



State of Utah

Department of Commerce Division of Public Utilities

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Action Request Response

To: Utah Public Service Commission

From: Utah Division of Public Utilities

Chris Parker, Director

Artie Powell, Manager

Doug Wheelwright, Utility Technical Consultant Supervisor

Casey J. Coleman, Utility Technical Consultant

Date: December 16, 2019

Re: **Docket No. 10-2521-01** In the Matter of Virgin Mobile USA, L.P. Petition for Limited Designation as an Eligible Telecommunications Carrier (Acknowledge).

Recommendation (Acknowledge)

The Commission should acknowledge the proposed changes to the general terms and conditions of Virgin Mobile USA, L.P. d/b/a/ Assurance Wireless' ("Virgin Mobile") Lifeline offerings in the State of Utah.

Background

On December 6, 2019 Virgin Mobile filed a petition outlining changes to its existing lifeline program. As indicated in the petition, Virgin Mobile will begin charging customers for the replacement of a lost or stolen phone. The cost of the phone depends on the make and model provided.

The Commission should acknowledge receipt of the notification by Virgin Mobile, which changes the terms and conditions for a replacement phone for customers.

Cc: Justin Jetter, Assistant Attorney General
Diane Browning, Counsel State Regulatory, Sprint