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August 15, 2014

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: Florida CLEC and Wireless Lifeline Data Request 2014

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 2014 Lifeline Data Request regarding annual reporting for Eligible Telecommunications Carriers that receive low-income support.

Enclosed for filing are:

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

Pursuant to §364.183(1), Florida Statutes, Virgin Mobile claims that the contents of Attachment A are confidential and proprietary business information of Virgin Mobile that should be kept confidential and exempt from public disclosure.

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 or in-house counsel for Sprint and Virgin Mobile, Susan Berlin, if you have any questions at (404) 649-8983, or by email at susan.berlin@sprint.com.

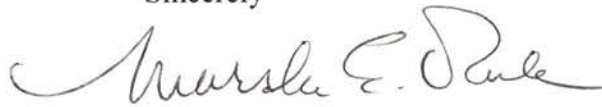
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COM	_____
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GCL	_____
IDM	_____
TEL	_____
CLK	_____

RUTLEDGE ECENIA

August 15, 2014
Page 2

Sincerely

A handwritten signature in cursive script that reads "Marsha E. Rule". The signature is fluid and elegant, with a large initial 'M' and a distinct 'E' and 'R'.

Marsha E. Rule

cc: Beth Salak

Public Attachment B

- Redacted Version -

**Virgin Mobile USA, LP's Response to
Florida CLEC and Wireless Lifeline Data Request 2014**

**** REDACTED ****

**VIRGIN MOBILE USA, LP'S RESPONSE TO
FLORIDA CLEC AND WIRELESS LIFELINE DATA REQUEST 2014**

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 or resold access lines.

RESPONSE: Please see Attachment 1.

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

RESPONSE: Virgin Mobile offers its Lifeline customers a free phone plus 250 free minutes and 250 free text messages each month.

4. The number of customers denied Lifeline services. 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
Application removed due to an existing application or account with matching some CPNI information - name, DOB, SSN.	
A Lifeline Account Already exists at this service address. Please see the enclosed information and worksheet.	
Bank statement not acceptable	
Did not indicate Date of Birth and/or complete Social Security Number	
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(s) provided does not meet program guidelines	
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	
Failed to check all required statements in signature section	
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)	
No evidence a Re-certification Form was returned	
No evidence the USAC Economic worksheet was received by the required deadline.	
Not enough information to determine your eligibility as a separate household at this address.	
P.O. Box not acceptable as service address	
Program documentation submitted is expired	
Program information provided does not match applicant's name and/or address	
Remove Me From Program	
Signature on form does not match applicant's name	
Supporting document is unreadable	
The address you provided was incomplete.	
Unreviewable	
We have determined you have already been approved with another Lifeline carrier within the past 60 days.	
USAC Wrksht/Address Verify form is not usable, past processing deadline	
We were not able to verify that you live at the home address you listed based on the documentation with your Address Verification Form	
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	

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

RESPONSE: Please see Attachment 1.

6. The number of customers removed from Lifeline each month. Note: Do not include Lifeline customers removed from resold access lines, or Lifeline customers moved to Transitional Lifeline.

RESPONSE: Please see Attachment 1.

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

RESPONSE: Please see Attachment 1.

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

RESPONSE: Please see Attachment 1.

9. The number of access lines with Lifeline resold to other carriers each month. Identify each carrier separately by name or certificate number.

RESPONSE: No Lifeline service was provided through resale agreements.

10. 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. 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 Zipcode
- 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, 2013 – June 30, 2014.

- 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 250 free voice minutes.

11. Description of your company's procedures for performing continued certification of customer eligibility after initial certification. Include the following in your response:

- a. Time period between initial certification and annual certification.

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.

- b. Method(s) used to verify customer eligibility.

RESPONSE: Upon receipt of an application, Virgin Mobile first checks the National Lifeline Accountability Database to validate the applicant's identify 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.

- c. Frequency of periodic verification.

RESPONSE: The entire Virgin Mobile Lifeline customer base is subject to verification annually at the time of each customer's service anniversary date.

12. Description of your company's procedures for Lifeline. 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: Please see Attachment 2 for copies of direct mailing letters and brochures. A recording of a promotional radio message and links to view television spots are provided in a CD labeled Attachment 3.

- 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: Partner organizations are:

Amerihealth
Altegra
Coventry

- 13. Description of procedures associated with enrollment of Lifeline customers by resellers of telecommunications services through resale agreements. Include the following in your response:
 - a. Billing procedures associated with the pass through of the credit, including the amount of the pass through for each reseller.
 - b. Initial and annual certification procedures and requirements.
 - c. Any other terms and conditions applicable to resellers offering Lifeline that are not imposed on resellers who do not offer Lifeline.

