



July 18, 2017

Ms. Kavita Kale  
Executive Secretary  
Michigan Public Service Commission  
7109 W. Saginaw Highway  
P.O. Box 30221  
Lansing, MI 48909

**Re: In the matter, on the Commission's Own Motion, on the Certification of Eligible Telecommunications Carriers-Case No. U-18216-Boomerang Wireless, LLC d/b/a enTouch Wireless – Supplemental Filing**

Dear Ms. Kunkle:

Pursuant to Order approving Boomerang Wireless, LLC d/b/a enTouch Wireless (Boomerang Wireless) as an Eligible Telecommunications Provider dated August 8, 2012 in Case No. U-17030, the Michigan Public Service Commission designated Boomerang Wireless an Eligible Telecommunications Carrier ("ETC") for the limited purpose of providing Lifeline services in the state of Michigan.

In compliance with FCC and Michigan Commission ETC annual reporting requirements, Boomerang filed a copy of the FCC Annual Report (Form 481) pertaining to Michigan operations with the Michigan Commission on July 3, 2017. Per Staff's request, we are filing this supplemental filing to include the attached information.

Please be advised that Boomerang did not have any unfulfilled service requests or outages during the reporting year.

Please do not hesitate to contact me if you have questions or concerns at 319-294-6080 or [regulatory@entouchwireless.com](mailto:regulatory@entouchwireless.com).

Respectfully submitted,

/s/ Julia Redman Carter

Julia Redman Carter  
Regulatory & Compliance Officer  
Boomerang Wireless, LLC d/b/a enTouch Wireless



FCC Form 481

Section 500 – Service Quality Standards & Consumer Protection Rules Compliance

Under FCC Rules, Section 54.202, an ETC must comply that it will satisfy applicable consumer protection and service quality standards. Boomerang Wireless, LLC d/b/a enTouch Wireless (Boomerang) is in compliance with the Cellular Telecommunications and Internet Association's Consumer Code for Wireless Service.

1. Boomerang discloses rates and terms of service to customers at the time service is initiated. These same terms and conditions are posted on Boomerang's website at [www.entouchwireless.com](http://www.entouchwireless.com).
2. Boomerang provides service availability information on their website at [www.entouchwireless.com](http://www.entouchwireless.com).
3. Boomerang makes available contract terms to subscribers when they initiate or change service. These same terms are available to subscribers during the annual recertification process as outlined in Commission rules that govern continued subscriber eligibility.
4. Boomerang's Lifeline service can be terminated at any time by either party without an early termination fee. Service is dependent on continued eligibility in the program.
5. Boomerang provides disclosures, minutes included in Lifeline plans, expiration of plan minutes, availability of service, and cost for additional minutes in all published Lifeline advertising materials.
6. Boomerang customers are provided options if they exceed the number of minutes provided in their Lifeline plan. Customers can purchase standard top up plans at thousands of local retail establishments and through customer service. Plan descriptions are available on the company website at [www.entouchwireless.com](http://www.entouchwireless.com).
7. Boomerang's toll-free customer service number is 866-488-8719. Customers can reach customer service by dialing 611 from their enTouch phone. Customers can also contact Boomerang via email at [support@entouchwireless.com](mailto:support@entouchwireless.com) or by US mail. This information is provided in the terms of service and on the company website and in all information provided to subscribers.
8. Boomerang responds to all consumer inquiries and complaints received from government agencies within 30 days.
9. Boomerang has procedures in place to maintain the privacy of subscriber proprietary information in accordance with applicable federal and state laws.
10. At service initiation, Boomerang requests that subscribers "Opt In" to receive free notifications regarding activation status, balance alerts, etc. Customers can also decline to receive these messages and notices by "Opting Out". If a subscriber chooses to decline free notifications they will receive only those Lifeline notifications required by the FCC such as the 30-day non-usage notice, the recertification notices, etc. The customer cannot opt out of the required FCC notifications.



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FCC Form 481

Section 600 - Functionality in Emergency Situations

Under FCC Rules, an ETC must demonstrate its ability to remain functional in emergency situations. Since Boomerang Wireless, LLC d/b/a enTouch Wireless (Boomerang) is providing service to its customers through the use of facilities obtained from other carriers, it is able to provide to its customers the same ability to remain functional in emergency situations as currently provided by the carriers to their own customers, including access to a reasonable amount of back-up power to ensure functionality without an external power source, re-routing traffic around damaged facilities, and the capability of managing traffic spikes resulting from emergency situations.

Boomerang, along with their underlying carriers, have created back-up systems to ensure functionality in the event of a loss of power or network functionality. Boomerang's support facilities are housed in a carrier-class data center with fully redundant power and HVAC, a controlled temperature and humidity environment, fire-threat detection and suppression, year-round critical monitoring, and secure access with biometric security. The facility features redundant generators and redundant fiber optic connectivity. The data center is a reinforced concrete building located in a secure area and collocated with the area electrical generation plant. All systems within the facility are implemented on redundant servers, each with redundant data network and power.