

**STATE OF MISSOURI
PUBLIC SERVICE COMMISSION**

At a session of the Public Service
Commission held at its office in
Jefferson City on the 21st day of
May, 2025.

In the Matter of the Cancellation of the)
Eligible Telecommunications Carrier for Q) **File No. RD-2025-0259**
Link Wireless, LLC)

**ORDER REVOKING ELIGIBLE TELECOMMUNICATIONS
CARRIER DESIGNATION**

Issue Date: May 21, 2025

Effective Date: June 20, 2025

This order revokes the eligible telecommunications carrier (ETC) designation that the Commission granted to Q-Link Wireless, LLC (Q-Link) in File No. RA-2012-0205, on September 26, 2012. ETC designation was granted solely so Q-Link could receive federal universal support funds for Lifeline service. Q-Link started receiving those funds in December 2012.

On April 28, 2025, the Commission's Staff (Staff) filed a motion to revoke Q-Link's ETC designation in Missouri. Staff's motion and its accompanying memorandum explain that Q-Link failed to file its 2024 Annual Lifeline Eligible Telecommunications Carrier Certification form, which is required both federally and under Commission Rule 20 CSR 4240-31.014(2).¹ The form must be filed with the Federal Communications Commission (FCC), the federal Universal Service Fund Administrator, and the Commission.

¹ Commission Rule 20 CSR 4240-31.014(2) provides that The Lifeline Program is subject to the federal requirements identified in FCC rules.

Staff's motion further asserts that on October 15, 2024, both Q-Link and its CEO pleaded guilty to defrauding the Lifeline program by misleading the FCC about how many subscribers were actually using the service.² Q-Link received Lifeline funds it was not entitled to receive.

Staff stated that it was unable to contact Q-Link using contact information available at the Commission and Staff was unable to locate any additional contact information. Commission Rule 20 CSR 4240-31.015(1)(B) requires eligible ETCs to maintain a current list of company-designated contacts within the Commission's Electronic Filing Information System.

The Commission issued notice of the case, set an intervention deadline, and directed Q-Link to respond to Staff's motion. In addition to sending a copy of the Commission's order to Q-Link, a copy was sent to each ETC in Missouri and Q-Link's Missouri Secretary of State registered agent, Incorp Services Inc. No applications to intervene were received and Q-Link did not respond to Staff's motion.

Q-Link is currently suspended from participating in any universal support programs and stopped receiving Lifeline funding in Missouri in October 2024. However, Q-Link did not inform Staff that it had violated universal service fund program requirements, which is required by Commission Rule 20 CSR 4240-31.015(1)(C).³

Under FCC rules all ETCs must offer Lifeline service.⁴ Q-Link can no longer offer Lifeline service. Thus, Q-Link can no longer meet its FCC obligations as an ETC.

² *United States v. Issa Asad, et al.*, Case No. 24-CR-20363-RAR.

³ Commission Rule 20 CSR 4240-31.015(1)(C) requires that ETCs provide a copy of any finding by a state or federal authority that the company has violated universal service fund program requirements to the manager of the Commission's Telecommunications Department.

⁴ 47 CFR § 54.405

Q-Link has failed to meet the requirements of three Commission Rules and is no longer eligible to receive Lifeline funding. The Commission granted Q-Link an ETC designation in File No. RA-2012-0205, “solely for the purpose of receiving federal Lifeline Support.”⁵ Because it can no longer receive lifeline funding there are no reasons to maintain Q-Link’s ETC designation.

Having reviewed Staff’s motion to revoke Q-Link’s ETC designation and accompanying memorandum, the Commission finds that Q-Link is no longer in compliance with Commission rules and therefore is not qualified for ETC designation. The Commission will revoke Q-Link’s ETC designation.

Any requests for reconsideration of this order pursuant to 20 CSR 4240-2.160(2) or any application for rehearing of this order pursuant to Section 386.500.1 shall be filed prior to the effective date of this order. The denial of an application for rehearing under Section 386.500 is a necessary prerequisite to filing a notice of appeal in an appropriate appellate court pursuant to Section 386.510. In the event that a motion for reconsideration or rehearing is granted, the Commission will make appropriate orders at that time.

THE COMMISSION ORDERS THAT:

1. Q-Link’s ETC designation in Missouri is revoked.
2. This order shall become effective on June 20, 2025.

⁵ File No. RA-2012-0205, *Order Granting Application for Designation as an Eligible Telecommunications Carrier*, Issued September 26, 2012.



BY THE COMMISSION

Nancy Dippell

Nancy Dippell
Secretary

Hahn, Ch., Coleman, Kolkmeier,
and Mitchell CC., concur.

Clark, Senior 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 21st day of May 2025.



Nancy Dippell

Nancy Dippell
Secretary

MISSOURI PUBLIC SERVICE COMMISSION

May 21, 2025

File/Case No. RD-2025-0259

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

Sincerely,



**Nancy Dippell
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.