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July 31, 2017

Ms. Carlotta Stauffer  
Director, Office of Commission Clerk  
Florida Public Service Commission  
2540 Shumard Oak Boulevard  
Tallahassee, Florida 32399-0850

Via Hand Delivery

**REDACTED**

Re: Virgin Mobile's Response to Florida Lifeline Data Request 2017

Dear Ms. Stauffer:

Although wireless Eligible Telecommunications Carriers no longer fall under the jurisdiction of the Florida Public Service Commission, as a courtesy Virgin Mobile USA, LP ("Virgin Mobile") provides the enclosed responses to Staff's 2017 Lifeline Data Request regarding annual reporting for Eligible Telecommunications Carriers that receive low-income support.

Virgin Mobile USA is a wholly-owned subsidiary of Sprint Corporation. In order to ensure a timely response to the Commission's correspondence to Virgin Mobile, including data requests, please send it to John Monroe, Sprint's Commission liaison.

Enclosed for filing are:

1. Public Attachment A: Virgin Mobile's redacted response to Staff's data request, as required by Rule 25-22.006(5), Florida Administrative Code, and
2. Confidential Attachment B: a sealed envelope marked "CONFIDENTIAL," containing confidential portions of Virgin Mobile's response.

Pursuant to §364.183(1), Florida Statutes, Virgin Mobile claims that the highlighted portions of the documents provided in Confidential Attachment B are confidential and proprietary business information of Virgin Mobile that should be kept confidential and exempt from public disclosure.

RECEIVED-FPSC  
2017 JUL 31 PM 4:25  
COMMISSION  
CLERK.

**RUTLEDGE ECENIA**

July 31, 2017

Page 2

Thank you for your assistance in this matter. Please date stamp the enclosed additional copy of this letter as "filed" and return the same of my office. Please do not hesitate to contact me if you have any questions, or you may reach John Monroe, in-house counsel for Sprint and Virgin Mobile, (404) 649-8983, or by email at [John.Monroe@sprint.com](mailto:John.Monroe@sprint.com).

Sincerely

A handwritten signature in cursive script, appearing to read "Marsha E. Rule".

Marsha E. Rule

cc: Beth Salak

**ATTACHMENT A  
PUBLIC**

**\*\*REDACTED\*\***

**VIRGIN MOBILE RESPONSE TO LIFELINE DATA REQUEST 2017**

To assist the Florida Public Service Commission (FPSC) in the development of our Annual Lifeline Report, **staff requests that you provide responses to the following data request by July 31, 2017.** This report is prepared for the Governor, President of the Senate, and Speaker of the House of Representatives on the Lifeline program as required by Chapter 364.10, Florida Statutes. **Your response should include your company name, contact person, and email address.**

**For items 1 through 8, please provide the data for the fiscal year July 1, 2016, through June 30, 2017.**

**For those items requesting that the data be reported on a monthly basis, provide the appropriate number as of the last day of each month during the review period.**

1. The number of residential access lines in service each month.

RESPONSE: As a wireless-only provider, Virgin Mobile does not have any “residential access lines.”

2. The number of customers participating in Lifeline each month. Note: Do not include customers receiving Lifeline through the Transitional Lifeline provision.

RESPONSE: **Please see Schedule 1.**

3. The amount of Lifeline credit provided to Lifeline customers on a monthly billing.

RESPONSE: During the specified time period, Virgin Mobile offered its customers a free phone plus 350 minutes and unlimited free texts each month.

4. The number of customers denied Lifeline service. Identify the reason(s) customers were denied Lifeline (i.e. customer currently receiving Lifeline, inability to verify participation in a qualifying program, past due balance, other reasons not listed).

