellite and over-the-air television service, telephone scams, robocalls and the Do-Not-Call Registry, VoIP telephone and broadband service, radio frequency safety, wireless connectivity and tower siting. This year, the Division received a noticeable increase in contacts related to matters involving issues with streaming services and other over-the-top ("OTT") media providers. These matters may be referred to an external agency such as the AG, FCC, or FTC for appropriate handling.

Investigate and Resolve Consumer Complaints

The two main complaint types received in the Consumer Division are billing disputes and service-quality problems. The Division also handles complaints and inquiries related to the federal government's Lifeline program. This year, the most prominent inquiries received by the Consumer Division concerned:

- Changes to company billing practices and the ability to access customer service, particularly as a result of the implementation of automated customer service systems;
- Cost of service and the availability of affordable communications services, including questions concerning the Lifeline Program and other low-cost internet programs offered by providers local to a subscriber's area;
- The impact of the transition of traditional copper-based landline telephone service to fiber optic technologies; and
- Robocalls, identity theft, online privacy and security, as well as phishing and imposter scams.

In cases where the service provider is found to be at fault, the Consumer Division requests the company provide an explanation to address the complaint, make appropriate corrective action, make any warranted refunds or credits to customer bills, or, with respect to the Lifeline program, resolve any barriers to enrollment.

Generally, every complaint opened by the Consumer Division must be resolved before it can be closed. If the customer or the service provider is not satisfied with the investigator's resolution of a complaint, a request for additional mediation through an informal hearing may be made. Parties dissatisfied with the

¹⁵ During this period, 5,950 callers were redirected to the appropriate service provider for assistance using the interactive voice response system.

informal written decision issued on the complaint may request a formal adjudicatory hearing conducted by a hearing officer in the Department's Legal Division.

The Consumer Division also investigates complaints concerning the unauthorized switching of a consumer's telephone service provider, known as slamming, which is a violation of M.G.L. c. 93, §§ 108 to 113. Companies that engage in slamming may be subject to a fine. The Consumer Division works to enforce both federal and state laws prohibiting slamming. If the Department determines that an unauthorized switch has occurred, consumers should receive a refund of any unauthorized charges that they paid. Under Massachusetts law, consumers must bring telephone service slamming complaints to the Department within 90 days of notice of the unauthorized switch of service. In FY 2025, the Department investigated and resolved two slamming complaints, both through the informal dispute resolution process.¹⁶

Advise the Department

The Consumer Division alerts the Department to important consumer issues, including major complaint trends such as significant billing issues, widespread service outages, and technological changes impacting access to services. For example, in FY 2025, the Division continued to monitor the ILEC's copper retirement activities in 117 communities, ensuring that both residents and businesses who contact the Department with concerns about migration and potential loss of connectivity are provided with assistance in working with the ILEC to prevent any unplanned service interruptions.

Review Bills and Notices

The Consumer Division reviews certain telecommunications and cable providers' billing materials and customer notices to ensure that they provide consumers with clear and accurate information. Notices often concern rate increases, provider billing practice changes, and network enhancements. As more providers transition to electronic communications with their subscribers, the Division proactively works to ensure clear and conspicuous notices are rendered in a timely manner to all customers regardless of transmission method.

Educate Consumers

The Department's website is regularly updated to provide relevant consumer information designed to educate the public and increase awareness about significant complaint trends. Examples include the transition of the telephone network from copper to fiber, tips for staying connected during emergencies, and details about the Lifeline program for affordable communications service. Also, the Consumer Division fields many calls from consumers requesting information or applications for the Lifeline Program, low-cost internet programs, elder protection from telephone service suspension (available for traditional telephone service only; not offered by VoIP telephone providers), and exemption from directory assistance charges and operator assisted calls.

