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RECEIVED-FPSC
09 JUL 27 PM 3:06

COMMISSION
CLERK

July 24, 2009

VIA OVERNIGHT DELIVERY

Office of Commission Clerk
Florida Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, Florida 32399-0850

Re: Docket No. 090245-TP

Dear Sir or Madam:

On behalf of Virgin Mobile USA, L.P. ("Virgin Mobile" or the "Company"), enclosed is a diskette containing Virgin Mobile's responses to staff's request for supplemental information regarding the Company's Petition for Limited Designation as an Eligible Telecommunications in the State of Florida. Please note that Virgin Mobile is claiming confidentiality for certain of the information contained in the attached, including responses to questions 3, 9 (Exhibit 1), 29 and 43. Per Commission regulation 25-22.028(1), the enclosed diskette contains a complete copy of the filing in Adobe Acrobat format. The diskette has a density of 700 MB and is formatted to operate on a Windows-based system.

Should you have any questions regarding the enclosed, please do not hesitate to contact the undersigned at 202-371-7392.

Sincerely,

John M. Beahn

Counsel to Virgin Mobile USA, L.P.

COM _____
ECR _____
GCL 1 + cD
OPC _____
RCP 1
SSC _____
SGA _____
ADM _____
CLK 1

DOCUMENT NUMBER - DATE

07691 JUL 27 08

FPSC-COMMISSION CLERK

This claim of confidentiality was filed by or on behalf of a "felo" for Confidential DN 07692-09. The document is in locked storage pending advise on handling. To access the material, your name must be on the CASR. If undocketed, your division director must provide written permission before you can access it.

General Data Requests for Docket No. 090245-TP

1. Please list all states in which Virgin Mobile has received ETC status and note whether the state commission or the Federal Communications Commission (FCC) provided the designation. Also list all pending ETC petitions and the state in which the designation is requested.

Response: Virgin Mobile USA, L.P. ("Virgin Mobile" or the "Company") has been designated an ETC by the FCC for purposes of participation in the federal universal service fund's ("USF") Lifeline program for the states of New York, North Carolina, Tennessee and Virginia. Virgin Mobile currently has applications for limited ETC designation pending in the states of California, Florida, Michigan and Texas with each state's respective public utility commission ("PUC").

2. Has Virgin Mobile filed for ETC status in any state and subsequently withdrawn the petition? If so, please list the state and docket number.

Response: Virgin Mobile filed petitions for limited ETC designation with the FCC in CC Docket No. 96-45 for the Commonwealths of Pennsylvania and Massachusetts on December 5, 2007 and June 3, 2008, respectively. Each state's PUC subsequently informed Virgin Mobile that it was exercising jurisdictional authority to review the Company's ETC petitions, and requested that the Company withdraw the petitions and refile them with each PUC. Per the PUCs' requests, Virgin Mobile has withdrawn the petitions from FCC consideration.

3. How many Florida residential and commercial customers does Virgin Mobile presently serve? Please provide both the number of residential and business customers.

Response: [REDACTED]

4. If Virgin Mobile receives ETC designation in Florida, approximately how long will it take for Virgin Mobile to offer Lifeline service in the area in which it receives the ETC designation? Please elaborate on any extended or special circumstances.

Response: Virgin Mobile intends to launch Lifeline services as soon as possible after the Florida Public Service Commission ("FPSC") approves its pending petition and the Company satisfies any conditions imposed on such approval (e.g., public safety answer point certification, etc.).

5. Virgin Mobile's application requests ETC status in the entire state of Florida. The coverage map on Virgin Mobile's website shows there are some areas of the state which do not have coverage. ETCs are required to provide service throughout the service area for which the designation is received. If Virgin Mobile is designated as an ETC in the entire state of Florida, how will it service consumers outside the coverage area?

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Response: Virgin Mobile, as a non-rural carrier, is required to describe the geographic territories for which it requests ETC designation. As noted in the original petition, the Company is seeking ETC designation for its entire Florida service area, excluding any federally recognized tribal areas. By requesting ETC designation throughout its entire service territory, Virgin Mobile seeks to provide Lifeline service to as many qualified low-income residents as possible. Like all existing Virgin Mobile customers, Lifeline customers will not receive service outside of the Company's existing service territories.

