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March 25, 2021

VIA ELECTRONIC DELIVERY

Mark L. Johnson
Executive Director and Secretary
Washington Utilities and Transportation Commission
621 Woodland Square Loop SE
Lacey, WA 98503

Received
Records Management
03/25/21 09:36
State Of WASH.
UTIL. AND TRANSP.
COMMISSION

Re: Q LINK WIRELESS LLC Compliance Filing
Docket No. UT-130702

Dear Mr. Johnson:

Pursuant to Order 01 in this docket dated December 12, 2013 (Appendix A, No. 13), enclosed please find for filing Q LINK WIRELESS LLC's Annual Customer Complaint Report.

THE ENCLOSED REPORT IS CONFIDENTIAL AND Q LINK WIRELESS LLC RESPECTFULLY REQUESTS CONFIDENTIAL TREATMENT OF THE ENCLOSED INFORMATION PURSUANT TO WAC 480-07-160.

If you have any questions or if I may provide you with any additional information, please do not hesitate to contact me at 678-672-2831 or etc@telecomcounsel.com.

Respectfully submitted,

/s/ Victoria Martin

Victoria Martin
Regulatory Specialist
Expert Telecom Compliance

Enclosures
cc: Maybell Kelly

Company: Q Link Wireless, LLC

State: Washington

Docket: UT-130702

Calendar Year: 2020

Annual Lifeline Complaint Report*

<u>Nature of Complaint</u>	<u>Number of Complaints</u>
Account Change Request	24

* This report shall include complaints filed with the ETC, the Commission's Consumer Protection and Communications Section, the WA State Office of the Attorney General, and the FCC. This report shall not include calls from customers to the ETC with regard to general inquiries such as account balance, additional purchases, service availability or technical support.