



COMMONWEALTH OF MASSACHUSETTS

Department of Telecommunications and Cable

1000 Washington Street, Suite 600, Boston, MA 02118
(617) 305-3580
www.mass.gov/dtc

MAURA T. HEALEY
GOVERNOR

KIMBERLEY DRISCOLL
LIEUTENANT GOVERNOR

YVONNE HAO
SECRETARY
EXECUTIVE OFFICE OF
ECONOMIC DEVELOPMENT

LAYLA R. D'EMILIA
UNDERSECRETARY

KAREN CHARLES
COMMISSIONER

D.T.C. 12-6

July 30, 2024

In the Matter of Boomerang Wireless, LLC Petition for Limited Designation as an Eligible Telecommunications Carrier in Massachusetts for the Limited Purpose of Offering Wireless Lifeline Service to Qualified Households.

FIRST SET OF INFORMATION REQUESTS BY THE DEPARTMENT OF TELECOMMUNICATIONS AND CABLE TO BOOMERANG, LLC

Pursuant to 207 C.M.R. § 1.06(6)(c), the Department of Telecommunications and Cable ("Department") submits to Boomerang Wireless, LLC the following information requests:

Instructions

The following instructions apply to this set of information requests, and all subsequent requests issued by the Department in this proceeding.

1. All answers should be filed with the Department by the close of business on October 29, 2024.
2. Unless otherwise stated, each request should be answered in writing and include: the case docket number; a reference to the request number; the name of the person responsible for the answer; and a recitation of the request.
3. The term "Boomerang" means Boomerang Wireless, LLC and its corporate predecessors, agents, officers, employees, and assigns.
4. The term "affiliate" means a person that (directly or indirectly) owns or controls, is owned or controlled by, or is under common ownership or control with, Boomerang. For purposes of this definition, the term "own" means to own an equity interest (or the equivalent thereof) of more than 10 percent.

5. The term “Petition” means the Amended Boomerang Petition for Designation as an Eligible Telecommunications Carrier which the Department received on May 2, 2024.
6. The term “provide complete and detailed documentation” means: provide all data, assumptions and calculations relied upon. Provide the source of and basis for all data and assumptions employed. Include all studies, reports and planning documents from which data, estimates or assumptions were drawn and support for how the data or assumptions Boomerang used in developing the projections or estimates.
7. The term “ETC” means eligible telecommunications carrier.
8. The term “FCC” means the Federal Communications Commission.
9. The term “USF” means Universal Service Fund.
10. The term “USAC” means the Universal Service Administrative Co.
11. The term “equipment” includes, but is not limited to, a SIM card and/or a mobile device.
12. The term “document” is used in its broadest sense and includes, without limitation, writings, drawings, graphs, charts, photographs, phono-records, microfilm, microfiche, computer printouts, correspondence, press releases, handwritten and/or typed notes, records, reports, bills, checks, articles from journals and/or other sources, legal filings, e-mails, SMS text messages, blog postings, RSS feeds, web pages, social media postings such as Facebook and Twitter, and/or other data compilations from which information can be obtained and all copies of such documents that bear notations or other markings that differentiate such copies from the original.
13. Requests shall be deemed continuing so as to require further supplemental responses if Boomerang and/or its witnesses receive or generate additional information within the scope of these requests between the time of the original response and the close of the record in this proceeding.
14. If any of these requests is ambiguous, notify the Hearing Officer so that the request may be clarified prior to the preparation of a written response.

Requests

1. Pursuant to Rule 47 C.F.R. § 54.202(a)(3), describe in narrative form Boomerang’s ability to satisfy applicable consumer protection and service quality standards set forth in the Department’s *Rules & Practices Relating to Telephone Service to Residential Customers* (D.P.U. 18448 (1997)).
2. Describe how and when a Massachusetts Lifeline customer will be notified of any changes or updates to the applicable Terms and Conditions.