6. On page 13 of its petition, Virgin Mobile commits to complying with any minimum local usage requirement adopted by the FCC in the future. Does Virgin Mobile also commit to complying with any minimum local usage requirement which may be placed on ETCs in Florida in the future?

Response: Virgin Mobile will comply with any minimum local usage requirement adopted by the FPSC in the future. Virgin Mobile respectfully submits, however, that the FPSC should carefully consider the competitive impact that any such requirement would have on ETCs operating within the state. As the FPSC is aware, the FCC's existing regulations do not require ETCs to offer a specific amount of local usage or mandate that ETCs provide a minimum number of free local calls or minutes. In fact, the FCC has declined on numerous occasions to impose such requirements, determining that they would unduly favor one technology over another.¹ Providers of local wireline telecommunications services incur large initial costs for providing each customer with access to the network (e.g., local loop installation) and relatively low usage, or per-minute, costs. As a result, the service packages offered by local wireline carriers usually include unlimited local calling at no additional charge. By comparison, wireless providers incur modest upfront costs for providing each customer with access to the network, but significantly higher per-minute expenses.² As the FCC has noted, establishing a high local usage requirement would provide an advantage to wireline carriers who have lower per-minute costs, and setting a low local usage level would offer wireless carriers an advantage because of their lower access costs.³ To ensure competitive neutrality in the ETC designation process, therefore, the FCC has refused to impose a minimum threshold of local usage because any such requirement would harm certain ETCs and unduly favor others.

With this background in mind, Virgin Mobile cautions the FPSC against imposing any minimum usage requirements. As the FCC has concluded, specific local usage requirements can present significant challenges for certain ETC applicants—whether they

¹ See e.g., *In the Matter of Federal-State Joint Board on Universal Service*, Recommended Decision 15 FCC Rcd 7331 (2002).

² See *In the Matter of Federal-State Joint Board on Universal Service*, Memorandum Opinion and Order and Further Notice of Proposed Rulemaking, 13 FCC Rcd 21252, 21279 (1998).

³ See *id.*

are wireless or wireline providers.⁴ The FCC has also admonished state commissions against imposing requirements on competitive ETC applicants merely for the sake of achieving regulatory parity with the respective ILEC's local usage plan. Instead of imposing a "one-size-fits-all" approach for local usage requirements, Virgin Mobile respectfully submits that the FPSC should provide ETC applicants with sufficient flexibility to design their Lifeline programs. In doing so, the FPSC would properly account for the inherent differences between traditional wireline local exchange service on the one hand and wireless service on the other, providing Floridians with access to a broader array of Lifeline services.

7. Do Virgin Mobile customers have access to competitive directory assistance providers, as defined by 47 C.F.R. 54.101(a)(8)?

Response: Virgin Mobile customers have access to competitive directory assistance services as defined by 47 C.F.R. § 54.101(a)(8).

8. Does Virgin Mobile understand that there may be an audit by the FPSC of the use of universal service funds and that the eligible telecommunications service designation is reviewed annually?

Response: Virgin Mobile understands that the FPSC may audit the Company's use of USF funds, and will participate in any such audit of its Lifeline services. Virgin Mobile also understands that its ETC designation will be reviewed annually.

9. Does Virgin Mobile have any outstanding complaints at any state commissions or at the FCC? Please provide detailed documentation of any complaint filed with a state commission or at the FCC in the past three years.

Response:

[REDACTED]

10. Is Virgin Mobile's account current with the FCC in regards to regulatory fees?

⁴ See *id.*

Response: Virgin Mobile's account is current with the FCC with respect to regulatory fees.

11. Is Virgin Mobile's account current with the Universal Service Administrative Company (USAC) in regards to universal service contributions?

Response: Virgin Mobile's account with USAC is current with respect to USF contributions.