RESPONSE: See confidential chart below:

Description	Total
ADDRESS document(s) not on acceptable list of Proof of Address. Please submit application with another Proof of Address document	
Address on document doesn't match application	
Application removed due to an existing application or account with matching some CPNI information - name, DOB, SSN.	
Application was submitted with extra letters and/or characters in one of the name fields	
Bank statement not acceptable	
Date of birth could not be validated	
Denied for duplicate application	
Did not indicate Date of Birth and/or last 4 numbers of Social Security Number	
Did not provide 3 full months or 12 weeks of income documentation	
Document does not prove eligibility for any LL program. Please resubmit with valid eligibility document.	
Document(s) provided does not meet program guidelines	

Virgin Mobile Response to Lifeline Data Request 2017  
 July 31, 2017

Documentation must be in English or Spanish	
Documentation of power of attorney or guardianship not provided when it was indicated	
Documentation submitted is not for an eligible program listed on application	
Documentation to support income-based eligibility was not received	
Documentation to support program-based eligibility was not received	
Does not meet age requirement	
Expired document used. Please submit with valid document	
Failed to check all required statements in signature section	
Identity could not be found in public and governmental records. Full name, DOB, last 4 SSN, and address will need to be verified.	
Identity could not be found in public and governmental records. Full name, DOB, last 4 SSN, and address will need to be verified	
IDENTITY document(s) not on acceptable list of Proof of Identity. Please submit application with another Proof of Identify document	
Income documentation provided does not include dates. Dated documentation is required	
Income documentation provided does not include gross income data, income before taxes and deductions	
Income documentation provided is too old/outdated	
Income does not meet eligibility guidelines	
Incomplete First or Last Name	
Lifeline account already exists – No evidence the USAC Economic worksheet was received by the required deadline.	
Lifeline account already exists – Not enough information to determine your eligibility as a separate household at this address.	
Lifeline service not available in this area	
Multiple household sizes were selected, only 1 may be chosen	
Must complete updated application. Application submitted is out dated.	
Must provide single applicant name (multiple were provided)	
Name change no documentation	
Name on document(s) doesn't match application. Please submit application with correct name.	
Name or SSN4 could not be validated	
NLAD Denied. Do not resubmit application	
NLAD Unvalidated Address	
No evidence a Re-certification Form was returned	
No evidence that you returned a new state application after your relocation by the deadline.	
No evidence the USAC Economic worksheet was received by the required deadline.	
PO BOX/General Delivery not acceptable as service address	

Virgin Mobile Response to Lifeline Data Request 2017  
 July 31, 2017

Program documentation submitted is expired	
Program information provided does not match applicant's name and/or address	
Remove Me From Program	
Same day app removal	
Signature on form does not match applicant's name	
Signature on form does not match applicant's name.	
Supporting document is unreadable/blurry. Please submit with a clear image	
The address you provided was incomplete.	
Unreviewable	
USAC does not pass	
We have determined you have already been approved with another Lifeline carrier within the past 60 days.	
We have determined you have already been approved with another Lifeline carrier within the past 365 days.	
You did not select a program or number of family members.	
Your personal information (name, date of birth, social security number) couldn't be verified in the database.	
Your signature was missing or unreadable on the application	
Your signature was missing or unreadable on the application.	
Your signature was missing or unreadable on the Attestation/Service Authorization Form.	

5. The number of Lifeline customers added each month. Note: Do not include customers receiving Lifeline through the Transitional Lifeline provision.

**RESPONSE:** Please see Schedule 1.

6. The number of customers removed from Lifeline each month. Note: Do not include Lifeline customers moved to Transitional Lifeline.

**RESPONSE:** Please see Schedule 1.

7. The number of customers participating in Transitional Lifeline each month.

**RESPONSE:** Please see Schedule 1.

8. The number of customers participating in Lifeline under the Tribal Lands provision each month.

**RESPONSE:** Please see Schedule 1.

9. Description of your company's procedures for enrolling customers in the Lifeline program. Include the following in your response:

- a. Procedures used to process applications received from the Office of Public Counsel.

**RESPONSE:** Virgin Mobile does not receive applications directly from the Office of Public Counsel and is currently working with the Office of Public

Counsel (“OPC”) to develop a mechanism for OPC to verify Virgin Mobile customers that qualify for Lifeline on the basis of income.

- b. Procedures used to process applications received directly from customers.

RESPONSE: The applicant returns the completed application to the address on the application. The application and any required documentation provided by the customers are scanned. An electronic platform compares the information supplied by the applicant with state specific program information and a preliminary eligibility decision is recommended. If the applicant is applying based on a Program on the Florida State Database, the Florida Database is checked. If an “eligible” response is received from the Florida Database, then the applicant is “approved”, otherwise, a reviewer then manually reviews and evaluates the application for completeness and compares the eligibility requirements to the application and supporting documentation and renders an approval or denial decision. A confirmation letter is then sent to the applicant with an eligibility decision. If the applicant was approved for participation in the program, an approval letter is sent. Simultaneously, a handset is shipped to the customer’s address. If the applicant does not meet the eligibility requirements or the information was insufficient to render a decision, a denial letter will identify the reason for denial. Where information is insufficient to make an eligibility determination, a letter will request additional information.

