COMMONWEALTH OF KENTUCKY
BEFORE THE PUBLIC SERVICE COMMISSION

In the Matter of:

AN INQUIRY INTO THE STATE ) CASE NO.
UNIVERSAL SERVICE FUND ) 2016-00059

ORDER

The purpose of the Kentucky Universal Service Fund (KUSF) is to “promote, through wireline and wireless technology, connection to the telecommunications network . . . ”¹ and, “promote basic connectivity to the network . . . .”² The KUSF seeks to accomplish this goal by providing $3.50 per month per Lifeline customer to Eligible Telecommunications Carriers (ETCs) that have received Commission approval to receive compensation from the KUSF. The Commission, by this Order, seeks comment on whether a temporary increase in compensation from the KUSF, in exchange for a temporary increase in services from a wireless ETC, would be beneficial to the public during the worldwide pandemic.

Numerous wireless carriers are authorized as ETCs in Kentucky and receive reimbursement from the federal Universal Service Fund. Wireless ETCs must meet minimum monthly service, currently 1,000 minutes of voice service and 3 GB of data, in order to be eligible for payment from the federal Universal Service Fund.³ The KUSF

¹ PSC Administrative Case No. 355, An Inquiry into Local Competition Universal Service, and the Non-Traffic Sensitive Access Rate, (Ky. PSC Apr. 21, 1995) at 37.

² Id. at 39.

³ See, In the Matter of Lifeline and Link Up Reform and Modernization Telecommunications Carriers Eligible for Universal Service Support Connect America Fund, 09-197 (Nov. 19, 2019).
currently does not require a wireless ETC to provide any services in addition to the federal Lifeline requirements, although some ETCs voluntarily provide additional services.⁴

Pursuant to Executive Order 2020-215,⁵ there exists a state of emergency in the Commonwealth of Kentucky. Due to COVID-19, all public schools in the Commonwealth are closed.⁶ Many places of business are closed for an indeterminate length of time. Those exhibiting symptoms or those who have had contact with someone who has, or is expected to have, COVID-19 are asked to self-isolate or quarantine in their home,⁷ thus depriving them of the opportunity to work. Restrictions have also been placed on elective medical procedures and examinations.⁸ As a result, access to the telecommunications network to access medical advice and professionals is, and will continue to be, of upmost importance while the state of emergency continues. Moreover, the use of both voice service as well as mobile data is likely to have increased as a result.

Some wireless ETCs have voluntarily increased their data and voice limits in response to the state of emergency. For example, both TracFone⁹ and Q-Link Wireless,

⁴ For example, TracFone Wireless, Inc. (TracFone) through its ETC, SafeLink Wireless, provides an additional 350 minutes of voice service per month to Lifeline customers in Kentucky. See, Case No. 2019-00185, Electronic Petition Of Tracfone Wireless, Inc. to Amend Its Designation as an Eligible Telecommunications Carrier to Receive Kentucky Universal Service Support for Lifeline Service, (Ky. PSC Jan. 28, 2020) Order at 2.


LLC\textsuperscript{10} are offering unlimited voice and 8 GB of data, a temporary increase to their Lifeline service offerings in response to the COVID-19 crisis. These increases, however, are of limited duration, (TracFone’s additional services will expire at the end of May 2020) and the current state of emergency is of unknown duration. The Commission commends the ETCs that have voluntarily provided additional services to their Lifeline customers, and the Commission hopes that all wireless ETCs in Kentucky can provide additional services to their Kentucky Lifeline customers for the duration of this state of emergency.

The Commission wishes to determine if the current state of emergency has caused Lifeline customers to consume more voice minutes and data than usual, and, if so, whether additional voice minutes and data would provide a public health benefit for the duration of the state of emergency. In order to make this determination, the Commission will require ETCs receiving payment from the KUSF to respond to requests for information attached to this Order.

Based upon the foregoing, IT IS THEREFORE ORDERED that:

1. Within seven days from the date of entry of this Order, all wireless ETCs receiving reimbursement from the KUSF shall file responses to the requests for information attached as an Appendix to this Order.

