

**STATE OF MISSOURI  
PUBLIC SERVICE COMMISSION**

At a session of the Public Service  
Commission held by internet  
and phone audio conference  
on the 29<sup>th</sup> day of July, 2020.

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

**ORDER CLOSING INVESTIGATION**

Issue Date: July 29, 2020

Effective Date: July 29, 2020

On October 9, 2019, the Commission, at the request of its Staff, opened 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. In explaining the need for an investigation, Staff indicated the Federal Communications Commission (FCC) was investigating allegations that Sprint Corp. had defrauded the Lifeline program. Assurance Wireless is a wholly-owned subsidiary of Sprint Corp. Staff intended to investigate whether Assurance Wireless has violated any laws applicable to its provision of Lifeline service in Missouri.

In a progress report filed on April 9, 2020, Staff said that it had learned that the FCC's investigation of Assurance Wireless centered on the company's compliance with the FCC's "non-usage" rule. That rule requires the Lifeline provider to begin a de-enrollment process if a subscriber fails to use the service within a 30-day period.

Assurance Wireless acknowledged the violations and committed to refunding support amounts it should not have received.

Staff filed a further progress report on July 22, 2020. Staff says that Assurance Wireless has now refunded the improperly-received funds it obtained on behalf of its Missouri Lifeline subscribers. Staff has concluded its investigation and recommends that this file be closed. Staff asks that Assurance Wireless be directed to file updates in this file regarding any further activity of the FCC regarding these matters.

The Commission accepts Staff's report and will close this investigative file. The Commission will also direct Assurance Wireless to file the updates requested by Staff. Those updates can be filed in the file even after it is closed.

**THE COMMISSION ORDERS THAT:**

1. This file shall be closed.
2. Assurance Wireless shall file updates in this file regarding any activity of the FCC relating to the subject of Staff's investigation of the company's compliance with the law regarding its provision of Lifeline service in Missouri.
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, 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 29<sup>th</sup> day of July 2020.**



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

**MISSOURI PUBLIC SERVICE COMMISSION**

**July 29, 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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Recipients listed above with a valid e-mail address will receive electronic service. Recipients without a valid e-mail address will receive paper service.