- c. Procedures used to process applications received through the PSC on-line process.

RESPONSE: Virgin Mobile downloads a record from the PSC website that has all the necessary information to review an application (as shown below). These applicants have electronically signed and attested to the Lifeline rules.

- First Name
- Last Name
- DOB
- SSN
- Service Address, City and Zip code
- Program
- Telephone Number

Virgin Mobile then prints out the information where each applicant is put on a manual FL application (each application includes the sheet downloaded from the PSC website) for processing. The applications are then scanned and imported for Manual Data Entry, review, and/or processed for quality control based on our traditional process. The decisions related to these applications are then relayed in the print file to Sprint and decision letters are issued to the applicants.

- d. Procedures used to process applications received through the Department of Children and Families coordinated enrollment process.

RESPONSE: No applications were received through the DCF automatic enrollment process between July 1, 2016 and June 30, 2017.

- e. The amount of time required to process applications. Include time period between receipt of customer application and the billing date of the first bill providing the credit.

RESPONSE: The vast majority of applications are reviewed within 4 days of receipt. Eligibility determination letters are mailed approximately 10 days after the determination is reached. For approved customers, a handset is shipped simultaneous with the approval letter for delivery within 3-5 days. Once the customer activates that handset, the first month discount is applied in the form of 350 free voice minutes.

10. Description of your company's procedures for performing continued certification of customer eligibility after initial certification. Include the method(s) used to verify customer eligibility.

RESPONSE: The entire Virgin Mobile Lifeline customer base is subject to verification annually at the time of each customer's service anniversary in accordance with the amended Lifeline rules. See 47 C.F.R. § 54.410(f). Customer eligibility is verified within one year following the initial certification. Upon receipt of an application, Virgin Mobile first checks the National Lifeline Accountability Database to validate the applicant's identity and ensure that the residential address is not in use by another Lifeline customer. If the applicant passes this check, Virgin Mobile reviews the application for completeness and determines eligibility based on documents provided as proof of program participation or income. If a state database or similar resource is available to verify the applicant's eligibility based on program participation or income, Virgin Mobile checks that resource for further verification of eligibility.

11. Description of your company's procedures for Lifeline. If your response has not changed from last year's response, you may indicate this below. Please include the following in your response:

- a. Internal procedures for promoting Lifeline.

RESPONSE: Virgin Mobile has over one hundred toll-free numbers as contact points for Lifeline inquiries with the ability to be transferred for Spanish language information. Specialized call center advisors have information regarding Lifeline service available.

- b. Outreach and educational efforts involving participation in community events.

RESPONSE: From time to time, Virgin Mobile promotes its Assurance Wireless-branded Lifeline service at community events that are targeted to potential Lifeline eligible customers.

- c. Outreach and educational efforts involving mass media (newspaper, radio, television).

RESPONSE: Virgin Mobile advertises its Lifeline services using media of general distribution throughout its service area. The Company advertises the availability of its Lifeline services through television, radio, the Internet, and direct mail. These advertising campaigns have been highly effective in reaching



low-income customers and promoting the availability of cost-effective wireless services to Lifeline eligible customers.

- d. Copies of Lifeline outreach materials of your company.

RESPONSE: In addition to our website, please see Attachment 2 for copies of outreach materials.

- e. Organizations you are currently partnering with, have partnered with, and organizations you plan to partner with to educate and inform customers about Lifeline.

RESPONSE: Currently, Virgin Mobile is not partnering with any organizations.

12. Please describe the training you provide to your customer service representatives regarding Lifeline and provide the script used by your company's representatives.

RESPONSE: Virgin Mobile's Lifeline branded service, Assurance Wireless, has dedicated customer care representatives. These representatives receive training on the complete Assurance Wireless customer experience and do not use a script.