RESPONSE: Virgin Mobile has no resellers and therefore has no such procedures.

- 14. 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.

- 15. Please provide any link on your Web site that provides Lifeline information.

RESPONSE: www.assurancewireless.com

- 16. Does your company provide Lifeline services using resale Lifeline lines obtained from an underlying carrier? If so, identify the underlying carrier and the number of resale Lifeline lines obtained each month.

RESPONSE: As a wholly-owned subsidiary of Sprint, Virgin Mobile has beneficial use of the Sprint wireless network and, thus, provides services using its own facilities. All Virgin Mobile Lifeline customers are provided services through this network.

Redacted Attachment 1

to

**Virgin Mobile USA, LP's Response to
Florida CLEC and Wireless Lifeline Data Request 2014**

August 15, 2014

2014 Florida Lifeline Data Request
Virgin Mobile USA, L.P.

REDACTED

Attachment 1

	2. # of customers participating in Lifeline each month	3. # of customers participating in Link-Up each month ¹	4. # of customers denied Lifeline service	5. # of Lifeline customers added each month	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-2013	325,767	N/A		6,977	4,224	600	0
Aug-2013	329,759	N/A		7,133	3,141	863	0
Sep-2013	329,196	N/A		9,047	9,610	3,329	0
Oct-2013	296,160	N/A		9,170	42,206	39,168	0
Nov-2013	272,704	N/A		11,954	35,410	32,165	0
Dec-2013	257,115	N/A		10,976	26,565	23,556	0
Jan-2014	263,580	N/A		9,592	3,127	1,810	0
Feb-2014	268,795	N/A		14,665	9,450	8,240	0
Mar-2014	265,634	N/A		6,773	9,934	6,416	0
Apr-2014	268,100	N/A		4,986	2,520	1,121	0
May-2014	265,834	N/A		3,591	5,857	3,756	0
Jun-2014	249,664	N/A		4,302	20,472	18,746	0

Attachment 2

to

**Virgin Mobile USA, LP's Response to
Florida CLEC and Wireless Lifeline Data Request 2014**

August 15, 2014

assurance
wireless *Virgin*
brought to you by *mobile*

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P.O. Box 686 • Parsippany, NJ 07054-9726

Apply today for 250 FREE minutes *and* 250 FREE texts each month.

000001-000001*****AUTO**MIXED AADC 553

John Doe (Campaign 3 KC/FL)
123 Any Street A12
Hometown, FL 55555-5555

<SAP>



Obtenga 250 minutos **GRATIS**
y 250 textos **GRATIS** cada mes.



AWSB





assurance
wireless *Virgin* mobile
brought to you by

A Worry-Free Way to Stay Connected.

FREE Phone with 250 FREE Voice Minutes & 250 FREE Texts Each Month.

John Doe (Campaign 3 KC/FL)
123 Any Street A12
Hometown, FL 55555-5555

Dear John Doe,

Assurance Wireless is a great way to stay in touch. Now we're giving you even more ways to connect with **talk and text plans**.

Choose the plan that fits your needs:

- Get 250 **FREE** Voice Minutes and 250 **FREE** Texts each month. More ways to connect.
- Need more? Get **Unlimited** Talk, Text, & Web for just \$30 each month.
- Or choose one of our other low-cost talk and text plans at assurancewireless.com.
- Low-cost monthly plans always include 250 **FREE** minutes and 250 **FREE** texts each month for as long as you qualify and remain eligible, even if no payment is made.

How do you qualify?

Assurance Wireless is a federal Lifeline Assistance program brought to you by Virgin Mobile. Lifeline Assistance is a government benefit program supported by the federal Universal Service Fund. You must qualify for this program. Enrollment is available to individuals who qualify based on federal or state-specific eligibility criteria. As a Florida resident, you may qualify for Assurance Wireless* based on your household income or if you participate in any of the following public assistance programs:

- Medicaid
- Supplemental Nutrition Assistance Program (SNAP)
- Supplemental Security Income (SSI)
- Temporary Cash Assistance (TCA/TANF)

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

Apply today. It's easy!

Just fill out the enclosed application and return it in the envelope provided. If you have any questions, call 1-888-898-4888 with Source Code **99999999** or visit assurancewireless.com.

Thank you,
Assurance Wireless

P.S. We've enclosed an application for a friend, family member or neighbor who lives at a different address in Florida and may also qualify.

