

MEMORANDUM

To: Missouri Public Service Commission Official Case File
Case No. RA-2011-0299
Company Name: Global Connection Inc. of America d/b/a Stand Up
Wireless

From: Dana Parish
Telecommunications Department

/s/ John Van Eschen 10/12/11 /s/ Cully Dale 10/12/11
Utility Operations Division General Counsel's Office

Subject: Staff Recommendation Regarding Global Connection Inc. of America's
Application for ETC Status on a Wireless Basis

Date: October 12, 2011

On March 23, 2011 Global Connection Inc. of America d/b/a Stand Up Wireless (Stand Up 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-2011-0299. The application was for the purpose of receiving federal universal service fund support for low income customers exclusively.

Stand Up Wireless proposes to offer a wireless service for qualifying low-income consumers. The proposed service will provide essentially a free wireless handset to qualifying consumers with no monthly fees. The proposed service will provide 100 minutes of usage per month and 100 free SMS text messages with additional usage available for additional fees. Since wireless companies are not eligible to participate in the Missouri Universal Service Fund Program (MoUSF), Stand Up 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. The Company was asked to include a copy of its customer Lifeline application form as part of the data requests. Staff notes Stand Up Wireless omitted programs and language related to the "disabled" program. The "disabled" program is a MoUSF only program. As such, Stand Up Wireless would not be eligible to participate since wireless carriers are not authorized to participate in the MoUSF. Since Stand Up Wireless customers would not be eligible for the Disabled Program it would be confusing for the program eligibility and availability criteria to appear on the form. Although the suggested change has not been presented to the

MoUSF Board, Staff supports removal of language on the application form pertaining to the Disabled Program to avoid customer confusion.

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 Stand Up Wireless. The Commission’s order should specifically limit ETC status to solely the receipt of federal Lifeline and LinkUp support.

Attachment A

Global Connection Inc. of America d/b/a Stand Up Wireless

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, toll limitation)	Acceptable DR response 5
FCC Docket No. 96-45 FCC/TracFone decision		Commits to remit 911 revenues to local authorities.	Amendment to Application filed 9/28/11 (EFIS)
-	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 11
54.202(a) (1)	-	Commit to provide service throughout proposed service area	Acceptable DR response 5 & 7
54.202(a)(1)(B)	-	Commit to provide service in a timely manner.	Acceptable DR response 5 & 8
54.202(a)(2)	3.570 (2) (A)4	Commit to remain functional in emergencies.	Acceptable DR response

			5, 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 DR response 5
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 13
-	3.570 (3)(A)	Clear bill design.	Acceptable DR response 5 & 26
-	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 paragraph 23
54.401(c)	-	Not collect a deposit from a Lifeline subscriber if consumer voluntarily elects toll limitation service.	Acceptable DR response 5 & 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	Acceptable DR response 23, 24, 25 & 26

		customer's continued eligibility.	
-	3.570 (2)(A)8	Statement will satisfy consumer privacy protection standards.	Acceptable Application paragraph 13
-	3.570 (3)(F)	Notify PSC of any changes to contact info.	Acceptable Application paragraph 12
	31.050(3)(D)	Acceptable Lifeline application form	Acceptable 2 nd Supplement to App filed 9/23/11 (EFIS)
	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, 2, 3 & 4

Compliance with Other Funding/Filing Requirements		
Item	Yes	No
Missouri USF Assessment	X	
PSC Assessment	X	
Relay Missouri	n/a	
Annual Report	X	

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

In the Matter of the Application of)
Global Connection Inc. of America d/b/a)
Stand Up Wireless for Designation as an)
Eligible Telecommunications Carrier on)
a Wireless Basis (Low Income Only)) Case No. RA-2011-0299

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 12 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



Notary Public