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January 17, 2018

Via Email

Ms. Sara Cardwell
Public Utility Analyst
Public Service Commission of North Dakota
600 E. Boulevard, Dept. 408
Bismarck, ND 58505

Re: Boomerang Wireless, LLC d/b/a enTouch Wireless;
Case No. PU-13-203

Dear Ms. Cardwell:

Thank you for your letter of December 1, 2017 to Boomerang Wireless, LLC d/b/a enTouch Wireless ("enTouch") regarding your review of Boomerang's October 4, 2017 annual subscriber filing. On behalf of Boomerang, and as we previously discussed on the telephone, this letter with responsive information is being submitted as requested.

1. All 93 subscribers listed in the attachment A of the December 1, 2017 letter (unless previously disconnected) were noticed on 12/15/2017 that they would be de-enrolled from NLAD and disconnected from enTouch on January 15, 2018 unless they change to a non-Lifeline pre-pay plan prior to January 15, 2018. Pursuant to your request, enTouch specifically included information as to how to re-enroll by contacting the subscribers' local DHS office. See the attached Notice Confirmation included as Exhibit A hereto.
2. According to records of enTouch, there were 539 subscribers (rather than 540 subscribers) that did not have complete SSNs submitted. A breakout is provided below of these 539 subscribers:

3 PU-17-368 Filed 01/17/2018 Pages: 3
Response to 1 Dec. 2017 letter re non-eligible Lifeline customers
Boomerang Wireless, LLC
J. Andrew Gipson

{JX302195.1}

JONES WALKER LLP

Ms. Sara Cardwell

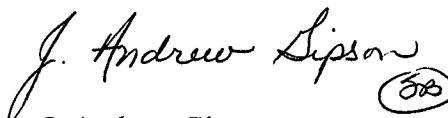
January 17, 2018

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- 345 of the subscribers were former Budget Mobile subscribers transferred to enTouch who had never been required to capture a complete SSN or waiver (thus the full SSN was not provided to enTouch).
 - 129 of these subscribers are enTouch subscribers who were enrolled prior to 10/1/2015 (prior to this date, the collection of the waiver and full SSN was optional to enTouch Lifeline subscribers); and
 - 65 of these subscribers were enTouch subscribers who were enrolled after 10/1/2015, and due to the use of a prior year's form, the information was not obtained. enTouch will be reaching out to them for their complete SSN.
3. With regard to these subscribers for whom enTouch does not have full SSN information, going forward enTouch is continuing to make efforts to obtain the full SSNs from these subscribers. Based on experience of enTouch thus far, the effort is not likely to be fully successful. In any event, enTouch does anticipate being able to meet the changes in format and the new dates for the 2018 North Dakota subscriber report.

We trust this correspondence addresses the concerns of your notice. As always, please feel free to contact myself or Julia Redman-Carter should you need additional information or have further questions.

Sincerely,

Handwritten signature of J. Andrew Gipson in cursive script. The signature includes a circled monogram 'JAG' at the end.

J. Andrew Gipson

JAG/ssb
Enclosure

cc: Julia Redman-Carter

Customer Notice for 93 ND Subscribers to be disconnected per the ND PSC letter dated 12/1/2017.

SMS message to be delivered December 15, 2017:

Msg-1 Lifeline Alert. You will be de-enrolled from Lifeline program and disconnected 1-15-2018 per the ND program eligibility verification. (134 characters)

Msg-2 Alert. Call local county DHS office to apply for SNAP or Medicaid or get a copy of your benefit approval letter. For questions and to keep number call 611. (157 characters)

Rev.io Bulk Note for the 93 ND Subscribers to be disconnected.

ND PSC performs a Lifeline program eligibility verification for Medicaid and SNAP annually for Lifeline subscribers in the state. ND PSC has notified enTouch that this subscriber is no longer eligible for the Lifeline program and must be de-enrolled following notice. Subscriber Notice was provided on December 15, 2017, via SMS, that they would be de-enrolled from Lifeline effective January 15, 2018.

Following de-enrollment, the subscriber will be disconnected from their cell phone services and lose their cell phone number on January 15, 2018 unless they do one of the following:

- Change their Lifeline service to non-Lifeline service prior to January 12, 2018. This will allow the subscriber to keep their current cell phone number, and they can purchase prepay top-up or plans to receive services. (no contracts, no deposits, keep their current phone and phone number.)
- Re-apply to the Lifeline program and get approved prior to January 12, 2018. Subscriber will have to complete and submit Lifeline application, ID proof and eligibility proof and any other required documentation. Suggest changing to prepay to protect number until LL application is processed.
- If you would like to apply for SNAP or Medicaid or need a copy of your approval notice, please contact your local county social service office. If you need to apply for the telephone assistance contact your local phone or internet provider. You could also visit www.lifelinesupport.org.

If the subscriber does not change to a prepay subscriber or is re-enrolled as Lifeline participant by January 15, 2018, the subscriber will be de-enrolled from Lifeline, disconnected from prepay service, and may lose their number.