

**GOVERNMENT OF THE VIRGIN ISLANDS
OF THE UNITED STATES**

Public Services Commission

IN RE:

**TRUCONNECT COMMUNICATIONS, INC.
APPLICATION FOR DESIGNATION AS AN ELIGIBLE
TELECOMMUNICATIONS CARRIER
IN THE U.S. VIRGIN ISLANDS**

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) Docket No. 679
) Order No. 24/2020
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ORDER

WHEREAS, on December 19, 2019, the Virgin Islands Public Services Commission (hereinafter “Commission” or “PSC”) received a Petition from TruConnect Communications, Inc. (hereinafter “TruConnect”) requesting designation as an Eligible Telecommunications Carrier (hereinafter “ETC”) in the United States Virgin Islands; and

WHEREAS, TruConnect seeks ETC designation solely to provide Lifeline service to qualifying customer in the United States Virgin Islands and will not seek access to funds from the federal Universal Service Fund for the purpose of participating in the Link-Up program or providing service to high cost areas; and

WHEREAS, on February 7, 2020, the Commission received the Report and Recommendations from its Technical Consultant, Georgetown Consulting Group, Inc. (hereinafter “GCG”); and

WHEREAS, on March 18, 2020, the Commission met in regular session at its office on St. Thomas, United States Virgin Islands located at No. 1003 Estate Ross Suite 4 and via teleconference at the Virgin Islands Board of Education’s Conference Room located at No. 6King Street Christiansted St. Croix, United States Virgin Islands; and

WHEREAS, after review and deliberation, the Commission voted to **GRANT** TruConnect designation subject to the recommendations included in the GCG report and to **ACCEPT** GCG’s Report and Recommendations; and

NOW THEREFORE, the Commission finds and **ORDERS** that, TruConnect’s Application for Designation as an Eligible Telecommunications Carrier in the United States Virgin Islands is **GRANTED** on the following findings, terms and conditions:

PSC Order 24/2020

**Docket 679 : TruConnect Communications, Inc. Application
for ETC Designation**

Page 2 of 2

1. TruConnect must comply with any Federal Communication Commission (hereinafter "FCC") or PSC requirements concerning E911 service when implemented in the United States Virgin Islands;
2. TruConnect must file a copy of any updates to its federal compliance plan as may be required by the FCC;
3. TruConnect must provide to the PSC a report of the total number of Lifeline subscribers served as of December 31st of each year starting December 31, 2020;
4. TruConnect must report to the PSC any significant changes to Lifeline terms and conditions as they occur;
5. TruConnect must promptly submit to the PSC any additional information or reports that the PSC may reasonably request from time to time;
6. TruConnect must comply with the record retention requirements contained in Title 30 §47(d).

So Ordered.

For the Commission,



Date: **April 8, 2020**

David Hughes, Chair