

**BEFORE THE PUBLIC SERVICE COMMISSION  
OF THE STATE OF MISSOURI**

The Staff of the Missouri Public Service	)	
Commission,	)	
	)	
Complainant	)	<b><u>Case No. XC-2026-0263</u></b>
	)	
v.	)	
	)	
Convergja, Inc.,	)	
	)	
Respondent	)	

**ORDER GIVING NOTICE OF CONTESTED CASE AND DIRECTING AN  
ANSWER**

Issue Date: April 3, 2026

Effective Date: April 3, 2026

On April 1, 2026, the Staff of the Commission (Staff) filed a formal complaint against Convergja, Inc., alleging violation of the Commission’s statutes and rules relating to payment of annual assessments. Commission rule 20 CSR 4240-2.070(1) authorizes Staff to file this complaint. A copy of Staff’s complaint accompanies this notice. This is a contested case<sup>1</sup> pursuant to Section 386.390, RSMo.

Rules governing procedures before the Commission are found at Commission Rule 20 CSR 4240-2. Specific provisions relating to discovery are found at Commission Rule 20 CSR 4240-2.090.

Under Commission rule 20 CSR 4240-2.070 (8),(9) and (10), Respondents have 30 days from the date of this notice to file an answer to the complaint, or risk the allegations being considered admitted and the Commission issuing a default order. Thirty

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<sup>1</sup> A “[c]ontested case’ means a proceeding before an agency in which legal rights, duties or privileges of specific parties are required by law to be determined after hearing.” Section 536.010.4, RSMo.

days after the issuance of this notice is Sunday May 3, 2026, which the Commission will extend to the next business day.<sup>2</sup>

The Commission will provide notice of this complaint case to Convergia, Inc, and set a time for it to answer the complaint.

**THE COMMISSION ORDERS THAT:**

1. Convergia, Inc., must file an answer to this complaint no later than May 4, 2026.

2. The Commission’s Data Center shall send, by certified mail, a copy of this notice and order and a copy of this complaint to:

Convergia, Inc.  
Legal Department  
237 Hymus Blvd.  
Pointe-Claire, Quebec H9R 5C7  
Canada

3. This order is effective when issued.

**BY THE COMMISSION**



A handwritten signature in black ink that reads "Nancy Dippell". The signature is written in a cursive, flowing style.

Nancy Dippell  
Secretary

John T. Clark, Senior Regulatory Law Judge,  
by delegation of authority pursuant to  
Section 386.240, RSMo 2016.

Dated at Jefferson City, Missouri,  
on this 3<sup>rd</sup> day of April, 2026.

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<sup>2</sup> 20 CSR 4240-2.050.

**BEFORE THE PUBLIC SERVICE COMMISSION  
OF THE STATE OF MISSOURI**

The Staff of the Missouri Public Service Commission,	)	
	)	
Complainant,	)	
	)	<b><u>Case No. XC-2026-XXXX</u></b>
v.	)	
	)	
Convergia, Inc.	)	
	)	
Respondent.	)	

**STAFF COMPLAINT**

**COMES NOW** the Staff of the Missouri Public Service Commission (“Staff”), through the undersigned counsel, and pursuant to Section 386.390.1, RSMo as well as Commission Rule 20 CSR 4240-2.070(1), files this *Complaint* with the Missouri Public Service Commission (“Commission”) against Convergia, Inc. (“Convergia” or “Company”) for violation of the Commission’s statutes and rules relating to payment of annual assessments. In support of its *Complaint*, Staff respectfully states the following:

**Introduction**

1. This matter concerns Respondent’s failure to timely pay assessment fees for fiscal year 2026.

**Parties**

2. Complainant is the Staff of the Missouri Public Service Commission, acting through the Staff Counsel’s Office (“SCO”) as authorized by Commission Rule 20 CSR 4240-2.070(1).

3. Respondent is located at 237 Hymus Boulevard, Pointe-Claire, Quebec, Canada, H9R 5C7. Respondent provides intrastate interexchange telecommunications services within Missouri.<sup>1</sup>

4. Registered Agent Solutions, Inc. (located at 5661 Telegraph Road, Suite 4B, Saint Louis, Missouri 63129-4275) is Company's registered agent.

### **Jurisdiction**

5. Respondent provides "telecommunication services," as defined by Section 386.020(54), for sale within the state of Missouri, is a "telecommunications company" as defined by Section 386.020(52), and is a "public utility" as defined by Section 386.020(43), RSMo and is thus subject to the jurisdiction of this Commission pursuant to Section 386.250(2), RSMo.

6. Section 386.390.1, RSMo authorizes the Commission to entertain a complaint:

...setting forth any act or thing done or omitted to be done by any...public utility in violation, or claimed to be in violation, of any provision of law subject to the commission's authority, of any rule promulgated by the commission, of any utility tariff, or of any order or decision of the commission...

7. Section 386.600, RSMo provides:

An action to recover a penalty...under this chapter or to enforce the powers of the commission under this or any other law may be brought in any circuit court in this state in the name of the state of Missouri and shall be commenced and prosecuted to final judgment by the general counsel to the commission...

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<sup>1</sup> Commission File No. XA-2003-0246

**Count I: Respondent Failed to Pay Assessment Fees for Fiscal Year 2026**

8. Complainant hereby adopts by reference and re-alleges the allegations set out in Paragraphs 1 through 7 above.

9. On June 18, 2025, the Commission issued its *Assessment Order for Fiscal Year 2026*<sup>2</sup> pursuant to Section 386.370, RSMo.

