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November 30, 2015

Mr. Steven King  
Executive Director/Secretary  
Washington Utilities & Transportation Commission  
1300 S. Evergreen Park Drive, S.W.  
Olympia, WA 98504-7250

Re: Boomerang Wireless, LLC d/b/a enTouch Wireless; UT-121610

Dear Mr. King:

Per discussions with the Staff of the Washington Utilities and Transportation Commission ("Commission"), Boomerang Wireless, LLC d/b/a enTouch Wireless ("Boomerang") submits this supplement to its Petition that was submitted to the Commission on October 28, 2015.

1. Boomerang wishes to clarify its Petition so that the Commission and the Staff understand that the purpose of the Petition is to inform the Commission of and seek approval for the addition of underlying carrier access for its wireless network. Specifically, Boomerang was designated by the Commission as an ETC in Docket No. UT-121610 by Order dated December 12, 2013 ("Designation Order"), to the extent of the service area of Boomerang's underlying carriers, being Sprint, Verizon and T-Mobile (the GSM carrier referenced in the application) at that time. Since the date of the Designation Order, Boomerang has obtained access to the AT&T network via its mobile virtual network enabler (MVNE). Accordingly, Boomerang plans to offer Lifeline service in all areas in the State of Washington that are served by its underlying carriers Sprint, Verizon, T-Mobile, and AT&T; and therefore, Boomerang requests designation statewide in all exchanges to the extent that its underlying carriers have facilities and coverage.
2. The exchanges listed in the physical coverage area provided to Boomerang by its underlying carriers Sprint, Verizon, and T-Mobile (**Revised Exhibit "A" to 2013 Amended Petition**), when the Commission issued its Designation Order has not changed with the addition of the AT&T coverage area. So as to clarify, the coverage area by exchange provided by all four underlying carriers (Sprint,

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JONES WALKER LLP

Verizon, T-Mobile and AT&T) listed as **Appendix B** to the Designation Order remains unchanged. Therefore, Boomerang is requesting that it be allowed to replace the **Exhibit "A"** that it filed with its Petition on October 28, 2015, with the **Substituted Exhibit "A"** attached hereto. The **Substituted Exhibit "A"** reflects a format change that identifies the incumbent local exchange carriers associated with the exchanges. It is the same coverage area by exchange as designated by the Commission for Boomerang in its Designation Order.

3. In conjunction with the submission of the **Substituted Exhibit "A,"** and so as to eliminate any confusion as to the designated service area for Boomerang remaining the same, Boomerang respectfully requests that it be allowed to remove the service area map identified as **Exhibit "B"** as attached to its Petition filed on October 28, 2015. There is no change in the coverage area from the coverage area provided in the Designation Order for Boomerang; therefore, removal of the **Exhibit "B"** map is requested.
4. Boomerang has updated its sample planned advertising for the State of Washington so as to remove any confusing reference to the 125 minute plan which has been discontinued and for which there are no Lifeline customers enrolled in the State of Washington. Accordingly, Boomerang is submitting a **Substituted Exhibit "C"** with the new, updated sample planned advertising, and Boomerang requests that it be filed in place of **Exhibit "C"** that was filed originally with the Petition on October 28, 2015.

Thank you for your assistance with this submission. Please do not hesitate to contact me if you have any questions regarding this matter.

Sincerely,



Stanley Q. Smith

SQS/ssb  
Enclosures

cc: Kimberley Lehrman  
Julia Redman-Carter

**Boomerang Wireless LLC d/b/a enTouch Wireless  
 Areas for Eligible Telecommunications Carrier Designation**

<u>INCUMBENT LOCAL EXCHANGE CARRIER</u>	<u>EXCHANGE</u>
ASOTIN TELEPHONE CO.	
	ANATONE
	ASOTIN
CENTURYTEL OF COWICHE, INC.	
	COWICHE
	RIMROCK
	TIETON
CENTURYTEL OF INTER-ISLAND, INC.	
	BLAKELY ISLAND
	EAST SOUND
	FRIDAY HARBOR
	LOPEZ
CENTURYTEL OF WASHINGTON, INC.	
	ALMIRA
	AMES LAKE
	ARLETTA
	ASHFORD
	BASIN CITY
	CARNATION
	CATHLAMET
	CHENEY
	CHEWELAH
	CHINOOK
	CONNELL
	COULEE CITY
	CRESTON
	CURTIS
	DAVENPORT
	EDWALL-TYLER
	ELMA
	ELTOPIA
	EUREKA
	FALL CITY
	FORKS
	FOX ISLAND
	GIG HARBOR
	HARRINGTON

<u>INCUMBENT LOCAL EXCHANGE CARRIER</u>	<u>EXCHANGE</u>
	HUMPTULIPS
	HUNTERS
	KAHLOTUS
	KETTLE FALLS
	KINGSTON
	LAKEBAY
	LAKE QUINAULT
	LIND
	LONG BEACH
	MATHEWS CORNER
	MCCLEARY
	MEDICAL LAKE
	MESA
	MONTESANO
	MORTON
	NEAH BAY
	NESPELEM
	NORTH BEND
	OCEAN PARK
	OCOSTA
	ODESSA
	ORTING
	OTHELLO
	PACIFIC BEACH
	PACKWOOD
	PUGET ISLAND
	RANDLE
	REARDAN
	RITZVILLE-BENGE
	SNOQUALMIE PASS
	SOUTH BEND
	SOUTH PRAIRIE
	SPANGLE
	SPRAGUE
	STARBUCK
	TWISP
	VADER
	VASHON
	WASHTUCNA

