

**STATE OF MISSOURI  
PUBLIC SERVICE COMMISSION**

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

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 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

**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 22<sup>nd</sup> day of April 2020.**



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

**MISSOURI PUBLIC SERVICE COMMISSION**

***April 22, 2020***

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

**Missouri Public Service  
Commission**

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You by Virgin Mobile**

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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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