12. Please provide a description of Virgin Mobile's corporate structure, with both names and titles. Please provide a list of Virgin Mobile's owners or corporate officers and indicate if any are also owners, corporate officers or employees of any other telecommunications companies.

Response: Please see Exhibit 2 for a list of Virgin Mobile's corporate officers. None of the individuals listed in Exhibit 2 are officers or employees of any other telecommunications company.

For more detail on Virgin Mobile's ownership information, please see Exhibit 3. As noted in Exhibit 3, Sprint-Nextel currently holds a 14.3 percent equity interest in Virgin Mobile. In addition to Sprint-Nextel, SK Telecom Co. Ltd ("SK Telecom") holds a 17.3 percent equity interest in Virgin Mobile USA, Inc. ("Virgin Mobile USA"), Virgin Mobile's ultimate parent. SK Telecom is Korea's leading wireless telecommunications services provider and actively participates in various overseas markets, including the United States. Finally, through various subsidiaries, the Virgin Group, a U.K.-based venture capital organization, holds a 35.4 percent equity interest in Virgin Mobile USA. The Virgin Group is affiliated with a variety of wireless operators throughout the world, including Virgin Mobile Canada, Virgin Mobile France, Virgin Mobile India and Virgin Mobile South Africa.

13. Please provide an example of a typical Virgin Mobile residential and business customer bill. What is the average residential bill in Florida?

Response: Because Virgin Mobile primarily provides prepaid wireless services, it does not issue paper bills to many of its customers. Following its acquisition of Helio LLC in August 2008, however, Virgin Mobile began to offer postpaid wireless services to a small portion of its customer base. A copy of a sample Virgin Mobile postpaid bill is attached as Exhibit 4. While Virgin Mobile does not have state-specific customer spending information, the average Company customer incurs approximately \$20 per month in usage and service charges.

14. Will Virgin Mobile seek toll limitation service reimbursement from USAC if granted ETC status? If yes, provide a detailed list of the incremental costs it will be claiming, along with a detailed description to support the amounts to be claimed.

Response: Virgin Mobile will not seek toll limitation service reimbursement from USAC if granted ETC status.

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15. Will Virgin Mobile seek Link-Up reimbursement from USAC if granted ETC status? If yes, list the amount per customer Virgin Mobile would be claiming.

Response: Virgin Mobile will not seek Link-Up reimbursement from USAC if granted ETC status.

16. Will Virgin Mobile seek Lifeline reimbursement from USAC if granted ETC status? If yes, list the amount per customer Virgin Mobile would be claiming.

Response: Virgin Mobile will seek Lifeline reimbursement from USAC if granted ETC status. As noted in its petition, Virgin Mobile is seeking ETC designation solely to participate in the USF's Lifeline program. Virgin Mobile will seek the highest amount allowable under the FCC's existing Lifeline regulations, which Virgin Mobile understands to be approximately \$10 per customer. In addition to the \$10 in USAC support, Virgin Mobile will provide an additional \$3.50 in carrier-provided support as required by the FPSC's regulations.

17. Are all Virgin Mobile's offerings bundled packages? Will Virgin Mobile provide the \$13.50 Lifeline discount to any bundle a customer chooses?

Response: Virgin Mobile does not offer bundled services to its customers.

18. Does Virgin Mobile understand that Florida ETCs are required to provide a non-reimbursable \$3.50 credit per month to each Lifeline customer's bill in addition to the Federal \$10.00 reimbursement credit?

Response: As noted in response to question #16 above, Virgin Mobile understands that it must provide \$3.50 in carrier-provided support to each Lifeline customer.

19. Does Virgin Mobile understand that Florida's Lifeline program provides that if a Lifeline customer is no longer eligible for Lifeline, the ETC must provide a 30% monthly discount off its local rate to that customer for a period of 12 months at the ETC's expense?

Response: Virgin Mobile understands that, if a Lifeline customer is no longer eligible for Lifeline, it must provide a 30% monthly discount to its local rate to that customer for a period of 12 months at its expense.

20. Throughout Virgin Mobile's petition for designation as an ETC in Florida, it mentions 3rd party retailers. Who are these 3rd party retailers?

