

Washington State Lifeline Quarterly Customer Report

Company: Boomerang Wireless, LLC d/b/a enTouch Wireless- 3Q21
 Docket: UT-121610

1. Total customers at end of period:

- Plan 1 - (eff 12/01/2017) 750 Minute Always on Plan
- Plan 2 - (eff 12/01/2018) 1000 Voice/Unlimited SMS
- Plan 3 - (eff 12/01/2017) Tribal Always on Plan
- Plan 4 - (eff 12/01/2018) Tribal Unlimited T&T + 1.5GB

Total Washington customers:

2. Total new customers enrolled:

- Plan 1 - (eff 12/01/2017) 750 Minute Always on Plan
- Plan 2 - (eff 12/01/2018) 1000 Voice/Unlimited SMS
- Plan 3 - (eff 12/01/2017) Tribal Always on Plan
- Plan 4 - (eff 12/01/2018) Tribal Unlimited T&T + 1.5GB

3. Total customers de-enrolled due to 60 day inactivity:

- Plan 1 - (eff 12/01/2017) 750 Minute Always on Plan
- Plan 2 - (eff 12/01/2018) 1000 Voice/Unlimited SMS
- Plan 3 - (eff 12/01/2017) Tribal Always on Plan
- Plan 4 - (eff 12/01/2018) Tribal Unlimited T&T + 1.5GB

4. Total customers de-enrolled due to failed annual verification:

- Plan 1 - (eff 12/01/2017) 750 Minute Always on Plan
- Plan 2 - (eff 12/01/2018) 1000 Voice/Unlimited SMS
- Plan 3 - (eff 12/01/2017) Tribal Always on Plan
- Plan 4 - (eff 12/01/2018) Tribal Unlimited T&T + 1.5GB

5. Total customers who de-enrolled voluntarily:

- Plan 1 - (eff 12/01/2017) 750 Minute Always on Plan
- Plan 2 - (eff 12/01/2018) 1000 Voice/Unlimited SMS
- Plan 3 - (eff 12/01/2017) Tribal Always on Plan
- Plan 4 - (eff 12/01/2018) Tribal Unlimited T&T + 1.5GB

| Prior Ending Qtr | Jul-21 | Aug-21 | Sep-21 | Total | Notes |
|------------------|--------|--------|--------|-------|---|
| | | | | | Category Line 1, Month 3 Column =Total (End of Qtr) column |
| - | - | - | - | - | (A) Plan descriptions -- Provide all lifeline plans and differentiate between tribal vs. non-tribal plans. Add lines for additional plans if necessary. |
| 394 | 449 | 450 | 456 | 456 | |
| - | - | - | - | - | |
| 132 | 145 | 178 | 174 | 174 | |
| - | - | - | - | - | |
| 526 | 594 | 628 | 630 | 630 | |
| | | | | | Category Line 2, Sum of Months 1+2+3 = Total |
| | - | - | - | - | (B) Activity in Category Lines 2, 3, 4 and 5 MAY NOT EQUAL end of customer count in Category 1 since it MAY not include customers retained month to month, trueups include customers retained month to month, trueups and adjustments |
| | 77 | 40 | - | 117 | |
| | - | - | - | - | |
| | 30 | 49 | 22 | 101 | |
| | 107 | 89 | 22 | 218 | |
| | | | | | Category Line 3, Sum of Months 1+2+3 = Total |
| | - | - | - | - | |
| | 3 | 4 | 5 | 12 | |
| | - | - | - | - | |
| | 3 | 1 | 5 | 9 | |
| | 6 | 5 | 10 | 21 | |
| | | | | | Category Line 4, Sum of Months 1+2+3 = Total |
| | - | - | - | - | |
| | - | - | - | - | |
| | - | - | - | - | |
| | - | - | - | - | |
| | - | - | - | - | |
| | | | | | Category Line 5, Sum of Months 1+2+3 = Total |
| | - | - | - | - | |
| | 19 | 35 | 36 | 90 | |
| | - | - | - | - | |
| | 14 | 15 | 21 | 50 | |
| | 33 | 50 | 57 | 140 | |