Washington
ETC Subscriber Complaints Report
Calendar Year 2024

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: IM Telecom, LLC

Certificate #: Docket No. UT-240072

Date of Complaint	Type of Complaint	Complaint Description	Date Resolved	Resolution