

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

In the Matter of the Application of Assurance Home)
Phone Services, Inc., d/b/a Surety Wireless for)
Designation as an Eligible Telecommunications)
Carrier on a Wireless Basis (Low Income Only)) **File No. RA-2011-0298**

STAFF RECOMMENDATION

COMES NOW the Staff of the Missouri Public Service Commission and for its recommendation, states as follows:

1. On March 23, 2011, Assurance Home Phone Services, Inc., d/b/a Surety Wireless (“the Company”), a wireless carrier, filed an application with the Missouri Public Service Commission seeking designation as an Eligible Telecommunications Carrier (“ETC”) for the purpose of receiving federal universal service fund support for low income customers through Lifeline and LinkUp programs.

2. In the attached Memorandum, the Staff recommends that the Commission grant the Company’s request. In the Staff’s opinion, the Company has met all the requirements, both state and federal, to become designated as an eligible telecommunications carrier for receipt of federal universal service fund low-income support. The Company is not delinquent or non-compliant with any of the Commission’s reporting or assessment requirements; the Company is a mobile wireless telecommunications provider whose operations are not regulated by the Commission.

WHEREFORE, Staff recommends that the Commission grant Assurance Home Phone Services, Inc., d/b/a Surety Wireless's Application to be designated an Eligible Telecommunications Service for the receipt of low-income support from the federal Universal Service Fund.

Respectfully submitted,



Colleen M. Dale
Senior Counsel
Missouri Bar No. 31624
Attorney for the Staff of the
Missouri Public Service Commission
P. O. Box 360
Jefferson City, MO 65102
(573) 751-4255 (Telephone)
cully.dale@psc.mo.gov

CERTIFICATE OF SERVICE

I hereby certify that copies of the foregoing have been mailed, hand-delivered, transmitted by facsimile or electronically mailed to all counsel of record this 31st day of October, 2011.



MEMORANDUM

To: Missouri Public Service Commission Official Case File
Case No. RA-2011-0298
Company Name: Assurance Home Phone Services, Inc. d/b/a Surety
Wireless

From: Dana Parish
Telecommunications Department

John Van Eschen (10/31/11) Cully Dale (10/31/11)
Utility Operations Division General Counsel's Office

Subject: Staff Recommendation Regarding Assurance Home Phone Services, Inc.
d/b/a Surety Wireless' Application for ETC Status on a Wireless Basis

Date: October 31, 2011

On March 23, 2011 Assurance Home Phone Services, Inc. (Surety Wireless or company) filed an application with the Missouri Public Service Commission (PSC) seeking designation as an Eligible Telecommunications Carrier (ETC) in Case No. RA-2011-0298. The application was for the purpose of receiving federal universal service fund support for low income customers exclusively.

Surety Wireless proposes to offer a free handset to qualifying low-income consumers. The proposed service will provide 100 free minutes each month as part of the basic package. Any unused minutes will roll over to the next month. In the event all minutes are used, Lifeline customers will have the capability of purchasing additional minutes for an additional fee. Since wireless companies are not eligible to participate in the Missouri Universal Service Fund Program (MoUSF), Surety Wireless does not intend to seek MoUSF funding for this service.

The Commission Staff (Staff) has reviewed the ETC application submitted by the company. In addition, Staff has issued data requests to the company. The data requests attempt to gain certain information contemplated in the pending ETC rulemaking in Case Nos. TX-2011-0415 and TW-2012-0012. Attachment A identifies ETC application requirements for companies only seeking low-income support. In Staff's opinion, the company has met these requirements. Staff has inserted citations from data request responses and/or ETC Application responses within Attachment A showing citations for why Staff concludes the company meets these requirements. Therefore, Staff recommends the Commission grant ETC status to Surety Wireless. The Commission's order should specifically limit ETC status to solely the receipt of federal Lifeline and LinkUp support.

