

Washington ETC Subscriber Complaints Report Calendar Year 2015

By March 31 of each year, a report on the number of complaints, categorized by the different nature of complaints that it received from Washington Lifeline customers during the prior calendar year, e.g., billing disputes and service quality complaints. This report shall include complaints filed with, the Commission's Consumer Protection and Communications Section, the Washington State Office of the Attorney General, and the Federal Communications Commission (FCC). This report shall not include calls from customers with regard to general inquiries such as account balance, additional purchases, service availability or technical support.

Company Name: Budget PrePay, Inc. d/b/a Budget Mobile

Certificate #: UT-111570

Date of Complaint	Type of Complaint	Complaint Description	Date Resolved	Resolution
2/3/2015	Mobile	not enough information to process this complaint	N/A	
2/3/2015	Mobile	not enough information to process this complaint	N/A	
4/13/2015	Mobile	Lost phone, tried to call 888-777-4007 several times	4/29/2015	the customer transferred to another carrier.
4/13/2015	Mobile	Unable to get through to Budget Mobile, someone is using their minutes	4/29/2015	Pdisc per Nlad, number with another provider
7/8/2015	Mobile	Request replacement	7/29/2015	sent replacement
7/23/2015	Mobile	Request replacement	8/14/2015	sent replacement
7/29/2015	Mobile	help getting phone turned back on	8/14/2015	sent replacement
10/1/2015	Mobile	can't find in system	N/A	
10/30/2015	Mobile	phone stolen	N/A	pdisc 2/5/15 non-usage
11/10/2015	Mobile	wants credit for top-up purchased	11/24/2015	credit given 11/24/15
11/23/2015	Mobile	issue with phone	12/15/2015	replacement sent 12/15/15