

FREE

PHONE SERVICE

Supported by Federal Lifeline benefit a Government sponsored program.

APPLY IN PERSON!

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

DATE: _____

TIME: _____

PLACE: _____



 **enTouch WIRELESS**
POWERED BY BOOMERANG WIRELESS

AN APPROVED LIFELINE PROGRAM PROVIDER.

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 and is not transferable to another person. Willfully making a false statement to obtain the Lifeline benefit is punishable by fines, imprisonment or being barred from the program. 911 calls can be placed from your handset even if no minutes are available. 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.

CALL NOW! entouchwireless.com

#11808

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FREE
PHONE

UPGRADE
YOUR
PHONE

BRING
YOUR
OWN
PHONE

MORE
TALK, TEXT
& DATA!



APPLY NOW AT ENTOUCHWIRELESS.COM

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PLANS

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

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

250 FREE MONTHLY MINUTES

Local Calls	Y
National Long Distance	Y
VoiceMail	Y
Nationwide Text	Y - 1 Text = 1 min.
Free 411	Y
Data Enabled (web and email)	10mb
Carry Over Minutes Month to Month	N

TRIBAL 1100 PLUS BUNDLE PLAN

Local Calls	Y
National Long Distance	Y
VoiceMail	Y
Nationwide Text	Y - 1 Text = 1 min.
Free 411	Y
Data Enabled (web and email)	100mb
Carry Over Minutes Month to Month	N

*This must occur on Fridays. Recipients of 2500 minutes to receive the Tribal 1100 Plus Bundle Plan.

TOP UP

CALL 611 TO TOP UP FROM YOUR PHONE

TOP UP ONLINE
WWW.ENTOUCHWIRELESS.COM

PURCHASE AT RETAIL



Find your local retail locations at:
www.entouchwireless.com



DISCLOSURES

YOU WILL HAVE TO COMPLY WITH THE DISCLOSURES BELOW TO RECEIVE YOUR LIFELINE BENEFIT.

TERMS OF SERVICE FOR COMMUNICATION SERVICES: The Terms of Service are part of your agreement with onTouch Wireless for Mobile Services. For a complete Terms and Conditions visit www.ontouchwireless.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: 602.542.4261 Toll Free: 602.222.7000
- Colorado Public Utilities Commission Consumer Affairs 1650 Broadway Suite 260 Denver Colorado 80202 Toll Free: 800.458.0554 Fax: 303.859.2532 Email: doc@coloradops.com
- Kansas Corporation Commission, Office of Public Affairs and Consumer Protection 1500 SW Arrowhead Road Topeka, KS 66604 Topeka: 785.971.3140 Toll Free: 800.692.0027 Hearing / Speech Impaired at TDD Kansas Relay Center: 800.788.3777
- Minnesota Public Utilities Commission 121 7th Place E - Suite 350 - Saint Paul, MN 55101-2147 Toll Free: 800.657.3767 Fax: 651.297.7073
- Oklahoma Corporation Commission P.O. Box 62000 - Oklahoma City, OK 73168-2000 Local: 405.521.7331 Toll Free: 800.622.9164
- Washington State Office of the Attorney General 800 5th Ave. Suite 2000 - Seattle, WA - 98104-3188 Toll Free: 1.800.651.4539 or via relay (979) Local Phone: 206.464.6564 Washington State Relay Service for the Hearing Impaired: 1.800.833.8383 www.wa.gov

IMPORTANT

TERMINOS Y CONDICIONES PARA LOS SERVICIOS DE COMUNICACION: Los términos de servicio son parte de su acuerdo con onTouch Wireless para servicios móviles. Para obtener los términos y condiciones completos, visite www.ontouchwireless.com.

CONTACTO DE LA COMISIÓN DEL ESTADO: Para preguntas o quejas que no se hayan resuelto, póngase en contacto con la comisión del estado aplicable o con:

- Arizona Corporation Commission 1200 W. Washington St. Phoenix, AZ 85007 Local: 602.542.4261 Toll Free: 602.222.7000
- Colorado Public Utilities Commission Consumer Affairs 1650 Broadway Suite 260 Denver Colorado 80202 Toll Free: 800.458.0554 Fax: 303.859.2532 Email: doc@coloradops.com
- Kansas Corporation Commission, Office of Public Affairs and Consumer Protection 1500 SW Arrowhead Road Topeka, KS 66604 Topeka: 785.971.3140 Toll Free: 800.692.0027 Hearing / Speech Impaired at TDD Kansas Relay Center: 800.788.3777
- Minnesota Public Utilities Commission 121 7th Place E - Suite 350 - Saint Paul, MN 55101-2147 Toll Free: 800.657.3767 Fax: 651.297.7073
- Oklahoma Corporation Commission P.O. Box 62000 - Oklahoma City, OK 73168-2000 Local: 405.521.7331 Toll Free: 800.622.9164
- Washington State Office of the Attorney General 800 5th Ave. Suite 2000 - Seattle, WA - 98104-3188 Toll Free: 1.800.651.4539 or via relay (979) Local Phone: 206.464.6564 Washington State Relay Service for the Hearing Impaired: 1.800.833.8383 www.wa.gov

ELIGIBILITY PROGRAMS & INCOME LEVELS

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

Visit our website at www.ontouchwireless.com for a complete list of guidelines. States at 150% of Federal Poverty Guidelines are AZ, KS, MI, OH, TX.

# Persons in Household	Income	# Persons in Household	Income
1	\$16,038	6	\$38,394
2	\$21,627	7	\$49,586
3	\$27,216	8	\$55,202

Add \$5,616 per additional person above 8 to determine income guidelines.

