

**STATE OF MISSOURI
PUBLIC SERVICE COMMISSION**

At a session of the Public Service Commission held at its office in Jefferson City on the 28th day of November, 2018.

In the Matter of an Investigation to Review the Lifeline Program Practices of American Broadband and Telecommunications Company d/b/a American Assistance)
) **File No. LO-2019-0154**
)
)

ORDER OPENING AN INVESTIGATION

Issue Date: November 28, 2018

Effective Date: November 28, 2018

On November 21, 2018, the Commission's Staff filed a motion asking the Commission to open an investigation into the status of American Broadband and Telecommunications Company d/b/a American Assistance as an Eligible Telecommunications Carrier (ETC). Staff explained that the Federal Communications Commission (FCC) has acted against American Assistance, alleging that the company has committed repeated, systematic and large-scale violations of FCC rules governing the Lifeline Program. American Assistance has been given ETC status by this Commission, and Staff intends to investigate whether the company has violated any laws applicable to its provision of Lifeline service in Missouri.

The Commission will open this case to facilitate Staff's investigation. In addition, an open case will afford Staff an opportunity to report to the Commission as appropriate.

This is only a fact-finding investigation and is not a contested case. The Commission will not take any action regarding American Assistance's practices within the confines of this investigation. If the investigation reveals that any such action is

appropriate, Staff may file a formal complaint or other appropriate pleading within a new file to institute contested case procedures.

THE COMMISSION ORDERS THAT:

1. The Commission's Staff shall undertake an investigation of American Broadband and Telecommunications Company d/b/a American Assistance's compliance with the law regarding its provision of Lifeline service in Missouri.
2. Staff shall file a progress report regarding its investigation no later than May 31, 2019.
3. This order shall be effective when issued.



BY THE COMMISSION

A handwritten signature in black ink that reads "Morris L. Woodruff". The signature is written in a cursive, flowing style.

Morris L. Woodruff
Secretary

Silvey, Chm., Kenney, Hall, Rupp, and
Coleman, CC., concur.

Woodruff, Chief Regulatory Law Judge

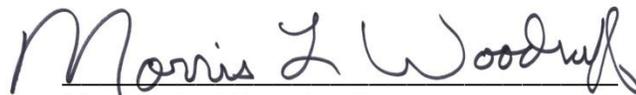
STATE OF MISSOURI

OFFICE OF THE PUBLIC SERVICE COMMISSION

I have compared the preceding copy with the original on file in this office and I do hereby certify the same to be a true copy therefrom and the whole thereof.

WITNESS my hand and seal of the Public Service Commission, at Jefferson City, Missouri, this 28th day of November 2018.




Morris L. Woodruff
Secretary

MISSOURI PUBLIC SERVICE COMMISSION

November 28, 2018

File/Case No. LO-2019-0154

**Missouri Public Service
Commission**

Staff Counsel Department
200 Madison Street, Suite 800
P.O. Box 360
Jefferson City, MO 65102
staffcounsel@psc.mo.gov

Office of the Public Counsel

Marc Poston
200 Madison Street, Suite 650
P.O. Box 2230
Jefferson City, MO 65102
opc@psc.mo.gov

American Assistance

Legal Department
1 Seagate, Ste. 600
Toledo, OH 43604

**Missouri Public Service
Commission**

Whitney Payne
200 Madison Street, Suite 800
P.O. Box 360
Jefferson City, MO 65102
whitney.payne@psc.mo.gov

Enclosed find a certified copy of an Order or Notice issued in the above-referenced matter(s).

Sincerely,



**Morris L. Woodruff
Secretary**

Recipients listed above with a valid e-mail address will receive electronic service. Recipients without a valid e-mail address will receive paper service.