<u>INCUMBENT LOCAL EXCHANGE CARRIER</u>	<u>EXCHANGE</u>
	WILBUR
	WILSON CREEK
	WINTHROP
	YACOLT
ELLENSBURG TELEPHONE CO.	
	ELLENSBURG
	KITTAS
	SELAH
	THORP
	VANTAGE
FRONTIER COMMUNICATIONS NORTHWEST INC.	
	ACME-DEMING-WHATCOMCTY
	ALGER
	ANACORTES
	ARLINGTON
	BENTON CITY
	BIG LAKE
	BLAINE-BIRCH BAY-GTLD
	BOTHELL
	BURLINGTON
	BREWSTER
	BRIDGEPORT
	CAMAS-WASHOUGAL
	CASHMERE
	CHELAN
	CONCRETE
	CONWAY
	CUSTER-GTLD
	DEMING-WHATCOMCTY
	EDISON
	ENTIAT
	EVERETT
	EVERSON-GTLD
	FAIRFIELD
	FARMINGTON
	FERNDALE-GTLD
	GARFIELD
	GEORGE
	GRANITE FALLS
	GRAYLAND

<b><u>INCUMBENT LOCAL EXCHANGE CARRIER</u></b>	<b><u>EXCHANGE</u></b>
	HALLS LAKE
	KENNEWICK
	KIRKLAND
	LA CONNER
	LATAH
	LAUREL-WHATCOMCTY
	LEAVENWORTH
	LOOMIS
	LYMAN-HAMILTON
	LYNDEN
	MANSFIELD
	MAPLE FALLS
	MARBLEMOUNT
	MARYSVILLE
	MONROE
	MOLSON
	MOUNT VERNON
	NACHES
	NEWPORT
	NILE
	OAK HARBOR
	OAKESDALE
	PALOUSE
	PULLMAN
	QUINCY
	REPUBLIC
	RICHLAND
	RICHMOND BEACH
	ROCKFORD
	ROSALIA
	SEDRO WOOLLEY
	SEDRO WOOLLEY-CONTEL
	SILVER LAKE
	SKYKOMISH
	SNOHOMISH
	SOAP LAKE
	STEVENS PASS
	SULTAN
	SUMAS-GTLD

<u>INCUMBENT LOCAL EXCHANGE CARRIER</u>	<u>EXCHANGE</u>
	TEKOA
	TONASKET
	WATERVILLE
	WENATCHEE
	WESTPORT
	WOODLAND
HAT ISLAND TELEPHONE CO.	
	HAT ISLAND
HOOD CANAL TELEPHONE CO.	
	UNION
INLAND TELEPHONE CO.	
	DEWATO
	PRESCOTT
	ROSLYN
	UNION TOWN
KALAMA TELEPHONE CO.	
	KALAMA
LEWIS RIVER TELEPHONE CO., INC.	
	AMBOY
	COUGAR
	LA CENTER
	YALE
MASHELL TELECOM, INC.	
	EATONVILLE
MCDANIEL TELEPHONE CO.	
	MOSSYROCK
	SALKUM
PEND OREILLE TELEPHONE CO.	
	CUSICK
	IONE
	METALINE FALLS
PIONEER TELEPHONE CO.	
	ENDICOTT
	LACROSSE
QWEST CORPORATION	
	ABERDEEN-HOQUIAM
	AUBURN
	BAINBRIDGE ISLAND
	BATTLE GROUND

<b><u>INCUMBENT LOCAL EXCHANGE CARRIER</u></b>	<b><u>EXCHANGE</u></b>
	BELFAIR
	BELLEVUE
	BELLINGHAM-GTLD
	BLACK DIAMOND
	BREMERTON
	BUCKLEY
	CASTLE ROCK
	CENTRALIA
	CHEHALIS
	CLARKSTON
	CLE ELUM
	COLFAX
	COLVILLE
	COPALIS
	COULEE DAM
	CRYSTAL MT.
	DAYTON
	DEER PARK
	DES MOINES
	EASTON
	ELK
	ENUMCLAW
	EPHRATA
	GRAHAM
	GREEN BLUFF
	HOODSPORT
	ISSAQUAH
	KENT
	LIBERTY LAKE
	LONGVIEW-KELSO
	LOON LAKE
	MAPLE VALLEY
	MOSES LAKE
	NEWMAN LAKE
	NORTHPOINT
	OLYMPIA
	OMAK
	OROVILLE
	OTHELLO



<u>INCUMBENT LOCAL EXCHANGE CARRIER</u>	<u>EXCHANGE</u>
	PASCO
	PATEROS
	POMEROY
	PORT ANGELES
	PORT LUDLOW
	PORT ORCHARD
	PORT TOWNSEND
	PUYALLUP
	RENTON
	RIDGEFIELD
	ROCHESTER
	ROY
	SEATTLE
	SEQUIM
	SHELTON
	SILVERDALE
	SPOKANE
	SPRINGDALE
	SUMNER
	TACOMA
	TACOMA WAVERLY
	TOUCHET
	VANCOUVER
	WAITSBURG
	WALLAWALLA
	WARDEN
	WINLOCK
	YAKIMA
SKYLINE TELECOM COMPANY	
	MT. HULL
ST. JOHN TELEPHONE CO.	
	ST JOHN
TENINO TELEPHONE CO.	
	BUCODA
	TENINO
TOLEDO TELEPHONE CO., INC.	
	TOLEDO

