J. A. Gipson Advisors, PLLC

414 Holly Grove Circle
Braxton, MS 39044

Telephone: (601) 519-1880
Email: jag@jagipsonadvisors.com

December 6, 2022

Via Electronic Filing

Mr. Reece McAlister
Executive Secretary
Georgia Public Service Commission
244 Washington St., S.W.
Atlanta, GA 30334-5701

Re: Boomerang Wireless LLC d/b/a enTouch Wireless ("Boomerang Wireless")
Notice of Possible Service Interruption and Customer Contact Information
Docket No. 35701

Dear Mr. McAllister:

This notice is being provided to the Georgia Public Service Commission ("Commission") and staff contacts regarding a potential interruption in service for a limited number of certain Lifeline customers of Boomerang Wireless d/b/a enTouch Wireless ("enTouch") using the Verizon Wireless 3G CDMA network that is being decommissioned by the end of this year. enTouch continues to attempt to contact these customers regarding transitioning to the network of another enTouch underlying carrier at no expense to the customers before any interruption in service occurs.

enTouch was originally designated as an Eligible Telecommunications Carrier in the State of Georgia by Order of the Commission in this Docket dated December 2, 2014. enTouch's service area was designated to the extent of its coverage through its underlying carriers. In the State of Georgia, the only customers of Boomerang Wireless affected by the Verizon 3G decommission are the former Budget Mobile customers approved by the Commission to be transferred to Boomerang Wireless by Order dated March 8, 2017 in this Docket. At the time of its designation and continuing through the date of this Notice, the Verizon Wireless network includes 3G CDMA cellular coverage, but the 3G network is being decommissioned by Verizon Wireless effective December 31, 2022.[1] In Georgia, the decommissioning of the Verizon Wireless 3G CDMA network is expected to impact certain customers of enTouch whose devices do not have the capability of connecting to other mobile networks.

Since the announced decommissioning of the Verizon Wireless 3G network, enTouch has been working diligently to avoid an interruption of service to these affected customers in a way that complies with the Federal Communications Commission's (FCC's)

[1] https://www.verizon.com/support/knowledge-base-218813/

one-per-household Lifeline rule. To date, enTouch has attempted to contact the affected customers by text message with appropriate instructions. enTouch has also requested the Universal Service Administrative Company to assist in a possible bulk migration of these customers to a new network platform served by another of enTouch's underlying carriers. At this time there is no full resolution of these issues. As a result, due to no fault of the Commission, enTouch or Verizon Wireless there remain approximately 283 enTouch customers in your state on the 3G CDMA network who are expected to experience an interruption in service of their Lifeline service effective December 31, 2022 unless other arrangements can be made with the customers prior to that date. To assist with this issue, enTouch has established a dedicated toll-free Customer Service telephone number for instructions on re-enrolling with enTouch service supported by another network.

The enTouch company representative with full authority to handle these issues can be reached directly at 833-856-1945 or by email at support@entouchwireless.com with "Vzn3G Decom" in the subject line of the email. Please feel free to share this information and these contacts with any affected 3G network customers who may contact your office. In the meantime, please know that enTouch is continuing to work toward these transition solutions prior to December 31, 2022.

Please contact me or my legal assistant, Sherry Boyd at sherry@jagipsonadvisors.com or 601-954-2286 should you have any questions or need additional information.

Sincerely,

J. A. GIPSON ADVISORS, PLLC

/s/ J. Andrew Gipson

J. Andrew Gipson

JAG/ssb

ecc: Julia Redman-Carter
Lesli Rowe Marcee
Regulatory@enTouchwireless.com