13. Please provide any link on your website that provides Lifeline information.

RESPONSE: [www.assurancewireless.com](http://www.assurancewireless.com)

14. Have you experienced any problems implementing the FCC's 2016 Lifeline Modernization Order (FCC 16-38)? If yes, please elaborate.

RESPONSE: No, Virgin Mobile has not experienced any problems implementing the FCC's 2016 Lifeline Modernization Order.

15. Does your company offer and seek reimbursement for Basic Internet Access Services in Florida as part of the Lifeline Program? If no, please provide the FCC forbearance order that waives this requirement for your company.

RESPONSE: Virgin Mobile offers Basic Internet Access Services in Florida as part of the Lifeline Program; however, we do not seek reimbursement from the state of Florida.

16. To the extent you have experienced a decline in Lifeline customers, please list and describe any issues that may have contributed to the decline. Any additional general comments or information you believe will assist staff in evaluating and reporting the Lifeline participation in Florida are welcome.

RESPONSE: Virgin Mobile's decline in Lifeline customers can be attributed to the new inactivity rules from the FCC's 2016 Lifeline Modernization Order.

2017 Florida Lifeline Data Request  
Virgin Mobile USA, L.P.

SCHEDULE 1

REDACTED

	2. # of customers participating in Lifeline each month	# of customers participating in Link-Up each month <sup>1</sup>	4. # of customers denied Lifeline service	5. # of Lifeline customers added each month	# of Link-Up customers added each month <sup>1</sup>	6. # of Lifeline customers removed from Lifeline each month	7. # of customers participating in Transitional Lifeline each month	8. # of customers participating in Lifeline under Tribal Lands provision each month
Jul-2016								
Aug-2016								
Sep-2016								
Oct-2016								
Nov-2016								
Dec-2016								
Jan-2017								
Feb-2017								
Mar-2017								
Apr-2017								
May-2017								
Jun-2017								

1. Virgin Mobile USA does not charge its Lifeline customers an activation fee, therefore, it does not participate in Link-Up.

# FLORIDA APPLICATION

Questions? Please Call 1-888-898-4888



## 1 PERSONAL INFORMATION (Please do not forget to SIGN the application in Section 4)

The information below **MUST** be that of the person applying for Assurance Wireless service. You **MUST** be at least 18 years of age to apply.

First Name: \_\_\_\_\_ Last Name: \_\_\_\_\_ Email: \_\_\_\_\_

Date of Birth:   /   /     Last 4 digits of Social Security Number:     (If applicable)

Home Address: Is this a temporary address?  Home Telephone Number: \_\_\_\_\_ (If applicable)

Street Address: \_\_\_\_\_ (PO Boxes or General Delivery cannot be accepted) Apt: \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ Zip Code: \_\_\_\_\_

### Mailing Address: (if different from above)

Street Address: \_\_\_\_\_ (PO Boxes allowed) Apt: \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ Zip Code: \_\_\_\_\_

## 2 ELIGIBILITY

To be eligible for Assurance Wireless service, you or a member of your Household must participate in a qualifying Program listed in 2A, **OR** your Household Yearly Income must meet the qualifications for Lifeline Assistance listed in 2B.

If you are **NOT** the Program participant, please provide the first name and last name of the person participating in a qualifying Program listed in 2A.

Program participant: \_\_\_\_\_ (First Name) \_\_\_\_\_ (Last Name)

## 2A PROGRAM-BASED ELIGIBILITY

**Proof of Program participation is NOT required for these Programs** - Put a check mark  next to the qualifying Program(s) your household is enrolled in:

- Supplemental Nutrition Assistance Program (SNAP)/FoodStamps  Medicaid (Medicare is not acceptable)



**SEND Proof of Program participation for these Programs** - Put a check mark  next to the qualifying Program(s) your household is enrolled in:

- Tribal Temporary Aid for Needy Families (Tribal TANF)  Food Distribution Program on Indian Reservations  Veterans and Survivors Pension Benefit  Supplemental Security Income (SSI) (Not the same as Social Security Benefits)
- Bureau of Indian Affairs General Assistance  Head Start (Tribal Lands Only)  Federal Public Housing Assistance (Section 8)

**SEND a copy of ONE of these** - Put a check mark  next to the document that you are sending and please DO NOT send originals:

- Program participation document (your benefit ID card)  Notice Letter of participation (official letter from an authorized agency)  Statement of benefits (from the past 12 months)

## OR INCOME-BASED ELIGIBILITY 2B

**SEND Proof of Income** if your household does not participate in a qualifying Program listed in 2A - Put a check mark  next to the document that you are sending and please DO NOT send originals:

(Provide proof of Income for 12 months. If the documentation does not show a full year of Income, provide proof for 3 months in a row in the past 12 months.)

