

Expert Telecom Compliance
1725 Windward Concourse
Suite 150
Alpharetta, Georgia 30005

Telephone: (770) 232-9200
Facsimile: (770) 232-9208

March 25, 2020

VIA ELECTRONIC DELIVERY

Mark L. Johnson
Executive Director and Secretary
Washington Utilities and Transportation Commission
1300 S. Evergreen Park Drive SW
PO Box 47250
Olympia, WA 98504

Re: i-wireless, LLC Compliance Filing
Docket No. UT-101640

Dear Mr. Johnson:

Pursuant to Order 02 in this docket dated May 29, 2014 (Appendix A, No. 12), enclosed please find for filing i-wireless, LLC's Annual Customer Complaint Report.

THE ENCLOSED REPORT IS CONFIDENTIAL AND I-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

Received
Records Management
03/25/20 10:00
State Of WASH.
UTIL. AND TRANSP.
COMMISSION

Company: i-wireless, LLC

State: Washington

Docket: UT-101640

Calendar Year: 2019

Annual Lifeline Complaint Report*

<u>Nature of Complaint</u>	<u>Number of Complaints</u>
Customer complaint, escalation	

* 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.