THE STATE CORPORATION COMMISSION OF THE STATE OF KANSAS

Before Commissioner

Jay Scott Emler, Chairman Shari Feist Albrecht Pat Apple

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In the Matter of the Audit of Ooma, Inc. by the Kansas Universal Service Fund (KUSF) Administrator Pursuant to K.S.A. 2013 Supp. 66-2010(b) for KUSF Operating Year 17, Fiscal Year March 2013-February 2014.

Docket No. 15-OOMC-052-KSF

ORDER ACCEPTING AND ADOPTING GVNW CONSULTING, INC's SECOND COMPLIANCE REPORT AND CLOSING DOCKET

The above-captioned matter comes before the State Corporation Commission of the State of Kansas (Commission) for consideration and determination. Having examined its files and record, and being duly advised in the premises, the Commission finds and concludes as follows:

1. On August 12, 2014, the Commission directed GVNW Consulting, Inc. (GVNW) to perform an audit of Ooma, Inc. (Ooma) for Kansas Universal Service Fund (KUSF) purposes.

2. On July 21, 2015, GVNW filed an Audit Report which identified five KUSF reporting deficiencies. Subsequently, on August 4, 2015, the Commission issued an Order adopting GVNW's July 21, 2015 Audit Report and recommendations and detailing remedial steps to be taken by Ooma to correct the noted deficiencies. On September 9, 2015, GVNW filed its First Compliance Report and made further recommendations regarding the company's correction of outstanding deficiencies.

3. On September 15, 2015, the Commission issued an Order accepting and adopting GVNW's First Compliance Report and further recommendations. The Commission's September 15, 2015 Order directed the KUSF Administrator to make a one-time refund of \$2,495.06 to Ooma for over-payment of the company's KUSF assessment. The Order further directed Ooma to issue the amount of \$556.55 in refunds to its current customers through one-time equal bill

credits. Upon completion of the customer refunds, Ooma was further directed to provide GVNW with an affidavit executed by an officer of the company attesting to completion of the refunds and provide copies of customer bills to substantiate that the refunds were issued. Upon Ooma's completion of the foregoing requirements, GVNW was directed to submit a second Compliance Report, following which this docket would be closed.

4. On January 19, 2016, GVNW, in accordance with the Commission's September 15, 2015 Order, filed its Second Compliance Report stating that Ooma had provided the required customer bills, as well as a notarized Affidavit attesting to issuance of a customer refund of \$354.27; \$202.28 less than the amount ordered by the Commission. GVNW explains that through the refund process, Ooma realized that the information provided to GVNW included International Prepaid Call Fund revenues. The International Prepaid revenues were not reported to the KUSF and the KUSF surcharge was not collected from the company's customers. Ooma submitted to the KUSF, True-ups for Operating Years 17 and 18 and quarterly Audit True-ups for Operating Year 19 to reflect the \$208.28 over-payment and on January 14, 2016, Ooma paid the aforementioned amount to the KUSF. In addition, instead of issuing the refund through one-time equal billing credits to the company's current customers, Ooma specifically identified each customer that subscribed to one of the company's International calling plans and issued the refund to the identified International customers. GVNW concurs that this is the most accurate refund methodology. Concluding, GVNW recommends that this docket be closed.¹

5. The Commission has reviewed GVNW's Second Compliance Report filed in this matter on January 19, 2016, finds that it should accept and adopt the Compliance Report and GVNW's recommendation to close this docket.

¹ Second Compliance Report, pages 1 and 2.

IT IS, THEREFORE, BY THE COMMISSION ORDERED THAT:

A. The Commission accepts and adopts GVNW Consulting, Inc.'s January 19, 2016

Second Compliance Report and its recommendation to close this docket.

B. This docket is hereby closed.

C. The Commission retains jurisdiction over Ooma, Inc. and the subject matter of

this Docket for the purpose of issuing such additional orders as it may deem necessary.

BY THE COMMISSION IT IS SO ORDERED.

Emler, Chairman; Albrecht, Commissioner; Apple, Commissioner

Dated: **JAN 2 6 2016**

Amy L. Gteer

Secretary to the Commission

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Order Mailed Date JAN 27 2016

CERTIFICATE OF SERVICE

15-00MC-052-KSF

I, the undersigned, certify that the true copy of the attached Order has been served to the following parties by means of

first class mail/hand delivered on _____

JAN 2 6 2016

REGULATORY & GOVERNMENTAL AFFAIRS OOMA, INC. 1880 EMBARACADERO RD PALO ALTO, CA 94303 OTTO NEWTON, LITIGATION COUNSEL OTTO NEWTON 1500 SW ARROWHEAD ROAD TOPEKA, KS 66604 Fax: 785-271-3167 o.newton@kcc.ks.gov ****Hand Delivered***

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/S/ DeeAnn Shupe

DeeAnn Shupe

Order Mailed Date JAN 27 2016