Here's what you can get:

- **FREE** Phone
- 250 **FREE** Voice Minutes Each Month
- 250 **FREE** Texts Each Month
- No Annual Contract
- Nationwide Sprint® Network Coverage
- Voicemail Account, Call Waiting, Caller ID
- 911 Access
- Keep Your Current Home or Cell Phone Number

Best value in calling plans among major Lifeline Assistance programs.*

* Offer limited to eligible customers (varies by state) residing in selected geographic areas and is non-transferable. Offers not available in all states/areas. 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: 10¢/min. Domestic Text: 10¢/msg (sent or received). Int'l & Data services may be extra per plan. Accessing voicemail draws from plan minutes and charges may apply once free minutes have been depleted. Customers de-enrolled from the federal Lifeline program may add funds and use service for maximum 120 days, after which account expires and balance is forfeited. State and local sales taxes and fees may apply. **\$5 Plan:** Minimum Top-Up of \$10 may be required. **Best Value Claim:** Based on published price plans as of April 10, 2013 of major Lifeline carriers with more than 1 million subscribers who provide service in more than 20 states. Coverage not available everywhere. Nationwide coverage area reaches more than 278 million people. Virgin Mobile® USA network services are provided on the Nationwide Sprint® Network. Visit virginmobileusa.com to check coverage in your area. Assurance Wireless is subject to Important Service/Product and General Terms and Conditions found on assurancewireless.com.



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wireless *Virgin*
traído a usted por *mobile*

Una Manera de Mantenerse Conectado Sin Preocupaciones.

Un Teléfono GRATIS con 250 Minutos GRATIS de Voz y 250 Textos GRATIS Cada Mes.

Estimado(a) John Doe,

Assurance Wireless es una forma excelente de mantenerse en contacto. Ahora le damos aún más formas de conectarse, con **planes de llamadas y de mensajes de texto**.

Elija un plan justo para sus necesidades:

- Obtenga 250 Minutos **GRATIS** de Voz y 250 Textos **GRATIS** cada mes. Más formas de conectarse.
- ¿Necesita más? Obtenga Llamadas, Textos, e Internet **Sin Limite** por sólo \$30 al mes.
- O elija uno de nuestros planes para llamadas y textos de bajo costo en assurancewireless.com.
- Los planes mensuales de bajo costo siempre incluyen 250 minutos **GRATIS** y 250 textos **GRATIS** cada mes mientras califique y siga siendo elegible aun cuando no haga ningún pago.

¿Como puede calificar?

Assurance Wireless es un programa federal de Asistencia Lifeline traído a usted por Virgin Mobile. Lifeline es un programa de asistencia gubernamental respaldado por el Fondo de Servicio Universal federal. Este es un programa que requiere que cumpla con los requisitos. La inscripción está disponible para personas que reúnan los requisitos de elegibilidad federales o específicos del estado. Como habitante de Florida, usted podría calificar para Assurance Wireless* con base en el ingreso de su hogar o si participa en cualquiera de los programas de asistencia pública, a continuación:

- Medicaid
- Programa Suplementario de Asistencia Nutricional (SNAP)
- Seguridad de Ingreso Suplementario (SSI)
- Ayuda en Efectivo Temporal (TCA/TANF)

El programa Lifeline Assistance se limita a una línea de teléfono, fija o móvil, por hogar.

Solicítelo hoy mismo. ¡Es fácil!

Simplemente complete la solicitud incluida y regrésela en el sobre provisto. Si tiene alguna pregunta favor de llamar al 1-888-898-4888 con el Código **9999999** o visite assurancewireless.com.

Gracias, Assurance
Wireless

P.D. Hemos incluido una aplicación para un amigo, miembro de la familia o vecino que vive en una dirección diferente en Florida y quien tal vez califica.

Puede obtener todo esto:

- Teléfono **GRATIS**
- 250 Minutos **GRATIS** de Voz Cada Mes
- 250 Textos **GRATIS** Cada Mes
- Sin Contrato Anual
- Cobertura de la Red Nacional de Sprint®
- Incluye Cuenta de Correo de Voz, Llamada en Espera e Identificador de Llamada
- Acceso al 911
- Conserve su Número Actual Residencial o Móvil

Con el mejor valor en planes de llamadas entre los principales programas de Asistencia Lifeline.*

