



March 27, 2018

Steven V. King
Executive Director and Secretary
Washington Utilities & Transportation Commission
P.O. Box 47250
Olympia, Washington 98504-7250

Re: Boomerang Wireless, LLC d/b/a enTouch Wireless - Docket No. UT-121610 – Compliance Filing – Annual Customer Complaint Report for 2017

Dear Mr. King:

Pursuant to Order 01 in Docket No. UT-121610, Boomerang Wireless, LLC d/b/a enTouch Wireless is required to submit an Annual Customer Complaint Report.

Please be aware that Boomerang Wireless received six (6) complaints in Washington during the 2017 calendar year and was categorized as follows:

Porting issue (1) – Customer did not provide correct information and per Federal rules, request was denied. Once accurate information was provided – customer was able to port

Enrollment issue (4) – Two complaints involved clients whose identify were unable to be verified. One complaint was due to disconnection for non-usage. Subscriber wanted to re-enroll. One complaint was due to disconnection of call during enrollment process.

Service issue (1) – Unable to serve the area the subscriber resided in. Provided information on other providers in the area.

If you have any questions please do not hesitate to contact me at regulatory@entouchwireless.com .

Respectfully submitted,



Julia Redman Carter
Regulatory & Compliance Officer
Boomerang Wireless, LLC d/b/a enTouch Wireless