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FREE 411 DIRECTORY ASSISTANCE

FREE - NO EXTRA FEES! Dial 411 from your phone. Voice prompts help you through your search. Call to find your nearest 7-Eleven for top up or to find your local doctor, government office, school and other services. Standard phone connection and text rates apply.



Abbreviated Terms of Service for Communication Services

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

Acceptable Use Policy (AUP): enTouch Wireless service is for live, personal use only. Unlawful, fraudulent, harassing, or abusive behavior is not acceptable. The service is not for business use. enTouch Wireless reserves the right to monitor and suspend users based on the AUP. Using more than 3,000 units in 30 days or less may trigger an account review. enTouch Wireless may change you to another plan or suspend service to protect our network and business. See our complete AUP in the Terms of Service at: www.entouchwireless.com.

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 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 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 or call Customer Support by dialing 611 from your cell phone (does not use your Lifeline minutes) or dialing 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: entouchwireless.com/pages/cell_phone_termservice

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: 800.458.0858 Fax: 303.894.2532
E-mail: 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: 800.692.0027
Hearing / Speech Impaired at TDD Kansas Relay Center: 800.766.3777

Louisiana Public Service Commission
Galvez Building, 12th Floor • 802 North Fifth Street
P.O. Box 91154 • Baton Rouge, Louisiana 70821-9154
Local: 225.342.4404 Local: 225.342.4999
Toll Free: 800.256.2397 Fax: 225.342.2831

Minnesota Public Utilities Commission
121 7th 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: 405.521.2931 Toll Free: 800.522.8154

Washington State Office of the Attorney General
800 5th Ave. Suite 2000 • Seattle, WA • 98104-3188
Toll Free: 1.800.551.4636 (in Washington only)
Local: 206.464.6684

Washington State Relay Service for the Hearing Impaired: 1.800.833.8388
www.atg.wa.gov



#11768 - 9-6-16

Contact Us

www.entouchwireless.com | 866.488.8719

Save this information!

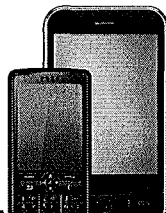
Phone #: _____

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.

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Welcome to enTouch!



Follow these easy steps to get started. We will help you get started, answer questions and give options to purchase more talk, text or data.

1 Welcome to the Lifeline Program.

Activate Phone: Call 319.471.4802 before leaving event to activate.

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 from Lifeline. (Programs vary by state.) Minutes will automatically reload on your anniversary date.

Keep Active: Make a call on 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: Llame al 319.471.4802 antes de salir del evento para activar su teléfono.

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, Lifeline le da minutos gratis. (Los programas varían según el estado.) 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 Lifeline phone or call 866.488.8719.

¿Tiene preguntas? Marque 611 desde su teléfono 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.

Follow the directions below to top up through Customer Support or at your local retailer.



Customer Support:

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

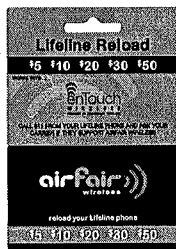
Marque 611 desde su teléfono Lifeline o llame 866.488.8719. Se requiere tarjeta de débito o de crédito.



Retail:

Check our website for a retail location near you | www.entouchwireless.com

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



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

*Subject to the 3000 units and Acceptable Use Policy

1 Unit = 1 Text or 1 Voice Minute

All plans are 30 day plans.

Rates are subject to change without notice.

FREE 411

Dial 411 from your phone. Voice prompts walk you through your search.

Call to find your nearest 7-Eleven for top ups or to find your local doctor, government office, school and other services.

Standard phone connection and text rates apply.

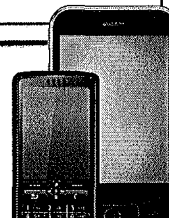


411 Directory Assistance. FREE! No extra fees.



955 Kacena Rd, Ste A
Hiawatha, IA 52233

email: support@entouchwireless.com



866.488.8719

www.entouchwireless.com

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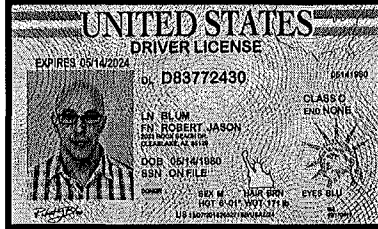
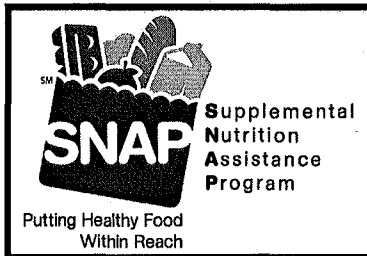


PHOTO ID

IDENTIFICACIÓN CON FOTOGRAFÍA

GOVERNMENT ISSUED PHOTO ID
IDENTIFICACIÓN CON FOTOGRAFÍA
EMITIDA POR EL GOBIERNO



ELIGIBILITY CARD

TARJETA DE ELEGIBILIDAD

PROGRAM ELIGIBILITY DOCUMENT CARD:
IE, SNAP, MEDICAID, SSI, FREE LUNCH
TARJETA DE DOCUMENTO DE ELEGIBILIDAD
PARA EL PROGRAMA: POR EJEMPLO, SNAP,
MEDICAID, SSI, ALMUERZO GRATIS

SOCIAL SECURITY
NUMBER

#1234

SOCIAL SECURITY

NÚMERO DE SEGURIDAD SOCIAL



YOU WILL NOT QUALIFY FOR THE LIFELINE PROGRAM IF YOU DO NOT HAVE YOUR GOVERNMENT ID AND ELIGIBILITY DOCUMENTS WITH YOU TO APPLY FOR THE LIFELINE BENEFIT.

