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Lieutenant Governor

Director



To: Public Service Commission of Utah
From: The Office of Consumer Services
Michele Beck, Director
Alex Ware, Utility Analyst

Date: September 30, 2025
Subject: Docket No. 12-2553-01 - Comments

In the Matter of: Petition of Telrite Corporation d/b/a Life Wireless for Limited Designation as an Eligible Telecommunications Carrier

On August 21, 2025, Telrite Corporation (Telrite or Company) filed a Notice of Changes to its Lifeline offering with the Public Service Commission (PSC). On September 4, 2025, the PSC issued a Notice of Filing and Comment Period that set a deadline of September 15, 2025, for interested parties to file initial comments and September 19, 2025, to file reply comments. The Office of Consumer Services (OCS) respectfully requests that the PSC accept these late-filed comments.

We have reviewed Telrite's notice to discontinue its practice of offering a free phone with activation of a qualified Lifeline phone service plan. The OCS does not oppose the Company's request because offering a free phone to new customers is not a condition or requirement of Lifeline phone service – the Lifeline program only provides financial assistance of the "service" not a device. Therefore, whether or not to offer a free phone with new Lifeline service activation is simply the choice of the service provider as a competitive business practice in the Utah market of multiple approved Lifeline service providers.

With our request that the PSC accept our late-filed comments, the OCS notes that Telrite did not notify us directly of its proposed Lifeline offering change as was agreed to. Specifically, Section 12(G) of the Settlement Stipulation approved by the PSC in this



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docket on June 14, 2013, states that “[U]pon implementing any changes to its Lifeline offerings, Telrite will timely file a notice with the DPU and OCS describing the changed plans.”

RECOMMENDATION

The OCS does not oppose Telrite’s request to discontinue offering a free phone with Lifeline service activation.

cc:

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Chris Parker, Division of Public Utilities

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