

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

In the Matter of an Investigatory Docket)	
to review the Lifeline Program practices of)	
Virgin Mobile USA, L.P. d/b/a Assurance)	<u>File No. RO-2020-0098</u>
Wireless Brought to You by Virgin Mobile)	

PROGRESS REPORT

COMES NOW the Staff of the Missouri Public Service Commission (Staff) and for its *Progress Report* in this matter states as follows:

1. The Commission opened a docket to permit Staff to investigate the Lifeline program activities of Virgin Mobile USA, L.P. d/b/a Assurance Wireless Brought to You by Virgin Mobile (Assurance) on October 9, 2019. The Commission also ordered Staff to file a progress report regarding its investigation no later than July 22, 2020.

2. Staff's investigation has revealed that since the filing of its last *Progress Report* Assurance has refunded the improperly-received funds it obtained on behalf of its Missouri Lifeline subscribers. At this time it appears that all matters related to this investigation are resolved and the Commission may close this docket. However, Staff would ask that Assurance be ordered to file any updates in this docket if the Federal Communications Commission takes any further action in relation to this matter.

WHEREFORE, Staff prays that the Commission will issue an order requiring Virgin Mobile USA, L.P. d/b/a Assurance Wireless Brought to You by Virgin Mobile to file updates with this Commission in this docket regarding any activity of the Federal Communications Commission conducted in relation to this docket upon such occurrence; and grant such other and further relief as is just in the circumstances.

Respectfully submitted,

/s/ Whitney Payne

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CERTIFICATE OF SERVICE

I hereby certify that a true and correct copy of the foregoing was served by electronic mail, or First Class United States Postal Mail, postage prepaid, on this 22nd day of July, 2020, to all counsel of record.

/s/Whitney Payne