Attachment A

Assurance Home Phone Services, Inc. d/b/a Surety Wireless, LLC

Compliance with ETC Application Requirements
(Lifeline/LinkUp Assistance)

Requirement (Rule citation)		Description	Comply (Paragraph)
FCC	MoPSC		
54.201	-	Defines ETC as a carrier providing service using at least a portion of its own facilities. <i>(Note: a carrier solely providing service via UNEs is OK but a carrier solely providing service via resale is not.)</i>	Acceptable DR Response 6
54.101	3.570 (3)(C)1	Ensures certain service features are provided (touchtone, single-party, access to 911, IX service, relay (711), DA, operators, optional toll limitation)	Acceptable DR Response 5
FCC Docket No. 96-45 FCC/TracFone decision		Commits to remit 911 revenues to local authorities.	Acceptable 2 nd Amendment to App 10/31/11
-	3.570 (3)(D)	<i>Wireless providers: Within 30 days of receiving ETC status will make an informational filing describing all service offerings.</i>	Acceptable Application paragraph 12
54.202(a) (1)	-	Commit to provide service throughout proposed service area	Acceptable DR Response 7
54.202(a)(1)(B)	-	Commit to provide service in a timely manner.	Acceptable DR Response 8
54.202(a)(2)	3.570 (2) (A)4	Commit to remain functional in emergencies.	Acceptable DR Response 9-11
-	3.570 (2)(A)9	Statement it will provide equal access if all other ETCs in that service area relinquish their ETC designations.	Acceptable Application pg. 10
54.202(a)(3)	3.570 (2)(B)	Commit to satisfy consumer protection & quality of service standards. <i>(Wireless ETCs commit to CTIA code of conduct + attach copy of current CTIA code)</i>	Acceptable DR Response 16
54.202(a)(4)	3.570 (2)(A)10	Commit to offering a comparable usage plan as ILEC.	Acceptable DR Response 13

54.202(c)	3.570 (2)(A)5	Demonstrates granting ETC status is in public interest.	Acceptable Application paragraph 14
-	3.570 (3)(A)	Clear bill design.	Acceptable DR Response 5
-	3.570 (3)(B)	Customer service contact information online and on billing statements.	Acceptable Application paragraph 21
-	3.570 (3)(E)	Commit to maintain record of customer complaints.	Acceptable Application pg. 12
54.401(c)	-	Not collect a deposit from a Lifeline subscriber if consumer voluntarily elects toll limitation service.	Acceptable DR Response 18
54.401(e)	-	Not charge a Lifeline subscriber a monthly number portability charge.	Acceptable DR Response 19
54.403	3.570 (2)(A)7	Discounts consistent with federal plan: Tier 1: \$6.50 (waive subscriber line charge)* Tier 2: \$1.75 (fed discount) Tier 3: \$1.75 (additional fed discount available to all companies in Missouri) - <u>\$3.50 state MoUSF (landline only)</u> - \$13.50 max. * Limited to ILEC's subscriber line charge amount.	Acceptable DR Response 20
54.405 (b)	3.570 (2)(A)6	Publicize Lifeline.	Acceptable DR Response 12
54.409 54.410	31.050	FCC rules state ETC must comply with state verification procedures in states that mandate state Lifeline support. MoPSC rules require a company to verify customer's eligibility; develop a process for documentation received; plus verify a customer's continued eligibility.	Acceptable DR Response 23-25
-	3.570 (2)(A)8	Statement will satisfy consumer privacy protection standards.	Acceptable Amendment to application filed 5/2/11
-	3.570 (3)(F)	Notify PSC of any changes to contact info.	Acceptable Application paragraph 13
	31.050(3)(D)	Acceptable Lifeline application form	Acceptable See Supplement

			to Application filed 9/26/11
	3.540(2)(A)5	ETC destination would be consistent with the public interest. (<i>Public interest may be an issue if applicant has relationships with other companies/individuals under investigation for Lifeline program violations.</i>)	Acceptable DR Response 1-4

Compliance with Other Funding/Filing Requirements		
Item	Yes	No
Missouri USF Assessment	N/A	
PSC Assessment		
Relay Missouri		
Annual Report		

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

In the Matter of the Application of)
Assurance Home Phone Services, Inc., d/b/a)
Surety Wireless for Designation as an)
Eligible Telecommunications Carrier on a)
Wireless Basis (Low Income Only))

Case No. RA-2011-0298

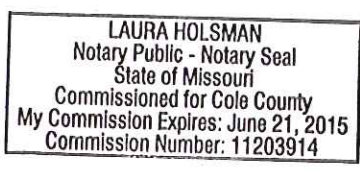
AFFIDAVIT OF DANA PARISH

STATE OF MISSOURI)
) ss
COUNTY OF COLE)

Dana Parish of lawful age, on oath states: that she participated in the preparation of the foregoing Staff Recommendation in memorandum form, to be presented in the above case; that the information in the Staff Recommendation was provided to her; that she has knowledge of the matters set forth in such Staff Recommendation; and that such matters are true to the best of her knowledge and belief.


_____ Dana Parish

Subscribed and sworn to before me this 31 day of October, 2011.




_____ Notary Public