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# UTAH DEPARTMENT OF COMMERCE

## Division of Public Utilities

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*Division Director*

## Action Request Response

**To:** Public Service Commission of Utah

**From:** Utah Division of Public Utilities

Chris Parker, Director  
Brenda Salter, Assistant Director  
Doug Wheelwright, Utility Technical Consultant Supervisor  
Casey J. Coleman, Utility Technical Consultant

**Date:** July 25, 2024

**Re:** **Docket No. 20-2549-01**, Notice of Lifeline Rate Changes for Q LINK WIRELESS LLC (Acknowledge).

## Recommendation (Acknowledge)

The Division of Public Utilities (“Division”) recommends that the Public Service Commission of Utah (“Commission”) acknowledge the proposed changes to Q LINK WIRELESS LLC’s (“Q Link”) Lifeline offerings in the State of Utah.

## Background

On July 8, 2024, Q LINK filed with the Commission notification of changes to its existing lifeline program. On July 8, 2024, the Commission issued an Action Request to the Division requesting the Division review the filing and make recommendations to the Commission by August 7, 2024. As contemplated by the order granting ETC status, Q LINK is filing the notification with the Commission of changes to its existing plan. The changes are to clarify that the existing Tribal Unlimited Plan does not include a hotspot service, but it is now available as an add-on option.

Division of Public Utilities

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## **Conclusion**

The Division recommends that the Commission acknowledge the changes to Q LINK's Lifeline offering.

cc: Alex Ware, Utility Analyst, Office of Consumer Services  
Heather Kirby, for Q LINK WIRELESS LLC