<u>INCUMBENT LOCAL EXCHANGE CARRIER</u>	<u>EXCHANGE</u>
UNITED TELEPHONE - NORTHWEST	CHIMACUM-CENTER
	COLUMBIA
	DALLESPORT
	GLENWOOD
	GOLDENDALE
	GRANDVIEW
	GRANGER
	HARRAH
	HOOD CANAL
	KLICHTITAT
	LYLE
	MABTON-BICKLETON
	MATTAWA
	PATERSON
	PORT ANGELES-GARDINER
	POULSBO
	PROSSER
	ROOSEVELT
	STEVENSON
	SUNNYSIDE
	TOPPENISH-ZILLAH
	TROUT LAKE
	WAPATO
	WHITE SALMON
	WHITE SWAN
	WHITSTRAN
	WILLARD
WESTERN WAHKIAKUM COUNTY TELEPHONE CO.	
	GRAYS RIVER
	NASELLE
WESTGATE COMMUNICATIONS	
	STEHEKIN
WHIDBEY TELEPHONE CO.	
	POINT ROBERTS
	SOUTH WHIDBEY
YCOM NETWORKS, INC.	
	RAINER
	YELM

# FREE

**PHONE**

*Not a Lifeline supported benefit.  
Provided by enTouch Wireless.*

**INTERNET**

*Supported by Lifeline benefit.  
A government sponsored program.*

**MINUTES!**

*Supported by Lifeline benefit.  
A government sponsored program.*

**YOU MAY BE ELIGIBLE FOR THIS BENEFIT IF YOU PARTICIPATE IN:  
FOOD STAMPS · MEDICAID · FREE LUNCH · PUBLIC HOUSING · SSI · OR MEET INCOME REQUIREMENTS**

**DATE:** \_\_\_\_\_

**PLACE:** \_\_\_\_\_

**TIME: (M-F)** \_\_\_\_\_  
**(Sat)** \_\_\_\_\_



enTouch Wireless  
will provide a  
**FREE  
PHONE**



*(Not a Lifeline supported benefit)*



Lifeline is a government assistance program.  
enTouch Wireless represents the Lifeline service in your state.  
**PLEASE NOTE:** You have to be eligible to receive Lifeline services. A current government benefit card or income document and your government issued ID is needed to sign up. Lifeline is available to only one person per household. When you receive this service, you cannot transfer it to another person. 911 Emergency Service is available where wireless service is located, which can be reduced by buildings, weather, snow/ice, etc. If your phone is out of range in an emergency dial 911 from a landline phone.

After contacting Customer Service, you may address your unresolved complaint to:  
**Washington Attorney General Consumer Protection**  
800 5th Ave, Suite 2000 • Seattle, WA • 98104-3188  
Toll Free: 1.800.361.4838 (in Washington only)  
Local Phone: 206.454.6304  
Washington State Relay Service  
for the Hearing Impaired: 1.800.833.6368  
[www.wa.gov](http://www.wa.gov)

# 11301

**CALL NOW!**

[www.entouchwireless.com](http://www.entouchwireless.com)

**844.891.1800**

Event Flyer - 8.5" x 11"  
Event Poster - 11" x 17"



IF YOU HAVE A COMPLAINT THAT IS UNSETTLED AFTER WORKING  
WITH CUSTOMER SERVICE, YOU MAY CONTACT:

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## **Washington Attorney General Consumer Protection**

800 5<sup>th</sup> Ave. Suite 2000  
Seattle, WA • 98104-3188

**Toll Free:**

1.800.551.4636 (in WA only)

**Local Phone:**

206.464.6684

**Washington State Relay  
Service for the Hearing Impaired:**

1.800.833.6388

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[www.atg.wa.gov](http://www.atg.wa.gov)

11304



**Lifeline Self-Certification Form**

To enroll in the Lifeline America program you need to complete this form. The information is used to certify with the Federal Communications Commission that you are participating in Lifeline with us.

**Lifeline Service Disclosure**

Lifeline is a government assistance program and willfully making false statements to obtain the benefit can result in fines, imprisonment, de-enrollment or being barred from the program. Only one Lifeline benefit is available per household. A household is defined, for purposes of the Lifeline program, as any individual or group of individuals who live together at the same address and share income and expenses. Violation of the one per household limitation constitutes a violation of the Federal Communications Commission's rules and will result in your de-enrollment from the program, and Lifeline is a non-transferable benefit and you may not transfer this benefit to any other person, regardless if they qualify for Lifeline.

**Certifications: I have proof of participation in one of the following public assistance programs (check one):**

Supplemental Nutrition Assistance Program (SNAP)	National School Lunch Program (NSL) (Free Program Only)
Supplemental Security Income (SSI)	Medicaid
Low-Income Heat & Energy Assistance (LIHEAP)	Food Distribution Program on Indian Reservations.
Section 8 Federal Public Housing Assistance	Tribally administered TANF
Temporary Assistance for Needy Families (TANF)	Bureau of Indian Affairs General Assistance
	Tribally administered Head Start (meeting the income qualifications of Head Start.)

There may be additional programs listed for various states. See state specific Lifeline application for a full list of programs.

