

- BEFORE THE PUBLIC SERVICE COMMISSION OF UTAH -

Petition of Q Link Wireless LLC for Designation as an Eligible Telecommunications Carrier in the State of Utah	<u>DOCKET NO. 12-2549-01</u>
Petition to Amend Q Link Wireless LLC's Designation as an Eligible Telecommunications Carrier to Participate in the Utah Universal Service Fund	<u>DOCKET NO. 18-2549-02</u> <u>ORDER TO SHOW CAUSE</u> <u>AND REQUEST TO THE DIVISION OF</u> <u>PUBLIC UTILITIES TO INVESTIGATE AND</u> <u>REPORT</u>

ISSUED: August 29, 2025

After application by Q Link Wireless LLC ("Q Link") in the above-referenced dockets, and settlement between Q Link, the Division of Public Utilities (DPU), and the Office of Consumer Services (OCS) ("Settlement"), Q Link was designated by the Utah Public Service Commission (PSC) as an Eligible Telecommunications Carrier ("ETC") in the State of Utah as follows:

- (1) By order dated December 14, 2012, and subject to the terms of the Settlement, Q Link was designated as an ETC to offer Lifeline universal service offerings, which specifically excluded Q Link from seeking support from Utah's Universal Service Fund ("Utah USF"); and
- (2) By order dated October 25, 2018, and subject to the terms of the Settlement, Q Link's ETC designation was amended to allow Q Link to seek support from the Utah USF for its Lifeline program.

Between March 2019 and July 2024, Q Link received numerous payments from the Utah USF based on submissions to the DPU pursuant to Q Link's ETC designation in the State of Utah.

On August 14, 2025, the PSC became aware that the “Enforcement Bureau ... of the Federal Communications Commission ... has received notice of the conviction of [Q Link] for conspiring to commit offenses against the United States,” including wire fraud, theft of government funds, and defrauding the federal government relating to Q Link’s activities under the federal Lifeline program.¹ As a result, the FCC’s Enforcement Bureau has suspended Q Link from participating in any universal support programs and initiated a proceeding to debar it from future participation in all federal universal service support mechanisms.

Based upon Q Link’s above-referenced criminal conviction, its suspension from participation in any universal service support programs, and the debarment proceedings, Q Link is ordered to show cause why its ETC designation in the State of Utah should not be revoked. Q Link shall, by **Monday, September 29, 2025**, file a verified statement with the PSC explaining why it believes its ETC designation in the State of Utah should not be revoked. After such a filing is made, a formal adjudicative process will be commenced on this question, allowing Q Link and any interested person to appear and participate therein. However, if Q Link fails to make the September 29, 2025 filing, the PSC hereby gives notice of its intent to immediately revoke Q Link’s ETC designation in the State of Utah.

¹ Federal Communications Commission, 89 Fed. Reg. 100487-489 (Dec. 12, 2024).

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In addition, the PSC requests the DPU investigate, utilizing all resources at its disposal, and submit a report and recommendation concerning Q Link's actions leading to the above-referenced conviction, suspension, and debarment as those actions relate to the Utah USF payments made to Q Link. The PSC asks the DPU to submit such report and recommendation on or before **Tuesday, October 28, 2025**.

DATED at Salt Lake City, Utah, August 29, 2025.

/s/ John E. Delaney
Presiding Officer

Approved August 29, 2025 as the Order of the Public Service Commission of Utah.

/s/ Jerry D. Fenn, Chair

/s/ David R. Clark, Commissioner

/s/ John S. Harvey, Ph.D., Commissioner

Attest:

/s/ Gary L. Widerburg
PSC Secretary
DW#341330

CERTIFICATE OF SERVICE

I CERTIFY that on August 29, 2025, a true and correct copy of the foregoing was delivered upon the following as indicated below:

By USPS:

Q Link Wireless, LLC
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Dania, FL 33004

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Utah Registered Agent for Q Link Wireless, LLC
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/s/ Melissa R. Paschal _____
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