- Prior year's state or federal Income tax return
- Current Income statement from employer
- Federal notice letter of participation in General Assistance
- Divorce decree or child support document containing Income
- Social Security benefits statement
- Veterans Administration benefits statement
- Retirement or pension benefits statement
- Current paycheck stub
- Unemployment or Workers' Compensation benefits statement

\*Bank Statements are not accepted as proof of Income.

To qualify, your Household Yearly income for your Household Size must be within the ranges listed below:

(A Household is one or more individuals who live together at the same address and share Income and expenses.)

How many individuals in your household? (including yourself)

- 1
- 2
- 3
- 4 or more \_\_\_\_\_ (list how many)

Household Size	Household	
	Yearly Income	
1	\$0 - \$16,281	
2	\$0 - \$21,924	
3	\$0 - \$27,567	
4	\$0 - \$33,210*	

\*To calculate the Yearly Income range for households with more than 4 members, add \$5,643 for each additional person.

How many people live in your household? \_\_\_\_\_  
 Number of children under age 18? \_\_\_\_\_  
 Number of people receiving income? \_\_\_\_\_  
 What is your total monthly/yearly household income?  
 \_\_\_\_\_ Monthly \_\_\_\_\_ Yearly



FL999999999999XB



**3 FOR YOUR SECURITY**

If you qualify, you'll need an Account PIN to access your account and a Secret Answer in case you ever forget your PIN. **Please write them down for safekeeping.**

**CHOOSE YOUR ACCOUNT PIN:**

- It must be 6 numbers long
- No more than 3 consecutive numbers in a row (1234 won't work)

- Do not repeat numbers next to each other (44 won't work)
- No symbols or letters (@#PRTE won't work)

**YOUR ACCOUNT PIN:**

□ □ □ □ □ □



**YOUR SECRET ANSWER:**

What is your favorite city?

Your Secret Answer: \_\_\_\_\_

**IMPORTANT INFORMATION ABOUT THE LIFELINE PROGRAM:** Assurance Wireless is a Lifeline supported service. Lifeline is a federal benefit, and only eligible subscribers may enroll. Customers who willfully make false statements in order to obtain the benefit can be punished by fine or imprisonment or can be de-enrolled or barred from the program. One Lifeline discounted service (landline or wireless) is available per household. A household is one or more individuals who live together at the same address and share income and expenses. A household is not permitted to receive Lifeline benefits from multiple providers. Violation of the one-per-household rule constitutes a violation of federal rules and will result in de-enrollment from the Lifeline program and potential prosecution by the United States government. Lifeline is a non-transferable benefit. Service cannot be transferred to any individual, including another eligible, low income consumer.

**4 SIGNATURE**

By signing and placing your initials next to all statements below, you are certifying under penalty of perjury that each of the below statements are true.

- I authorize Assurance Wireless or its agent to access any records (including financial records) required to verify my statements herein and to confirm my eligibility for Assurance Wireless service. I authorize state or federal agency representatives to discuss with, and/or provide information to, Assurance Wireless verifying my participation in public assistance Programs that qualify me for Assurance Wireless service.
- I consent to have my personal identification information shared with the Universal Service Administrative Company (USAC) (the Lifeline program administrator) and/or its agents for the purpose of confirming that neither I nor my household receives more than one Lifeline benefit.
- I authorize Assurance Wireless to provide access to or release any records required for the administration of Assurance Wireless service.
- I understand that the completion of this application does not constitute immediate approval for Assurance Wireless service.
- I acknowledge that once I have enrolled in a Lifeline-supported broadband plan with one carrier, I will need to wait 12 months before transferring my benefit to a new carrier. Assurance Wireless will become my Lifeline broadband provider for 12 months from the date of enrollment.

