

WASHINGTON 2014 Annual Customer Complaint Report

Customer Name	Agency	State	Agency File Number or Indicate if Agency Inquiry	Date Received	Agency Resolution Date	Issue Description	Issue Type	Assigned To	Other Comments	Resolved Letter	Date Resolved	Agency's Addresses	Resolved
Williams, Claudia	FCC	WA	13-C00550190-1	1/15/2014	2/15/2014	Ms. Williams's complaint states that she wishes to be de-enrolled from the SafeLink program because she never requested to be enrolled into SafeLink.	De-enroll	Suzanne Clarke-Milton	1/23/2014, We have contacted and resolved Ms. Williams matter as follows: • We have advised Ms. Williams that she has been successfully de-enrolled from the SafeLink program.	1/23/2014	1/23/2014	Federal Communications Commission Consumer & Governmental Affairs Bureau Consumer Inquiries & Complaints Division 445 12th Street, SW Washington, D.C. 20554	Yes
Clem, Christopher	Attorney General	WA	444596	3/7/2014	4/7/2014	Mr. Clem's complaint states that he was receiving unwanted calls from collection agencies.	Change number	Suzanne Clarke-Milton	3/17/2014, We have Mr. Clem and have resolved his matter as follows: • We have issued a new number to Mr. Clem and have confirmed that his phone is working properly with the new number.	3/17/2017	3/17/2014	Attorney General of Washington Attn: Jim Mcadams 1220 Main Street, Suite 549 Vancouver, WA 98660	Yes
Hill, Robert	FCC	WA	14-C00578104-1	5/5/2014	6/5/2014	Mr. Hill's complaint states that he was having difficulties receiving a replacement phone.	Replacement	Suzanne Clarke-Milton	5/30/2014, We have contacted Mr. Hill and have resolved his matter as follows: *We have sent Mr. Hill a replacement phone and have confirmed that the phone was received and working properly.	5/30/2014	5/30/2014	Federal Communications Commission Consumer & Governmental Affairs Bureau Consumer Inquiries & Complaints Division 445 12th Street, SW Washington, D.C. 20554	Yes
Childs, Lisa	Attorney General	WA	448789	6/12/2014	7/12/2014	Ms. Childs's complaint states that she was having difficulties applying for the SafeLink program.	Denial	Suzanne Clarke-Milton	7/16/2014, We have attempted to resolve Ms. Childs's matter as follows: *We have sent an application to Ms. Childs; however Ms. Childs has not sent the application back as of today. Once we receive the application back we will finish with the enrollment process.	7/16/2014	7/16/2014	Attorney General of Washington Attn: Joshua Oh crccomplaints@atg.wa.gov	No
Jones, Mathew	FCC	WA	14-C00599918-1	8/6/2014	9/6/2014	Mr. Jones's complaint states that he was having difficulties applying for the SafeLink program.	Denial	Suzanne Clarke-Milton	9/1/2014, We have contacted Mr. Jones and resolved his matter as follows: • Mr. Jones has been successfully enrolled in the SafeLink program and will receive the phone within 7 to 10 business days.	9/1/2014	9/1/2014	Federal Communications Commission Consumer & Governmental Affairs Bureau Consumer Inquiries & Complaints Division 445 12th Street, SW Washington, D.C. 20554	Yes
Rugg, Melissa	Attorney General	WA	454958	9/30/2014	10/30/2014	I read the terms and conditions for safelink wireless and in the terms and conditions is says that if you have a cellular phone that you wish to transfer your FREE SAFELINK Wireless minutes to call customer service, and they will do so. I called them, and was on the phone over an HOUR with those incompetent individuals!! I wanted to speak to a supervisor. The first person said, "well ma'am you ARE speaking to one." After being placed on hold for 45 minutes and her not knowing her own companies policies I got angry and said, ""Of course you are! Every one who answers the phone is a "supervisor." She tried to do bait and switch on me to PAY for a new phone and buy minutes. That is illegal, also not honoring the contract itself. I went on to speak with 2 other people and they also would not give me their information as an employee, badge number what have you. I googled sites that have had complaints, and soo many of them have had the same complaint I do. Also the last person i spoke to named "Ryan" he was a support manager located in the Philippines kept making my	Replacement	Jany/Suzanne Clarke-Milton	11/11/2014, We have contacted Ms. Rugg and resolved her matter as follows: • We have advised Ms. Rugg that we do not have the bring your own phone with the SafeLink program and that she will not be able to use her own phone if approved for SafeLink.	11/11/2014	11/11/2014	Attorney General of Washington Attn: Jim Mcadams crccomplaints@atg.wa.gov	Yes

