

FCC Form 481 - Carrier Annual Reporting Data Collection Form	<small>FCC Form 481 OMB 3090-0086 OMB 3090-0019 Avg. Burden Estimate per Response: 24 Hours</small>
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<010> Study Area Code	309014
<015> Study Area Name	Boomerang Wireless, LLC
<020> Program Year	2014
<030> Contact Name: Person USAC should contact with questions about this data	Mark Lammert
<035> Contact Telephone Number: Number of the person identified in data line <030>	407-260-1011
<039> Contact Email: Email of the person identified in data line <030>	regulatory@csllongwood.com

ANNUAL REPORTING FOR ALL CARRIERS		54.313 Completion Required	54.422 Completion Required
<100> Service Quality Improvement Reporting	<i>(complete attached worksheet)</i>	<i>(check box when complete)</i>	
<200> Outage Reporting (voice)	<i>(complete attached worksheet)</i>	<input checked="" type="checkbox"/>	
<210>	<input checked="" type="checkbox"/> <-- check box if no outages to report	<input checked="" type="checkbox"/>	
<300> Unfulfilled Service Requests (voice)		<input type="checkbox"/>	
<310> Detail on Attempts (voice)	<i>(attach descriptive document)</i>	<input type="checkbox"/>	
<320> Unfulfilled Service Requests (broadband)		<input type="checkbox"/>	
<330> Detail on Attempts (broadband)	<i>(attach descriptive document)</i>	<input type="checkbox"/>	
<400> Number of Complaints per 1,000 customers (voice)		<input checked="" type="checkbox"/>	
<410> Fixed	<input type="text" value="0"/>	<input type="checkbox"/>	
<420> Mobile	<input type="text" value="0"/>	<input type="checkbox"/>	
Number of Complaints per 1,000 customers (broadband)		<input type="checkbox"/>	
<440> Fixed	<input type="text"/>	<input type="checkbox"/>	
<450> Mobile	<input type="text"/>	<input type="checkbox"/>	
<500> Service Quality Standards & Consumer Protection Rules Compliance	<i>(check to indicate certification)</i>	<input checked="" type="checkbox"/>	
<510>	<i>(attach descriptive document)</i>	<input checked="" type="checkbox"/>	
<600> Functionality in Emergency Situations	<i>(check to indicate certification)</i>	<input checked="" type="checkbox"/>	
<610>	<i>(attach descriptive document)</i>	<input checked="" type="checkbox"/>	
<700> Company Price Offerings (voice)	<i>(complete attached worksheet)</i>	<input type="checkbox"/>	
<710> Company Price Offerings (broadband)	<i>(complete attached worksheet)</i>	<input type="checkbox"/>	
<800> Operating Companies and Affiliates	<i>(complete attached worksheet)</i>	<input checked="" type="checkbox"/>	
<900> Tribal Land Offerings (Y/N)?	<i>(if yes, complete attached worksheet)</i>	<input type="checkbox"/>	
<1000> Voice Services Rate Comparability	<i>(check to indicate certification)</i>	<input type="checkbox"/>	
<1010>	<i>(attach descriptive document)</i>	<input type="checkbox"/>	
<1100> Terrestrial Backhaul (Y/N)?	<i>(if not, check to indicate certification)</i>	<input type="checkbox"/>	
<1110>	<i>(complete attached worksheet)</i>	<input type="checkbox"/>	
<1200> Terms and Condition for Lifeline Customers	<i>(complete attached worksheet)</i>	<input checked="" type="checkbox"/>	

Price Cap Carriers, Proceed to Price Cap Additional Documentation Worksheet
Including Rate-of-Return Carriers affiliated with Price Cap Local Exchange Carriers

<2000>	<i>(check to indicate certification)</i>
<2005>	<i>(complete attached worksheet)</i>

Rate of Return Carriers, Proceed to ROR Additional Documentation Worksheet

<3000>	<i>(check to indicate certification)</i>
<3005>	<i>(complete attached worksheet)</i>



<01>	Study Area Code	309014
<01S>	Study Area Name	Boomerang Wireless, LLC
<02>	Program Year	2014
<03>	Contact Name - Person USAC should contact regarding this data	Mark Lamert
<03S>	Contact Telephone Number - Number of person identified in data line <03>	407-360-1011
<03S>	Contact Email Address - Email Address of person identified in data line <03>	regulatory@cfengwood.com

<10>	Has your company received its ETC certification from the FCC?	(yes / no)
<11>	If your answer to Line <10> is yes, do you have an existing § 54.202(a) "S" year plan" filed with the FCC?	(yes / no)

If your answer to Line <11> is yes, then you are required to file a progress report, on line <12> delineating the status of your company's existing § 54.202(a) "S" year plan" on file with the FCC, as it relates to your provision of voice telephony service.

<12> Attach Five-Year Service Quality Improvement Plan or, in subsequent years, your annual progress report filed pursuant to 47 C.F.R. § 54.313(a)(1). If your company is a CETC which receives only frozen support, your progress report is only required to address voice telephony service.

