

# BEFORE THE PUBLIC SERVICE COMMISSION OF THE STATE OF MISSOURI

Bold Standard Co. and Jonathan Miller,	)	
	)	
Complainant,	)	
	)	
v.	)	<b><u>Case No. TC-2026-0020</u></b>
	)	
Brightspeed,	)	
	)	
Respondents	)	

## ORDER DISMISSING COMPLAINT

Issue Date: July 17, 2025

Effective Date: July 27, 2025

On July 16, 2025, Bold Standard Co. and Jonathan Miller filed a complaint with the Commission against Brightspeed. Miller’s complaint is that Brightspeed discontinued his internet service resulting in an internet service interruption. Miller also appears to have an internet billing complaint against Brightspeed.

Section 386.020(43) defines a “public utility” to include every pipeline corporation, gas corporation, electrical corporation, telecommunications company, water corporation, heating company or refrigerating corporation, and sewer corporation, as defined in Section 386.020 RSMo, and those public utilities are subject to the jurisdiction, control and regulation of the Commission. The Commission has no jurisdiction over entities that are not public utilities.

The Commission has no jurisdiction over Brightspeed as an internet service provider. Internet service providers are not recognized as public utilities in Missouri. The Commission has only very limited jurisdiction over Brightspeed related to Interconnected

Voice over Internet Protocol registration. The Commission finds it reasonable to make this order effective in less than thirty days.

Therefore, the Commission will dismiss the complaint.

**THE COMMISSION ORDERS THAT:**

1. The complaint filed by Bold Standard Co. and Jonathan Miller on July 16, 2025, against Brightspeed is dismissed.
2. This order shall become effective on July 27, 2025.
3. This matter shall be closed on July 28, 2025.

**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 17th day of July, 2025.

**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 17<sup>th</sup> day of July 2025.**



*Nancy Dippell*

**Nancy Dippell**  
**Secretary**

**MISSOURI PUBLIC SERVICE COMMISSION**

**July 17, 2025**

**File/Case No. TC-2026-0020**

**MO PSC Staff**

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**Bold Standard Co.**

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**Brightspeed Broadband, LLC**

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Charlotte, NC 28203

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

***Sincerely,***

A handwritten signature in black ink that reads "Nancy Dippell". The signature is fluid and cursive, with the first letters of the first and last names being capitalized and prominent.

**Nancy Dippell  
Secretary**

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