**YOU MUST INITIAL ALL STATEMENTS BELOW, THEN SIGN AND DATE THE APPLICATION. EXAMPLE: John Smith JS**

- INITIALS \_\_\_\_\_ I certify that I, or a member of my household meets the income-based or program-based eligibility criteria for receiving Lifeline; **AND**
- INITIALS \_\_\_\_\_ I certify that I will notify Assurance Wireless within 30 days if for any reason I no longer satisfy the criteria for receiving Lifeline including, as relevant, if I no longer meet the income-based or program-based criteria for receiving Lifeline support, if I am receiving more than one Lifeline benefit, or if another member of my household is receiving a Lifeline benefit; **AND**
- INITIALS \_\_\_\_\_ I certify that if I am seeking to qualify for Lifeline as an eligible resident of Tribal lands, I live on Tribal lands, as defined by federal law; **AND**
- INITIALS \_\_\_\_\_ I certify that if I move to a new address, I will provide that new address to Assurance Wireless within 30 days; **AND**
- INITIALS \_\_\_\_\_ I certify that my household will receive only one Lifeline service and, to the best of my knowledge, my household is not already receiving a Lifeline service; **AND**
- INITIALS \_\_\_\_\_ I certify that the information contained in my certification form is true and correct to the best of my knowledge; **AND**
- INITIALS \_\_\_\_\_ I acknowledge that providing false or fraudulent information to receive Lifeline benefits is punishable by law; **AND**
- INITIALS \_\_\_\_\_ I acknowledge that I may be required to re-certify my continued eligibility for Lifeline at any time, and my failure to re-certify as to my continued eligibility will result in de-enrollment and the termination of my Lifeline benefits.

**! YOUR APPLICATION CANNOT BE APPROVED WITHOUT YOUR INITIALS ON ALL THE STATEMENTS ABOVE AND YOUR SIGNATURE BELOW.**

**X** \_\_\_\_\_  
**SIGNATURE** (Please use blue or black ink)

\_\_\_\_\_  
**PRINTED NAME**

\_\_\_\_\_/\_\_\_\_\_/\_\_\_\_\_  
**TODAY'S DATE** mm / dd / yyyy



**Send in your application with the proof of eligibility (from Section 2).**  
**Mail to:** Assurance Wireless, PO Box 618  
Charleston, IL 61920-9807  
**Fax to:** 1-877-732-3018

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**Find Out If You Qualify Today.**

Assurance Wireless is a federal Lifeline Assistance program. Lifeline Assistance is a government assistance program supported by the Universal Service Fund.

Enrollment is available to individuals who qualified based on federal or state-specific eligibility criteria. You may qualify based on household income or if you participate in certain public assistance programs like Medicaid, Food Stamps/SNAP or SSI. You must provide proof of income or proof of program participation.

The Lifeline Assistance program is available for only one wireless or wireline account per household.

See Representative for Details.  
**IF APPROVED, GET A FREE  
SMARTPHONE THE SAME DAY!**

**Effective 12/2/16, the Lifeline rules permit Lifeline-eligible consumers to apply their Lifeline benefit to Broadband internet plans. Under the rules, once you have enrolled in a Lifeline-supported broadband plan with one carrier, you will need to wait 12 months before transferring your benefit to a new carrier. Assurance Wireless will become your Lifeline broadband provider for 12 months from the date of enrollment, subject to limited exceptions. For more information, visit <http://www.lifelinesupport.org/ls/changes-to-lifeline.aspx>**

Offer limited to new eligible customers who are approved for Lifeline service residing in selected geographic areas and is non-transferable. **Devices do not have access to 4G LTE.** Offers not available in all states/areas and may vary by state. Visit [assurancewireless.com](http://assurancewireless.com) for the offer available in your state. Consumers who willfully make false statements in order to obtain the benefit can be punished by fine or imprisonment or can be barred from the program. Phone models based on availability and may vary depending on inventory. Add'l voice: 10c/min. Int'l & Data services may be extra per plan. Accessing voicemail draws from plan minutes & charges may apply once free minutes have been depleted. Customers de-enrolled from the federal Lifeline program may use service with funds remaining in the account for max. 150 days, after which account expires and balance is forfeited unless customer adds funds to the account. State and local sales taxes and fees may apply. Assurance Wireless reserves the right to modify, extend or cancel offers at any time. Coverage not available everywhere. Nationwide coverage area reaches more than 295 million people. Virgin Mobile™ USA network services are provided on the Nationwide Sprint™ Network. Assurance Wireless is subject to Important Service/Product and General Terms of Conditions found on [assurancewireless.com](http://assurancewireless.com). **Third Party Products and Services:** Assurance Wireless devices provide the ability to purchase from Third Parties (not Assurance) mobile apps and other digital content/services, tangible goods, and to make donations. Payments for purchased mobile content are deducted from the account balance and charges display in the online account. You can block the ability to make such purchases at no cost by calling Customer Care.

