

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

In the Matter of the Application of Assist                    )  
Wireless, L.L.C. for Designation as an Eligible        )  
Telecommunications Carrier in the                        )  
State of Missouri    )  
**File No. RA-2011- 0384**

**STAFF RECOMMENDATION**

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

1. On May 27, 2011 Assist Wireless, LLC, 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 Assist Wireless, LLC’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  
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Attorney for the Staff of the  
Missouri Public Service Commission  
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**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 31<sup>st</sup> day of October, 2011.



## MEMORANDUM

To: Missouri Public Service Commission Official Case File  
Case No. RA-2011-0384  
Company Name: Assist Wireless, LLC

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 Assist Wireless, LLC's Application for  
ETC Status on a Wireless Basis

Date: October 31, 2011

On May 27, 2011 Assist Wireless, LLC (Assist 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-2011-0384. The application was for the purpose of receiving federal universal service fund support for low income customers exclusively.

Assist Wireless proposes to offer a wireless service for qualifying low-income consumers. The proposed service will provide 100 free minutes each month as part of the basic package, with additional packages available to the customer for an additional fee. Since wireless companies are not eligible to participate in the Missouri Universal Service Fund Program (MoUSF), Assist 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 Assist Wireless. The Commission's order should specifically limit ETC status to solely the receipt of federal Lifeline and LinkUp support.

## Assist 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)	DR Response 5; however toll limitation service will not be available since toll cannot be limited without limiting full service to the customer by nature of the wireless service offering (DR 18).
FCC Docket No. 96-45 <a href="#">FCC/TracFone decision</a>		Commits to remit 911 revenues to local authorities.	Acceptable Application pg. 13
-	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 pg. 13
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, 10 & 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. 12
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 pg. 15
-	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 DR Response 5
-	3.570 (3)(E)	Commit to maintain record of customer complaints.	Acceptable Application pg. 14
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) - \$3.50 state MoUSF (landline only) - <b>\$13.50 max.</b> * 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 Application pg. 12
-	3.570 (3)(F)	Notify PSC of any changes to contact info.	Acceptable Application pg. 12
	31.050(3)(D)	Acceptable Lifeline application form	Acceptable

			Supp to App filed 10/21/11
	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 1-3 & 17

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

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Eligible Telecommunications Carrier in the     )     Case No. RA-2011-0384  
State of Missouri     )

**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.

LAURA HOLSMAN Notary Public - Notary Seal State of Missouri Commissioned for Cole County My Commission Expires: June 21, 2015 Commission Number: 11203914
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Notary Public