Response: As noted in its petition, Virgin Mobile relies on various third-party retail distribution channels to sell its services and handsets. As of December 31, 2008, the Company had direct or indirect arrangements with approximately 15 national retailers and a number of regional retailers, including Amazon.com, Best Buy, CVS, K-Mart, Meijer, RadioShack, Rite Aid, Sears, 7-11, Sprint-Nextel Stores, Target Stores,

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Walgreens and Wal-Mart. In the first half of 2008, the Company entered into three agreements to expand its retail presence, executing new agreements with American Wireless and Sears and expanding our relationship with Wal-Mart.

21. On page 3 of the petition, Virgin Mobile states, "Indeed the Company estimates that approximately one-third of its customers are new to wireless services, and 35 percent have an annual household income below \$35,000." How did Virgin obtain this information or come to this conclusion?

Response: Virgin Mobile derived this information from customer surveys undertaken by its Analytics group.

22. On page 5 of the petition Virgin Mobile mentions statistics regarding its customer base and marketing. Where and how was this data gathered?

Response: Virgin Mobile derived this information from customer surveys undertaken by its Analytics group.

23. On page 4 of the petition, Virgin Mobile states that it will provide to its Lifeline customers "approximately 120 anytime minutes per month at no charge with additional service priced at \$0.20/minute and \$0.10/text message." Please define what is meant by "approximately 120 anytime minutes."

Response: The exact parameters of Virgin Mobile's Lifeline offering had not been finalized at the time the Company submitted its petition to the FPSC. As a result, the Company approximated the amount of free minutes that each Lifeline customer would receive. Since filing the Petition, however, Virgin Mobile has undertaken additional analysis of the Lifeline program and expected customer demand. Based on this additional analysis, Virgin Mobile's Lifeline team has determined that the offering will provide 100 free minutes to Lifeline eligible customers rather than the 120 minutes discussed in the petition.

24. Will the 120 minutes be automatically credited to the Lifeline customer's account or will the customer have to take some type of action each month?

Response: As noted above, Virgin Mobile's Lifeline offering will provide 100 free minutes to customers each month. The free minutes provided to customers will be automatically added to each customer's account at the beginning of each month regardless of whether the handset is turned on at the time. Except for annual verification requirements, customers will not need to take any further action to receive Lifeline services.

25. Will any unused minutes in one month be carried over to the following month?

Response: Unused Lifeline minutes will not carry over to the following month.

26. How did Virgin Mobile arrive at 120 minutes as the amount of free minutes each month?

Response: As noted above, Virgin Mobile has determined that its Lifeline offering will provide 100 free minutes of monthly service to eligible customers. The amount of free minutes offered under the Lifeline plan was determined after careful analysis of the anticipated customer demand, the expected federal and state support and the wholesale cost of purchasing the minutes from Sprint-Nextel.

27. On page 4 of the petition, Virgin Mobile states that customers can purchase the handsets for a retail price. What if a customer purchases a Virgin Mobile wireless handset for the purpose of applying for Lifeline, and subsequently discovers that they do not qualify for Lifeline? Will Virgin Mobile offer these customers a refund? And for customers who purchase the handset and do qualify for Lifeline, will there be any discount for the cost of the handset to the customer?

Response: Like all Virgin Mobile customers, Lifeline customers will be entitled to return their handset for a full refund within 30 days of purchase in accordance with the Company's "30-Day Guarantee" policy. Once approved for service, however, Lifeline customers who subsequently become ineligible for Lifeline services will not be entitled to a refund of the price of their handset. Virgin Mobile will subsidize the retail cost of handsets used in connection with its Lifeline offering to ensure that they are affordable to prospective customers.

28. In compliance with being an ETC, handsets are to be E911 compliant. Does Virgin Mobile still have handsets for sale that are not E911 compliant?

Response: In accordance with the FCC's regulations governing E911-compliant handsets, all of the handsets presently offered at retail by the Company are E911 compliant.