2. The Commission directs the responding ETCs to the Commission’s March 16, 2020 and March 24, 2020 Orders in Case No. 2020-00085\textsuperscript{11} regarding filings with the

\textsuperscript{10} https://qlinkwireless.com/signup/g-6-717/?B=209&A=209&SubAffiliateID=8673226018&kw=qlink+sign+up&utm=bb&ca=8673226018&ag=86261375959&ad=422515542665&device=c&dm=&po=&io=9014329&lp=https%3a%2f%2fqlinkwireless.com%2fsignup%2f&gclid=Cj0KCQjwncT1BRDhARIsAQQF9LkZrl7MdlL6arbca6qSiOgewbELLjYENSoGOBcm_NWmHWByEBgEaAsLeEALw_wcB (Last accessed May 5, 2020).

Commission. The Commission expects the original documents to be filed with the Commission within 30 days of the lifting of the current state of emergency. All responses in paper medium shall be appropriately bound, tabbed, and indexed. Electronic documents shall be in portable document format (PDF), shall be searchable, and shall be appropriately bookmarked.

3. Each response shall include the name of the witness responsible for responding to the questions related to the information provided. Each response shall be answered under oath or, for representatives of a public or private corporation or a partnership or association or a governmental agency, be accompanied by a signed certification of the preparer or the person supervising the preparation of the response on behalf of the entity that the response is true and accurate to the best of that person’s knowledge, information, and belief formed after a reasonable inquiry.

4. The responding ETCs shall make timely amendment to any prior response if the responding ETCs obtain information which indicates that the response was incorrect when made or, though correct when made, is now incorrect in any material respect. For any request to which a responding ETC fails or refuses to furnish all or part of the requested information, the responding ETC shall provide a written explanation of the specific grounds for its failure to completely and precisely respond.

5. Careful attention shall be given to copied material to ensure that it is legible. When the requested information has been previously provided in this proceeding in the requested format, reference may be made to the specific location of that information in responding to this request. When applicable, the requested information shall be separately provided for total company operations and jurisdictional operations. When
filing a paper containing personal information, the responding ETC shall, in accordance with 807 KAR 5:001, Section 4(10), encrypt or redact the paper so that personal information cannot be read.
By the Commission

ENTERED

MAY 11 2020

KENTUCKY PUBLIC SERVICE COMMISSION

ATTEST:

Executive Director
APPENDIX
APPENDIX TO AN ORDER OF THE KENTUCKY PUBLIC SERVICE COMMISSION IN CASE NO. 2016-00059 DATED MAY 11 2020

1. State whether the ETC has experienced an increase over the past 45 days in usage of voice minutes and date for Lifeline customers in Kentucky. If so, provide the increase over the monthly usage average.

2. For January and February 2020, provide the percentage of Lifeline customers that exceeded the monthly 1,000 voice minutes or 3 GB of data. Provide the same information for March and April 2020.

3. State whether the ETC is providing additional minutes and data in response to the current state of emergency. If the ETC is providing the additional services, state when the ETC is planning to cease providing the additional services.

4. State whether the ETC would be willing to provide unlimited voice in Kentucky if additional reimbursement from the KUSF was made available to the ETC for providing unlimited voice.

5. State whether the ETC would be willing to provide additional data in Kentucky if additional reimbursement from the KUSF was made available to the ETC for providing additional data. If so, state the amount of additional data the ETC could provide and the cost to provide the data.

6. If the ETC provided unlimited voice or increased data, state how soon the ETC could implement the increase in services.

7. State whether there is a minimum time the additional temporary KUSF support and Lifeline services should continue to provide a tangible public health benefit.
8. Provide any information regarding this inquiry that will assist the Commission in its inquiry including its experience from other jurisdictions.
*Denotes Served by Email

Service List for Case 2016-00059

NET TALK.COM, INC.
1100 NW 163rd Drive, Suite 3
North Miami Beach, FL 33169

*Tempo Telecom, LLC
Tempo Telecom, LLC
5607 Glendridge Drive, Suite 300
Atlanta, GA 33042

*Tempo Telecom, LLC
Tempo Telecom, LLC
5607 Glendridge Drive, Suite 300
Atlanta, GA 33042