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						case completely valid. The phone I have works with the same towers that safelinkwireless connects to, there was NO reason that I couldn't use my own phone. Also, I need a phone that I can google stuff on because of medical reasons. I have over 32 allergies and need something that I can google unfamiliar ingredients in food on. Each time I said this, they kept trying to bait and switch and also one representative was there and refused to read the terms and conditions. So, I read them to her, and she laughed while i was doing it and said" thank you so much ma'm for reading me something I already know. the computer is not set up to switch your phone over without switching plans." So their contract is not written correctly and they keep doing the bait and switch. I terminated service. This is under part 3 of Terms and conditions for safelink: You may use your free monthly allotment of airtime minutes to place or receive calls, to send or read text messages or multi-media messages and to access the internet (with certain models of phones). In order to receive your monthly allotment of minutes, you will need to leave your SAFELINK WIRELESS phone powered "on" during the first few days of each month. If you DO NOT receive your monthly allotment of minutes because your phone was not "ON" at the beginning of the month or your phone does not automatically retrieve minutes when powered "ON." You may self-retrieve by following the instructions below. If for any reason these instructions do not work on your handset, please call us at 1-800-378-1684.							
Johnston, Jeff	FCC	WA	14-C00563344-1	3/12/2014	4/12/2014	Mr. Johnston's complaint states that he was having difficulties enrolling in the SafeLink program.	Denial	Suzanne Clarke-Milton	11/22/2014, We have attempted contact Mr. Johnston and resolve his matter as follows: * We have made multiple attempts to contact Mr. Johnston with no success. Mr. Johnston has not responded to our efforts to contact him and we are, therefore, unable to address his complaint. If you are able to reach Mr. Johnston please have him contact Suzanne Clarke-Milton at 305-715-6617. *If we had been able to reach Mr. Johnston we would have assisted him in enrolling in the SafeLink program.	11/22/2014	11/22/2014	Federal Communications Commission Consumer & Governmental Affairs Bureau Consumer Inquiries & Complaints Division 445 12th Street, SW Washington, D.C. 20554	Yes
Tater, Jeannine	FCC	WA	14-C00623314-1	10/29/2014	11/29/2014	Safelink is a lifeline phone. The number was ported from Verizon. Before porting and applying for Safelink, I advised Safelink would be a ported number. However, they sent me a new number. I called Safelink and was told they would send me new SIM card. In interim my own phone number said disconnected. This is unacceptable. Then they disconnected phone at end of 1 month. Then they reactivated my phone number. 2 weeks later it is disconnected again. In last week received 2 more sim cards. It is very hard to get through to Safelink. There customer service auto disconnects after 30 minutes, including time spent on hold. I don't have time or patience to deal with them. Also, do not like people receiving disconnected message. Phone is supposed to include 500 texts, but it only has number keys and very hard to text.	Unable / Unable	Jany	11/25/2014, We have contacted Ms. Tater and have resolved her matter as follows: <input type="checkbox"/> We have sent Ms. Tater a replacement phone and have confirmed that the phone was received and working properly.	11/25/2014	11/25/2014	Federal Communications Commission Consumer & Governmental Affairs Bureau Consumer Inquiries & Complaints Division 445 12th Street, SW Washington, D.C. 20554	Yes