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# assurance

wireless **Virgin** mobile

traído a usted por

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**Entérese hoy mismo si usted es elegible**

Assurance Wireless es un programa federal de asistencia Lifeline. La asistencia Lifeline es un programa de asistencia gubernamental apoyado por el Fondo de Servicio Universal federal.

La inscripción en el programa está disponible para individuos que reúnan los requisitos de elegibilidad federales o específicos del estado. Usted podría calificar con base en el ingreso de su grupo familiar o si participa en determinados programas de asistencia pública tales como Medicaid, Cupones para Alimentos/SNAP o SSI. Debe proporcionar comprobante de participación en el programa o comprobante de ingreso.

El programa de asistencia Lifeline está disponible sólo para una línea de teléfono, fija o móvil, por grupo familiar.

A partir del 12/2/16, las reglas de Lifeline permiten a los clientes elegibles de Lifeline aplicar sus beneficios Lifeline a planes de internet de banda ancha. Bajo estas reglas, una vez usted se haya inscrito con algún proveedor a un plan de banda ancha compatible con Lifeline, usted necesitará esperar 12 meses antes de poder transferir su beneficio a su nuevo proveedor. Assurance Wireless se convertirá en su proveedor Lifeline de banda ancha durante 12 meses a partir de la fecha de inscripción, sujeto a excepciones limitadas. Para más información, visite <http://www.lifelinesupport.org/its/changes-to-lifeline.aspx>

Oferta limitada a nuevos clientes elegibles que sean aprobados para el servicio Lifeline que residen en determinadas áreas geográficas y no es transferible. **Dispositivos no tienen acceso a 4G LTE.** La oferta no está disponible en todos los estados/áreas y puede variar por estado. Visite [assurancewireless.com](http://assurancewireless.com) para ver la oferta disponible en su estado. Los clientes que deliberadamente se valgan de declaraciones falsas para obtener los beneficios pueden ser castigados con multa o prisión, o pueden ser excluidos del programa. La disponibilidad de los modelos de teléfonos puede variar y se basa en las existencias de inventario. Minutos de voz adicionales: 10¢/min. Los servicios internacionales y de transferencia de datos pueden tener un costo adicional de acuerdo al plan. El acceso al correo de voz utiliza minutos del plan y se pueden aplicar cargos una vez que los minutos gratis se hayan agotado. Clientes que ya no están inscritos en el programa Lifeline federal podrán usar el servicio con los fondos restantes en la cuenta por un máximo de 150 días, después de los cuales la cuenta expira y el balance es anulado al menos que el cliente añada fondos a la cuenta. Pueden aplicarse cargos e impuestos sobre las ventas locales y estatales. Assurance Wireless se reserva el derecho de modificar, extender o cancelar ofertas en cualquier momento. La cobertura no está disponible en todas partes. El área de cobertura nacional llega a más de 295 millones de personas. Los servicios de red de Virgin Mobile® USA son suministrados a través de la Red Nacional de Sprint®. Assurance Wireless está sujeto a los Términos de Condiciones Importantes, de Servicio/Producto y Generales encontrados en <http://assurancewireless.com>. **Productos y Servicios de terceros:** Los dispositivos de Assurance Wireless ofrecen la opción de comprar de terceros (no Assurance) aplicaciones móviles y otros contenidos/servicios digitales y bienes tangibles y también la opción de hacer donaciones. Pagos por el contenido móvil son descontados del saldo de la cuenta y los cargos se mostrarán en su cuenta por internet. Usted puede bloquear la opción de hacer estas compras a ningún costo llamando a Atención al Cliente.

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