*Oferta no transferible, limitada a clientes que cumplen con los requisitos (estos varían por estado) que residen en determinadas áreas geográficas. Las ofertas promocionales no están disponibles en todos los estados o áreas geográficas. Los consumidores que deliberadamente se valgan de declaraciones falsas para obtener 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. Llamadas Adicionales: 10¢/min. Mensajes de Texto Nacionales: 10¢/mensaje (enviado o recibido). 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. Los clientes que dejaron de estar suscritos al programa Lifeline pueden federal agregar fondos y usar el servicio por un plazo máximo de 120 días, después del cual la cuenta expirará y se perderá el saldo. Pueden aplicarse cargos e impuestos sobre las ventas locales y estatales. **Plan de 5\$:** Puede ser necesario realizar una recarga mínima de \$10. **Aserción del Mejor Valor:** Se basa en los precios de los planes publicados en 10 de abril de 2013 de los principales proveedores de servicios Lifeline con más de 1 millón de suscriptores que proporcionan servicio en más de 20 estados. La cobertura no está disponible en todas partes. El área de cobertura nacional llega a más de 278 millones de personas. Los servicios de red de Virgin Mobile® USA son suministrados a través de la Red Nacional de Sprint®. Visite virginmobileusa.com para revisar la cobertura en su área. Assurance Wireless está sujeto a los Términos y Condiciones Generales y del Servicio/Producto pertinentes que se encuentran en assurancewireless.com.



Process Immediately



NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES

BUSINESS REPLY MAIL

FIRST CLASS MAIL PERMIT NO. 10 MATTOON, IL

POSTAGE WILL BE PAID BY ADDRESSEE

ASSURANCE WIRELESS
PO BOX 7600
MATTOON IL 61938-9807



Reminder! Did you:

- Include your **proof of program participation or proof of income?**
- Did you **complete the Application?**
- Check the **3 statements, sign and date the Application?**

Thank you.



FLORIDA APPLICATION FOR YOU

Questions? Please Call 1-888-898-4888



1 PERSONAL INFORMATION

The person below MUST BE the same person applying for Lifeline service. Please do not forget to sign the application in Section 4.

John Doe (Campaign 3 KC/FL)
123 Any Street A12
Hometown, FL 55555-5555

Date of Birth: ____/____/____ Last 4 digits of SSN: Home Telephone Number: _____ (If applicable)

Email: _____ (If applicable)

Home Address: (if different from above) Is this a temporary address?

Street Address: _____ (PO Boxes cannot be accepted) Apt: _____

City: _____ State: _____ Zip Code: _____

2 COMPLETE SECTION 2. CHOOSE A OR B.

You **MUST** provide proof of program participation or proof of income. **Do not** send original documents.

A PROGRAM-BASED ELIGIBILITY

Place a check mark next to all programs that you or household members are currently enrolled in.

- Medicaid
- Supplemental Nutrition Assistance Program (SNAP)
- Temporary Cash Assistance (TCA/TANF)
- Supplemental Security Income (SSI)
- Bureau of Indian Affairs Programs (BIA)
- Federal Public Housing Assistance (Section 8)
- Low-Income Home Energy Assistance Program (LIHEAP)
- The National School Lunch Program's Free Lunch Program

Provide proof of program participation, such as:

- Your benefit ID card or other program participation document
- An eligibility letter from an authorized agency
- A benefits statement (current or prior year)

B INCOME-BASED ELIGIBILITY

Place a check mark next to your Household Size. To qualify, your Household Yearly Income must fall within the range indicated next to your Household Size. A Household is defined as any individual or group of individuals who live together at the same address and share income and expenses.

OR

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	
Household Size	Yearly Income	Household Size	Yearly Income
<input type="checkbox"/> 1	\$0 – \$17,235	<input type="checkbox"/> 5	\$0 – \$41,355
<input type="checkbox"/> 2	\$0 – \$23,265	<input type="checkbox"/> 6	\$0 – \$47,385
<input type="checkbox"/> 3	\$0 – \$29,295	<input type="checkbox"/> 7	\$0 – \$53,415
<input type="checkbox"/> 4	\$0 – \$35,325	<input type="checkbox"/> 8	\$0 – \$59,445

If there are more than 8 people in your household, add \$6,030 for each additional person.

Provide proof of income, such as:

Three consecutive months of **ONE** of these statements (from the previous 12 months):

- Your pay stubs
- Social Security benefits statement
- Veterans Administration benefits statement
- Retirement/Pension benefits statement
- Unemployment/Workers' Compensation benefits statement

OR

ONE of these documents:

- Prior year's State or Federal income tax return
- Income statement from employer
- Federal letter of participation in General Assistance
- Divorce decree or child support document containing income



FL9999999999999

Mail the Application to:
Assurance Wireless, PO Box 7600,
Mattoon, IL 61938-9807

-OR-
Fax materials to: 1-877-732-3018





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:

AND 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 barred from the program. One Lifeline discounted service (landline or wireless) is available per household. 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 below, I certify under penalty of perjury that the information contained within this Application is true and correct to the best of my knowledge.

