

**STATE OF MISSOURI
PUBLIC SERVICE COMMISSION**

At a session of the Public Service
Commission held by
telephone/internet audio
conference on the 22nd day of
April, 2020.

In the Matter of an Investigation to Review the
Lifeline Program Practices of Virgin Mobile USA, L.P.
d/b/a Assurance Wireless Brought to You by
Virgin Mobile

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File No. RO-2020-0098

**ORDER DIRECTING STAFF TO FILE A FURTHER PROGRESS
REPORT**

Issue Date: April 22, 2020

Effective Date: April 22, 2020

On October 9, 2019, the Commission authorized its Staff to investigate the status of Virgin Mobile USA, L.P. d/b/a Assurance Wireless Brought to You by Virgin Mobile (Assurance Wireless) as an Eligible Telecommunications Carrier. In describing the need for an investigation, Staff explained that the Federal Communications Commission is investigating allegations that Sprint Corp has defrauded the Lifeline program. Assurance Wireless is a wholly-owned subsidiary of Sprint Corp. Staff indicated its intent to investigate whether Assurance Wireless has violated any laws applicable to its provision of Lifeline service in Missouri.

On April 9, 2020, Staff filed a progress report indicating that its investigation shows that Assurance Wireless has received money for its Missouri Lifeline subscribers to which it is not entitled because of a software error that affects de-enrollment of customers from the Lifeline program for non-usage. Staff asks the Commission to order Assurance

Wireless to 1) file quarterly updates with the Commission regarding any federal activity conducted to resolve this issue, and 2) file proof with the Commission in this file that it has refunded the improperly-received funds for its Missouri Lifeline subscribers due to the identified error.

The Commission encourages Staff to complete its investigation of this matter, but will not order Assurance Wireless to take any action in this file. As indicated in the order opening this file, this is only a fact-finding investigation and is not a contested case. The Commission will not take any action regarding Assurance Wireless' practices within the confines of this investigation. Staff may continue to collect information and updates from Assurance Wireless, including proof that improperly received money has been refunded, but the Commission will not exceed the bounds of this investigation by ordering Assurance Wireless to take action. The Commission will establish a time for Staff to file a further progress report.

THE COMMISSION ORDERS THAT:

1. The Commission's Staff shall file a further progress report by July 22, 2020, regarding its investigation of Virgin Mobile USA, L.P. d/b/a Assurance Wireless Brought to You by Virgin Mobile's compliance with the law regarding its provision of Lifeline service in Missouri.

2. This order shall be effective when issued.



BY THE COMMISSION

Morris L. Woodruff

Morris L. Woodruff
Secretary

Silvey, Chm., Kenney, Rupp, Coleman, and
Holsman CC., concur.

Woodruff, Chief Regulatory Law Judge