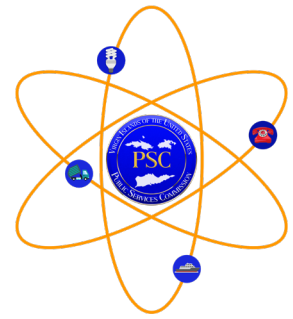




**Government of the United States Virgin Islands
Public Services Commission**

www.psc.vi.gov
psc.info@psc.vi.gov



FOR IMMEDIATE RELEASE

Tuesday, October 08, 2024

Media Contact:

Symra Hendrickson – Public Communication Coordinator

(340) 776-1291

symra.hendrickson@psc.vi.gov

019-24-1

PSC Regular Meeting – Tuesday, October 08, 2024

Telecommunication Matters

US VIRGIN ISLANDS – The Virgin Islands Public Services Commission (PSC or the Commission) held its regular meeting on Tuesday, October 8, 2024.

Federal law prohibits the Commission from restricting market access to telecommunications carriers wishing to operate in the territory. However, FCC rules require us to provide customer service and other support related to the Universal Service Fund and Eligible Telecommunications Carriers (ETCs). These rules are now being applied to cellular and Voice Over Internet Protocol (VoIP) carriers. Historically, the Commission has not mandated these unregulated carriers file any registration with the Public Services Commission.

While the Commission does not intend to restrict market access or issue regulatory policies, Commission staff has recommended that it require that any telecommunications carrier operating in the territory to notify the Commission and provide their contact information. This will enable Commission staff to respond effectively to customer service requests. Staff will finalize the exact language of the proposed policy, which will be voted on at the Commission's next scheduled meeting.

In other telecommunications matters, Standup Wireless, LLC, a prepaid mobile provider through T-Mobile, presented before the Commission for Lifeline-only ETC consideration. The Lifeline program offers discounted phone and internet services to low-income households to ensure they remain connected. However, the Commissioners questioned staff regarding a prior complaint against Standup Wireless before the FCC, which has been resolved. Commissioners also noted that Standup, which will utilize the T-Mobile network for service coverage, did not file documents substantiating the coverage area. Standup was directed to file supplemental information, and the matter will return on the Commission's November agenda.

Commissioners in attendance included Chairman Pedro Williams, Raymond Williams, Clement Magras, and Laura Nichols-Samms. Commissioner David Hughes and ex-officio members Senator Carla Joseph and Senator Marise James were absent.

**P.O. Box 40 St. Thomas, VI 00804
1003 Estate Ross Suite 4, St.
Thomas, VI, 00802
(340) 776-1291**

**P.O. Box 7360 Christiansted, VI 00823
Estate Carlton Suite 1 & 2 Frederiksted,
St. Croix, VI, 00840
(340) 778-6010**

For recent news releases, more information on the PSC, and easy access to information on utility issues visit our website at psc.vi.gov. Like our Facebook page at www.facebook.com/VIPSC1965.