29. How many, if any, Virgin Mobile current customers have E911 non-compliant handsets?

Response: [REDACTED]

30. Are all of Virgin Mobile's handsets equipped for text messaging? Do all customers have to accept texts on their handset? Is there an option for them to not receive any text messages?

Response: All Virgin Mobile handsets are equipped for text messaging services when purchased at retail, but each customer may disable the text messaging capabilities of his or her handset at any time. Virgin Mobile provides customers with three separate means to disable text messaging. First, a Virgin Mobile customer may disable text messaging directly on the handset by selecting the "Disable Incoming Text Messaging" option on the handset's "Message Settings" menu. Alternatively, customers may call Virgin Mobile's customer care center toll free at 1-888-322-1122 to disable text messaging functionality. Finally, a Virgin Mobile customer may disable text messaging on the

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Virgin Mobile web site (www.virginmobileusa.com) by logging into the customer's account, clicking on the "Message Settings" link and checking the "Disable Incoming Text Messages" box. The change takes effect immediately, and is made free of charge.

For those Virgin Mobile customers who elect to continue using text messaging, Virgin Mobile protects them against charges for receipt of unwanted "spam" messages by blacklisting spam originators and allowing customers to block text messages sent from up to ten phone numbers and/or email addresses. Although customers who block text messaging may receive occasional "Virgin Alert" service notifications or promotional text messages sent by Virgin Mobile (or at the direction of Virgin Mobile), customers are not charged for the receipt of such messages.

31. On page 16 of Virgin Mobile's petition, it states that. "The Company also will develop outreach efforts for non-English speakers ... through distribution of brochures." What other languages will be available to customers?

Response: In addition to providing outreach materials for its English-speaking customers, Virgin Mobile will create and target marketing materials for Spanish-speaking customers.

32. On page 4 of the petition, part B starts out "As an ETC in Michigan." Is this a typo and should be Florida?

Response: Yes. Virgin Mobile apologizes for any confusion resulting from this error.

33. Virgin Mobile's only underlying carrier, Sprint-Nextel, does not have coverage over the entire state of Florida. Please provide a list of wire centers which Virgin Mobile is requesting designation in.

Response: Virgin Mobile is working with Sprint-Nextel and will provide a list of wire centers shortly.

34. On page 8 of the compliance plan, it states that the Lifeline application will be mailed to the consumer for signature under penalty of perjury and the submission of supporting documentation. Since Florida does not require supporting documentation for initial enrollment in the Lifeline program, will Virgin Mobile change its policy for Florida applicants? Will it change its Lifeline application to remove this language? Will Virgin Mobile use the Florida PSC's simplified certification form?

Response: Because Florida does not require supporting documentation, Virgin Mobile will revise its policies in accordance with Florida's requirements. While Virgin Mobile understands the FPSC's desire for all ETCs to use the FPSC's simplified form, it respectfully request authority to use its own Lifeline certification form to ensure efficiency and consistency in the application process.

35. Also on page 8 of the compliance plan, it mentions 135% of Federal Poverty Guidelines as proof of income-based eligibility. If Florida goes to a 150% criteria for income eligibility, will Virgin Mobile comply with that threshold?

Response: Virgin Mobile will comply with an income-based requirement of 150% of the Federal Poverty Guidelines.

36. If the 120 minutes is automatically applied to the Lifeline customers account every month, how will Virgin Mobile know if the customer is still active if there is no activity after 60 days?

Response: Virgin Mobile will automatically add 100 minutes to a customer's account each month until the customer is no longer eligible for Lifeline services (as determined by annual or random verification) or discontinues receiving Virgin Mobile's Lifeline service.

37. What procedures would be used after 60 days of inactivity to determine if that customer is still a valid Lifeline customer?

Response: Other than verifications and audits, Virgin Mobile is unaware of any requirement that it implement procedures to determine if a customer is still a valid Lifeline customer after 60 days of inactivity.

38. On page 10 of the compliance plan, it states, "If customers do not verify their eligibility within 30 days of the verification notice, they will be removed from the program." 47 C.F.R. Section 54.405(d). Section 364.10(e)(2) of the Florida Statute allows 60 days to demonstrate continued eligibility. Please explain why Virgin Mobile only allows 30 days.