10. Section 386.370.3, RSMo states the following (in pertinent part) regarding the requirement to pay assessment fees:

The commission shall render a statement of such assessment to each such public utility on or before July first and the amount so assessed to each such public utility shall be paid by it to the director of revenue in full on or before July fifteenth next following the rendition of such statement, except that any such public utility may at its election pay such assessment in four equal installments not later than the following dates next following the rendition of said statement, to wit: July fifteenth, October fifteenth, January fifteenth and April fifteenth.

11. Commission Rule 20 CSR 4240-28.012(2)(A) also states “[a]ny company required to submit a statement of revenue report is subject to the commission assessment, as provided in section 386.370, RSMo.”

12. Respondent was required to pay its assessment fees in full by July 15, 2025, or in four, equal installments on July 15, 2025; October 15, 2025; January 15, 2026; and April 15, 2026.

13. The Commission issued an assessment letter to this company in late June of 2025. The SCO sent a follow-up letter to the company in January of this year. In addition to these letters, multiple departments within the Commission have contacted this company via email and telephone regarding Convergia’s delinquent assessment fees.

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<sup>2</sup> Commission File No. OO-2025-0333. *Assessment Order for Fiscal Year 2026* became effective on June 28, 2025.

14. As of the date of this filing, Convergia owes \$5.56 in assessment fees for fiscal year 2026. The Company has failed, omitted, or neglected to make any payments toward the amount owed.

15. Therefore, Convergia is in violation of Section 386.370.3, RSMo as well as Commission Rule 20 CSR 4240-28.012(2)(A).

**Commission is Entitled to Penalty Fees and Interest Accrual**

16. Complainant hereby adopts by reference and re-alleges the allegations set out in Paragraphs 1 through 15 above.

17. Section 386.570.1, RSMo provides the following regarding a public utility's violation of statute or Commission Rules:

Any...public utility which violates or fails to comply with any...law, or which fails, omits or neglects to obey, observe or comply with any order, decision, decree, rule, direction, demand or requirement, or any part or provision thereof, of the commission in a case in which a penalty has not herein been provided for such...public utility, is subject to a penalty of not less than one hundred dollars nor more than two thousand dollars for each offense.

18. Section 386.570.2, RSMo continues:

Every violation of the provisions of this or any other law or of any order, decision, decree, rule, direction, demand or requirement of the commission, or any part or portion thereof, by any corporation or person or public utility is a separate and distinct offense, and in case of a continuing violation each day's continuance thereof shall be and be deemed to be a separate and distinct offense.

19. Section 408.020, RSMo allows creditors "to receive interest at the rate of nine percent per annum, when no other rate is agreed upon...on accounts after they become due and demand of payment is made". As such, Complainant is statutorily entitled to prejudgment interest on Company's delinquent assessment amount.

**WHEREFORE**, Staff respectfully requests the Commission give notice to the Respondent as required by law and, after the opportunity for hearing, issue an order that finds the Respondent has violated Section 386.370.3, RSMo; and Commission Rule 20 CSR 4240-28.012(2)(A) as set out above, and thereupon authorize its General Counsel to seek in Circuit Court the penalties and collection of the assessment fees as well as interest on the assessment fees as allowed by law; and grant such further relief as is just under the circumstances.

Respectfully submitted,

/s/ Andrea B. Hansen

**Andrea B. Hansen**

Legal Counsel

Missouri Bar No. 73737

Attorney for the Staff of the

Missouri Public Service Commission

200 Madison Street

P.O. Box 360

Jefferson City, Missouri 65102

Phone: (573) 522-1243

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### **CERTIFICATE OF SERVICE**

I hereby certify that copies of the foregoing have been transmitted by electronic mail to counsel of record this 1<sup>st</sup> day of April 2026.

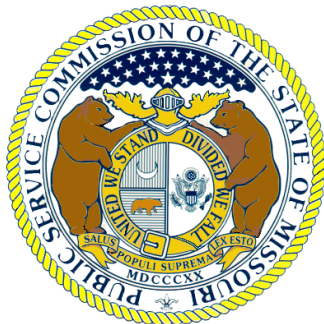
/s/ Andrea B. Hansen

**STATE OF MISSOURI**

**OFFICE OF THE PUBLIC SERVICE COMMISSION**

I have compared the preceding copy with the original on file in this office and I do hereby certify the same to be a true copy therefrom and the whole thereof.

WITNESS my hand and seal of the Public Service Commission, at Jefferson City, Missouri, this 3<sup>rd</sup> day of April 2026.



*Nancy Dippell*

Nancy Dippell  
Secretary

# MISSOURI PUBLIC SERVICE COMMISSION

April 3, 2026

**Case No: XC-2026-0263**

**MO PSC Staff**

Staff Counsel Department  
200 Madison Street, Suite 800  
P.O. Box 360  
Jefferson City, MO 65102  
staffcounsel@psc.mo.gov

**Office of the Public Counsel  
(OPC)**

Marc Poston  
200 Madison Street, Suite 650  
P.O. Box 2230  
Jefferson City, MO 65102  
opc@opc.mo.gov

**Convergia, Inc.**

Legal Department  
237 Hymus Blvd.  
Pointe-Claire, Quebec H9R 5C7  
Canada  
convergiasalestax@convergia.io

**MO PSC Staff**

Andrea Hansen  
200 Madison Street  
Jefferson City, MO 65101  
andrea.hansen@psc.mo.gov

**Enclosed find a certified copy of an Order or Notice issued in the above-referenced matter(s).<sup>1</sup>**

Sincerely,



**Nancy Dippell  
Secretary**

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<sup>1</sup>

Recipients listed above with a valid e-mail address will receive electronic service. Recipients without a valid e-mail address will receive paper service.