NO CALIFICARÁ PARA EL PROGRAMA LIFELINE SI NO TIENE CON USTED SU IDENTIFICACIÓN EMITIDA POR EL GOBIERNO Y LOS DOCUMENTOS DE ELEGIBILIDAD AL SOLICITAR EL BENEFICIO DE LIFELINE.


POWERED BY BOOMERANG WIRELESS

An approved LifeLine Program provider.

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www.entouchwireless.com

PLANS

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

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

250 FREE MONTHLY MINUTES	
Local Calls	Y
National Long Distance	Y
Voicemail	Y
Nationwide Text	Y - 1 text = 1 min.
Free 411	Y
Data Enabled (website and email)	10mb
Carry Over Minutes Month to Month	N

TRIBAL 1100 PLUS BUNDLE PLAN	
Local Calls	Y
National Long Distance	Y
Voicemail	Y
Nationwide Text	Y - 1 text = 1 min.
Free 411	Y
Data Enabled (website and email)	100mb
Carry Over Minutes Month to Month	N

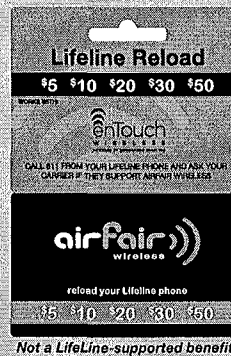
**You must reside on Federally Recognized Tribal lands to receive the Tribal 1100 Plus Bundle Plan.*

TOP UP

CALL 611 TO TOP UP FROM YOUR PHONE

TOP UP ONLINE
WWW.ENTOUCHWIRELESS.COM

PURCHASE AT RETAIL



Find your local retail locations at:
www.entouchwireless.com



Not a LifeLine-supported benefit.

ELIGIBILITY PROGRAMS & INCOME LEVELS

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

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# Persons in Household	Income	# Persons in Household	Income
1	\$16,038	5	\$38,394
2	\$21,627	6	\$43,983
3	\$27,216	7	\$49,586
4	\$32,805	8	\$55,202

Add \$5,616 per additional person above 8 to determine income guidelines.

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DISCLOSURES

IMPORTANT

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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. The benefit is available to only one person per household and is not transferable to another person. If the mobile handset is the only phone in your home, residents will not have access to call 911 when the handset is removed from that location.

You can place calls to 911 from your handset even if no minutes are available. 911 Emergency Service is available where wireless service can be reached. Network coverage and quality of service can be adversely affected by conditions such as weather, mountains, valleys, structures, buildings, etc. These factors can interfere or prohibit call placement to 911. If your phone is out of range in an emergency, dial 911 from a landline phone. Be prepared to provide information about your location when making a 911 or other emergency calls from a cell 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 Lifeline Administration (Administrator for the Lifeline program), Universal Service Administrative Company and/or their agents for the purpose of verifying that the subscriber does not receive more than one Lifeline benefit.

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 government benefit program, and that violating making false statements in order to obtain one or both of these benefits can be punished by fine or imprisonment or may be barred from the programs.

My household will receive more than one Lifeline supported service at the same time. Lifeline service is available for only one subscription per household. A household is defined, for purposes of the Lifeline programs, 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 at the same time.

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

I understand and acknowledge that the service address I provided on the Lifeline application is my principal residence.

I understand and acknowledge that I am not claimed as a dependent on another person's tax return.

If I do not have a permanent address and have supplied instead a temporary address above, I understand that my enTouch Wireless will attempt to verify every 90 days that I continue to live at 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 90 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 Lifeline qualifying program or my annual household income exceeds the income based limitations, (2) I receive more than one Lifeline-supported service; or (3) Another member of my household is receiving a Lifeline benefit or (4) 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 programs.

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 reverify/confirm my eligibility for Lifeline benefits annually, and I may be required to reverify/confirm my continued eligibility for Lifeline at any time, and that failure to do so will result in my Lifeline benefits.

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

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

USTED TENDRÁ QUE CUMPLIR CON LO DISPUESTO A CONTINUACIÓN PARA PODER RECIBIR SU BENEFICIO LIFELINE

Lifeline es un programa de asistencia del gobierno. enTouch Wireless es un proveedor autorizado del programa Lifeline.

OBSERVACIÓN: Usted tiene que satisfacer los requisitos para recibir los servicios de Lifeline de. Para inscribirse necesita una tarjeta de beneficiarios del gobierno o un documento de ingresos vigente y su identificación oficial expedida por el gobierno. El beneficio se otorga únicamente a una persona por unidad familiar y no es transferible a otra persona. Si el teléfono móvil es el único teléfono en su unidad familiar, los residentes tendrán acceso para llamar al 911 cuando el aparato no está en ese lugar. enTouch Wireless condonará la cuota de activación inicial del teléfono de \$39.00 hasta nuevo aviso.

Puede hacer llamadas al 911 desde su teléfono incluso aunque no tenga minutos. El servicio de emergencia 911 funciona en cualquier lugar donde llegue el servicio inalámbrico. La cobertura de la red y la calidad de los servicios pueden verse afectados negativamente por cosas como el tiempo, montañas, valles, estructuras, edificios, etc. Estos factores pueden interferir o impedir la realización de llamadas al 911. Si en caso de una emergencia su teléfono está fuera de cobertura, llame al 911 desde un teléfono fijo. Está preparado para proporcionar información sobre su ubicación al hacer una llamada de emergencia al 911 o a otro número desde un teléfono celular.