Response: In accordance with the Florida requirements, Virgin Mobile will allow customers 60 days to demonstrate their continued eligibility.

39. Has the FCC provided a timeframe for approval of Virgin Mobile's compliance plan?

Response: While FCC staff have informed representatives of Virgin Mobile that they are reviewing the Company's compliance plan, they have not provided a firm timeframe for approval.

40. How would a Lifeline customer obtain the additional service at \$0.20/minute discussed on page 4 of the petition?

Response: Lifeline customers will be able to purchase additional minutes by adding funds to their Virgin Mobile account in same manner as all other Virgin Mobile customers, including through purchase of a replenishment card or payment by credit card.

41. Does Virgin Mobile maintain separate books/general ledgers for each state that it operates in?

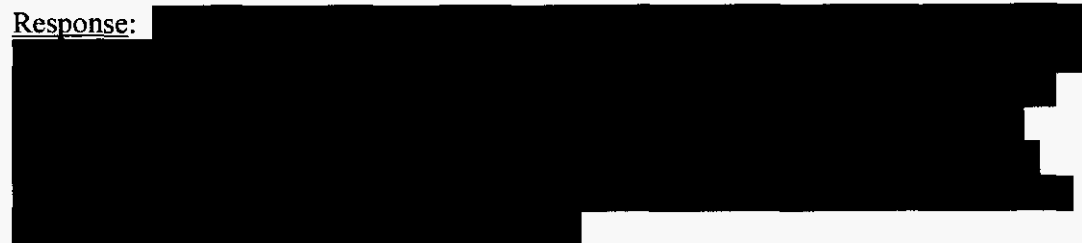
REDACTED

Response: Virgin Mobile does not maintain separate books/general ledgers for each state in which it operates.

42. Provide the number of requests for service from potential customers in Florida that went unfulfilled by Virgin Mobile in the previous calendar year.

Response: Virgin Mobile is not aware of any requests for service from Florida customers that went unfulfilled by the Company in the previous calendar year.

43. Explain how Virgin Mobile identifies the location of its mobile wireless customers for universal service purposes.

Response: 

44. Please provide the link (URL) to the Virgin Mobile website which describes Virgin Mobile's Lifeline/Link-up program.

Response: More information about Virgin Mobile's Lifeline service offering can be found at the following link: www.virginmobilelifeline.com.

45. What recurring and non-recurring costs will a new Lifeline customer incur from becoming a Virgin Mobile customer and over a year's period?

Response: Lifeline customers will incur no additional costs upon becoming a customer or during the course of their service.

REDACTED

EXHIBIT 1 –
CUSTOMER COMPLAINTS

REDACTED

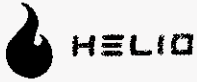
EXHIBIT 2 –
CORPORATE OFFICERS

REDACTED

EXHIBIT 3 –
OWNERSHIP INFORMATION

REDACTED

EXHIBIT 4 –
SAMPLE CUSTOMER BILL




Total amount due by

John Q. Public

Account No. Helio
Membership Number
Statement Date
Statement Period
Account Status

xxx-xxx-xxxx
xxxxxxxxxxxx
xx/xx/xxxx
xxxxxxxxxxxxxxxxxxxx



Great news - Helio is now part of Virgin Mobile! You'll continue to get all the benefits and services you love on your high-speed 3G network, with more to come as we bring together the best of both companies.

Thank you for your Membership.

If you have any questions about your account or about any specific charges, taxes, or fees, please visit the "My Account" section of www.helio.com or call us at 1-888-HELIO-55

Last month's bill fully paid!

Payments:

Adjustments:

This month's charges:

Total Amount Due by

If you would like to enroll in our Autopay program or pay your bill online using a credit card, go to <http://www.helio.com/myaccount>.

To make changes to your payment settings, go to www.helio.com/myaccount.

Detach this and return it with your payment. Don't send cash!