My household income is at or below 135% of 2015 federal poverty guidelines. I provided documentation confirming my household income level.

# Persons in Household	Income	# Persons in Household	Income
1	\$15,890	4	\$32,738
2	\$21,506	5	\$38,354
3	\$27,122	6	\$43,970

Incomes above reflect 135% FPG for income. See state specific Lifeline application to reflect 150% FPG for income for applicable states.

**Signature (Read, Initial & Sign)**

\_\_\_\_\_(init) I acknowledge and consent to enTouch Wireless divulging my name, telephone number, address, date of birth, last four digits of SSN or Tribal ID, amount of support being sought, means of qualification for support, and dates of service initiation and termination to the Universal Service Administrative Company (the administrator of the program) and/or its agents for the purpose of verifying that the subscriber does not receive more than one Lifeline benefit. In the event that USAC identifies me as receiving more than one Lifeline subsidy per household, I acknowledge and understand that all carriers may be notified so that I may select one service and be de-enrolled from the other.

\_\_\_\_\_(init) I meet the income-based or program-based eligibility criteria for receiving Lifeline service and have provided documentation of eligibility if required to do so.

\_\_\_\_\_(init) I understand that Lifeline is a federal government benefit program and that willfully making false statements in order to obtain this benefit can be punished by fine or imprisonment or I may be barred from the program.

\_\_\_\_\_(init) My household will receive no more than one Lifeline-supported service. Lifeline service is available for only one subscription per household. A household is defined, for purposes of the Lifeline program, as any individual or group of individuals who live together at the same address and share income and expenses. A household is not permitted to receive Lifeline benefits from multiple providers. I understand that violation of the one-per-household requirement constitutes a violation of the FCC's rules and will result in my de-enrollment from the program, and could result in criminal prosecution by the United States government.

\_\_\_\_\_(init) I understand that I must notify enTouch Wireless and provide my new address within 30 days of moving.

\_\_\_\_\_(init) If I do not have a permanent address and have supplied instead a temporary address above, I understand that enTouch Wireless will attempt to verify every 90 days that I continue to rely on that address, and that I must notify enTouch Wireless within 30 days of my new address after moving. If I do not respond to enTouch Wireless' address verification attempts within 30 days, I understand that I may be de-enrolled from enTouch Wireless' Lifeline service.

\_\_\_\_\_(init) I understand that I must notify enTouch Wireless within 30 days if (1) I cease to participate in a federal or state qualifying program or my annual household income exceeds 135% (150% for AZ, KS, MI, OH, TX) of the federal poverty guidelines; (2) I receive more than one Lifeline-supported service; or (3) Another member of my household is receiving a Lifeline benefit or (4) I for any other reason no longer satisfy the criteria for receiving Lifeline support. I understand that I will be subject to penalties if I fail to follow this notification requirement, including being de-enrolled from the Lifeline program.

\_\_\_\_\_(init) I understand and acknowledge that Lifeline service is a non-transferable benefit and that I may not transfer my service to any other individual, including another low-income consumer.

\_\_\_\_\_(init) I acknowledge that I will be required to re-certify my eligibility for Lifeline benefits annually, and I may be required to re-certify my continued eligibility for Lifeline at any time, and that failure to do so will result in the termination of my Lifeline benefits.

\_\_\_\_\_(init) I hereby authorize the Company to send text messages to my Company provided wireless number about my Lifeline benefit. Text messages sent by the Company will not decrement my available wireless minutes or texts. Standard voice, data and text rates will apply to all messages to and from anyone other than the Company.

\_\_\_\_\_(init) I attest under penalty of perjury that the information herein is true and correct to the best of my knowledge.

Item #11652

## Lifeline Free Monthly Minutes

Choose Your Plan: Choose one of the following plans. This plan will be reloaded to your phone monthly as long as you are eligible & certified.

FEATURE/ DESCRIPTION	250 FREE MONTHLY MINUTES	TRIBAL
		1000 PLUS BUNDLE PLAN
Local Calls	Y	Y
National Long Distance	Y	Y
Voicemail	Y	Y
Nationwide Text	Y - 1 text = 1 min.	Y - 1 text = 1 min.
Free 411	Y	Y
Data Enabled (website and email)	Y	Y
Carry Over Minutes Month to Month	N	N

## Top Up with Airfair

*need more talk & text or data?*

Look for these brands at your nearest retailer or call Customer Service to top up.



enTouch Customer Service:  
**866.488.8719**



Find top ups at a Airfair Retailer near you!  
**www.entouchwireless.com**



Price	Talk/Text Units	Data	Days
\$5	0	100mb	30
\$10	0	500mb	30
\$20	1500	0	30
\$30	Unlimited*	0	30
\$50	Unlimited*	4gb	30

1 Unit = 1 Text or 1 Voice Minute  
\* Subject to the 3000 units and Acceptable Use Policy

For the complete Terms of Service go to [entouchwireless.com](http://entouchwireless.com) or call Customer Service at 866-488-8719 or dial 611 free from your Lifeline phone.

Lifeline is a government assistance program. enTouch Wireless represents the Lifeline service in your state.

PLEASE NOTE: You have to be eligible to receive Lifeline services. A current government benefit card or income document and your government issued ID is needed to sign up. Lifeline is available to only one person per household. When you receive the service, you cannot transfer it to another person. 911 Emergency Service is available where wireless service is located, which can be reduced by buildings, weather, mountains, etc. If your phone is out of range in an emergency dial 911 from a landline phone.