*Xenia Mobile, LLC
Xenia Mobile, LLC
3600 University Avenue
Morgantown, WV 26505

*IBFA Acquisition Company, LLC
IBFA Acquisition Company, LLC
353 Sacramento Street
Suite 1500
San Francisco, CA 94111

*Lewisport Telephone Company, LLC
Lewisport Telephone Company, Inc.
30 Pell Street
Lewisport, KY 42351

*L Allyson Honaker
Goss Samford, PLLC
2365 Harrodsburg Road, Suite B325
Lexington, KENTUCKY 40504

*UnityComm, LLC
UnityComm, LLC
101 E Main Street
P. O. Box 250
Syracuse, IN 46567

*Salem Telephone Company
Salem Telephone Company
221 East Main Street
P. O. Box 25
Salem, KY 42078-0025

*MCC Telephony of the South, LLC d/b/a
MCC Telephony of the South, LLC d/b/a
One Mediacom Way
Mediacom Park, NY 10918

*Brad Thomas
South Central Rural Telecommunications
1399 Happy Valley Road
P. O. Box 159
Glasgow, KY 42141

*Brandenburg Telecom, LLC
Brandenburg Telecom, LLC
200 Telco Drive
Brandenburg, KY 40108

*Pix Wireless, LLC
Pix Wireless, LLC
21346 Saint Andrews Blvd, Suite 225
Boca Raton, FL 33433

*CityNet Kentucky, LLC
CityNet Kentucky, LLC
3600 University Avenue
Morgantown, WV 26505

*Brandenburg Telephone Company, Inc.
Brandenburg Telephone Company, Inc.
200 Telco Road
P. O. Box 599
Brandenburg, KY 40108

*Flatel Wireless, Inc dba Zing PCS
Flatel Wireless, Inc dba Zing PCS
9601 Worswick Court
Wellington, FL 33414

*Simple Signal, Inc.
Simple Signal, Inc.
34232 Pacific Coast Highway
Suite E
Dana Point, CA 92629

*Cindy D McCarty
Staff Attorney
East Kentucky Network, LLC dba Appalachian
101 Technology Trail
Ivel, KY 41642
*Telecommunication Properties, Inc.
Telecommunication Properties, Inc.
3030 Warrenville Road, Suite 340
Lisle, IL 60532

*Douglas E Hart
441 Vine Street, Suite 4192
Cincinnati, OHIO 45202

*Cumberland Cellular Partnership d/b/a Bluegrass
Cumberland Cellular Partnership d/b/a Bluegrass
2902 Ring Road
P. O. Box 5012
Elizabethtown, KY 42701

*ExteNet Systems, Inc.
ExteNet Systems, Inc.
3030 Warrenville Road, Suite 340
Lisle, IL 60532

*AmeriMex Communications Corp. dba SafetyNet
AmeriMex Communications Corp. dba SafetyNet
2323 Curlew Road, Suite 7B
Dunedin, FL 34698

*Kentucky RSA #3 Cellular General Partnership,
Kentucky RSA #3 Cellular General Partnership,
2902 Ring Road
P. O. Box 5012
Elizabethtown, KY 42701

*Velocity The Greatest Phone Company
Velocity The Greatest Phone Company Ever, Inc.
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*Honorable Douglas F Brent
Attorney at Law
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Kentucky RSA #4 Cellular General Partnership,
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P. O. Box 5012
Elizabethtown, KY 42701

*KDDI America, Inc.
KDDI America, Inc.
7 Teleport Drive
Staten Island, NY 10311

*Blue Jay Wireless, LLC
Blue Jay Wireless, LLC
4240 International Pkwy, Suite 140
Carrollton, TX 75007

*Bluegrass Wireless, LLC
Bluegrass Wireless, LLC
2902 Ring Road
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*Cheryl Winn
Waters Law Group, PLLC
12802 Townepark Way, Suite 200
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*Globalstar USA, LLC
Globalstar USA, LLC
300 Holiday Square Blvd
Covington, LA 70433

*NetDiverse, LLC
NetDiverse, LLC
825 North 300 West, Suite C-149
Salt Lake City, UT 84103

*Highland Telephone Cooperative, Inc.
Highland Telephone Cooperative, Inc.
7840 Morgan County Highway
P. O. Box 119
Sunbright, TN 37872