HELIO
P.O. BOX 513707
LOS ANGELES, CA 90051-3707

Statement Date: xx/xx/xxxx
Membership Number: xxxxxxxxxxxx
Statement ID: xxxxxxxxxxxxxxxxxxxxxx
Statement Period: xxx - xxx
Mobile Number: xxx-xxx-xxxx

Check here and see reverse for address correction

Amount Enclosed: \$

Please make check payable to HELIO and send to:

John Q. Public
123 Maple Street
Anywhere, USA

HELIO
P.O. BOX 513707
LOS ANGELES, CA 90051-3707



Individual Usage Summary

Included Minutes	SMS
Mobile to Mobile	

INTRODUCING UNLIMITED 7PM NIGHTS & WEEKENDS + THE NEW HELIO OCEAN 2

We've got 2 great bits of news for you. First, starting on 2/12/09, Unlimited Nights & Weekends automatically begin 2 hours earlier and end an hour later than they used to.

So now, Unlimited Nights & Weekends are from 7PM to 7AM simply because Helio is now Virgin Mobile.

So what's the other great piece of news? The Helio Ocean 2 is here!

This new dual slider device is a 3G Social Networking Powerhouse with 1-click access to Facebook, MySpace, and more. The Helio Ocean 2 also gives you the ability to listen to your favorite MP3s; upload and watch YouTube videos on the go; text, IM, & email friends with Yahoo!, Gmail, AOL, MSN, and Hotmail; and so much more.

Welcome to the new Virgin Mobile. We're glad to have you with us.

Hope you love your new home.



Address Change Form

Change of Address Effective Date: _____

New Address: _____

City: _____ State: _____

Zip: _____

Home Phone: _____ Business Phone: _____

Membership Number: _____

Email Address: _____



HELIO



Helio Number:
Membership Number:
Statement Date:
Statement Period:
Statement ID:

John Q. Public

AccountDetail

Date	Item	Amount
	Credit for prepaid balance	



This Month's Charges

\$0.00

***Plan Change Details:**

Remember that plan changes aren't retroactive. If you were using a lot of minutes before you changed your plan, you'll likely have overage charges (even if your total minutes used for the month are less than the included minutes in your new plan).



**Miscellaneous
Activation**

Taxes, Fees + Government Surcharges

- City Sales Tax
- Local Excise Tax
- MCTD Surcharge
- State Sales Tax
- Telecommunications Tax
- State Franchise Tax

HELIO Fees + Contribution Recovery Charges

- Federal Universal Service

Total amount due by



Primary location of use:

