



Public Service Commission

State of North Dakota

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December 1, 2017

Julia Redman-Carter
Regulatory and Compliance Officer
Boomerang Wireless, LLC dba enTouch Wireless
955 Kacena Road, Suite A
Hiawatha, IA 52233

Re: Boomerang Wireless, LLC d/b/a enTouch Wireless
Case No. PU-17-368

Dear Ms. Redman-Carter:

The North Dakota Public Service Commission Staff has concluded its review of the Company's October 4, 2017 filing of its 2017 subscribers.

I have enclosed a list of 98 subscribers (Attachment A) that are not eligible to participate in the Lifeline Program as they are currently not active in the State's Human Services database as eligible for Medical Assistance or SNAP. Please review your most current list of active subscribers and for any of the customers on the attached list that are still active subscribers, please begin immediate action to de-enroll these customers. Note that these subscribers do have a right to contact the Department of Human Services to reapply for these programs. If they are deemed eligible and provide proof to you that they are once again eligible, you can be reinstate them.

We are also disappointed that the Company continues to provide a list that includes customers without their full social security numbers. We have informed you each year of the requirement to provide this information yet you continue not to comply with the Commission's requirements. The list you provided contained 540 customers without a full social security number. This is 39 percent of the total customer list. The list of customers without full social security numbers is included as Attachment B. Note that of the customers that we were able to check because their full social security numbers were provided, 11.5 percent are currently ineligible. If we assume the same for the 540 customers without full social security numbers, an additional 62 customers may not be eligible. We are sure that the Company prefers to comply with the law and only serve eligible customers. Thus, your cooperation with the state's requirements are needed.

December 1, 2017
Boomerang Corporation
Page 2

Please respond as to the action that the Company has taken in regards to de-enrolling the customers provided on Attachment A by January 26, 2018.

Please note that there are changes in when we need your 2018 report and its formatting requirements. We will need this report by November 1, 2018. Please chose the closing date for your twelve-month active customer list in order to meet the November filing date. In terms of filing your report, the Department of Human Services has been kind enough to convert your Excel file in the past to a text file format. The Department will no longer provide that assistance. Please submit your file in the attached format (Attachment C) beginning with your 2018 submittal. Note that we also assume the NLAD system that can check for program eligibility will be complete in 2019. If this occurs, 2018 would be the last year that state reporting is necessary.

If you have any questions please call me at 701-328-4153 or e-mail me at scardwell@nd.gov.

Best regards,

A handwritten signature in black ink that reads "Sara Cardwell". The signature is written in a cursive style with a large initial "S".

Sara Cardwell
Public Utility Analyst

Enclosure