# WANT MORE?



*Not a Lifeline supported benefit.*

Price	Talk/Text Units	Data	Days
\$5	0	100mb	30
\$10	0	500mb	30
\$20	1500	0	30
\$30	Unlimited*	0	30
\$50	Unlimited*	4gb	30

1 Unit = 1 Text or 1 Voice Minute

Rates are subject to change without notice

\* Subject to the 3000 units and Acceptable Use Policy

### LOCATIONS WHERE YOU CAN TOP UP WITH AIRFAIR:

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Call Customer Service to Top Up:

**866.488.8719**



Visit us to find your local retailer:

**www.airfairmobile.com**





## Terms of Service - Summary

Lifeline is a government sponsored benefit. You can receive a discount on your phone service.

Terms of Service for Communication Services - Effective as of May 6, 2013 until replaced. The Terms of Service are part of your agreement with enTouch Wireless for Mobile Services.

**Use of Services and Equipment:** Services and equipment may not be used for any unlawful, fraudulent or abusive purpose. enTouch Wireless service is for personal use only.

**Phone Number:** We assign telephone numbers and other personal identifiers in connection with the Services. You do not have any property right to your phone number. It may be changed or reassigned.

**Phones and Other Equipment:** The only warranties on the phones or other equipment are any limited warranties extended by the manufacturers.

**Lost or Stolen Equipment:** If your phone or other equipment is lost or stolen, you must notify us by calling enTouch Wireless Customer Service. You are responsible for all charges for Services provided to the Number for the lost or stolen equipment. We will deactivate Services to the Number upon notification to us of any loss or theft. If the equipment is later found, we may require that you exchange it for another phone or other equipment before we reactivate Services (if we do reactivate Services), as well as require you to pay a reactivation or replacement fee of \$25.00.

**Service, Prepaid Services:** Upon certification of eligibility, and continuing eligibility, you will receive free voice services. This positive account balance will be applied every 30 days on the anniversary of your service activation. You must maintain an ACTIVE ACCOUNT every 60 days: by having voice usage (inbound or outbound); by buying additional product; or by responding affirmatively to our queries regarding your desire to continue to receive services. You are required to recertify annually.

**Misuse of Service:** You have certified your eligibility to receive free services under the federally funded Lifeline program. If your eligibility to participate in this program changes, you agree to immediately notify enTouch Wireless at 1.866.488.8719. Lifeline is a non-transferable benefit. You agree not to use the service or modify your handset in any fraudulent, unlawful, harassing, or abusive purpose, or in such a way as to create damage or risk to our business.

**Exchange Policy:** Defective handsets or other defective equipment provided at no cost to you may be eligible for exchange. To exchange a defective handset, please call Customer Service at 1.866.488.8719 to obtain a Return Authorization and shipping instructions.

**Concerns, Complaints or Disputes:** If you have questions, concerns, comments or complaints, please contact enTouch Wireless at [www.entouchwireless.com](http://www.entouchwireless.com) or call Customer Care by dialing 611 from your cell phone (does not use your Lifeline minutes) or dialing 1-866-488-8719 from another phone.

**Termination of Access:** enTouch Wireless may terminate your access without notice, for any conduct that enTouch Wireless, in its sole discretion, believes to be harmful: to individual users; to enTouch Wireless or any of its affiliates; to any rights of enTouch Wireless or any third party; or that violate applicable laws.

### Plan Offerings & Rates:

FEATURE / DESCRIPTION	250 FREE MONTHLY MINUTES	TRIBAL
		1000 PLUS BUNDLE PLAN
Local Calls	Y	Y
National Long Distance	Y	Y
Voicemail	Y	Y
Nationwide Text	Y - 1 text = 1 min.	Y - 1 text = 1 min.
Free 411	Y	Y
Data Enabled (website and email)	Y	Y
Carry Over Minutes Month to Month	N	N

Plans available may vary by state. See state specific Lifeline application for available plans.

Lifeline is a government assistance program. enTouch Wireless represents the Lifeline service in your state.

PLEASE NOTE: You have to be eligible to receive Lifeline services. A current government benefit card or income document and your government issued ID is needed to sign up. Lifeline is available to only one person per household. When you receive the service, you cannot transfer it to another person. 911 Emergency Service is available where wireless service is located, which can be reduced by buildings, weather, mountains, etc. If your phone is out of range in an emergency dial 911 from a landline phone.

Item #11598



## DISCLOSURES

**YOU WILL HAVE TO VERIFY AND SIGN THIS DISCLOSURE FORM  
IN ORDER TO RECEIVE YOUR LIFELINE PHONE**

I acknowledge and consent to enTouch Wireless divulging my name, telephone number, address, date of birth, last four digits of SSN or Tribal ID, amount of support being sought, means of qualification for support, and dates of service initiation and termination to the Universal Service Administrative Company (the administrator of the program) and/or its agents for the purpose of verifying that the subscriber does not receive more than one Lifeline benefit. In the event that USAC identifies me as receiving more than one Lifeline subsidy per household, I acknowledge and understand that all carriers may be notified so that I may select one service and be de-enrolled from the other.

I meet the income-based or program-based eligibility criteria for receiving Lifeline service and have provided documentation of eligibility if required to do so.

