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Action Request Response

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
Date: September 11, 2025
Re: **Docket No. 10-2521-01:** Notification of Virgin Mobile USA, LP d/b/a Assurance Wireless USA L.P.'s Notice of Change to Existing Lifeline Offer.

Recommendation (Acknowledge)

The Division of Public Utilities ("Division") recommends that the Public Service Commission ("Commission") acknowledge the proposed changes in Virgin Mobile USA, LP d/b/a Assurance Wireless USA L.P.'s ("Assurance Wireless") bundled free plan in the State of Utah.

Discussion

On or about September 03, 2025, Assurance Wireless filed a notice outlining changes to its existing lifeline program. Assurance Wireless is increasing its plan from 3,400 minutes to unlimited and its high-speed data allowance from 4.5 GB to 10 GB. It states that these changes will be at no cost to its customers. It also states that it will keep its unlimited text unchanged.



Conclusion

The Division has reviewed Assurance Wireless' Notice of Change to Existing Lifeline, and it appears that the changes meet or exceed the rules stated under Utah Administration Code R746-8-403. The Division recommends the Commission acknowledge these changes to Assurance Wireless' lifeline services.

cc. Teri Ohta, National Director, State Regulatory Affairs, Assurance Wireless USA, L.P.
Patricia Schmid, Assistant Attorney General, State of Utah
Patrick Grecu, Assistant Attorney General, State of Utah
Office of Consumer Services, State of Utah