

**STATE OF MISSOURI  
PUBLIC SERVICE COMMISSION**

At a session of the Public Service  
Commission held at its office in  
Jefferson City on the 9<sup>th</sup> day of  
October, 2019.

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

**ORDER OPENING AN INVESTIGATION**

Issue Date: October 9, 2019

Effective Date: October 9, 2019

On October 3, 2019, the Commission's Staff filed a motion asking the Commission to open an investigation into 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. 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 intends to investigate whether Assurance Wireless has violated any laws applicable to its provision of Lifeline service in Missouri.

The Commission will open this case to facilitate Staff's investigation. In addition, an open case will afford Staff an opportunity to report to the Commission as appropriate.

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. If the investigation reveals that any such action is

appropriate, Staff may file a formal complaint or other appropriate pleading within a new file to institute contested case procedures.

**THE COMMISSION ORDERS THAT:**

1. The Commission's Staff shall undertake an 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. Staff shall file a progress report regarding its investigation no later than April 9, 2020.
3. This order shall be effective when issued.



**BY THE COMMISSION**

A handwritten signature in dark ink 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 9<sup>th</sup> day of October 2019.**



  
**Morris L. Woodruff**  
**Secretary**

**MISSOURI PUBLIC SERVICE COMMISSION**

**October 9, 2019**

**File/Case No. RO-2020-0098**

**Missouri Public Service  
Commission**

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**Assurance Wireless Brought to  
You by Virgin Mobile**

Legal Department  
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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**

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