

# BEFORE THE PUBLIC SERVICE COMMISSION OF THE STATE OF MISSOURI

In the Matter of an Investigation to Review the )  
Lifeline Program Practices of American Broadband and )  
Telecommunications Company d/b/a American )  
Assistance )

**File No. LO-2019-0154**

## NOTICE CLOSING FILE

Issue Date: November 12, 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. Staff issued a report regarding its investigation on September 9, 2019. The Commission accepted that report and closed the file on September 24, 2019.

American Assistance filed a letter on November 8, 2019, causing the file to reopen. The letter describes the company's continued discussions with Staff, but does not ask the Commission to take any action at this time.

The Commission will reclose this file. American Assistance and Staff are, of course, free to continue their discussions.



**BY THE COMMISSION**

A handwritten signature in dark ink, reading "Morris L. Woodruff".

Morris L. Woodruff  
Secretary

Morris L. Woodruff, Chief Regulatory  
Law Judge, by delegation of authority  
pursuant to Section 386.240, RSMo 2016.

Dated at Jefferson City, Missouri,  
on this 12<sup>th</sup> day of November, 2019.


**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 12<sup>th</sup> day of November 2019.**



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

**MISSOURI PUBLIC SERVICE COMMISSION**

**November 12, 2019**

**File/Case No. LO-2019-0154**

**Missouri Public Service  
Commission**

Staff Counsel Department  
200 Madison Street, Suite 800  
P.O. Box 360  
Jefferson City, MO 65102  
staffcounsel@psc.mo.gov

**Office of the Public Counsel**

Marc Poston  
200 Madison Street, Suite 650  
P.O. Box 2230  
Jefferson City, MO 65102  
opcservice@opc.mo.gov

**American Assistance**

Legal Department  
1 Seagate, Ste. 600  
Toledo, OH 43604

**Missouri Public Service  
Commission**

Whitney Payne  
200 Madison Street, Suite 800  
P.O. Box 360  
Jefferson City, MO 65102  
whitney.payne@psc.mo.gov

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

***Sincerely,***

A handwritten signature in dark ink, reading "Morris L. Woodruff". The signature is fluid and cursive, with the first letters of the first and last names being capitalized and prominent.

**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.