Afirmo y autorizo que enTouch Wireless divulga mi nombre, número de teléfono, dirección, fecha de nacimiento, los últimos cuatro dígitos de mi número de seguro social o ID tribal, la cantidad de apoyo que pido, los medios utilizados para calificar para asistencia y las fechas de comienzo e finalización del servicio de Lifeline. Administración Administradora para el programa Lifeline, Universal Service Administrative Company y/o sus agentes con el fin de verificar que el abono no reciba más de un beneficio de Lifeline.

Yo acepto que los requisitos para recibir el servicio de Lifeline, en base a los ingresos o a un programa y proporcionar la documentación de elegibilidad, si fue necesario.

Entiendo que Lifeline es un programa de beneficios del gobierno de, y que dar información falsa intencionalmente para obtener uno o ambos de estos beneficios puede ser castigado con una multa o encarcelamiento o me podrían impedir participar en los programas.

mi unidad familiar no recibirá simultáneamente más de un servicio subsidiado por Lifeline. Cada unidad familiar solamente puede tener una suscripción a Lifeline. Una unidad familiar se define para fines del programa, Lifeline, como un individuo o grupo de individuos que viven juntos en la misma dirección y comparten ingresos y los gastos. Una unidad familiar no tiene permiso recibir servicios de Lifeline de más de una compañía telefónica al mismo tiempo.

Entiendo que el cambio de dirección, debo notificar a enTouch Wireless y proporcionar mi nueva dirección en un plazo de 30 días.

Entiendo y afirmo que la dirección de servicio que proporcioné en la solicitud de Lifeline es mi residencia principal.

Entiendo y afirmo que no puedo ser reclamado como dependiente en la declaración de impuestos de otra persona. Si no tengo una dirección permanente y en su lugar proporciono una dirección temporal, entiendo que enTouch Wireless intentará verificar cada 90 días que continúo basándome en esa dirección y que debo notificar a enTouch Wireless de mi nueva dirección en un plazo de 30 días de haberme mudado. Si no respondo en un plazo de 30 días cuando enTouch Wireless intenté verificar mi dirección, entiendo que podrían darme de baja del servicio Lifeline de enTouch Wireless.

Entiendo que debo notificar a enTouch Wireless en un plazo de 30 días si (1) dejo de participar en un programa Lifeline calificado o el ingreso de mi unidad familiar excede las limitaciones basadas en ingresos; (2) recibo más de un servicio subsidiado por Lifeline; (3) otro miembro de mi unidad familiar está recibiendo un beneficio de Lifeline o (4) por algún otro motivo yo ya no cumplo con los criterios para recibir subsidio de Lifeline. Entiendo que estaré sujeto a sanciones si no cumplo con este requisito de notificación, una de las cuales es que me den de baja del programa Lifeline.

Entiendo y acepto que el servicio Lifeline es un beneficio no transferible y que no puedo transferir mi servicio a ninguna otra persona, incluyendo cualquier otro consumidor de bajos ingresos.

Entiendo que se me exigirá renovar/confirmar mi elegibilidad para los beneficios de Lifeline anualmente y que también me podrían exigir renovar/confirmar que siga siendo elegible para Lifeline en cualquier momento y que no hacerlo resultará en la terminación de mis beneficios de Lifeline.

Por medio del presente autorizo a enTouch Wireless para que envíe mensajes de texto sobre mi beneficio de Lifeline a mi número de teléfono inalámbrico proporcionado por enTouch. Los mensajes de texto que enTouch me envíe no tendrán más minutos o textos disponibles. Se aplicarán las tarifas de voz, de datos y de texto normales a todos los mensajes de y a cualquiera que no sea enTouch Wireless.

Entiendo que debo declarar bajo pena de perjurio, que la información en este documento es verdadera y correcta, a mi leal saber y entender.

Terms of Service for Communication Services. The Terms of Service are part of your agreement with enTouch Wireless for Mobile Services. For a complete Terms & Conditions visit www.entouchwireless.com

Acceptable Use Policy (AUP): enTouch Wireless service is for lawful, non-commercial, non-robust, non-abusive behavior is not acceptable. The service is not for business use. enTouch Wireless reserves the right to monitor and suspend users based on the AUP. Using more than 3,000 units in 30 days or less may trigger an account review. enTouch Wireless may charge you to another plan or suspend service to protect our network and business. See our complete AUP in the Terms of Service at www.entouchwireless.com.

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 refurbished or overstock phones or other equipment are any limited warranties extended by the manufacturer.

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 Service provided to the Number for the lost or stolen equipment. We will deactivate Service to the Number upon notification by you 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 you activate Service (if we do receive Service), 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 usage (inbound or outbound); by buying additional product; or by responding affirmatively to our queries regarding your desire to continue to receive services.

Misuse of Service: You have certified your eligibility to receive free service under the State of California Lifeline program. If your eligibility to participate in this program changes, you agree to immediately notify enTouch Wireless at 1.866.488.8719. You agree not to use the service or modify your handset in any fraudulent, unlawful, harassing, or abusive manner, or in such a way as to create damage or risk to us or our business.

Exchange Policy: Defective handsets or other defective equipment provided in no case 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 or call Customer Care by dialing 611 from your cell phone (does not use benefit minutes) or dialing 1-866-488-8719 from another phone. If you are not satisfied you may contact the California Public Utilities Commission Consumer Affairs Division at 1.800.649.7670.

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 violates applicable laws.

