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UTIL. AND TRANSP.
COMMISSION

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 2018, TracFone received the following complaints, by category:

Enrollment issues: 12
Handset complaints: 2
Service issues: 7

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,

A handwritten signature in blue ink, appearing to read "Stephen Athanson".

Stephen Athanson
Regulatory Counsel