The Consumer Division actively engages communities throughout the Commonwealth and regularly participates in outreach events to promote awareness of how the Department can assist consumers. The Division also offers several outreach programs designed to educate consumers about current industry-related issues, including technology transitions, reforms to the Lifeline program, and other consumer protection measures. The Consumer Division, with the assistance of the Administration Division, regularly conducts mass mailings of its consumer education materials, fact sheets, and consumer advisories. The Division also partners with various stakeholders and community organizations to craft targeted email blasts and blog posts about relevant telecommunications matters. This year, the Division

¹⁶ M.G.L. c. 25C, §§ 6A, 8 (prohibiting application of the anti-slamming law to Voice over Internet Protocol (VoIP) and wireless services). This report is filed to fulfill the Department's mandate under M.G.L. c. 93, § 113(b), which requires the Department to annually report to the Joint Committee on Government Relations and the AG on the impact of the anti-slamming law.

published a blog post to guide consumers in choosing new services, manage existing subscriptions, and control service costs.

The Consumer Division also shared information about other low-cost internet options being offered by broadband service providers (e.g., Astound Broadband's Internet First, Breezeline's Internet Assist, Charter's Spectrum Internet Assist, Comcast's Internet Essentials, Cox's Connect2Compete and ConnectAssist programs, and Verizon's Fios Forward).

Statistics

The Consumer Division provides statistical information to the Department, industry-related companies, government representatives, and the media. The statistical complaint data compiled by the Consumer Division provides an important basis for identifying industry trends and determining whether companies meet required service quality standards. Statistical complaint data may also provide evidence of fraud or unfair trade practices, and, if so, would be shared with the AG.

FY 2025 Consumer Division Accomplishments

- Responded to 2,426 inquiries;
- Investigated 1,915 consumer complaints;
- Secured \$216,661.55 in consumer refunds and savings;
- Provided the public with real-time resources about the availability of low-cost telecommunications and broadband services offered by Massachusetts providers;
- Collaborated with OCABR to conduct a social media outreach campaign designed to raise awareness of and increase participation in the Lifeline Program during the Department's recognition of National Digital Connectivity and Lifeline Awareness Week in September;
- Collaborated on a blog post with all OCABR agencies highlighting the Department's consumer assistance resources during National Consumer Protection Week in March;
- Partnered with municipalities and community partners throughout the Commonwealth to conduct 22 outreach events designed to educate stakeholders about the industries that we oversee and raise awareness about USF programs;
- Completed 1,336 direct mailings to residents with consumer education information related to elder protection from telephone service suspension, qualifications for directory assistance exemption, tips to prevent unwanted calls, technology changes, and the Lifeline program;
- Monitored the federal winddown of the Affordable Connectivity Program, including investigating 30 consumer complaints and responding to 42 inquiries to ensure vulnerable residents maintained access to broadband service; and
- Regularly conducted meetings with industry partners to discuss and evaluate complaint handling protocols, complaint trends, and policy matters to help improve services being provided to the public.

Conclusion

The Department had another strong year fighting for the rights of consumers while maintaining a proper regulatory balance for the industries we oversee. As technologies change, and the definition of "telecommunications" continues to evolve, we will continue to strike this balance for the betterment of our Commonwealth, creating a fairer and more efficient atmosphere to help businesses across Massachusetts expand and succeed while ensuring robust consumer protection to safeguard the public interest.