*Logan Telephone Cooperative, Inc.
Logan Telephone Cooperative, Inc.
10725 Bowling Green Road
P. O. Box 97
Auburn, KY 42206

*BellSouth Telecommunications, LLC dba AT&T
Meidinger Tower
462 S 4th Street, Suite 2400
Louisville, KY 40202

*David S Samford
Goss Samford, PLLC
2365 Harrodsburg Road, Suite B325
Lexington, KENTUCKY 40504

*Patriot Mobile LLC
Patriot Mobile LLC
3341 Regent Blvd, Suite 130-352
Irving, TX 75063

*Cricket Wireless, LLC
Cricket Wireless, LLC
1010 N St Mary's Street, 9th Floor
San Antonio, TX 78215

*Denotes Served by Email
Service List for Case 2016-00059
*New Cingular Wireless PCS, LLC dba A
New Cingular Wireless PCS, LLC dba AT&T
1010 N St Mary's Street, 9th Floor
San Antonio, TX  78215

*MCImetro Access Transmission Service db/a
MCImetro Access Transmission Services Corp.
600 Hidden Ridge
Irving, TX  75038

*Wireless Telecom Cooperative, Inc. dba Wireless Telecom Cooperative, Inc. dba AT&T
2317 West Chestnut Street
Louisville, KY  40211

*BellSouth Telecommunications, LLC dba AT&T
BellSouth Telecommunications, LLC dba AT&T
Meidinger Tower
462 S 4th Street, Suite 2400
Louisville, KY  40202

*Air Voice Wireless, LLC
Air Voice Wireless, LLC
2425 Franklin Road
Bloomfield Hill, MI  48302

*Wireless Telecom Cooperative, Inc. dba Wireless Telecom Cooperative, Inc. dba AT&T
2317 West Chestnut Street
Louisville, KY  40211

*AT&T Corp.
AT&T Corp.
Meidinger Tower
462 S 4th Street, Suite 2400
Louisville, KY  40202

*QuantumShift Communications, Inc. dba vCom
QuantumShift Communications, Inc. dba vCom
12657 Alcosta Blvd, Suite 418
San Ramon, CA  94583

*France Telecom Corporate Solutions L.L.C.
France Telecom Corporate Solutions L.L.C.
13775 McLearen Road
Mail Stop 1100
Oak Hill, VA  20171-3212

*Teleport Communications America, LLC
Teleport Communications America, LLC
Meidinger Tower
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*Inter-Mountain Cable, Inc. dba MTS C
Inter-Mountain Cable, Inc. dba MTS
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*France Telecom Corporate Solutions L.L.C.
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Oak Hill, VA  20171-3212

*BellSouth Long Distance, Inc. dba AT&T
BellSouth Long Distance, Inc. dba AT&T Long
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Louisville, KY  40202

*Gearheart Communications Company, Inc. dba Gearheart Communications Company, Inc. dba
20 Laynesville Road
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*Bluegrass Telephone Company, Inc. dba Bluegrass Telephone Company, Inc. dba
101 Mill Street
Leitchfield, KY  42754

*Image Access, Inc. dba NewPhone
Image Access, Inc. dba NewPhone
7324 Southwest Freeway, Suite 475
Houston, TX  77074

*South Central Telcom, LLC
South Central Telcom, LLC
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*Stream Communications, LLC
Stream Communications, LLC
14675 Dallas Parkway, Suite 150
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*Jack W. Pruitt dba First Phone
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South Central Rural Telecommunications
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*John E Selent
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Suite 2500
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Service List for Case 2016-00059
*North Central Telephone Cooperative, North Central Telephone Cooperative, Inc.
872 Highway 52 By-Pass E
P. O. Box 70
Lafayette, TN  37083-0070

*North Central Communications, Inc.
North Central Communications, Inc.
872 Highway 52 By-Pass E
P. O. Box 70
Lafayette, TN  37083

*SpeedBeam Lexington, LLC
SpeedBeam Lexington, LLC
3070 Lakecrest Circle
Lexington, KY  40513

*American Broadband and Telecommunications
American Broadband and Telecommunications
1 Seagate, Suite 600
Toledo, OH  43699

