

**STATE OF MISSOURI
PUBLIC SERVICE COMMISSION**

At a session of the Public Service
Commission held at its office in
Jefferson City on the 24th day
of September, 2019.

In the Matter of an Investigation to Review the)	
Lifeline Program Practices of American Broadband and)	
Telecommunications Company d/b/a American)	
Assistance)	<u>File No. LO-2019-0154</u>

NOTICE ACCEPTING REPORT AND CLOSING FILE

Issue Date: September 24, 2019

The Commission opened this file on November 28, 2018, at the request of its Staff to facilitate Staff's investigation of the Lifeline program practices of American Broadband and Telecommunications Company d/b/a American Assistance.

In requesting this investigation be opened, Staff explained its concern that American Assistance has been investigated by the Federal Communications Commission regarding allegations that the company has committed repeated, systematic and large-scale violations of FCC rules governing the Lifeline program. Staff intended to investigate whether American Assistance has violated any laws applicable to its provision of Lifeline service in Missouri, and would report its findings to the Commission.

Staff filed a report regarding the results of its investigation on September 9, 2019. Staff found many incidences of American Assistance failing to produce required enrollment documentation and enrolling subscribers with noncompliant proof of eligibility documentations. As a result of its findings, Staff intends to file a separate complaint with the Commission asking that American Assistance's ETC status be revoked.

As the Commission indicated in its order opening this investigation, this is only a fact-finding investigation and is not a contested case. The Commission will not take any action regarding American Assistance within the confines of this investigation. If Staff believes that Commission action is needed as a result of the investigation, it may file a formal complaint or other appropriate pleading within a new file to institute contested case procedures.

Since Staff's investigation is now complete, the Commission will close this file and await further action by Staff in an appropriate case.



BY THE COMMISSION

A handwritten signature in cursive script that reads "Morris L. Woodruff".

Morris L. Woodruff
Secretary

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

Woodruff, Chief Regulatory Law Judge

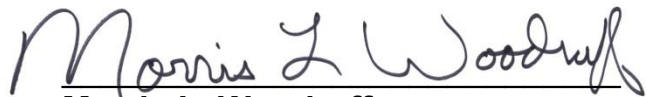
STATE OF MISSOURI

OFFICE OF THE PUBLIC SERVICE COMMISSION

I have compared the preceding copy with the original on file in this office and I do hereby certify the same to be a true copy therefrom and the whole thereof.

WITNESS my hand and seal of the Public Service Commission, at Jefferson City, Missouri, this 24th day of September 2019.




Morris L. Woodruff
Secretary

MISSOURI PUBLIC SERVICE COMMISSION

September 24, 2019

File/Case No. LO-2019-0154

**Missouri Public Service
Commission**

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Commission**

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Enclosed find a certified copy of an Order or Notice issued in the above-referenced matter(s).

Sincerely,



**Morris L. Woodruff
Secretary**

Recipients listed above with a valid e-mail address will receive electronic service. Recipients without a valid e-mail address will receive paper service.