Términos y condiciones para los servicios de comunicación. Los Términos de servicio son parte de su acuerdo con enTouch Wireless para servicios móviles. Para obtener los Términos y condiciones completos, visite www.entouchwireless.com

Política de Uso Aceptable (PUA): El servicio de enTouch Wireless es para uso personal en vida domiciliar. El comportamiento ilícito, fraudulento, abusivo o no apropiado no es aceptable. El servicio no es para uso comercial. enTouch Wireless se reserva el derecho de monitorear y suspender a los usuarios con base en la PUA. El uso de más de 3,000 unidades en 30 días o menos puede dar lugar a una revisión de la cuenta. enTouch Wireless puede cambiarlo a otro plan o suspender el servicio para proteger a nuestra red y nuestro negocio. Consulte nuestra PUA completa en los Términos de Servicio en www.entouchwireless.com.

Uso de los servicios y equipo: Los Servicios y equipos no pueden ser utilizados para ningún propósito legal, fraudulento o abusivo. El servicio de enTouch Wireless es solo para uso personal.

Número de Teléfono: Nosotros asignamos los números de teléfono y otros identificadores personales relacionados con los Servicios. Usted no tiene ningún derecho de propiedad a un número de teléfono. Puede ser cambiado o reasignado.

Teléfonos y otros equipos: Las únicas garantías de los teléfonos u otros equipos remanufacturados o excedentes son cualquier garantía limitada otorgada por los fabricantes.

Equipo extravariado o robado: Si se le extravía o le roban su teléfono u otro equipo, debe notificarnos llamando a Servicio al Cliente de enTouch Wireless. Usted es responsable de todos los cargos por servicios prestados al número del equipo extravariado o robado. En cuanto usted nos notifique del extravío o robo, desactivaremos el servicio al número. Si posteriormente recupera el equipo, podemos requerir que lo cambie por otro teléfono u otro equipo para que podamos reactivar los servicios (en el caso de que recibamos los servicios), así como requerir que usted pague una cuota de reactivación o reemplazo de \$25.00.

Servicio, Servicios Prepagos: Al obtener la certificación de elegibilidad y de continuación de elegibilidad, usted recibirá servicios de voz gratuitos. Este saldo de cuenta positivo se aplicará cada 30 días en el aniversario de activación de su servicio. Usted debe mantener una CUENTA ACTIVA cada 60 días haciendo o recibiendo llamadas, comprando productos adicionales o respondiendo afirmativamente a nuestras paginas respecto a su interés de continuar recibiendo los servicios.

Uso indebido del servicio: Usted ha certificado su elegibilidad para recibir servicios gratuitos conforme al programa Lifeline del estado de California. Si su elegibilidad para participar en este programa cambia, usted se compromete a notificar inmediatamente a enTouch Wireless llamando al 1.866.488.8719. Usted se compromete a no utilizar el servicio ni modificar su teléfono para ningún propósito fraudulento, ilícito, abusivo o ilegal, o de alguna manera que pueda generar daños o riesgos para nuestro negocio.

Política de Intercambio: Los teléfonos defectuosos u otros equipos defectuosos, que se le hayan proporcionado sin costo alguno, pueden ser elegibles para intercambio. Para cambiar un teléfono defectuoso, llame a Servicio al Cliente al 1.866.488.8719 para obtener una autorización de devolución y las instrucciones de envío.

Preocupaciones, quejas o disputas: Si tiene preguntas, inquietudes, comentarios o quejas, comuníquese con enTouch Wireless en www.entouchwireless.com o llame a Atención al Cliente marcando al 611 desde su teléfono celular (no use sus minutos de beneficio) o llamando al 1.866.488.8719 desde otro teléfono. Si no está satisfecho puede comunicarse con el Departamento de Atención al Cliente de la Comisión de Servicios Públicos de California al 1.800.649.7670.

Cancelación del acceso: enTouch Wireless puede cancelar su acceso sin previo aviso, por cualquier conducta que enTouch Wireless, a su discreción, considere perjudicial en contra de usuarios particulares, en contra de enTouch Wireless o cualquiera de sus filiales o en contra de cualquier derecho de enTouch Wireless o de cualquier tercero, o que viola las leyes aplicables.


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
- 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 7th 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 5th 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

FREE 411 DIRECTORY ASSISTANCE

FREE - NO EXTRA FEES! Dial 411 from your phone. Voice prompts walk you through your search. Call to find your nearest 7-Eleven for top ups or to find your local doctor, government office, school and other services. Standard phone connection and text rates apply.



DISCLOSURES

YOU WILL HAVE TO COMPLY WITH THE DISCLOSURES BELOW TO RECEIVE YOUR LIFELINE BENEFIT

Lifeline is a government assistance program. enTouch Wireless is an approved Lifeline Program provider.

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. The benefit is available to only one person per household and is not transferable to another person. If the mobile handset is the only phone in your home, residents will not have access to call 911 when the handset is removed from that location.

You can place calls to 911 from your handset **even if no minutes** are available. 911 Emergency Service is available where wireless service can be reached. Network coverage and quality of services can be adversely affected by conditions such as weather, mountains, valleys, structures, buildings, etc. These factors can interfere or prohibit call placement to 911. If your phone is out of range in an emergency, dial 911 from a landline phone. Be prepared to provide information about your location when making a 911 or other emergency calls from a cell 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 Lifeline Administration (Administrator for the Lifeline program), Universal Service Administrative Company and/or their agents for the purpose of verifying that the subscriber does not receive more than one Lifeline benefit.

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 government benefit program, and that willfully making false statements in order to obtain one or both of these benefits can be punished by fine or imprisonment or I may be barred from the programs.

My household will receive no more than one Lifeline supported service at the same time. Lifeline service is available for only one subscription per household. A household is defined, for purposes of the Lifeline programs, 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 at the same time.

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

I understand and acknowledge that the service address I provided on the Lifeline application is my principal residence.

I understand and acknowledge that I am not claimed as a dependent on another person's tax return.