Appendix A: FY 2025 Department Orders and Rulings

Docket No.	Caption	Description	Date Order Issued	Date Closed
13-4	Investigation by the Department on its Own Motion into the Implementation in Massachusetts of the Federal Communications Commission's Order Reforming the Lifeline Program.	Order Implementing Requirements	6/30/2025	7/20/2025
25-1	Joint Notice of Inquiry by the Department of Public Utilities and the Department of Telecommunications and Cable on their own Motion to explore utility pole attachment, conduit access, double pole, and related considerations applicable to utility work conducted on public rights-of-way in the Commonwealth	Memorandum Extending the Reply Comments	6/26/2025	7/16/2025
25-1	Joint Notice of Inquiry by the Department of Public Utilities and the Department of Telecommunications and Cable on their own Motion to explore utility pole attachment, conduit access, double pole, and related considerations applicable to utility work conducted on public rights-of-way in the Commonwealth	Final Memorandum on Technical Sessions	06/18/2025	7/08/2025
25-1	Joint Notice of Inquiry by the Department of Public Utilities and the Department of Telecommunications and Cable on their own Motion to explore utility pole attachment, conduit access, double pole, and related considerations applicable to utility work conducted on public rights-of-way in the Commonwealth	Potential Amendments to 220 C.M.R. 45.00	6/18/2025	7/08/2025
24-AR	Investigation by the Department of Telecommunications and Cable on its own motion, pursuant to G.L. c. 159 §§ 12, 32 and 39, and G.L. c. 166 §§ 11 and 12, regarding the failure by individually-named common carriers of telecommunications services to file annual returns for calendar year 2020.	Final Order, Appendix 1, and Appendix 2	6/16/2025	7/6/2025
25-2	Petition of the State 911 Department for Approval of Fiscal Year 2025 Expenditures, and Approval of Fiscal Year 2026 Development Grant Amount.	Final Order	6/12/2025	7/2/2025
24-AR	Investigation by the Department of Telecommunications and Cable on its own motion, pursuant to G.L. c. 159 §§ 12, 32 and 39, and G.L. c. 166 §§ 11 and 12, regarding the failure by individually-named common carriers of telecommunications services to file annual returns for calendar year 2020.	Memorandum of Dismissal in docket D.T.C. 24-AR-8	6/12/2025	7/2/2025
24-4	Petition of Go MD USA LLC for Designation as an Eligible Telecommunications Carrier in the Commonwealth of Massachusetts.	Final Order	6/6/2025	6/26/2025

25-1	Joint Notice of Inquiry by the Department of Public Utilities and the Department of Telecommunications and Cable on their own Motion to explore utility pole attachment, conduit access, double pole, and related considerations applicable to utility work conducted on public rights-of-way in the Commonwealth	Memorandum Extension of Presentation Filing Date	5/19/2025	6/08/2025
24-3	Petition of Verizon New England Inc. for Reclassification as a Non-Dominant Telecommunications Carrier.	Approval of Request for Extension	5/15/2025	6/4/2025
25-1	Joint Notice of Inquiry by the Department of Public Utilities and the Department of Telecommunications and Cable on their own Motion to explore utility pole attachment, conduit access, double pole, and related considerations applicable to utility work conducted on public rights-of-way in the Commonwealth	Memorandum on Technical Sessions	5/08/2025	5/28/2025
25-1	Joint Notice of Inquiry by the Department of Public Utilities and the Department of Telecommunications and Cable on their own Motion to explore utility pole attachment, conduit access, double pole, and related considerations applicable to utility work conducted on public rights-of-way in the Commonwealth	Memorandum Technical Sessions and Request for Reply Comment	4/10/2025	04/30/2025
19-1	Petition of City of Westfield Gas + Electric Light Department for Designation as an Eligible Telecommunications Carrier.	Order Amending Service Area	3/25/2025	4/14/2025
12-6	Boomerang Wireless, LLC Application for Designation as an Eligible Telecommunications Carrier for the Limited purpose of Offering Wireless Lifeline Service to Qualified Households (Low Income Only).	Hearing Officer Approval of Request for Extension of Time	3/20/2025	4/9/2025
13-4	Investigation by the Department on its Own Motion into the Implementation in Massachusetts of the Federal Communications Commission's Order Reforming the Lifeline Program.	Order Approving Extension Request	2/24/2025	3/16/2025
23-4	Petition of Tempo Telecom, LLC for Designation as an Eligible Telecommunications Carrier in the Commonwealth of Massachusetts.	Order on Motion to Withdrawal	2/20/2025	3/12/2025
23-5	Petition of TERRACOM INC. d/b/a Maxsip Tel for Designation as an Eligible Telecommunications Carrier in the Commonwealth of Massachusetts.	Order on Motion to Withdrawal	2/20/2025	3/12/2025
24-AR	Investigation by the Department of Telecommunications and Cable on its own motion, pursuant to G.L. c. 159 §§ 12, 32 and 39, and G.L. c. 166 §§ 11 and 12, regarding the failure by individually-named common carriers of telecommunications services to file annual returns for calendar year 2020.	Memorandum of Dismissal in Docket D.T.C. 24-AR-2	2/18/2025	3/10/2025