3. Provide the terms and conditions of all warranties and refund policies applicable to handsets provided or sold to Lifeline subscribers.
4. Describe Boomerang's policy regarding customers returning equipment.
5. State whether Boomerang will impose an activation fee, change fee, early termination fee, or any other service fee for any of its Lifeline services. Provide a detailed description of any such fee(s) and explain whether the same or similar fee is imposed on non-Lifeline subscribers.
6. State whether Boomerang's Lifeline subscribers incur roaming charges. If so:
 - a. State whether Lifeline subscribers will be notified before they incur roaming charges, and whether they can terminate the call before incurring such roaming charges;
 - b. Describe in narrative form how roaming charges will apply to Boomerang's Massachusetts Lifeline subscribers; and
 - c. State whether additional charges will be incurred for 911 calls made while roaming.
 - d. Provide a list of countries that Lifeline subscribers can make calls to and the rate per minute for each of these countries.
7. State whether Boomerang's Lifeline subscribers in Massachusetts will receive free access to any web-based account management tools.
8. Identify each media platform Boomerang intends to use in Massachusetts and provide examples of advertising for each platform.
9. Identify whether Boomerang has engaged in market research for Massachusetts, including but not limited to any underserved groups or areas Boomerang has identified and intends to target in Massachusetts.
10. Explain how Boomerang's marketing strategy reaches underserved groups in Massachusetts.
11. Describe Boomerang's plans for providing quality customer service in Massachusetts, including but not limited to:
 - a. the number of employees in Boomerang's intended customer service operation.
 - b. The physical location of Boomerang's customer service staff.
 - c. Boomerang's internal standards for responding to and resolving customer inquiries and complaints (e.g., expected response times, manner of communication).
12. Provide a copy of the proposed Terms of Service for Boomerang's Lifeline subscribers in Massachusetts.
13. Provide the number of consumer complaints received by Boomerang in each of the last three years from Lifeline subscribers for the following categories, 1) billing, 2) finance, 3) network coverage, 4), operational, 5) product, and 6) trouble.

14. Provide a current list of all states where Boomerang or any of its affiliates has been designated as an ETC. For each state, indicate whether the designation is limited, and if so how, including any specific requirements imposed on or volunteered by Boomerang or its affiliates. Provide complete and detailed documentation of any such designation, limitation(s), and/or requirement(s).
15. Provide a current list of all states where Boomerang or any of its affiliates has a petition currently pending for ETC designation and describe the status of each petition. If any petition has been denied, provide a copy of the denial issued by the commission or government agency.
16. State whether the FCC, any state utilities commission, or any other government agency has, to date, rendered or entered a finding, criminal conviction (including plea agreements), or civil judgement (including money judgements) against Boomerang, its executives, or managers, during the last ten years. Provide a copy of any such finding, conviction, plea agreement, or civil judgement entered against Boomerang, its executives, or managers.
17. Provide a complete and detailed list of each of Boomerang's affiliates and provide the names under which each does business.
18. Describe Boomerang's specific role with respect to its partnerships with ViaOne, Cali Distribution, LLC, PayGo Distributors, and any other relevant affiliates.
19. State whether Boomerang's merger with ViaOne has impacted service quality. Provide any relevant consumer or technical metrics in the answer.
20. Provide the following for each of the last five years:
 - a. Profit and loss statements;
 - b. Balance sheets; and
 - c. Statement of cashflows.
21. If Boomerang has previously provided service in Massachusetts, state all services that Boomerang has offered since Boomerang began operating in Massachusetts including those services currently being offered. Also, describe the scope of such service, including geographic areas of operation, types of customers served, and total number of Massachusetts customers.
22. Identify any and all ongoing litigation that affects or may affect the services offered or intended to be offered by Boomerang in Massachusetts. Provide a copy of all judicial filings made in relation to such litigation.
23. State whether Boomerang has engaged in the following (provide all supporting documentation and explain the reason(s) behind each event or occurrence falling under these categories):

- a. Formally relinquished, or unilaterally abandoned, or withdrawn an ETC designation in any state or other jurisdiction;
 - b. Experienced dismissal (with or without prejudice) of an application or petition for ETC designation; and
 - c. Had an ETC designation permanently revoked, rescinded, suspended, or otherwise “terminated” in any state or jurisdiction.
24. State whether Boomerang is subject to any outstanding tax liabilities, late payments, or other liabilities due and owing to the Commonwealth of Massachusetts or any government and/or quasi-public entities in any other jurisdictions. If so, provide complete and detailed documentation identifying the amounts owed and explaining the reasons for such arrears.
25. State how long it would take Boomerang to offer Lifeline service in Massachusetts from the date of approval, if the Petition is granted by the Department.
26. Provide a sample certification and annual verification (or re-certification) forms to be used by Boomerang in Massachusetts that satisfy 47 C.F.R. § 54.410(d), (f).
27. Explain how granting Boomerang’s Petition will result in unique service offerings relative to other ETCs currently providing Lifeline services in Massachusetts.
28. State whether Boomerang has any policies or terms and conditions that restrict or throttle a subscriber’s data speed. If so, describe these policies in detail.
29. Elaborate on how Boomerang plans to serve customers on federally recognized tribal lands in Massachusetts and estimate the number of eligible customers Boomerang will attempt to serve.