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 Lifeline qualifying program or my annual household income exceeds the income based limitations; (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 programs.

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 renew/re-certify my eligibility for Lifeline benefits annually, and I may be required to renew/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 provided 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 enTouch Wireless.

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

IMPORTANT

Terms of Service for Communication Services. The Terms of Service are part of your agreement with enTouch Wireless for Mobile Services. For a complete Terms & Conditions visit www.entouchwireless.com

Acceptable Use Policy (AUP): enTouch Wireless service is for live, personal use only. Unlawful, fraudulent, harassing, or abusive behavior is not acceptable. The service is not for business use. enTouch Wireless reserves the right to monitor and suspend users based on the AUP. Using more than 3,000 units in 30 days or less may trigger an account review. enTouch Wireless may change you to another plan or suspend service to protect our network and business. See our complete AUP in the Terms of Service at: www.entouchwireless.com.

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 refurbished or overstock 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 usage (inbound or outbound); by buying additional product; or by responding affirmatively to our queries regarding your desire to continue to receive services.

Misuse of Service: You have certified your eligibility to receive free services under the State of California LifeLine program. If your eligibility to participate in this program changes, you agree to immediately notify enTouch Wireless at 1.866.488.8719. 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 or call Customer Care by dialing 611 from your cell phone (does not use your benefit minutes) or dialing 1-866-488-8719 from another phone. If you are not satisfied you may contact the California Public Utilities Commission Consumer Affairs Division at 1.800.649.7570.

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.

**Boomerang Customer
Complaints**
(as of August 25, 2016)

States - Lifeline been distributed	Gov't Entities Noticed	Number of Complaints					Complaint Type	Action taken by Relevant Governmental Agency	Description of Issue	Summary of Resolution
		2012	2013	2014	2015	2016				
Arizona		n/a	0	0	0	0				
Arkansas		n/a	n/a	n/a	0	0				
California		n/a	n/a	0	0	4				
	FCC					Complaint #1 2/1/2016	Phone not working.	FCC Complaint (tk# 784696) FCC passed on the complaint and asked us to assist customer.	Current Lifeline subscriber stated his phone broke. He attempted a BYOD with Customer Support and it was not successful. Wants assistance to proceed.	<p>enTouch policy for CA customers where we will replace a damaged device one time per year at no cost to the consumer. This customer first called on 01/27/16 to inform that he had damaged his phone and wanted to know his options for replacement. The agent correctly informed Mr. Buck that we would send a one-time replacement at no cost to him. However Mr. Buck informed the customer that he was in the process of moving and could not provide an address for us to mail the new phone to. Because of this, the BYOD option was discussed, and was pursued.</p> <p>Multiple BYOD attempts were unsuccessful, which drove this complaint. Unfortunately we are only allowed to BYOD certain devices, and we cannot know for sure if an individual device is eligible until the specific ESN is checked.</p> <p>On 02/01/16 we reached out to Mr. Buck again to see how he preferred to resolve the issue. He notified us at this point that he now has an address, and we agreed to ship a replacement device to this address, which again is no charge to the customer. We do require customers to send back the damaged device first, which Mr. Buck understands. As soon as that is received, we will be shipping his replacement device.</p> <p>Customer is satisfied at this time.</p>

**Boomerang Customer
Complaints**
(as of August 25, 2016)

States - Lifeline been distributed	Gov't Entities Noticed	Number of Complaints					Complaint Type	Action taken by Relevant Governmental Agency	Description of Issue	Summary of Resolution
		2012	2013	2014	2015	2016				
	BBB					Complaint #2 3/28/2016	<p>BBB Complaint - (Case # 32097436)</p> <p>BBB forwarded that customer wasn't able to sign up for enTouch Service without attending live event or completing application.</p>	<p>Consumer was notified by his ETC that it's going out of business and he needed to transfer benefit to another ETC. Consumer went to CA Lifeline website and completed a Renewal Form (with his current ETC). Consumer is upset and questioning why his service hasn't transferred to enTouch.</p> <p>enTouch Customer Service and PUC CAB both explained that consumer needed to complete Lifeline Application with new carrier.</p> <p>Consumer refuses since he is already approved from CA Lifeline. Customer refuses to talk with us or complete application.</p>	<p>enTouch cannot sign an applicant up for Lifeline without the applicant completing an application so that we can process the order and confirm with CA Lifeline Administrator that the applicant is eligible and is transferring the Lifeline benefit to enTouch.</p> <p>Response to BBB --- Mr. Brown is not a customer of enTouch Wireless. He was interested in transferring his existing Lifeline benefit to enTouch Wireless, but ultimately did not agree with the rules and the required process. At this time we are under the assumption that Mr. Brown no longer wishes to transfer his service to us, and is instead choosing one of the multiple other providers for the Lifeline service.</p> <p>The customer's first complaint is that he needed to attend a live event to transfer his service to us, and that we were breaking some law by not having a live event in his area. Of course we are not required to have live events anywhere, and we choose live events based on multiple business factors. California is a large state, and to think we can be in all places at all times is simply unfair. As to needing to be at a live event to transfer service, this was a rule of the CA PUC, not an enTouch Wireless rule.</p> <p>Mr. Brown did not agree with this and felt we were intentionally misleading him. In an effort to reassure him that this was not the case, we did a conference call with the customer and the CA PUC on-line. The CA PUC representative confirmed that (at that time) the transfer needed to be done at a live event. The customer told them and us that we were wrong, and ended the call.</p> <p>At this time it would appear that the customer has chosen to go with another provider. We feel there was never any wrong doing which warranted this complaint, and certainly consider the matter closed at this time.</p>	