Please notify us if there is a change

John Q. Public

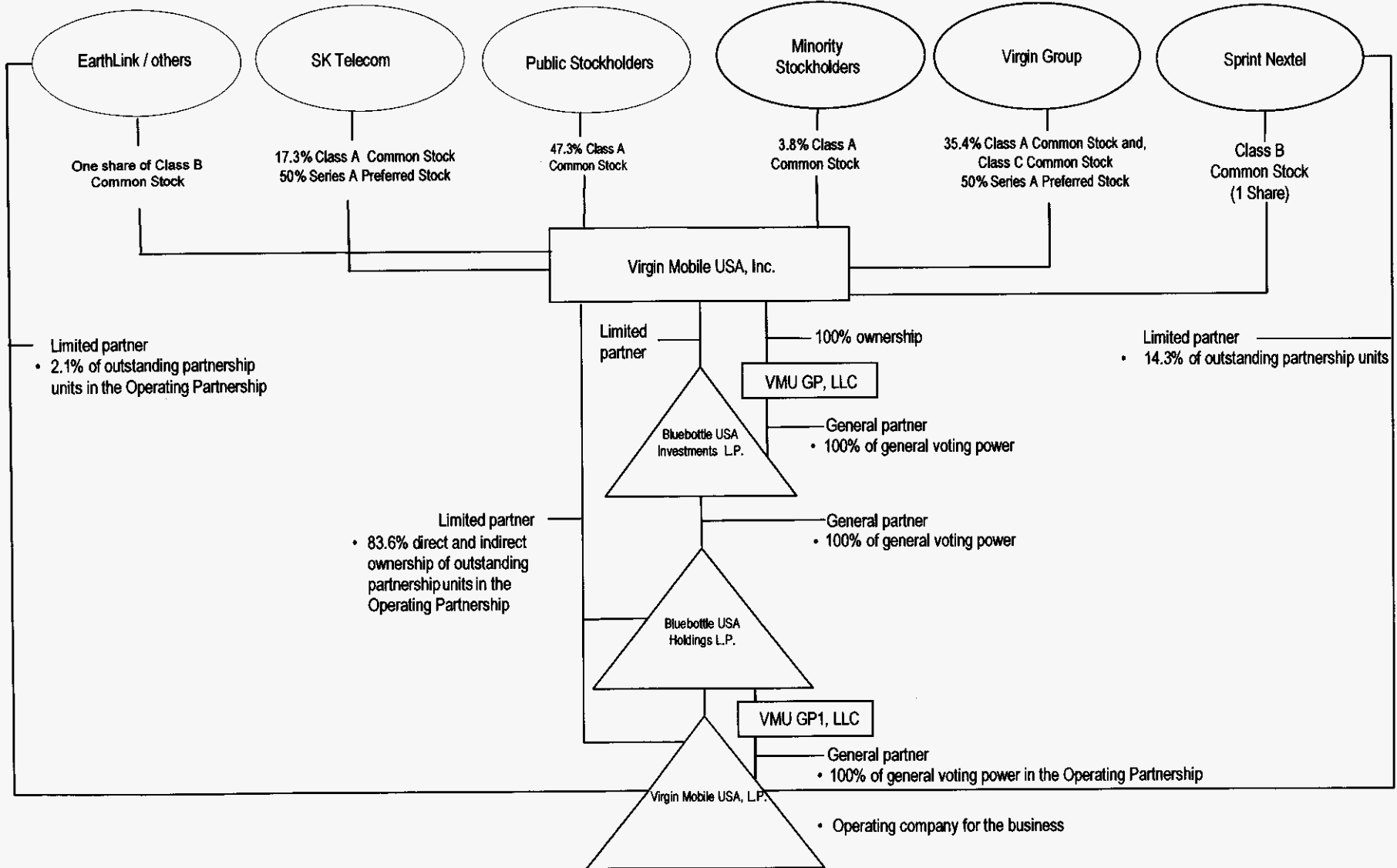
Helio Number

page 4 of 4

Voice Usage Details

Rate Code: (MM) Mobile to Mobile (IN) Included Minutes (NW) Nights & Weekends
Call Type: (VM) Voicemail
Additional Charges: 411, International & Roaming

Organization chart



* Assumes Class A Common Stock issued for Series A Mandatory Convertible Preferred Stock



STATE OF FLORIDA

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MATTHEW M. CARTER II, CHAIRMAN
LISA POLAK EDGAR
KATRINA J. MCMURRIAN
NANCY ARGENZIANO
NATHAN A. SKOP



OFFICE OF COMMISSION CLERK
ANN COLE
COMMISSION CLERK
(850) 413-6770

Public Service Commission

ACKNOWLEDGEMENT

DATE: July 28, 2009

TO: John M. Beahn, Skadden Law Firm

FROM: Ruth Nettles, Office of Commission Clerk

RE: Acknowledgement of Receipt of Confidential Filing

This will acknowledge receipt of a CONFIDENTIAL DOCUMENT filed in Docket Number 080245 or, if filed in an undocketed matter, concerning response to staff's request for supplemental information regarding petition, and filed on behalf of Virgin Mobile Usa, L.P. The document will be maintained in locked storage.

If you have any questions regarding this document, please contact Marguerite Lockard, Deputy Clerk, at (850) 413-6770.

DOCUMENT NUMBER - DATE
07692 JUL 27 08
FPSC-COMMISSION CLERK

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An Affirmative Action/Equal Opportunity Employer

PSC Website: <http://www.floridapsc.com>

Internet E-mail: contact@psc.state.fl.us