24-1	Petition of IM Telecom, LLC d/b/a Infiniti Mobile for Designation as an Eligible Telecommunications Carrier in the Commonwealth of Massachusetts.	Order Approving Withdrawal	2/14/2025	3/6/2025
11-12	Petition of Budget PrePay, Inc. for Limited Designation as an Eligible Telecommunications Carrier.	Hearing Officer Ruling on Motions for Confidential Treatment	2/13/2025	3/5/2025
12-6	Boomerang Wireless, LLC Application for Designation as an Eligible Telecommunications Carrier for the Limited purpose of Offering Wireless Lifeline Service to Qualified Households (Low Income Only).	Hearing Officer Ruling on Motion for Confidential Treatment	2/12/2025	3/4/2025
13-4	Investigation by the Department on its Own Motion into the Implementation in Massachusetts of the Federal Communications Commission's Order Reforming the Lifeline Program	Notice of Proposed Requirements and Further Request for Comment	1/28/2025	2/17/2025
24-AR	Investigation by the Department of Telecommunications and Cable on its own motion, pursuant to G.L. c. 159 §§ 12, 32 and 39, and G.L. c. 166 §§ 11 and 12, regarding the failure by individually-named common carriers of telecommunications services to file annual returns for calendar year 2020.	Memorandum of Dismissal in Docket D.T.C. 24-AR-11	1/24/2025	2/13/2025
12-6	Boomerang Wireless, LLC Application for Designation as an Eligible Telecommunications Carrier for the Limited purpose of Offering Wireless Lifeline Service to Qualified Households (Low Income Only).	Hearing Officer Ruling on Motion for Confidential Treatment	1/17/2025	2/6/2025
25-1	Joint Notice of Inquiry by the Department of Public Utilities and the Department of Telecommunications and Cable on their own Motion to explore utility pole attachment, conduit access, double pole, and related considerations applicable to utility work conducted on public rights-of-way in the Commonwealth.	Joint Order Opening Inquiry	1/17/2025	2/6/2025
24-3	Petition of Verizon New England Inc. for Reclassification as a Non-Dominant Telecommunications Carrier	Hearing Officer Approval of Request for Extension	1/3/2025	1/23/2025
24-AR	Investigation by the Department of Telecommunications and Cable on its own motion, pursuant to G.L. c. 159 §§ 12, 32 and 39, and G.L. c. 166 §§ 11 and 12, regarding the failure by individually-named common carriers of telecommunications services to file annual returns for calendar year 2020.	Memorandum of Dismissal in docket D.T.C. 24-AR-3	1/3/2025	1/23/2025
24-AR	Investigation by the Department of Telecommunications and Cable on its own motion, pursuant to G.L. c. 159 §§ 12, 32 and 39, and G.L. c. 166 §§ 11 and 12, regarding the failure by individually-named common carriers of	Memorandum of Dismissal in docket D.T.C. 24-AR-4	12/20/2024	1/9/2025