Please check these boxes below to confirm that the attached PDF, on line 112, contains a progress report on its five-year service quality improvement plan pursuant to § 54.202(a). The information shall be submitted at the wire center level or census block as appropriate.

- <13> Maps detailing progress towards meeting plan targets
- <14> Report how much universal service (USF) support was received
- <15> How (USF) was used to improve service quality
- <16> How (USF) was used to improve service coverage
- <17> How (USF) was used to improve service capacity
- <18> Provide an explanation of network improvement targets not met in the prior calendar year.

Name of Attached Document (.pdf)

<010>	Study Area Code	9990014
<015>	Study Area Name	Bowenwing Windows, LLC
<020>	Program Year	2024
<030>	Contact Name - Person USAC should contact regarding this data	Next Lament
<035>	Contact Telephone Number - Number of person identified in data line <030>	607-240-2011
<039>	Contact Email Address - Email Address of person identified in data line <030>	resulstcrn@cslarswood.com

[illegible]

<010>	Study Area Code	3090014
<015>	Study Area Name	Boomerang Wireless, LLC
<020>	Program Year	2014
<030>	Contact Name - Person USAC should contact regarding this data	Mark Lammert
<035>	Contact Telephone Number - Number of person identified in data line <030>	607-260-1011
<039>	Contact Email Address - Email Address of person identified in data line <030>	regulatory@cellsworld.com

Tribe(s) on which ETC Serves

920 Tribal Government Engagement Obligation

Name of Attached Document (.pdf)

If your company serves Tribal lands, please select (Yes/No, NA) for each these boxes to confirm the status described on the attached PDF, on line 920, demonstrates coordination with the Tribal government pursuant to § 54.333(a)(9) includes:

Select (Yes, No, NA)	
	Needs assessment and deployment planning with a focus on Tribal community anchor institutions;
	Feasibility and sustainability planning;
	Marketing services in a culturally sensitive manner;
	Compliance with Rights of way processes
	Compliance with Land Use permitting requirements
	Compliance with Facilities Siting rules
	Compliance with Environmental Review processes
	Compliance with Cultural Preservation review processes
	Compliance with Tribal Business and Licensing requirements.

(1101) Non-Terrestrial Backhaul Reporting
 Data Collection Form
 FCC Form 481
 OMB Control No. 3060-0986
 OMB Control No. 3060-0819
 JUN 2013

<010>	Study Area Code	309014
<015>	Study Area Name	Boomerang Wireless, LLC
<020>	Program Year	2014
<030>	Contact Name - Person USAC should contact regarding this data	Mark Lammet
<035>	Contact Telephone Number - Number of person identified in data line <030>	407-260-1011
<039>	Contact Email Address - Email Address of person identified in data line <030>	regulatory@csilongwood.com

Please check this box to confirm no terrestrial backhaul
 options exist within the supported area pursuant to § 54.313(G) ☐

Please check this box to confirm the reporting carrier offers
 broadband service of at least 1 Mbps downstream and 256 kbps
 upstream within the supported area pursuant to § 54.313(G) ☐

(1210) Terms and Conditions for Lifeline Customers		FCC Form 487	
Lifeline		OMB Control No. 3060-0986	
Data Collection Form		OMB Control No. 3060-0819	
		July 2013	

<010>	Study Area Code	309014
<015>	Study Area Name	Boomerang Wireless, LLC
<020>	Program Year	2014
<030>	Contact Name - Person USAC should contact regarding this data	Mark Lannert
<035>	Contact Telephone Number - Number of person identified in data line <030>	407-260-1011
<039>	Contact Email Address - Email Address of person identified in data line <030>	regulator@csilonywood.com

<1210> Terms & Conditions of Voice Telephony Lifeline Plans

Name of attached document (.pdf)

<1220> Link to Public Website

HTTP www.entouchwireless.com

Please check these boxes below to confirm that the attached PDF, on line 1210, or the website listed, on line 1220, contains the required information pursuant to § 54.422(a)(2) annual reporting for ETCs receiving low-income support; carriers must annually report:

<1221> Information describing the terms and conditions of any voice telephony service plans offered to Lifeline subscribers, ☒

<1222> Details on the number of minutes provided as part of the plan, ☒

<1223> Additional charges for toll calls, and rates for each such plan. ☒

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<01S>	Study Area Name	Boomerang Wireless, LLC
<02P>	Program Year	2014
<03P>	Contact Name - Person USAC should contact regarding this data	Mark Lampert
<03S>	Contact Telephone Number - Member of person identified in data line <03P>	407-260-1011
<03S>	Contact Email Address - Email Address of person identified in data line <03P>	regulatory@celloneus.com

CHECK the boxes below to note compliance as a recipient of incremental Connect America Phase I support, frozen High Cost support, High Cost support to offset access charge reductions, and Connect America Phase II support as set forth in 47 CFR § 54.313(b)(4)-(6). (e) The information reported on this form and in the documents attached below is accurate.