**Boomerang Customer
Complaints**
(as of August 25, 2016)

States - Lifeline been distributed	Gov't Entities Noticed	Number of Complaints					Complaint Type	Action taken by Relevant Governmental Agency	Description of Issue	Summary of Resolution
		2012	2013	2014	2015	2016				
	BBB					Complaint #3 3/28/2016	Phone not working. BBB Complaint (Case # 32097442) BBB forwarded that customer's phone not working and he could not get it resolved with enTouch Customer Service.	Customer's enTouch cell phone was not working, and he made multiple attempts with enTouch customer service to get phone to work. When the last attempt didn't work and we would have to switch phones, the Customer then informed enTouch he had another enTouch phone.	<p>(enTouch Response to BBB 3/30/2016)</p> <p>Unfortunately not all issues are as easy to resolve as we would like them to, especially when dealing with trouble-shooting a phone over the phone. The issue was first reported on 03/25, and the agent attempted to walk the customer through the necessary steps to resolve the issue. That did not work, so they opened a ticket for our technical team to follow-up with the customer. On 03/26 that team attempted to reach the customer to no avail. On 03/28 we spoke with the customer three times, and again were unable to resolve the issue. The customer stated he had another enTouch phone, which we were not previously aware of. On 03/29 we swapped the other device he had onto his account, and made a successful test call. The customer has a working device.</p> <p>We apologize for the delay and outage, as it was not our intent. We made multiple attempts to correct the situation, eventually doing so. It is in our best interest as well as the customers to resolve all issues on the first call, however that is not always possible.</p> <p>At this time it would appear that the customer has chosen to go with another provider. We feel there was never any wrong doing which warranted this complaint, and certainly consider the matter closed at this time.</p>	

**Boomerang Customer
Complaints**
(as of August 25, 2016)

States - Lifeline been distributed	Gov't Entities Noticed	Number of Complaints					Complaint Type	Action taken by Relevant Governmental Agency	Description of Issue	Summary of Resolution
		2012	2013	2014	2015	2016				
	FCC					Complaint # 09/07	Claimed phone was turned off without notice; and that we did not allow benefit transfer. FCC Complaint, (tk# 861528) FCC passed on the complaint and asked us to assist customer.	Consumer got the phone and it worked for 15-20 days then the carrier turned it off without notice. Consumer wants to change service and have Intouch turn off her service with them so she can go to another provider. Consumer trying to find out how to get the carrier to turn the phone off.	<p>This customer cancelled their service with enTouch Wireless on 03/14/16. She had previously called and requested our unlimited service offering, which is available to California customers for \$20. Per the phone call, she did not want to pay \$20 for unlimited and was under the Impression it was free. However our standard package for CA customers at that time allowed for 1100 unites of talk/text. We advertise at each booth when customers enroll for service, the opportunity to add unlimited service for \$20. Nowhere in our materials did it state this service was free.</p> <p>The comment that the "phone worked for 15-20 days then the carrier turned it off without notice" is incorrect. She started service on 02/10/16 and then called us and told us to close her account on 03/14/16. The complaint also states the customer has been without service for 6 weeks, which would seem unlikely as it has only been three weeks since she cancelled the account with us. Additionally our records show that on 03/24/16 she transferred her Lifeline benefit from enTouch Wireless to a new carrier, starting service with them.</p> <p>This complaint also states the customer wants a copy of the contract. This is a Lifeline free benefit phone, there is no contract. All terms and conditions were provided when she enrolled in our service, and are available at www.entouchwireless.com. Customer support can be reached at 866-488-8719.</p> <p>I see the original complaint was made on 03/14/16, which is the same day she called to cancel her account with us. I am guessing she wanted to immediately enroll with another carrier, but was not allowed to as it would have shown at that time that she was still enrolled with us. We cannot make this happen immediately, and need to follow the process the CA PUC has in place. We submitted the cancellation immediately, however it can take up to a week before it clears their system.</p> <p>Given that this customer enrolled with a new carrier on 03/24/16, this to be a non-issue.</p>	

