

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

In the Matter of the Application of United)	Case No. RA-2019-0087
Services, Inc. for Designation as an)	
Eligible Telecommunications Carrier)	
Pursuant to Section 214(e)(5) of the)	
Communications Act of 1934, as Amended)	

**SUPPLEMENTAL INFORMATION AND VERIFICATION
OF UNITED SERVICES, INC. FOR DESIGNATION AS AN
ELIGIBLE TELECOMMUNICATIONS CARRIER**

On September 27, 2018 United Services, Inc. ("United"), by its undersigned counsel submitted its Application for Designation as an Eligible Telecommunications Carrier ("ETC") in the State of Missouri ("Application"). On October 10, 2018, United received an email from the Missouri Public Service Commission Staff Counsel Department with a request for clarification or additional information to be provided. Staff's requests and United's responses to Staff's requests follow:

- 1. 4 CSR 240-31.130(1)(B)8: A description about the rates, terms, conditions of the supported services. Indicate how such information will be maintained. If such information will be maintained on a publicly available website then provide the website address.**

All information regarding rates, terms and conditions of supported services is available and will be maintained on the publicly available website: unitedfiber.com.

- 2. 4 CSR 240-31.130(1)(B)9: An explanation of how the applicant intends to provide service throughout the proposed service area, including areas where the applicant lacks facilities or network coverage.**

United currently offers broadband Internet access service and interconnected VoIP service throughout its constructed service area today. United has an established history of providing high-speed broadband and voice services in a timely manner to its

subscribers. United will use the allocated CAF II funds, along with its own funds, to bring gigabit tier broadband and voice services throughout its CAF-II awarded areas.

- 3. 4 CSR 240-31.130(1)(B)10: A description of how the applicant will ensure service will be provided in a timely manner to requesting customers.**

United's receipt of CAF II support is conditioned upon stringent build-out milestones, and it will be required to make regular deployment progress reports and certifications to its lawful use of support. United will meet its CAF II related buildout/service obligations and will provide service to requesting customers, with its own facilities or a combination of its own facilities and those of another carrier, in a timely manner when service is requested where service is available from United.

United's intent is to provide service to new customers as expeditiously as possible and expects to do so within 10 days of a customer's request for service where service from United is available.

- 4. 4 CSR 240-31.130(1)(B)11: A statement committing to remit required, collected 911 revenues to local authorities.**

United commits to remit all required, collected 911 revenues to local authorities.

- 5. 4 CSR 240-31.130(1)(B)13: A description of how, if at all, the applicant will provide access to directory assistance services, operator services, and interexchange services.**

Directory assistance, operator services and interexchange services are provided via a combination of United's network and commercial wholesale agreements.

- 6. 4 CSR 240-31.130(1)(C)1: The identify of any individual or entity having a ten percent (10%) or more ownership interest in the applicant, and all managers, officers, and directors, or any person exerting managerial control over the applicant's day-to-day operations, policies, service offerings, and rates. If no individual or entity has a 10% or more ownership interest in the applicant then provide a statement to that effect.**

Applicant is wholly-owned by United Electric Cooperative, Inc. United Electric Cooperative, Inc. is a member-owned rural electric cooperative. No individual or entity has a 10% or more ownership interest United Electric Cooperative.

See Exhibit B, attached, for additional managerial and ownership information.

7. **4 CSR 240-31.130(1)(C)2: The identity of any companies sharing common ownership or management with the applicant. For any identified company, indicate whether the company has ever received funds from the Federal Universal Service Fund (FUSF) or any state universal service fund. If no company shares common ownership or management with the applicant then provide a statement to that effect.**

Applicant shares common management with United Electric Cooperative, Inc., a Missouri rural electric cooperative. United Electric Cooperative has never received FUSF or state universal service funds.

8. **4 CSR 240-31.130(1)(C)3: The details of any matter brought in the last ten years by any state or federal regulatory or law enforcement agency against the applicant, any person or entity that has a 10% ownership interest in the applicant or any affiliated company that involves any aspect of state or federal USF funds and programs involving fraud, deceit, perjury, stealing or other issues of wrongdoing. If none, please provide a statement to that effect.**

Neither United Electric Cooperative, nor applicant has had any action brought against them in the last ten (10) years by any state or federal regulatory or law enforcement agency involving any aspect of state or federal universal service funds and programs, fraud, deceit, perjury, stealing, or omissions of material fact.

9. **4 CSR 240-31.130(1)(E)1: A statement committing to notify the MoPSC of any company contact changes.**

United commits to notifying the MoPSC of any change in its company contact information from that contained in its Application.

10. **4 CSR 240-31.130(1)(E)3: A statement that the applicant is compliant with contribution obligations to the Federal USF.**

United is compliant with filing and contribution obligations to the Federal USF.

11. 4 CSR 240-31.130(1)(D): All ETC applications shall contain the following information and commitments regarding the applicant's proposed participation in the Lifeline or Disabled program:

a. Certify funding will flow through to the subscriber.

United certifies that all funding from the Lifeline or Disabled program will be provided to the Lifeline or Disabled subscriber.

b. Commit to solely conduct business under name granted for ETC status. This commitment should include a statement the company will not use additional service or brand names.

United commits to solely conducting business under the name granted for ETC status, which will be United Services, Inc. United will not use any additional service or brand names.

c. Commit to comply with all FCC Lifeline program rules (47 CFR Part 54 Subpart E).

