

BEFORE THE FLORIDA PUBLIC SERVICE COMMISSION

In re: Initiation of show cause proceeding  
against Q LINK WIRELESS LLC for apparent  
violation of Order No. PSC-2024-0201-PAA-  
TP.

DOCKET NO. 20240146-TP  
ORDER NO. PSC-2024-0495-FOF-TP  
ISSUED: December 13, 2024

FINAL ORDER  
REVOKING Q LINK WIRELESS LLC  
ELIGIBLE TELECOMMUNICATIONS CARRIER STATUS

BY THE COMMISSION:

By Order No. PSC-2024-0479-PAA-TP, issued November 21, 2024, this Commission ordered Q LINK WIRELESS LLC (“Q LINK”) to show cause within 21 days why its Eligible Telecommunications Carrier (ETC) designation should not be revoked for apparent violation of Commission Order No. PSC-2024-0201-PAA-TP, due to its admission of guilt to the crime of conspiring to defraud the United States in regard to reimbursements from the Federal Communications Commission’s Lifeline program, and because it is no longer in the public interest for Q LINK to be designated as an ETC. No response has been filed to the show cause order issued in this docket. It is, therefore,

ORDERED by the Florida Public Service Commission that Order No. PSC-2024-0479-PAA-TP has become effective and final. It is further

ORDERED that Q LINK shall immediately cease accepting new Lifeline applicants in Florida as of the date of this Final Order. It is further

ORDERED that Q LINK shall provide a spreadsheet of its existing Lifeline customers in Florida to this Commission, including names, phone numbers, mailing addresses, and, if available, email addresses within 3 days of date of issuance of this Final Order. At the time of filing the requested information with the Clerk of the Commission, Q LINK shall make a Claim of Confidentiality pursuant to §364.183(1), F.S., and Rule 25-22.006(5)(a), Florida Administrative Code. It is further

ORDERED that Q LINK shall contact all of its existing Lifeline customers in Florida in writing within 7 days of the date of this Final Order and advise of the specific need for the customer to select a new Lifeline carrier that is designated as either a wireline or wireless ETC. This notice shall include the Lifeline contact list on our Commission’s website located at: <https://www.floridapsc.com/pscfiles/website-files//PDF/Utilities/Telecomm/Lifeline/CompanyContact-EN.pdf>. It is further

ORDERED that Q LINK is directed to advise this Commission in writing within 10 days of issuance of this Final Order of its compliance with the foregoing requirements of this order. Q LINK is advised that a random sampling of its Lifeline customers in Florida will be conducted approximately 15 days after issuance of this Final Order to ascertain compliance by Q LINK with this provision. In the event the random sampling by Commission staff indicates that Q LINK has failed to notify its Florida Lifeline customers as required, prior to the sentencing hearing the prosecutor in the pending U.S. District Court for the Southern District of Florida criminal proceeding against Q LINK will be notified of Q LINK's apparent failure to assist in the transition of customers to other Lifeline providers. It is further

ORDERED that Q LINK's ETC status shall be deemed revoked 30 days after issuance of this Final Order and this docket shall thereafter be closed.

By ORDER of the Florida Public Service Commission this 13th day of December, 2024.



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ADAM J. TEITZMAN  
Commission Clerk  
Florida Public Service Commission  
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Tallahassee, Florida 32399  
(850) 413-6770  
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Copies furnished: A copy of this document is provided to the parties of record at the time of issuance and, if applicable, interested persons.

NOTICE OF FURTHER PROCEEDINGS OR JUDICIAL REVIEW

The Florida Public Service Commission is required by Section 120.569(1), Florida Statutes, to notify parties of any judicial review of Commission orders that is available pursuant to Section 120.68, Florida Statutes, as well as the procedures and time limits that apply. This notice should not be construed to mean all requests for judicial review will be granted or result in the relief sought.

Any party adversely affected by the Commission's final action in this matter may request judicial review by the Florida Supreme Court in the case of an electric, gas or telephone utility or the First District Court of Appeal in the case of a water and/or wastewater utility by filing a notice of appeal with the Office of Commission Clerk and filing a copy of the notice of appeal and the filing fee with the appropriate court. This filing must be completed within thirty (30) days after the issuance of this order, pursuant to Rule 9.110, Florida Rules of Appellate Procedure. The notice of appeal must be in the form specified in Rule 9.900(a), Florida Rules of Appellate Procedure.