I understand that Lifeline is a federal government benefit program and that willfully making false statements in order to obtain this benefit can be punished by fine or imprisonment or I may be barred from the program.

My household will receive no more than one Lifeline-supported service. Lifeline service is available for only one subscription per household. A household is defined, for purposes of the Lifeline program, as any individual or group of individuals who live together at the same address and share income and expenses. A household is not permitted to receive Lifeline benefits from multiple providers. I understand that violation of the one-per-household requirement constitutes a violation of the FCC's rules and will result in my de-enrollment from the program, and could result in criminal prosecution by the United States government.

I understand that I must notify enTouch Wireless and provide my new address within 30 days of moving.

If I do not have a permanent address and have supplied instead a temporary address above, I understand that enTouch Wireless will attempt to verify every 90 days that I continue to rely on that address, and that I must notify enTouch Wireless within 30 days of my new address after moving. If I do not respond to enTouch Wireless' address verification attempts within 30 days, I understand that I may be de-enrolled from enTouch Wireless' Lifeline service.

I understand that I must notify enTouch Wireless within 30 days if (1) I cease to participate in a federal or state qualifying program or my annual household income exceeds 135% (150% for AZ, KS, MI, OH, TX) of the federal poverty guidelines; (2) I receive more than one Lifeline supported service; or (3) Another member of my household is receiving a Lifeline benefit or (4) I for any other reason no longer satisfy the criteria for receiving Lifeline support. I understand that I will be subject to penalties if I fail to follow this notification requirement, including being de-enrolled from the Lifeline program.

I understand and acknowledge that Lifeline service is a non-transferable benefit and that I may not transfer my service to any other individual, including another low-income consumer.

I acknowledge that I will be required to re-certify my eligibility for Lifeline benefits annually, and I may be required to re-certify my continued eligibility for Lifeline at any time, and that failure to do so will result in the termination of my Lifeline benefits.

I hereby authorize enTouch Wireless to send text messages to my enTouch Wireless number about my Lifeline benefit. Text messages sent by enTouch Wireless will not decrement my available wireless minutes or texts. Standard voice, data and text rates will apply to all messages to and from anyone other than the Company.

I attest under penalty of perjury that the information herein is true and correct to the best of my knowledge.

[www.entouchwireless.com](http://www.entouchwireless.com)

1119



## Eligibility Requirements

Lifeline is a government sponsored benefit. You can receive a discount on your phone service.

**1) You, or one of your dependents, participates in one of these programs:**

Supplemental Nutrition Assistance Program (SNAP)	State Family Assistance
Supplemental Security Income (SSI)	Medicaid
General Assistance (GA-U, GA-X)	Tribally administered TANF
Refugee Assistance	Bureau of Indian Affairs General Assistance
Temporary Assistance for Needy Families (TANF)	Food Distribution Program on Indian Reservations
Tribally administered Head Start (meeting the income qualifications of Head Start.)	Community Options Program Entry System (COPES)
Chore Services	Medical Assistance

**2) Limit 1 Lifeline benefit per household.**

One Lifeline program (wireline or wireless) per household. Household is defined as an individual or group of individuals living together at the same address as one economic unit.

**3) If I am not in qualifying program, I may participate if income qualified.**

# Persons in Household	Income	# Persons in Household	Income
1	\$15,890	4	\$32,738
2	\$21,506	5	\$38,354
3	\$27,122	6	\$43,970

Incomes above reflect 135% FPG for income.

**4) Must have valid physical address.**

Notify us immediately of any change of address by calling customer service.

**5) Cannot choose phone model or phone number.**

You are not able to choose the free handset, trade free handsets, or choose the phone number on the free handset.

**6) Keep Active: Use your phone every 60 days to keep Lifeline benefit active.**

**7) Must be truthful in application process.**

**WARNING:** If you make false statements to gain benefits, you can be punished by fine or imprisonment or you can be barred from the Lifeline program.

**8) Complete the application. Personal documents required.**

Complete the application truthfully & accurately.

**Documentation for application process:** Proof of identity (i.e. Government Issued ID).

**Program eligibility documentation:** Current statement of benefits from qualifying program, notice letter of participation, program document (i.e. SSI Card), income eligibility documents (i.e. Tax Return, Paycheck Stub, VA Benefit Statements).

**9) Recertify annually that you remain eligible for the Lifeline benefits.**

Once you receive the Lifeline benefit, you must complete the annual recertification process. Learn more in your welcome package.

If you have a complaint that is unsettled after working with Customer Service, you may contact your state commissioner at:

Washington Attorney General Consumer Protection  
800 8th Ave, Suite 2000 • Seattle, WA • 98104-3188  
Toll Free: 1.800.851.4636 (in Washington only) • Local Phone: 206.464.6694  
Washington State Relay Service for the Hearing Impaired: 1.800.833.6386  
www.atg.wa.gov

#11302

# YOU WILL NEED:



**YOU WILL NOT QUALIFY FOR A FREE PHONE  
IF YOU DO NOT HAVE THESE DOCUMENTS.**



## GOVERNMENT ISSUED PHOTO ID



SAMPLE

- DRIVERS LICENSE
- TRIBAL ID



## PROGRAM ELIGIBILITY DOCUMENT



SAMPLE

- MEDICAID CARD
- SNAP CARD
- FREE LUNCH
- PUBLIC HOUSING VOUCHER
- SSI CARD



## GOVERNMENT ID NUMBER



SAMPLE

**LAST  
4 NUMBERS  
OF SOCIAL  
SECURITY #  
OR TRIBAL ID #**

**Abbreviated Terms of Service for Communication Services**

Effective as of 5/6/13 until replaced.