United commits to comply with all FCC Lifeline program rules as contained in 47 CFR Part 54, Subpart E.

d. Commit to comply with all MoPSC Lifeline program requirements whether funded solely through the FUSF or through the FUSF and the Missouri Universal Service Fund (MoUSF).

United commits to comply with all MoPSC Lifeline program requirements whether funded solely through the FUSF or through the FUSF and the Missouri Universal Service Fund (MoUSF).

i. Demonstrate how applicant will ensure funding will flow thru to subscriber.

United will invest in the technological infrastructure required to maintain customer databases capable of differentiating between customers participating and not participating in Lifeline. United will ensure that all

of its Lifeline customers see a line-item showing the monthly federal Lifeline subsidy which will reduce the monthly cost of their Lifeline services from United on their monthly statements from United.

e. A statement indicating whether the applicant intends to seek support from the MoUSF.

United does not plan to seek support from the MoUSF at this time. If a decision to seek support from the MoUSF program is made, United will seek amended ETC approval.

i. If so, state whether the company intends to participate in the Disabled program

N/A.

1. Copy of Disabled program enrollment form, if will be participating in that program.

N/A.

f. Explain how company will initiate Lifeline service to the subscriber including:

i. How the company will ensure a subscriber meets eligibility requirements, determine if a subscriber's identity and primary address are correct and how the company will ensure that only one (1) Lifeline or Disabled discount is received per household.

United will ensure Lifeline subscribers meet applicable eligibility requirements in compliance with all applicable state and federal Lifeline eligibility rules (*e.g.*, 47 C.F.R. § 54.409) and will use the National Lifeline Accountability Database (*see* 47 C.F.R. § 54.404) and the National Verifier (once available in Missouri). United will confirm the accuracy of identities and addresses of all Lifeline customers and will ensure that only one Lifeline benefit is received per household. United

will annually verify a customer's continued eligibility for the Lifeline program in compliance with all applicable state and federal Lifeline rules (e.g., 47 C.F.R. §§ 54.405(e)(4), 54.410(f)). If United has a reasonable basis to believe a customer is no longer eligible for Lifeline, it will provide the customer with a 30-day termination notice and require the customer to change to non-Lifeline service if the customer does not demonstrate continued eligibility to receive Lifeline benefits within that time period.

- ii. **If the company does not charge a monthly fee for Lifeline service, explain how it will comply with FCC requirements that the company will not receive universal service support until the subscriber activates the service and de-enrollment for non-usage as provided in 47 CFR 54.405(e)(3).**

N/A. United will charge a monthly fee for Lifeline service.

- g. **Explain how company will comply with annual verification process, including what action will be taken if a subscriber fails to adequately respond or is no longer eligible for support.**

United will annually re-certify all subscribers by querying the appropriate eligibility databases and/or obtaining a signed re-certification from each subscriber consistent with the certification requirements in Section 54.410(f) of the Commission's rules. This certification will include, among other things, a confirmation that the applicant's household will receive only one Lifeline benefit and, to the best of the subscriber's knowledge, the Lifeline subscriber's household is receiving no more than one Lifeline service. Further, the verification materials will inform the customer that he or she is being contacted to re-certify his or her continuing eligibility for Lifeline and if the customer fails to respond, he or she will be de-enrolled from the Lifeline program.

Prior to de-enrolling a Lifeline customer, United will notify the Lifeline subscriber, in writing, separate from the Lifeline subscriber's monthly bill, if one is provided, using clear, easily understood language, that failure to respond to United's Lifeline re-certification request will trigger de-enrollment from the Lifeline program. United's Lifeline subscribers will be given 60 days to respond to United's Lifeline recertification efforts. If a United Lifeline subscriber does not respond to United's notice of impending de-enrollment from Lifeline benefits, United will de-enroll the subscriber from Lifeline within five (5) business days after the expiration of the Lifeline subscriber's time to respond to United's Lifeline re-certification efforts.

- h. Indicate whether agents or independent contractors will be used to enroll subscribers. If non-employees are going to be used include a statement committing to take responsibility for them and their activities as if they were legally employees of the company. In addition, explain how it will monitor such personnel to ensure compliance with all applicable laws and rules concerning the Lifeline or Disabled programs.**

United does not currently have any plans to use agents or independent contractors to sign up subscribers.

Respectfully submitted,

/s/ Megan E. Ray

Megan E. Ray, Mo. Bar #62037

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ATTORNEY FOR UNITED SERVICES, INC.

Certificate of Service

The undersigned certifies that a true and correct copy of the foregoing Application was served by electronic mail or U.S. Mail, postage prepaid, this 19th day of October, 2018 upon the following:

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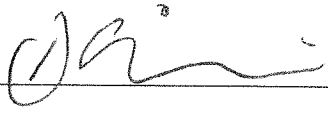
/s/ Megan E. Ray

Megan E. Ray

VERIFICATION


STATE OF MISSOURI)
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COUNTY OF Andrew)

I, David Girvan, state that I am employed by United Services, Inc. as Chief Operations Officer; that I have read the above and foregoing document; that the statements contained therein are true and correct to the best of my information, knowledge and belief; and, that I am authorized to make this statement on behalf of United Services, Inc.



David Girvan

Subscribed and sworn to before me this 19th day of October, 2018.



Notary Public

