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Division Director

Report and Recommendation

To: Public Service Commission of Utah

From: Utah Division of Public Utilities

Chris Parker, Director
Brenda Salter, Assistant Director
Abdinasir Abdulle, Utility Technical Consultant Supervisor
Ron Slusher, Utility Technical Consultant
Kelley O'Conner, Utility Analyst

Date: October 14, 2025

Re: **Docket No(s). 12-2549-01 & 18-2549-02:** Public Service Commission Order to Show Cause and Request the Division of Public Utilities to Investigate and Report.

Recommendation: REVOKE / TERMINATE

The Division of Public Utilities ("Division") recommends that the Public Service Commission ("Commission") revoke / terminate the Eligible Telecommunications Carrier ("ETC") designation of Q Link Wireless, LLC. ("Q Link" or "Company") in the State of Utah.

Discussion

On or about August 29, 2025, the Commission requested that the Division investigate Q Link's ETC eligibility status for the State of Utah. The Division investigated the Company at the Commission's request and found the following:

Q Link was originally granted ETC status on December 14, 2012, in Docket Number 12-2549-01. In October of 2018, Q Link requested an amendment to its ETC status, so it could get support from Utah Universal Service Fund ("UUSF") Lifeline program.



The first UUSF Lifeline payment made to Q Link by the State of Utah was on or around July 30, 2019, and the last was made on or around July 17, 2024. In this time frame there were eleven payments made totaling \$1,889,923. (EXHIBIT 1 - Q Link - Total Reimbursements Jan 2019 to Dec 2024)

The Division reviewed Q Link's UUSF remittal history and found that it only remitted UUSF surcharges from its non-Lifeline wireless customers during the 2019 – 2024 period totaling \$84,222. Per Utah Admin Code R746-8-301(3)(a), a Lifeline provider may choose to omit its UUSF surcharge and have it deducted from its Lifeline support payment. Q Link chose to omit its Lifeline customer UUSF surcharges as allowed however, Q Link's omitted UUSF surcharges were not deducted from its Utah Lifeline support payments as required in Utah Admin Code R746-8-403(5). The amount of Q Link's UUSF surcharges omitted but not deducted from its Lifeline support totaled \$269,935. (EXHIBIT 6 – Q Link UUSF Omission not Deducted)

The Division has also researched Q Link's business status with the State of Utah. As of May 21, 2025, the Division of Corporations and Commercial Code - Business Registration System show Q Link to be "Inactive" and "Administratively Dissolved". (EXHIBIT 4 - Q Link - Utah Business Registration - 5-21-2025)

In a letter dated November 08, 2024, from the Federal Communications Commission ("FCC") addressed to Q Link "Notice of suspension and initiation of debarment proceeding File No. EB-IHD-24-00037461." (EXHIBIT 2 - Q LINK _ FCC Notice of Suspension - EB-IHD-24-00037461) the FCC has prohibited Q Link from participating in or receiving any benefit with the Lifeline program or any other federally funded programs serviced by the universal service support mechanisms.

On December 12, 2024, the Federal Register published an official notice on behalf of the FCC, stating that Q Link had been suspended from the federal Lifeline program and all federal universal service support mechanisms. Additionally, the notice stated that debarment proceedings would be commencing against Q Link. As of the date of this response, the disbarment decision has not been published in the Federal Register.

As of January 01, 2025, FCC Form 499 shows that Q Link is no longer active and has been closed because the administrator could not contact the filer. (EXHIBIT 3 - Q LINK - FCC Form 499 Filer Database Detailed Information - 1-1-2025)

On or about July 29, 2025, the CEO, Issa Asad, was fined over \$100 million and sentenced to 5 years in prison for government fraud. (EXHIBIT 5 - Q Link CEO Pay \$128 Million and is Sentenced to 5 Years Prison for Fraud)

Conclusion

The Division has reviewed the information available for Q Link and found Q Link has been prohibited by the FCC from participating in the Lifeline program and is currently under investigation by the FCC for disbarment. The FCC 499 Form shows Q Link's account as "No Longer Active" because the administrator could not contact the Company.

The Division of Commerce site for the State of Utah also shows that Q Link's account as "Inactive" and "Administratively Dissolved."

Further investigation shows that Q Link's omitted UUSF surcharges were not deducted from its Utah Lifeline support payments as required in Utah Admin Code R746-8-403(5). The amount of Q Link's UUSF surcharges omitted but not deducted from its Lifeline support totaled \$269,935.

Based on the evidence, the Division recommends the Commission revoke / terminate Q Link's authority to provide Lifeline services in the State of Utah. In light of the significant facts regarding Q Link's admission of conspiring to defraud and commit offenses against the United States, as well as the FCC suspending and initiating the process of disbarring Q Link from the federal Lifeline program, the Division recommends that Q Link's ETC designation be revoked.

cc. Issa Asad, CEO, Q Link Wireless, LLC,
Patricia Schmid, Assistant Attorney General, State of Utah
Patrick Grecu, Assistant Attorney General, State of Utah
Office of Consumer Services, State of Utah