	telecommunications services to file annual returns for calendar year 2020.			
24-AR	Investigation by the Department of Telecommunications and Cable on its own motion, pursuant to G.L. c. 159 §§ 12, 32 and 39, and G.L. c. 166 §§ 11 and 12, regarding the failure by individually-named common carriers of telecommunications services to file annual returns for calendar year 2020.	Memorandum of Dismissal in docket D.T.C. 24-AR-9	12/20/2024	1/9/2025
24-AR	Investigation by the Department of Telecommunications and Cable on its own motion, pursuant to G.L. c. 159 §§ 12, 32 and 39, and G.L. c. 166 §§ 11 and 12, regarding the failure by individually-named common carriers of telecommunications services to file annual returns for calendar year 2020.	Memorandum of Dismissal in docket D.T.C. 24-AR-1	12/4/2024	12/24/2024
22-2	Petition of AirVoice Wireless, LLC d/b/a AirTalk Wireless for Designation as an Eligible Telecommunications Carrier in the Commonwealth of Massachusetts	Hearing Office Ruling on Motion for Protective Treatment	11/27/2024	12/17/2024
24-AR	Investigation by the Department of Telecommunications and Cable on its own motion, pursuant to G.L. c. 159 §§ 12, 32 and 39, and G.L. c. 166 §§ 11 and 12, regarding the failure by individually-named common carriers of telecommunications services to file annual returns for calendar year 2020.	Memorandum of Dismissal in docket D.T.C. 24-AR-6	11/22/2024	12/12/2024
24-AR	Investigation by the Department of Telecommunications and Cable on its own motion, pursuant to G.L. c. 159 §§ 12, 32 and 39, and G.L. c. 166 §§ 11 and 12, regarding the failure by individually-named common carriers of telecommunications services to file annual returns for calendar year 2020.	Memorandum of Dismissal in docket D.T.C. 24-AR-10	11/15/2024	12/5/2024
24-AR	Investigation by the Department of Telecommunications and Cable on its own motion, pursuant to G.L. c. 159 §§ 12, 32 and 39, and G.L. c. 166 §§ 11 and 12, regarding the failure by individually-named common carriers of telecommunications services to file annual returns for calendar year 2020.	Memorandum of Dismissal in docket D.T.C. 24-AR-12	11/15/2024	12/5/2024
24-AR	Investigation by the Department of Telecommunications and Cable on its own motion, pursuant to G.L. c. 159 §§ 12, 32 and 39, and G.L. c. 166 §§ 11 and 12, regarding the failure by individually-named common carriers of telecommunications services to file annual returns for calendar year 2020.	Memorandum of Dismissal in docket D.T.C. 24-AR-5	11/15/2024	12/5/2024
12-6	Boomerang Wireless, LLC Application for Designation as an Eligible Telecommunications Carrier for the Limited purpose of Offering Wireless Lifeline Service to Qualified Households (Low Income Only).	Approval of Request for Extension	10/30/2024	11/19/2025

24-1	Petition of IM Telecom, LLC d/b/a Infiniti Mobile for Designation as an Eligible Telecommunications Carrier in the Commonwealth of Massachusetts.	Hearing Officer Approval Third Request for Extension	10/30/2024	11/19/2024
24-AR	Investigation by the Department of Telecommunications and Cable on its own motion, pursuant to G.L. c. 159 §§ 12, 32 and 39, and G.L. c. 166 §§ 11 and 12, regarding the failure by individually-named common carriers of telecommunications services to file annual returns for calendar year 2020.	Order Opening Investigation	10/30/2024	11/19/2024
24-1	Petition of IM Telecom, LLC d/b/a Infiniti Mobile for Designation as an Eligible Telecommunications Carrier in the Commonwealth of Massachusetts.	Hearing Officer Approval Second Request for Extension	9/30/2024	10/20/2024
24-1	Petition of IM Telecom, LLC d/b/a Infiniti Mobile for Designation as an Eligible Telecommunications Carrier in the Commonwealth of Massachusetts.	Hearing Officer Approval of Request for Extension	9/10/2024	9/30/2024
22-4	CRC Communications LLC d/b/a OTELCO v. Massachusetts Electric Company d/b/a National Grid and Verizon New England Inc.	Final Order Phase II	8/12/2024	9/1/2024
11-16	Petition of Recipients of Collect Calls from Prisoners at Correctional Institutions in Massachusetts Seeking Relief from the Unjust and Unreasonable Cost of such Calls	Final Order	7/31/2024	8/20/2024
22-4	CRC Communications LLC d/b/a OTELCO v. Massachusetts Electric Company d/b/a National Grid and Verizon New England Inc.	Hearing Officer Ruling on Motions for Confidential Treatment	7/18/2024	8/7/2024

