

# ORIGINAL

STATE OF INDIANA

Commissioner	Yes	No	Not Participating
Huston	✓		
Bennett	✓		
Freeman			✓
Veleta	✓		
Ziegner	✓		

## INDIANA UTILITY REGULATORY COMMISSION

**APPLICATION OF GOOD METHODS GLOBAL INC. )  
FOR A CERTIFICATE OF TERRITORIAL AUTHORITY )  
FOR COMMUNICATIONS SERVICE PROVIDERS )**

**CAUSE NO. 46242**

**APPROVED: AUG 27 2025**

### ORDER OF THE COMMISSION

**Presiding Officer:**

**Kristin E. Kresge, Administrative Law Judge**

On May 13, 2025, Good Methods Global, Inc. d/b/a CareStack, (“Applicant”) filed with the Indiana Utility Regulatory Commission (“Commission”) its Application for a Certificate of Territorial Authority (“CTA”) to provide communications services, specifically telecommunications services as defined in 47 U.S.C. § 153 in the form of Nomadic Interconnected Voice over Internet Protocol Services (“VoIP”) and described in the Application, within the State of Indiana. The Commission published notice that Applicant filed an application for a CTA to provide communications services within the State of Indiana. Absent a timely request, the Application may be granted without a hearing.

Based upon information contained in the Application and applicable law, the Commission makes the following findings:

**1. Commission Notice and Jurisdiction.** Due, legal, and timely notice of the Application was given and published by the Commission in accordance with General Administrative Order (“GAO”) 2024-01 and Ind. Code § 8-1-32.5-9. Applicant requests the issuance of a CTA pursuant to Ind. Code ch. 8-1-32.5 and, therefore, the Commission has jurisdiction over Applicant and the subject of this Cause.

**2. Commission Discussion and Findings.** The Applicant filed an application for a CTA and information describing its proposed communications services in the State of Indiana.

The Application was filed with the Commission on May 13, 2025. Notice of the Application was posted to the Commission’s website. No timely written request for intervention or a hearing was made by any entity during the 30-day posting period, and the Commission has not, on its own motion, determined a need for a hearing in this Cause. Accordingly, no hearing is required in this Cause.

Therefore, based upon the information provided by Applicant in its Application, the Commission finds that a CTA for telecommunications service in the form of Nomadic Interconnected VoIP services, to be offered on a retail-only basis, proposed to be offered within the State of Indiana should be issued to Applicant, consistent with and subject to the following findings.

The Applicant shall comply with all applicable legal requirements pertaining to the provision of the communications services authorized by this CTA, including, but not limited to, the following:

- a. **Public Utility Fees.** Applicant shall pay all public utility fees assessed by the Commission, pursuant to Ind. Code ch. 8-1-6.
- b. **InTRAC.** Applicant shall establish and maintain contact with the Indiana Telephone Relay Access Corporation for the Hearing and Speech Impaired (“InTRAC”) and pay all fees required by Ind. Code ch. 8-1-2.8.
- c. **211 Dialing Code.** Applicant shall establish and maintain contact with, and provide appropriate notice to, the Indiana 211 Partnership, Inc. (the designated administrator of the 211 dialing code in Indiana) to coordinate proper switch translations for the 211 dialing code described in Ind. Code ch. 12-13-16 to ensure that its customers can dial “211” when desired or, in the case of a bundled reseller of local exchange service, to ensure the facilities-based carrier has provided 211 Service.
- d. **E-911.** If and to the extent Applicant is a “provider” (as defined in Ind. Code ch. 36-8-16.7), Applicant shall provide notice to all counties and Public Service Answering Points (“PSAPs”) covering areas in which Applicant offers communications service (as defined in Ind. Code § 36-8-16.7-7) in Indiana to users (as defined in Ind. Code § 36-8-16.7-21), when the offering of communications service commences in the county and the PSAP’s area, in order to facilitate the continued operation of the enhanced emergency telephone systems, provide PSAP database updates to applicable 911 Service Providers and perform all other applicable obligations and responsibilities as set forth in Ind. Code § 36-8-16.7.
- e. **Indiana Universal Service Fund.** Applicant shall pay all required assessments into the Indiana Universal Service Fund (“IUSF”) based on the “net billed intrastate retail telecommunications revenue” pursuant to the Final Order in Cause No. 42144 and the “Implementation Guidelines” attached to the July 25, 2007 Docket Entry issued in Cause No. 42144, or pursuant to any subsequently issued IUSF-related requirements, rules, or procedures.
- f. **Notice of Initiation of Service.** Pursuant to Ind. Code §§ 8-1-32.5-6(b)(3)(D) and 8-1-32.5-6(a)(9)(A), Applicant shall file a notice with the Secretary of the Commission of Applicant’s “in service” dates (i.e., the dates on which Applicant commences offering communications service) within 90 days of each “in service” date.
- g. **Additional Filing Requirements.** Applicant shall file any other data, information, or reports required or requested by the Commission, including, but not limited to, information concerning the types of service offered and any information needed by the Commission.
- h. **Indiana Underground Plant Protection Service.** To the extent Applicant owns, maintains, or otherwise has control over underground facilities, Applicant shall establish and maintain contact with, and provide appropriate notice to, the Indiana Underground Plant Protection

Service, the designated administrator of the 811 dialing code in Indiana, and comply with Ind. Code ch. 8-1-26.

i. **Notice of Changes.** Applicant shall notify the Commission, pursuant to Ind. Code § 8-1-32.5-12, of any change involving either Applicant or the CTA occurring after the issuance of this CTA. Such notice shall be provided using the Commission's Verified Notice of Change form. If the change involves the provision of other types of services than those approved herein or the reclassification of a communications service approved in this CTA, additional obligations and fees may apply.

j. **Other Customer Notifications.** Applicant shall provide appropriate notice to customers when Applicant offers new communications services, discontinues communications services, and/or increases rates and charges for communications services in any of Applicant's service areas in Indiana pursuant to Ind. Code § 8-1-32.5-11(b) and any regulations adopted by the Commission.

**IT IS THEREFORE ORDERED BY THE INDIANA UTILITY REGULATORY COMMISSION that:**

1. Subject to the Findings set forth in this Order, Applicant Good Methods Global, Inc. d/b/a CareStack, is issued a Certificate of Territorial Authority as a Communications Service Provider to provide telecommunications service in the form of Nomadic Interconnected VoIP services, to be offered on a retail-only basis as requested in the Application that is the subject of this Order.

2. This Order shall be effective on and after the date of its approval.

**HUSTON, BENNETT, VELETA, AND ZIEGNER CONCUR; FREEMAN ABSENT:**

**APPROVED: AUG 27 2025**

**I hereby certify that the above is a true  
and correct copy of the Order as approved.**

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**Dana Kosco  
Secretary of the Commission**