**Boomerang Customer
Complaints**
(as of August 25, 2016)

States - Lifeline been distributed	Gov't Entities Noticed	Number of Complaints					Complaint Type	Action taken by Relevant Governmental Agency	Description of Issue	Summary of Resolution
		2012	2013	2014	2015	2016				
Colorado	Total	n/a	n/a	1	0	0				
	USAC			Complaint #1 08/11/2014			Customer not receiving monthly minutes.	Sent email inquiring about complaint. - Directed Boomerang to respond directly to customer.	Subscriber's adult son contacted USAC on behalf of his mother, LL Subscriber, re her claim that she recertified in July and a week later she had no available minutes. LL Subscriber son had requested detailed statement of LL subscriber's usage and has not received the documentation.	This complaint has 3 issues that occurred: 1) a system time out issue at enTouch; 2) an Customer Service Rep error; and 2) a non-account owner requesting CPNI information. Addressing 1 and 2, as a result of this complaint, enTouch ID'ed a seldom and random occurring timeout issue where the system auto reload is missed. enTouch has trained Customer Service to recognize the issue and to reload monthly units manually within 6 buss hours of discovery. The third issue is the son's CPNI info request: In this specific case, the cust svc agent who initially handled the call incorrectly informed the LL subscriber she had used all of her monthly allowance. To dispute this, the subscriber's son requested via phone and email, a copy of the call logs. Per FCC and CPNI regulations, we can only honor this request if made by the acct owner, which we tried explaining to the son. As this dialogue was taking place, we identified and corrected the issue, eliminating the need for the call logs to be sent.
Georgia		n/a	n/a	n/a	n/a	0				
Indiana		n/a	n/a	n/a	n/a	0				
Iowa		0	0	0	0	0				
Kansas		n/a	0	0	0	0				
Kentucky		n/a	0	0	0	0				
Louisiana		n/a	n/a	n/a	n/a	n/a				
Maryland		0	0	0	0	0				
Michigan	Total	0	0	0	1	0				
	Michigan PSC			COMPLAINT #1			Customer wants phone service reconnected.	Sent email inquiring about complaint. - Directed Boomerang to respond directly to customer.	Subscriber was to be disconnected for non-usage. On day 62 resumed use of phone and the system/process failed to disconnect. Upon follow-up processes, the miss was discovered and the customer was disconnected.	enTouch explained to customer that he failed to comply with the 60-day non-usage rule, and due to a system/process error he was not disconnected as scheduled in December-2014, and he received over 2 additional months of service from enTouch. (Subsidy to USAC are refunded via 497 Resubmittal process.) Upon discovery of the error, he had been de-enrolled from the Lifeline program for failure to cure 60-day non-usage effective retroactively in late December-2014. Per FCC rules, enTouch explained that he could either 1) go to a prepaid non-Lifeline plan and be issued a new phone number, or 2) apply again for the Lifeline program and if approved, he would be issued a new phone number and phone if desired. enTouch sent Lifeline application and instructions to the customer. When customer failed to respond via mail, enTouch called customer and he then submitted paper work via email. The application was processed, approved, and the phone was shipped out 3/27/2015.
Minnesota		n/a	0	0	0	0				
Mississippi		n/a	n/a	n/a	0	0				
Missouri		n/a	n/a	n/a	0	0				

**Boomerang Customer
Complaints**
(as of August 25, 2016)

States - Lifeline been distributed	Gov't Entities Noticed	Number of Complaints					Complaint Type	Action taken by Relevant Governmental Agency	Description of Issue	Summary of Resolution
		2012	2013	2014	2015	2016				
North Dakota		n/a	0	0	0	0				
Ohio		n/a	0	0	0	0				
Oklahoma	Total	0	1	0	0	0				
	FCC		Complaint #1				Telephone Number Changed	None	Customer called regarding battery replacement. Following call, phone did not work. Customer informed number was changed.	Attempted to notify customer of error made by representative that resulted in disconnection of phone number. When phone is disconnected, we are unable to retrieve original number. We offered to reprogram current phone with new number when error was first discovered, but customer refused.
	USAC		Complaint #1				Telephone Number Changed	Sent email inquiring about complaint. - Directed Boomerang to respond directly to customer.	Customer wants original number back.	Per USAC and OKAG inquiries, we attempted contact with customer with info in file and renewed offer of reprogram existing phone and offered replacement phone. Per OKAG's inquiry form identifying new address, we overnighted letter again. Customer has failed to respond. Due FCC 60-day non-usage rule, customer will need to reapply and prove eligibility for Lifeline service.
	OK Attorney General (OKAG)		Complaint #1				Telephone Number Changed	Sent letter and OKAG complaint response form for enTouch to complete.		
	OK Corporation Commission (OCC)		Complaint #1				Telephone Number Changed	None		
Oregon		n/a	n/a	n/a	n/a	0				
South Carolina		0	0	0	0	0				
Texas		N/a	0	0	0	0				
Washington	Total	n/a	n/a	1	0	1				
	Attorney General of Washington			Complaint #1			Phone stopped working after 1st day	Sent letter and forwarded complaint requesting response by 3/17/2014.	Phone stopped making/receiving calls after 1st day. Customer returned to event and was issued replacement phone, which stopped making/receiving calls after 2 days. When customer called Customer Service ("CS") via 611, CS could not find/access customer account.	As of 03/05/14 this customer has a working phone and is receiving the non-Tribal Lifeline Benefit. The issue stemmed from input errors at time of enrollment when the address was not on Tribal Land and the Tribal package was selected. The application failed system checks and the audit - as it should. The system blocked the service (due to plan and address mismatch) and phone stopped working. We have now identified these process errors and corrected them. Once non-Tribal plan matched address in the account, Mr. Johnson's phone was activated and working. Subscribers who do not reside on Reservations can only receive non-Tribal plans.

**Boomerang Customer
Complaints**
(as of August 25, 2016)

States - Lifeline been distributed	Gov't Entities Noticed	Number of Complaints					Complaint Type	Action taken by Relevant Governmental Agency	Description of Issue	Summary of Resolution
		2012	2013	2014	2015	2016				
FCC						Complaint #1 7/11/2016	Denied Lifeline Svc from enTouch even though he has disability tags. FCC Complaint (tk# 1077632) FCC passed on the complaint and asked us to address customer's complaint.	The applicant claims enTouch Wireless has denied him the Lifeline benefit for which he is qualified as a disabled veteran. Furthermore, due to his repeated applications he is in our system and being denied by other ETCs.	The consumer was not denied Lifeline service by enTouch Wireless. The state of Washington utilizes a database for specific eligibility programs. When enrolling a consumer in Washington, we are required to check the database for the specific programs. Upon checking the eligibility for this consumer, we received a message that this consumer failed the state database check, therefore, the consumer needs to provide proof of eligibility for a program other than the State Database Programs. As of 7/22/2016, we have attempted multiple times to reach out to Mr. Boshear (using the # provided in the ticket) to obtain a different eligibility document. He has not answered our calls nor has he responded to any of the voicemails we have left him.	
West Virginia		n/a	n/a	n/a	n/a	0				
Wisconsin		n/a	0	0	0	0	FCC passed on the complaint			
Total per Year		0	1	2	1	5				