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Ellis, Jerry	FCC	WA	14-C00616723-1	10/29/2014	11/29/2014	on 9-18-2014 I received a call from 786-459-8249 a woman claimed to be with tracfone (refused to give her name) stated that if I call one more time my safelink service would be permanently disabled. on Monday 9-22 I made an inquiry with usac and received a call from safelink Sandra clark Milton 305-715-6617 who said she was calling in regards to usac complaint, told her about above call, and explained the calls were related to my tracfone not safelink, she asked about the issue with the tracfone I told her, she basically could care less and hung up on me. on 9-23 at approx. 2pm I discovered my safelink phone was disabled and called to find out why, was told by the loss prevention dept. that I my phones ben permanently disabled and that I would have to buy a new one (safelinks a gov. phone service). they disabled my tracfone as well claiming that its stolen, I still have phone they refuse to send a replacement due to space can not explain further	Denial	Suzanne Clarke-Milton	11/26/2014, We have resolved Mr. Ellis's matter as follows: • Mr. Ellis's Safelink service has been terminated due to harassment and we no longer wish to conduct business with Mr. Ellis.	11/26/2014	11/26/2014	Federal Communications Commission Consumer & Governmental Affairs Bureau Consumer Inquiries & Complaints Division 445 12th Street, SW Washington, D.C. 20554	Yes
Clark, Estelle	FCC	WA	14-C00627419-1	12/3/2014	1/3/2014	Ms. Clark's complaint states that she was having difficulties enrolling in the Safelink program.	Denial	Suzanne Clarke-Milton	12/25/2014, We have resolved. Ms. Clark's matter as follows: □ Ms. Clark has been successfully enrolled in the Safelink phone and the phone should be received within 7 to 10 business days.	12/25/2014	12/25/2014	Federal Communications Commission Consumer & Governmental Affairs Bureau Consumer Inquiries & Complaints Division 445 12th Street, SW Washington, D.C. 20554	Yes
Hawkins, Joyce Harriet	Attorney General	WA	456838	11/7/2014	12/7/2014	I have had cell phone service with Safelink wireless for 4 years. , before this complaint about, as of 08/01 2014 they have denied me 4 months cellphone service, due to lack of mishandling consumer and government services. I have went through the necessary chain of command on the national and state level and They have confirmed that I am eligible for Safelink services, but yet Safelink continue to say I am ineligible and refuse me 1000 minutes of cellphone service to date. I am 86 years old on limited income, living in a small town which limits me to using Safelink Wireless Service, only. Please consider this complain, "help"!	Denial	Suzanne Clarke-Milton	1/12/2015, We have contacted Ms. Hawkins and have resolved her matter as follows: • We have sent a phone to Ms. Hawkins with 350 minutes and have confirmed that the phone was received and working properly.	1/12/2015	1/12/2015	Attorney General of Washington Attn: Jessica L. Moore crcomplaints@atg.wa.gov	Yes
Brooks, Karen	FCC	WA	2342	12/19/2014	1/19/2015	Customer is having issues with Long distance	Long distance issue	Suzanne Clarke-Milton	2/23/2015, We have attempted to contact Ms. Brooks and resolve her matter as follows: • We have made multiple attempts to contact Ms. Brooks with no success. Ms. Brooks has not responded to our efforts to contact her and we are, therefore, unable to address her complaint. If you are able to reach Ms. Brooks please have her contact Suzanne Clarke-Milton at 305-715-6617. • If we had been able to reach Ms. Brooks we would have been more than happy to address her concerns.	2/23/2014	2/23/2014	VIA E-MAIL: consumercomplaints@fcc.gov Federal Communications Commission Consumer & Governmental Affairs Bureau Consumer Inquiries & Complaints Division Attn: Virgie Ingram	Yes
Ciminera, Patrick	USAC	WA	N/A	4/2/2014	5/2/2014	Mr. Ciminera's complaint states that he was having difficulties enrolling back in the Safelink program.	Denial	Suzanne Clarke-Milton	4/26/2014, We have contacted Mr. Ciminera and have resolved his matter as follows: • Mr. Ciminera has been enrolled back in the Safelink program and 250 minutes have been sent to his phone.	4/26/2014	4/26/2014	VIA E-MAIL: bstreauslin@usac.org Universal Service Administrative Company Attn: Brandi Streauslin Assistant Program Manager, Low Income	Yes
Lee, O' Yeon	USAC	WA	N/A	6/12/2014	7/12/2014	Mr. Lee's complaint states that he was having difficulties enrolling in the Safelink program.	Denial	Suzanne Clarke-Milton	6/20/2014, We have resolved Mr. Lee matter as follows: *Mr. Lee is currently under Third Party Identity Validation by NLAD; therefore Mr. Lee will need to wait for a response from NLAD on whether he has been approved or not.	6/20/2014	6/20/2014	Universal Service Administrative Company Attn: Brandi Streauslin Assistant Program Manager, Low Income bstreauslin@usac.org	Yes

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Hyden, Carolyn	USAC	WA	N/A	7/11/2014	8/11/2014	Ms. Hyden's complaint states she was de-enrolled from the SafeLink program.	Denial	Suzanne Clarke-Milton	7/19/2014, We have resolved Ms. Hyden's matter as follows: □ We have sent Ms. Hyden an application and have received the documents back; however Ms. Hyden did not check of the mandatory terms and conditions on the USAC form. We have sent the USAC form back to Ms. Hyden and as of today have not received the document back. Once we receive the USAC form back we will continue with the enrollment process.	7/19/2014	7/19/2014	Universal Service Administrative Company Attn: Brandi Streauslin Assistant Program Manager, Low Income bstreauslin@usac.org	Yes
Netz, BreeAnn	USAC	WA	N/A	7/11/2014	8/11/2014	BreeAnn Netz contacted USAC because she was told that her application was awaiting approval from NLAD. Would you mind looking in to this? If a resolution request was submitted for this consumer, please let me know and I will close it right away. Would you mind reaching out to the subscriber to let her know what is going on? Please let me know if there is anything I can do to move this process along. Thank you for your help.	Denial	Suzanne Clarke-Milton	9/6/2014, applicant has been enrolled.	E-mail	9/6/2014	Tiffany Brady Assistant Program Analyst Lifeline Program USAC (202) 772-4543 (ph) tbrady@usac.org www.usac.org	Yes