

State of Florida



Public Service Commission

CAPITAL CIRCLE OFFICE CENTER • 2540 SHUMARD OAK BOULEVARD
TALLAHASSEE, FLORIDA 32399-0850

-M-E-M-O-R-A-N-D-U-M-

DATE: January 7, 2025

TO: Adam J. Teitzman, Commission Clerk, Office of Commission Clerk

FROM: Sakina Deas, Public Utility Analyst IV, Office of Industry Development and Market Analysis *S.D.*

RE: Docket No. 20240146-TP- Initiation of show cause proceeding against Q LINK WIRELESS LLC for apparent violation of Order No. PSC-2024-0201-PAA-TP.

Attached is the notice posted by Stand Up Wireless to Q Link Wireless LLC's customers. Please add to docket file. If you have questions please contact me at 850-413-6504.

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COMMISSION
CLERK



Notice of Change in Lifeline Provider and Service

Welcome to StandUp Wireless. Your former Lifeline provider, Q Link Wireless, is no longer offering Lifeline service. Your Lifeline service has been changed to StandUp Wireless, but, as always you have the right to choose and change [Lifeline providers](#).

With StandUp Wireless, you will continue to receive 4.5GB of data, 1,000 minutes, and unlimited text. You can also purchase additional [data and minutes](#).

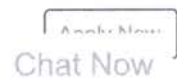
If you have questions or need help, our Customer Support Team is ready to assist you [1-800-544-4441](#). Mon – Sun : 8:00 AM to 10:00 PM EST.

Helpful Links

- [Home](#)
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- [Support](#)
- [Coverage Map](#)
- [FAQs](#)
- [Consumer Information](#)
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- [Track Package](#)
- [Interested in becoming an Independent Contractor?](#)
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If you need this in an accessible format or another language, please contact us at 1-800-544-4441. To file a complaint with the FCC's Consumer Complaint Center, please call 888-225-5322 or visit <https://consumercomplaints.fcc.gov/hc/en-us>

This is a Lifeline supported service. Lifeline is a government assistance program. Only eligible consumers may enroll in Lifeline. Eligibility is based on income or participation in certain government benefit programs and is determined by the National Verifier (documentation may be required). Lifeline benefits are non-transferable and limited to one per household (wireless or wireline). Customers who willfully make false statements in order to obtain a Lifeline benefit can be punished by fine, imprisonment, or being barred from the program. Plans include a minimum of 1,000 Minutes, Unlimited Text, and 4.5 GB of Data. Offers vary by state and service may not be available in all states or areas. Service provided by Global Connection Inc. of America d/b/a StandUp Wireless. Visit www.standupwireless.com for Lifeline eligibility criteria and applicable terms & conditions.

English