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California Continues to Expand the Regulation of iVoIP

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The California Public Utilities Commission (CPUC) continues to buck the historical light-touch state regulation of voice over internet protocol (VoIP) – think registration and fee requirements – and impose telephone-like regulations on fixed interconnected voice over internet protocol (iVoIP) service providers. Fixed iVoIP services provide two-way voice communications using internet protocol over a broadband connection at a fixed physical address that can receive calls from, and terminate to, 10-digit telephone numbers.

Late last year, the CPUC determined that fixed iVoIP providers were telephone companies and therefore must obtain prior CPUC approval to provide services in California. Recently, the CPUC went further and expanded its regulation of fixed iVoIP providers that serve residential and small business customers to impose service standards and reporting requirements; adopt fines for missing service standards; and require corrective action plans for missing outage standards. As of September 26, 2025, fixed iVoIP providers must comply with the service standards and reporting requirements, but enforcement, including penalties/fines, will begin January 1, 2027.

The Cooley communications group is following these developments and ready to assist iVoIP providers in complying with these CPUC requirements.

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