**The Terms of Service are part of your agreement with enTouch Wireless for Mobile Services.**

**Use of Services and Equipment:** Services and equipment may not be used for any unlawful, fraudulent or abusive purpose, enTouch Wireless service is for personal use only.

**Phone Number:** We assign telephone numbers and other personal identifiers in connection with the Services. You do not have any property right to your phone number. It may be changed or reassigned.

**Phones and Other Equipment:** The only warranties on the phones or other equipment are any limited warranties extended by the manufacturers.

**Lost or Stolen Equipment:** If your phone or other equipment is lost or stolen, you must notify us by calling enTouch Wireless Customer Support. You are responsible for all charges for Services provided to the Number for the lost or stolen equipment. We will deactivate Services to the Number upon notification to us of any loss

or theft. If the equipment is later found, we may require that you exchange it for another phone or other equipment before we reactivate Services (if we do reactivate Services), as well as require you to pay a reactivation or replacement fee of \$25.00.

**Service, Prepaid Services:** Upon certification of eligibility, and continuing eligibility, you will receive free voice services. This positive account balance will be applied every 30 days on the anniversary of your service activation. You must maintain an ACTIVE ACCOUNT every 60 days: by having voice usage (inbound or outbound); by buying additional product; or by responding affirmatively to our queries regarding your desire to continue to receive services. You are required to recertify annually.

**Misuse of Service:** You have certified your eligibility to receive free services under the federally funded Lifeline program. If your eligibility to participate in this program changes, you agree to immediately notify enTouch Wireless at 1.866.488.8719. Lifeline is a non-transferable benefit. You agree not to use the service or modify your handset in any fraudulent, unlawful, harassing, or abusive

purpose, or in such a way as to create damage or risk to our business.

**Exchange Policy:** Defective handsets or other defective equipment provided at no cost to you may be eligible for exchange within 30 days of receiving the device. To exchange a defective handset, please call Customer Support at 1.866.488.8719 to obtain a Return Authorization and shipping instructions.

**Concerns, Complaints or Disputes:** If you have questions, concerns, comments or complaints, please contact enTouch Wireless at [www.entouchwireless.com](http://www.entouchwireless.com) or call Customer Support by dialing 611 from your cell phone (does not use your Lifeline minutes) or dialing 1-866-488-8719 from another phone.

**Termination of Access:** enTouch Wireless may terminate your access without notice, for any conduct that enTouch Wireless, in its sole discretion, believes to be harmful to individual users; to enTouch Wireless or any of its affiliates; to any rights of enTouch Wireless or any third party; or that violate applicable laws.

For the complete Terms of Service visit [www.entouchwireless.com](http://www.entouchwireless.com).

**State Commission Contact:**

For unresolved questions or complaints you may contact the applicable state commission or contact.

**Arizona Corporation Commission**  
1200 W. Washington St. - Phoenix, AZ 85007  
Local: 602.542.4251 Toll Free: 800.222.7000

**Colorado Public Utilities Commission Consumer Affairs**  
1560 Broadway - Suite 250 - Denver, Colorado 80202  
Toll Free: 800.456.0858 Fax: 303.894.2532  
E-mail: [dora\\_puc\\_complaints@state.co.us](mailto:dora_puc_complaints@state.co.us)

**Kansas Corporation Commission, Office of Public Affairs and Consumer Protection**  
1500 SW Arrowhead Road - Topeka, KS 66604  
Topeka: 785.271.3140 Toll Free: 800.682.0027  
Hearing/speech Impaired at TDD Kansas Relay Center: 800.766.3777

**Minnesota Public Utilities Commission**  
121 7<sup>th</sup> Place E. - Suite 350 - Saint Paul, MN 55101-2147  
Toll Free: 800.657.3782 Fax: 651.297.7073

**Oklahoma Corporation Commission**  
P.O. Box 52000 - Oklahoma City, OK 73152-2000  
Local: 405.521.2331 Toll Free: 800.522.8154

**Washington State Office of the Attorney General**  
800 5<sup>th</sup> Ave, Suite 2000 - Seattle, WA - 98104-3188  
Toll Free: 1.800.551.4636 (in Washington only)  
Local Phone: 206.464.6684  
Washington State Relay Service for the Hearing Impaired: 1.800.833.6388  
[www.atg.wa.gov](http://www.atg.wa.gov)



Contact Us

[www.entouchwireless.com](http://www.entouchwireless.com) | 866.488.8719

Save this information!

Phone #: \_\_\_\_\_

My ESN: \_\_\_\_\_

Anniversary Date\*: \_\_\_\_\_



866.488.8719



\*Your minutes will be added every 30 days from this date.  
\*Sus minutos estaran agregados cada 30 dias desde esta fecha.

What happens now?

**What should I do when I receive my phone?**

When you receive your phone in the mail, follow the instructions below. Once you call to Activate, your Lifeline Minutes will be activated on your phone.

**What features come with my phone?**

You will have excellent coverage with national wireless networks. Free 411 calls, Voicemail, Call Forwarding, Three Way Calling, Data Enabled & other features.