- I participate in a qualifying federal program or meet the income qualifications to establish eligibility for Lifeline. I have provided documentation as proof of eligibility for Section 2.
- If I have provided a temporary address, I must notify Assurance Wireless within 30 days of any change of address. Assurance Wireless will attempt to verify every 90 days that I continue to reside at that address. If I do not respond to these address verification attempts within 30 days, I will be de-enrolled.
- I will inform Assurance Wireless within 30 days of the following, and may be subject to penalties if I fail to do so:
 - I move to a new address.
 - I no longer participate in a Lifeline qualifying program or my annual household income exceeds 150% of the Federal Poverty Guidelines.
 - I become aware that my household is receiving more than one Lifeline benefit.
 - For any other reason, I no longer meet the criteria for federal Lifeline support.
- 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 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.

! You **MUST** place a check mark next to **all 3 statements**, then sign and date below.
YOUR APPLICATION CANNOT BE APPROVED WITHOUT 3 CHECK MARKS AND YOUR SIGNATURE.

- 1. I certify that my household will receive only one Lifeline benefit. To the best of my knowledge, (i) my household is not already receiving a Lifeline benefit, or (ii) if I currently have a plan with a different service provider, and if I am approved for Assurance Wireless service, I will notify my current provider, **AND**
- 2. I understand that I may be required to re-certify continued eligibility for Lifeline at any time. Failure to do so will result in the termination of my Lifeline benefits, **AND**
- 3. 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.

SIGNATURE (Please use blue or black ink)

_____ DATE: ____/____/____
PRINTED NAME mm/dd/yyyy

STOP

- Have you provided your Date of Birth and your Last 4 Digits of SSN?
- Have you attached proof of eligibility?
- Have you checked all 3 statements above and signed the Application?

Your Application cannot be approved without these items.



FLORIDA APPLICATION FOR A FRIEND

Questions? Please Call 1-888-898-4888



1 PERSONAL INFORMATION

The person below **MUST BE** the same person applying for Lifeline service. Please do not forget to sign the application in Section 4.

First Name: _____ Last Name: _____ Date of Birth: _____ / _____ / _____
mm/dd/yyyy

Last 4 digits of SSN: Home Telephone Number: _____ Email: _____
(If applicable) (If applicable)

Home Address: Is this a temporary address?

Street Address: _____ Apt: _____
(PO Boxes cannot be accepted)

City: _____ State: _____ Zip Code: _____

Mailing Address: (if different from above)

Street Address: _____ Apt: _____
(PO Boxes allowed)

City: _____ State: _____ Zip Code: _____

2 COMPLETE SECTION 2. CHOOSE A OR B.

You **MUST** provide proof of program participation or proof of income. **Do not** send original documents.

A PROGRAM-BASED ELIGIBILITY

Place a check mark next to all programs that you or household members are currently enrolled in.

- Medicaid
- Supplemental Nutrition Assistance Program (SNAP)
- Temporary Cash Assistance (TCA/TANF)
- Supplemental Security Income (SSI)
- Bureau of Indian Affairs Programs (BIA)
- Federal Public Housing Assistance (Section 8)
- Low-Income Home Energy Assistance Program (LIHEAP)
- The National School Lunch Program's Free Lunch Program

Provide proof of program participation, such as:

- Your benefit ID card or other program participation document
- An eligibility letter from an authorized agency
- A benefits statement (current or prior year)

B INCOME-BASED ELIGIBILITY

Place a check mark next to your Household Size. To qualify, your Household Yearly Income must fall within the range indicated next to your Household Size. A Household is defined as any individual or group of individuals who live together at the same address and share income and expenses.

OR

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	
Household Size	Yearly Income	Household Size	Yearly Income
<input type="checkbox"/> 1	\$0 – \$17,235	<input type="checkbox"/> 5	\$0 – \$41,355
<input type="checkbox"/> 2	\$0 – \$23,265	<input type="checkbox"/> 6	\$0 – \$47,385
<input type="checkbox"/> 3	\$0 – \$29,295	<input type="checkbox"/> 7	\$0 – \$53,415
<input type="checkbox"/> 4	\$0 – \$35,325	<input type="checkbox"/> 8	\$0 – \$59,445

If there are more than 8 people in your household, add \$6,030 for each additional person.