*Timberline Specialized Management, LLC
Timberline Specialized Management, LLC
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*Julie Skipworth
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*Justin M. McNeil
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*Telrite Corporation
Telrite Corporation
4113 Monticello Street
Covington, GA  30014

*Communications Venture Corporation d/b/a
Communications Venture Corporation d/b/a
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Fort Wayne, IN  46808

*T.V. Service, Incorporated
T.V. Service, Incorporated
2742 Hwy 550 E
Hindman, KY  41822

*West Kentucky Rural Telephone Cooper dba
West Kentucky Rural Telephone Cooperative
100 WK&T Technology Drive
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Mayfield, KY  42066-0649

*American Broadband and Telecommunications
American Broadband and Telecommunications
1 Seagate, Suite 600
Toledo, OH  43699

*Armstrong Telecommunications, Inc.
Armstrong Telecommunications, Inc.
One Armstrong Place
Butler, PA  16001

*Peoples Rural Telephone Cooperative
Peoples Rural Telephone Cooperative
Highway 421 South
P. O. Box 159
McKee, KY  40447

*The People's Operator USA, LLC
The People's Operator USA, LLC
915 Broadway, Suite 1306
New York, NY  10010

*Ballard Rural Telephone Cooperative
Ballard Rural Telephone Cooperative Corporation,
159 W 2nd Street
P. O. Box 209
La Center, KY  42056-0209

*BCN Telecom, Inc.
BCN Telecom, Inc.
1200 Mt. Kemble Ave, 3rd Floor
Morristown, NJ  07960

*Peoples Telecom, LLC
Peoples Telecom, LLC
259 Main Street
P. O. Box 159
McKee, KY  40447

*Alltel Corporation d/b/a Verizon Wireless
Alltel Corporation d/b/a Verizon Wireless
2200 Cabot Drive, Suite 400
Lisle, IL  60532

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<table>
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<th>Address 1</th>
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<td><em>Total Call Mobile, Inc.</em></td>
<td>1411 W 190th Street, Suite 650</td>
<td>Gardena, CA 90248</td>
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<td><em>Foothills Rural Telephone Cooperative</em></td>
<td>1621 Kentucky Route 40 W</td>
<td>Staffordville, KY 41256</td>
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<td><em>Consumer Cellular, Incorporated</em></td>
<td>12447 SW 69th Avenue</td>
<td>Portland, OR 97223</td>
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<td><em>Touchtone Communications, Inc.</em></td>
<td>16 South Jefferson Road</td>
<td>Whippany, NJ 07981</td>
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<td><em>Cellular Services, LLC</em></td>
<td>1621 KY Route 40W</td>
<td>P. O. Box 240</td>
<td>Staffordville, KY 41256</td>
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<tr>
<td><em>Mountain Rural Telephone Cooperative</em></td>
<td>425 Main Street, Suite 1</td>
<td>P. O. Box 399</td>
<td>West Liberty, KY 41472</td>
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<tr>
<td><em>e-Tel, LLC dba e-Tel/Murray, LLC</em></td>
<td>1515 Broadway</td>
<td>Paducah, KY 42001</td>
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<tr>
<td><em>TracFone Wireless, Inc.</em></td>
<td>13601 Preston Road, Suite 816E</td>
<td>Dallas, TX 75240</td>
<td></td>
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<tr>
<td><em>IM Telecom, LLC d/b/a Infiniti Mobile</em></td>
<td>13601 Preston Road, Suite 816E</td>
<td>Dallas, TX 75240</td>
<td></td>
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<td><em>i-Wireless, LLC</em></td>
<td>1 Levee Way, Suite 3104</td>
<td>Newport, KY 41071</td>
<td></td>
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<tr>
<td><em>Crexendo Business Solutions, Inc.</em></td>
<td>1615 S 52nd Street</td>
<td>Tempe, AZ 85281</td>
<td></td>
</tr>
<tr>
<td><em>US LEC of Tennessee, LLC dba PAETEC</em></td>
<td>4001 N Rodney Parham Road</td>
<td>Little Rock, AR 72212</td>
<td></td>
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<tr>
<td><em>Windstream Kentucky West, LLC</em></td>
<td>4001 N Rodney Parham Road</td>
<td>Little Rock, AR 72212</td>
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