**What do I receive with my service?**

You will receive your free handset that is loaded monthly with your Lifeline Minutes. Every 30 days after your activation date, your balance will automatically reload on your phone as long as you have an ACTIVE ACCOUNT. If you have not used your phone in 60 days your Lifeline service will be deactivated.

**Can I get more minutes, text or data?**

You can add voice minutes, texts, and data at any time. See backside for more talk, text & data plans. Look for these brands to top up with at your local retailers or call Customer Support at 866.488.8719 to top up.

Welcome to enTouch!



An approved California LifeLine Program provider.

1 Welcome to the California LifeLine Programs.

enTouch Wireless is a Federal Lifeline and California LifeLine program provider.

**Activate Phone:** When you receive notification of your California LifeLine approval, activate your benefit by dialing 319.471.4802.

**Phone Number:** Your phone number is located on the inside of the battery door and circled on the outside sticker of the bag you received your phone in.

**FREE Minutes:** You get free minutes monthly. Minutes will automatically reload on your anniversary date.

**Keep Active:** Use your phone regularly to keep plan active. No use in 60 days will deactivate your device.

**Check Balance:** Dial 611 on your LifeLine phone. Press 1 to hear balance.

**Your Phone Company is enTouch Wireless powered by Boomerang Wireless.**

**Questions?** Dial 611 on your LifeLine phone or call 866.488.8719 from a land line phone.

**Active el Teléfono:** Cuando recibe su notificación de su abrobación de California LifeLine, puede activar su beneficio llamando al 319.471.4802.

**Número de Teléfono:** Su número de teléfono se indica en el interior de la tapa de la batería y también está encerrado en un círculo en la etiqueta exterior de la bolsa en que le entregaron su teléfono.

**Minutos GRATIS:** Cada mes, minutos gratis. Los minutos se cargan automáticamente cada mes en su fecha de aniversario.

**Manténgalo Activo:** Use el teléfono con regularidad para mantener activo su plan. Su dispositivo se desactivará si no lo usa en 60 días.

**Compruebe:** Marque 611 desde su telefono LifeLine. Presione 1 para escuchar el balance.

**Su Compañía de Teléfono es enTouch Wireless powered by Boomerang Wireless.**

**Preguntas?** Marque 611 desde su teléfono LifeLine o llame 866.488.8719 desde un teléfono.

2 Questions? Access Information from Your Phone.

Dial 611 from your California LifeLine phone or call 866.488.8719.

¿Tiene preguntas? Marque 611 desde su teléfono Federal Lifeline o California LifeLine o llame 866.488.8719.

1 Press 1 to hear your air time balance.

Presione 1 para escuchar su balance de minutos.

2 Press 2 to add minutes to your cell phone.

Presione 2 para añadir minutos a su telefono celular.

3 Press 3 for assistance with your phone.

Presione 3 para obtener ayuda con su telefono.

4 Press 4 to find out your anniversary date.

Presione 4 para saber su fecha de aniversario.

3 Want More Talk, Text or Data?

¿Necesita más minutos?

Es fácil añadirle minutos a su teléfono. Vea los detalles del plan al dorso.

Upgrade to Unlimited California LifeLine plans. Follow the directions below to top up through Customer Service or at your local retailer.



Customer Service:

Dial 611 on your California LifeLine phone or call 866.488.8719 from a land line phone. Debit or credit card required.

Marque 611 desde su teléfono California LifeLine o llame 866.488.8719. Se requiere tarjeta de débito o de crédito.



Retail:

Check our website for a retail location near you | [www.airfairmobile.com](http://www.airfairmobile.com)

Tiendas: Busque las tarjetas de recarga en las siguientes tiendas locales.



price	talk/text units	DATA	days
\$5	0	100mb	30
\$10	0	500mb	30
\$20	unlimited	100mb	30 *
\$30	unlimited	4gb	30 *

1 UNIT = 1 TEXT or 1 VOICE MINUTE  
Rates are subject to change without notice.  
\* California LifeLine plans.



955 Kacena Rd, Ste A  
Hiawatha, IA 52233

email: [support@entouchwireless.com](mailto:support@entouchwireless.com)



866.488.8719

[www.entouchwireless.com](http://www.entouchwireless.com)

# Need More Talk, Text or Data?



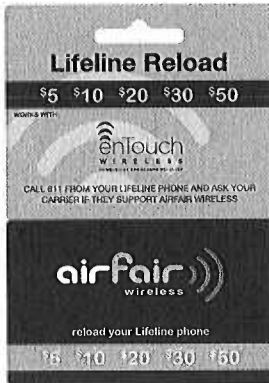
**Customer Support:**  
**866.488.8719**

Dial 611 on your Lifeline phone or call  
866.488.8719 from a landline phone.  
*Debit or Credit Card required.*

Price	Talk/Text Units	Data	Days
\$5	0	100mb	30
\$10	0	500mb	30
\$20	1500	0	30
\$30	Unlimited*	0	30
\$50	Unlimited*	4gb	30

1 Unit = 1 Text or 1 Voice Minute

\* Subject to the 3000 units and Acceptable Use Policy



**Retail Stores:**  
Look for the following reload  
cards at local retailers. Call  
Customer Support to locate a  
retailer nearest you or visit  
[www.airfairmobile.com](http://www.airfairmobile.com)

**Top Up at your local 7 Eleven Store**



Item #11171 - 11.5.15

Airfair Bag Insert - 5.5" x 4.25"