Provide proof of income, such as:

Three consecutive months of **ONE** of these statements (from the previous 12 months):

- Your pay stubs
- Social Security benefits statement
- Veterans Administration benefits statement
- Retirement/Pension benefits statement
- Unemployment/Workers' Compensation benefits statement

OR

ONE of these documents:

- Prior year's State or Federal income tax return
- Income statement from employer
- Federal letter of participation in General Assistance
- Divorce decree or child support document containing income



FL999999999999KC



Mail the Application to:
 Assurance Wireless, PO Box 7600,
 Mattoon, IL 61938-9807



-OR-
Fax materials to: 1-877-732-3018



TURN OVER TO COMPLETE



KC FLC3

assurance
wireless *Virgin*
brought to you by

P.O. Box 686 • Parsippany, NJ 07054-9726

PRSR STD
U.S. POSTAGE
PAID
SPRINT

John Doe (Campaign 3 TEST 1KG FLC3-T1)
123 Any Street A12
Hometown, FL 55555-5555



**Teléfono Móvil GRATIS, 250 Minutos
y 250 Textos Si Usted Califica.**

Consulte la información incluida para
los detalles.

FREE Cell Phone, 250 Minutes & 250 Texts If You Qualify.
See inside for details.



AWSE3

assurance
wireless *virgin*
brought to you by

Get a
FREE
Phone and...

▶ **250 FREE**
Minutes
Each Month

▶ **250 FREE**
Texts
Each Month

▶ Obtenga Teléfono GRATIS, 250 Minutos GRATIS y 250 Textos GRATIS Cada Mes

GRATIS para Clientes que Califiquen.

Más:

- Sin Contrato Anual
- Cobertura de la Red Nacional de Sprint®
- Incluye Cuenta de Correo de Voz, Llamada en Espera e Identificador de Llamada
- Acceso al 911
- Conserve su Número Actual Residencial o Móvil

Y los planes más minutos/texto e ILIMITADOS.

Su solicitud viene incluida.

¿Qué es Assurance Wireless?

- Assurance Wireless es un programa federal de Asistencia Lifeline traído a usted por Virgin Mobile.
- Lifeline es un programa de asistencia gubernamental apoyado por el Fondo de Servicio Universal federal.

Cómo calificar

- La inscripción está disponible para personas que reúnan los requisitos de elegibilidad federales o específicos del estado.
- Usted podría calificar si participa en ciertos programas de asistencia pública, como Medicaid o el Programa Suplementario de Asistencia Nutricional (SNAP).
- También podría calificar con base en el ingreso de su hogar.
- Debe proporcionar comprobante de participación en el programa o comprobante de ingreso.

El programa de Asistencia Lifeline se limita al servicio de una línea de teléfono, móvil o fija, por hogar.

Elija un plan justo para sus necesidades

Obtenga un Teléfono GRATIS, 250 Minutos de Voz GRATIS y 250 Textos GRATIS cada mes. Sin pagar nada.

- ¿Necesita más? Obtenga Llamadas, Textos e Internet Sin Límite por sólo \$30 al mes.
- O elija uno de nuestros otros planes para llamadas y textos de bajo costo en assurancewireless.com.
- Los planes mensuales de bajo costo siempre incluyen **250 minutos GRATIS y 250 textos GRATIS cada mes** mientras califique y siga siendo elegible aun cuando no haga ningún pago.

*Oferta no transferible, limitada a clientes que cumplen con los requisitos (estos varían por estado) que residen en determinadas áreas geográficas. Las ofertas y promociones no están disponibles en todos los estados o áreas geográficas. Los consumidores que deliberadamente se valgan de declaraciones falsas para obtener 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. Llamadas Adicionales: 10¢/min. Mensajes de Texto Nacionales: 10¢/mensaje (enviado o recibido). 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. Los clientes que dejaron de estar suscritos al programa Lifeline pueden federal agregar fondos y usar el servicio por un plazo máximo de 120 días, después del cual la cuenta expirará y se perderá el saldo. Pueden aplicarse cargos e impuestos sobre las ventas locales y estatales. **Plan de 5\$:** Puede ser necesario realizar una recarga mínima de \$10. **Aserción del Mejor Valor:** Se basa en los precios de los planes publicados en 17 de mayo de 2013 de los principales proveedores de servicios Lifeline con más de 1 millón de suscriptores que proporcionan servicio en más de 20 estados. La cobertura no está disponible en todas partes. El área de cobertura nacional llega a más de 278 millones de personas. Los servicios de red de Virgin Mobile® USA son suministrados a través de la Red Nacional de Sprint®. Visite virginmobileusa.com para revisar la cobertura en su área. Assurance Wireless está sujeto a los Términos y Condiciones Generales y del Servicio/Producto pertinentes que se encuentran en assurancewireless.com.