[illegible]



4000	Entity Name	30001
4010	Entity Address	30002
4020	Entity City	30003
4030	Entity State	30004
4040	Entity Zip	30005
4050	Entity Phone	30006
4060	Entity Fax	30007
4070	Entity Email	30008
4080	Entity Website	30009
4090	Entity Other	30010

Check the boxes below to indicate compliance with the following requirements (check box 4090 if not applicable):

4090 ☐ I have read the instructions and understand the requirements of this form and the information provided is true and correct.

Program Report on 3 Year Plan

(4010) Information Certification (CFR § 54.313001100)
 (4011) Please check the box to confirm that the attached PDF, on line 3012, contains the required information pursuant to § 54.313001100, as a condition of the 3 Year Plan. If you check this box, you are certifying that you have read the instructions and understand the requirements of this form and the information provided is true and correct.

Name of Attached Document Using Required Information

☐

(4020) Community Action Partnership (CFR § 54.313001100)
 (4021) In your company's Primary Field (CFR § 54.313001100)
 (4022) If you, check your company for the 3 Year Plan report
 (4023) Please check the box to confirm that the attached PDF, on line 3013, contains the required information pursuant to § 54.313001100, as a condition of the 3 Year Plan. If you check this box, you are certifying that you have read the instructions and understand the requirements of this form and the information provided is true and correct.

Name of Attached Document Using Required Information

☐ (Yes/No)

(4030) If the response is yes on line 3013, attach your company's 3 Year Plan report and all required documentation
 (4031) If the response is no on line 3013, in your company's audit
 (4032) If the response is yes on line 3013, please check the box below to confirm your submission, on line 3014, pursuant to § 54.313001100, contains:

☐

(4033) Either a copy of their audited financial statements or (2) a financial report is a financial report to the Board of Directors and a financial report to the Board of Directors.

Name of Attached Document Using Required Information

☐ (Yes/No)

(4040) Management letter issued by the independent certified public accountant that performed the company's financial audit.
 (4041) If the response is no on line 3013, please check the boxes below to confirm your submission, on line 3015, pursuant to § 54.313001100, contains:

☐

(4042) Copy of their financial statements which has been subject to review by an independent certified public accountant; or (2) a financial report to the Board of Directors and a financial report to the Board of Directors.

☐

(4043) Underlying information submitted to an officer certification.
 (4044) If the response is no on line 3013, please check the boxes below to confirm your submission, on line 3016, pursuant to § 54.313001100, contains:

☐

(4045) If the response is no on line 3013, please check the boxes below to confirm your submission, on line 3017, pursuant to § 54.313001100, contains:

☐

(4046) Copy of their financial statements which has been subject to review by an independent certified public accountant; or (2) a financial report to the Board of Directors and a financial report to the Board of Directors.

☐

(4047) Underlying information submitted to an officer certification.
 (4048) If the response is no on line 3013, please check the boxes below to confirm your submission, on line 3018, pursuant to § 54.313001100, contains:

☐

(4049) If the response is no on line 3013, please check the boxes below to confirm your submission, on line 3019, pursuant to § 54.313001100, contains:

☐

(4050) If the response is no on line 3013, please check the boxes below to confirm your submission, on line 3020, pursuant to § 54.313001100, contains:

☐

(4051) If the response is no on line 3013, please check the boxes below to confirm your submission, on line 3021, pursuant to § 54.313001100, contains:

☐

Name of Attached Document Using Required Information

Certification of Reporting Carrier Data Collection Form		OMB Control Number: 3090-0066 OMB Control No.: 3090-0066 July 2013
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<010> Study Area Code	309014
<015> Study Area Name	Boomerang Wireless, LLC
<020> Program Year	2014
<030> Contact Name - Person USAC should contact regarding this data	Mark Lammert
<035> Contact Telephone Number - Number of person identified in data line <030>	407-260-1011
<039> Contact Email Address - Email Address of person identified in data line <030>	regulatory@cullongwood.com

TO BE COMPLETED BY THE REPORTING CARRIER, IF THE REPORTING CARRIER IS FILING ANNUAL REPORTING ON ITS OWN BEHALF:

I certify that I am an officer of the reporting carrier; my responsibilities include ensuring the accuracy of the annual reporting requirements for universal service support recipients; and, to the best of my knowledge, the information reported on this form and in any attachments is accurate.	
Name of Reporting Carrier: Boomerang Wireless, LLC	
Signature of Authorized Officer:	Date: 10/01/2013
Printed name of Authorized Officer: James Boivent	
Title or position of Authorized Officer: CFO	
Telephone number of Authorized Officer: 319-294-6080	
Study Area Code of Reporting Carrier:	309014
Filing Due Date for this form:	10/15/2013
Persons willfully making false statements on this form can be punished by fine or forfeiture under the Communications Act of 1934, 47 U.S.C. 55 502, 509(b), or fine or imprisonment under Title 18 of the United States Code, 18 U.S.C. 6 1001.	

Attachments

20180928



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.
2. Boomerang provides service availability information on their website at 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.
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 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.

enTouch Wireless powered by Boomerang Wireless

P.O. Box 37 • Hiawatha, IA • 52233 • entouchwireless.com • 866.488.8719



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.