April 3, 2018

**VIA ELECTRONIC FILING**

Mr. David Danner

Executive Director and Secretary

Washington Utilities and Transportation Commission

1300 S. Evergreen Park Drive S.W.

Olympia, WA 98504-7250

Re: Annual Customer Complaint Report of TracFone Wireless Inc., Docket No. UT-093012

Dear Mr. Danner:

The Commission’s order designating TracFone Wireless, Inc. (“TracFone”) as an eligible telecommunications carrier requires TracFone to file with the Commission, by March 31 of each year, a report on the number of complaints that it received from Washington Lifeline customers during the prior calendar year. The report is required to include complaints filed with TracFone, the Commission’s Consumer Protection and Communications Section, the Washington State Office of the Attorney General, and the Federal Communications Commission. In 2017, TracFone received the following complaints, by category:

Enrollment issues: 8

Handset complaints: 3

Service issues: 2

Please contact me if you have any questions about this submission. If you have any questions, please feel free to contact me at (305) 715-3613, or sathanson@tracfone.com.

Sincerely,



Stephen Athanson

Regulatory Counsel