C3T1

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wireless
brought to you by Virgin
mobile

Get a
FREE
Phone and...

▶ **250 FREE**
Minutes
Each Month

▶ **250 FREE**
Texts
Each Month

Available Only to Qualifying Customers



**FREE Cell Phone and
250 FREE Minutes &
250 FREE Texts Each Month**

Plus:

- No Annual Contract
- Nationwide Sprint® Network Coverage
- Voicemail Account, Call Waiting, and Caller ID Included
- 911 Access
- Keep Your Current Home or Cell Phone Number

And more minutes/texts and UNLIMITED plans are available.

Your Application Is Enclosed

What is Assurance Wireless?

- Assurance Wireless is a federal Lifeline Assistance program brought to you by Virgin Mobile.
- Lifeline is a government benefit program supported by the federal Universal Service Fund.

How to qualify

- Enrollment is available to individuals who qualify based on federal or state-specific eligibility criteria.
- You may qualify if you are on certain public assistance programs, like Medicaid or Supplemental Nutrition Assistance Program (SNAP).
- You can also qualify based on your household income.
- You must provide proof of program participation or proof of income.

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

Choose the plan that fits your needs

Get a FREE Phone, 250 FREE Voice Minutes and 250 FREE Texts each month. You pay nothing.

- **Need more?** Get Unlimited Talk, Text & Web for just \$30 each month.
- Or choose one of our other low-cost talk and text plans at assurancewireless.com.
- Low-cost monthly plans always include **250 FREE minutes and 250 FREE texts each month** for as long as you qualify and remain eligible, even if no payment is made.

Offer limited to eligible customers (varies by state) residing in selected geographic areas and is non-transferable. Offers not available in all states/areas. 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: 10¢/min. Domestic Text: 10¢/msg (sent or received). Int'l & Data services may be extra per plan. Accessing voicemail draws from plan minutes and charges may apply once free minutes have been depleted. Customers de-enrolled from the federal Lifeline program may add funds and use service for maximum 120 days, after which account expires and balance is forfeited. State and local sales taxes and fees may apply. **\$5 Plan:** Minimum Top-Up of \$10 may be required. **Best Value Claim:** Based on published price plans as of May 17, 2013 of major Lifeline carriers with more than 1 million subscribers who provide service in more than 20 states. Coverage not available everywhere. Nationwide coverage area reaches more than 278 million people. Virgin Mobile® USA network services are provided on the Nationwide Sprint® Network. Visit virginmobileusa.com to check coverage in your area. Assurance Wireless is subject to Important Service/Product and General Terms and Conditions found on assurancewireless.com.



assurance
 wireless 
 brought to you by

John Doe (Campaign 3 KC/FL)
 123 Any Street A12
 Hometown, FL 55555-5555

▶ **Cell Phone with
 250 Minutes &
 250 Texts each
 month, FREE
 if you Qualify**

Dear John Doe,

Assurance Wireless is a great way to stay in touch. **Now we're giving you even more ways to connect with talk and text plans.**

Just fill out the enclosed application and return it in the envelope provided. If you have questions, call **1-888-898-4888** with your **Source Code 99999999** or visit **assurancewireless.com**.

Assurance Wireless is a federal Lifeline Assistance program brought to you by Virgin Mobile. You may qualify for Assurance Wireless based on your household income or if you participate in certain public assistance programs. **As long as you qualify and remain eligible, you will pay nothing and receive:**

- FREE Phone
- 250 FREE Voice Minutes Each Month
- 250 FREE Texts Each Month
- Nationwide Sprint® Network Coverage
- Voicemail Account, Call Waiting, Caller ID
- 911 Access
- Keep Your Current Home or Cell Phone Number

Apply now to get started.

Thank you,
 Assurance Wireless

P.S. We've enclosed an application for a friend, family member or neighbor who lives at a different address in Florida and may also qualify.

Lifeline Assistance is a government benefit program supported by the federal Universal Service Fund. You must qualify for this program. Enrollment is available to individuals who qualify based on federal or state-specific eligibility criteria. You must provide proof of program participation or proof of income. The Lifeline Assistance program is available for one wireless or wireline account per household.