Appendix B: FY 2025 Consumer Division Statistics

Service Provider	Investigations	Inquiries	Requests for Consumer Education Materials	Auto Attendant Transfers	Adjustments and Savings
AirTalk Wireless	0	2	0	0	\$0.00
AOL by Yahoo	0	2	0	0	\$0.00
Assurance Wireless by T-Mobile*	29	64	16	130	\$25.00
Astound Broadband by RCN	73	127	0	302	\$9,969.07
AT&T, Inc.	5	2	0	1	\$1,346.84
AT&T Wireless	26	6	0	3	\$8,370.08
Blue Casa Telephone	0	1	0	0	\$0.00
Boost Mobile by Dish Wireless, LLC	1	2	0	1	\$0.00
Breezeline	0	5	0	1	\$0.00
Charlemont Connect	1	0	0	0	\$0.00
Charter Communications, Inc.	71	88	4	91	\$5,165.49
Clear Rate Communications	8	32	0	0	\$1,649.89
Comcast Corporation ¹	1091	1182	233	3731	\$127,595.83
Community Phone	0	2	0	0	\$0.00
Consolidated Communications (Taconic Telephone Company)	0	0	0	2	\$0.00
Consumer Cellular, Inc.	1	7	1	3	\$25.00
Cox Communications, Inc.	0	2	0	5	\$0.00
Department of Public Utilities ("DPU")	0	54	0	46	\$0.00
DIRECTV	5	2	0	6	\$2,597.13
Dish Network	4	1	0	0	\$392.00
Excess Telecom by IM Telecom	0	2	0	0	\$0.00
Fiberspring by South Hadley Electric	0	1	0	0	\$0.00
Gateway Infrastructure LLC	0	1	0	0	\$0.00
GoNetSpeed (Granby Telephone Company)	3	10	0	19	\$0.00
Google Fi	0	2	0	0	\$0.00
Hello Mobile	0	1	0	0	\$0.00
H2O Wireless	0	1	0	0	\$0.00

LifeWireless by Telrite Corporation*	0	4	0	0	\$0.00
Lingo Communications, LLC	0	3	0	2	\$0.00
Lumen Technologies, Inc.	0	1	0	0	\$0.00
Lycamobile	0	2	0	0	\$0.00
Magna5 (Richmond Telephone Company)	0	0	0	2	\$0.00
Matrix Connected Fiber	2	0	0	0	\$0.00
MCI	1	0	0	0	\$132.45
MetroPCS by T-Mobile	4	1	0	0	\$50.00
One Touch Communications	0	1	0	0	\$0.00
Opex Communications (dba TCI)	0	1	0	0	\$0.00
Other Government Agency ²	0	0	0	113	\$0.00
PTS Providers, Inc.	0	1	0	0	\$0.00
Q Link Wireless	3	1	0	0	\$0.00
RedPocket Mobile	0	1	0	0	\$0.00
RingCentral	0	1	0	0	\$0.00
SafeLink Wireless by Verizon Value, Inc.*	10	19	2	17	\$15.00
Securus Technologies, Inc.	0	1	0	0	\$0.00
Shrewsbury Electric and Cable Operations	0	2	0	0	\$0.00
Simple Mobile by Verizon Value, Inc.	0	1	0	0	\$0.00
StandUp Wireless by Global Connection Inc. of America*	5	7	1	1	\$0.00
Starry Internet	0	1	0	0	\$0.00
Straight Talk Wireless by Verizon Value, Inc.	1	0	0	0	\$0.00
Ting Mobile by Dish Wireless	2	0	0	0	\$240.00
T-Mobile US, Inc.	43	19	2	17	\$8,020.06
Total Wireless by Verizon Value, Inc.	0	1	0	0	\$0.00
TracFone Wireless by Verizon Value, Inc.	5	1	0	4	\$99.99
TruConnect Communications, Inc.*	0	3	1	2	\$0.00
Unknown or Unidentified Service Provider	0	335	496	0	\$0.00
Verizon Communications, Inc. ³	437	388	580	1431	\$24,418.46
Verizon Wireless	78	27	0	19	\$26,336.18
Visible Wireless by Verizon	2	1	0	0	\$0.00

Whip City Fiber by Westfield Gas + Electric	1	2	0	1	\$0.00
Windstream Communications ⁴	3	0	0	0	\$213.08
Working Assets Funding Service	0	1	0	0	\$0.00
XO Communications	0	1	0	0	\$0.00
Total	1,915	2,426	1,336	5,950	\$216,661.55

*Indicates an Eligible Telecommunications Carrier offering wireless service via the Lifeline Program.

¹Includes Complaints filed against Comcast Business and XFINITY Mobile.

²Includes transfers to the AG, FCC, FTC, MassOptions and the Universal Service Administrative Company (administrator of the Universal Service Fund).

³Includes Complaints filed against Verizon Business Network Services, Inc.

⁴Includes Complaints filed against Earthlink.

Appendix C: FY 2025 DTC Organizational Chart