Best value in calling plans among major Lifeline Assistance programs

Offer limited to eligible customers (varies by state) residing in selected geographic areas and is non-transferable. Offers not available in all states/areas. 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: 10¢/min. Domestic Text: 10¢/msg (sent or received). Int'l & Data services may be extra per plan. Accessing voicemail draws from plan minutes and charges may apply once free minutes have been depleted. Customers de-enrolled from the federal Lifeline program may add funds and use service for maximum 120 days, after which account expires and balance is forfeited. State and local sales taxes and fees may apply. **\$5 Plan:** Minimum Top-Up of \$10 may be required. **Best Value Claim:** Based on published price plans as of May 17, 2013 of major Lifeline carriers with more than 1 million subscribers who provide service in more than 20 states. Coverage not available everywhere. Nationwide coverage area reaches more than 278 million people. Virgin Mobile® USA network services are provided on the Nationwide Sprint® Network. Visit virginmobileusa.com to check coverage in your area. Assurance Wireless is subject to Important Service/Product and General Terms and Conditions found on assurancewireless.com.



assurance
wireless 
traído a usted por

▶ Teléfono con 250 Minutos y 250 Textos GRATIS cada mes si usted Califica.

Estimado(a) John Doe,

Assurance Wireless es una forma excelente de mantenerse en contacto. **Ahora le damos aún más formas de conectarse, con planes de llamadas y de mensajes de texto.**

Simplemente llene las solicitud adjunta y regrésela en el sobre provisto. Si tiene alguna pregunta, llame al **1-888-898-4888** con su **Código Fuente 99999999** o visite **assurancewireless.com**.

Assurance Wireless es un programa federal de Asistencia Lifeline traído a usted por Virgin Mobile. Usted podría calificar para Assurance Wireless con base en el ingreso de su hogar o si participa en cualquiera de los programas de asistencia pública. **Si es elegible sin pagar nada y recibir:**

- Teléfono GRATIS
- 250 Minutos GRATIS de Voz Cada Mes
- 250 Textos GRATIS Cada Mes
- Cobertura de la Red Nacional de Sprint®
- Incluye Cuenta de Correo de Voz, Llamada en Espera e Identificador de Llamada
- Acceso al 911
- Conserve Su Número Actual Residencial o Móvil

Envíe su solicitud ahora para iniciar su servicio.

Gracias, Assurance
Wireless

P.D. Encontrará una solicitud adjunta para un amigo, miembro de la familia o vecino que viva en un domicilio diferente al suyo en **Florida**, quien podría calificar.

Lifeline es un programa de asistencia gubernamental respaldado por el Fondo de Servicio Universal federal. Este es un programa que requiere que cumpla con los requisitos. La inscripción está disponible para personas que reúnan los requisitos de elegibilidad federales o específicos del estado. Debe proporcionar comprobante de participación en el programa o comprobante de ingreso. El programa Lifeline Assistance se limita a una línea de teléfono, fija o móvil, por hogar.

El mejor valor en planes de llamadas entre los programas principales de Lifeline Assistance

Oferta no transferible, limitada a clientes que cumplen con los requisitos (estos varían por estado) que residen en determinadas áreas geográficas. Las ofertas y promociones no están disponibles en todos los estados o áreas geográficas. Los consumidores que deliberadamente se valgan de declaraciones falsas para obtener 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. Llamadas Adicionales: 10¢/min. Mensajes de Texto Nacionales: 10¢/mensaje (enviado o recibido). 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. Los clientes que dejaron de estar suscritos al programa Lifeline pueden federal agregar fondos y usar el servicio por un plazo máximo de 120 días, después del cual la cuenta expirará y se perderá el saldo. Pueden aplicarse cargos e impuestos sobre las ventas locales y estatales. **Plan de 5\$:** Puede ser necesario realizar una recarga mínima de \$10. **Aserción del Mejor Valor:** Se basa en los precios de los planes publicados en 17 de mayo de 2013 de los principales proveedores de servicios Lifeline con más de 1 millón de suscriptores que proporcionan servicio en más de 20 estados. La cobertura no está disponible en todas partes. El área de cobertura nacional llega a más de 278 millones de personas. Los servicios de red de Virgin Mobile® USA son suministrados a través de la Red Nacional de Sprint®. Visite virginmobileusa.com para revisar la cobertura en su área. Assurance Wireless está sujeto a los Términos y Condiciones Generales y del Servicio/Producto pertinentes que se encuentran en assurancewireless.com.

Attachment 3

**Virgin Mobile, USA LP's Response to
Florida CLEC and Wireless Lifeline Data Request 2014
(Filed on CD)**