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September 19, 2011

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RECEIVED-FPSC  
11 SEP 19 PM 4:42  
COMMISSION  
CLERK

**By Hand Delivery**

Ms. Ann Cole  
Commission Clerk and Administrative Services  
Florida Public Service Commission  
2540 Shumard Oak Boulevard  
Tallahassee, Florida 323399-0850

- claim of confidentiality
- notice of intent
- request for confidentiality
- filed by OPC

Re: Florida Wireless Lifeline Data Request 2011

For DN 06750-11, which is in locked storage. You must be authorized to view this DN-CLK

Dear Ms. Cole:

Pursuant to Rule 25-22.006(5), Florida Administrative Code, Virgin Mobile USA, L.P. ("Virgin Mobile") hereby files its response to Staff's Wireless Lifeline Data Request 2011. Enclosed for filing are the following:

1. Confidential Attachment A: a sealed envelope marked "CONFIDENTIAL," containing Virgin Mobile's confidential Schedule 1 to its response.
2. Public Attachment B: Virgin Mobile's response to Staff's data request, including a redacted version of Schedule 1, 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.

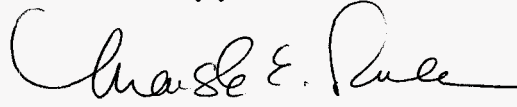
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Thank you for your assistance in this matter. Please date stamp the enclosed additional copy of this letter as "filed" and return the same to my office. Please do not hesitate to contact me or in-house counsel for Sprint and Virgin Mobile Susan Berlin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

DOCUMENT NUMBER-DATE  
06755 SEP 19 =  
FPSC-COMMISSION CLERK

September 19, 2011  
Page 2 of 2

Sincerely yours,

A handwritten signature in black ink, appearing to read "Marsha E. Rule". The signature is fluid and cursive, with a large initial "M" and "R".

Marsha E. Rule

Enclosures

cc: (without Attachment A)  
Beth Salak

FLORIDA WIRELESS LIFELINE DATA REQUEST 2011

Virgin Mobile USA, L.P.

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 Schedule 1.

3. The number of customers participating in Link-Up each month. Note: Do not include customers receiving Link-Up through resold access lines.

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

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: Please see Schedule 1.

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 Schedule 1.

6. The number of Link-Up customers added each month. Note: Do not include customers receiving Link-Up through resold access lines.

RESPONSE: Please see Schedule 1. Virgin Mobile USA does not charge its Lifeline customers an activation fee and does not participate in Link-Up.

7. The number of customers removed from Lifeline each month. Note: Do not include Lifeline customers removed from resold access lines.

RESPONSE: Please see Schedule 1.

8. The number of Lifeline customers subscribing to bundled service packages each month. Please list each bundled package separately including the ancillary services contained in each.

RESPONSE: Please see Schedule 1. Virgin Mobile's Lifeline service offering includes Voice Mail, Call Waiting and Caller ID at no additional charge. The service offering also includes toll-free nationwide calling, so there are no additional toll charges for calls terminated anywhere within the United States.

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

RESPONSE: Please see Schedule 1.

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

RESPONSE: Please see Schedule 1.

11. The number of Lifeline customers added each month through the income-based enrollment process.

RESPONSE: Please see Schedule 1.

12. The number of Lifeline customers added each month through the program-based enrollment process.

RESPONSE: Please see Schedule 1.

13. The number of Lifeline customers added each month through the Commission's on-line enrollment process.

RESPONSE: Please see Schedule 1.

14. The number of Lifeline customers added each month through the Department of Children and Families (DCF) automatic enrollment process.

RESPONSE: Virgin Mobile does not participate in the DCF automatic enrollment program.

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

RESPONSE: Please see Schedule 1. No Lifeline service was provided through resale agreements.

16. Description of your company's procedures for enrolling customers in the Link-Up and Lifeline programs (if same as 2010 response, just note "**Same as 2010**"). Include the following in your response:

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

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.

- 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: Please see Attachment 1.

- d. Procedures used to process applications received through the DCF automatic enrollment process.

RESPONSE: No applications were received through the DCF automatic enrollment process from July 1, 2010 through June 30, 2011.

- 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.

- 17. Description of your company's procedures for performing continued verification of customer eligibility after initial certification (if same as 2010 response, just note "**Same as 2010**"). Include the following in your response:

- a. Time period between initial certification and verification.

RESPONSE: The entire Virgin Mobile Lifeline customer base is subject to verification annually at the time of each customer's service anniversary date pursuant to FCC Order 09-18 (rel. March 5, 2009) and FCC Order DA 10-2433 (rel. Dec. 29, 2010). Customer eligibility is verified within one year following the initial certification. Customers are randomly selected to participate in the FCC's Annual Lifeline Certification and Verification process are asked to verify eligibility prior to their service anniversary date in accordance with the timeline provided by the FCC.

- b. If allowed, the statistical sampling method(s) used to verify customer eligibility.

RESPONSE: Virgin Mobile complies with the FCC's Annual Lifeline Certification and Verification Procedures in conducting in verifying the continued eligibility of a statistically valid sample of their Lifeline subscribers.

- 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.

18. Description of each bundled service offering available to Link-Up and Lifeline customers (if same as 2010 response, just note "**Same as 2010**"). Include the following in your response:

a. Application recurring and nonrecurring charges.

RESPONSE: Virgin Mobile Lifeline customers do not pay any such charges.

b. Any policy for allowing payment of local usage component of bundled service offering by Lifeline customers to avoid disconnection.

RESPONSE: Not applicable.

c. Any terms and conditions applicable to Lifeline customers that would not apply to general service offering customers.

RESPONSE: Virgin Mobile's Lifeline customers are subject to separate terms and conditions from Virgin Mobile's non-Lifeline customers. The Lifeline terms and conditions can be viewed at:  
<http://www.assurancewireless.com/Public/TermsOfServiceRider.aspx> .

19. Description of your company's procedures for promoting Link-Up and Lifeline (if same as 2010 response, just note "**Same as 2010**"). Include the following in your response:

a. Internal procedures for promoting Link-Up and 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 at 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 newspapers, 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 Link-up and Lifeline outreach materials of your company.

RESPONSE: See Attachment 2 for copies of posters, direct mailing letters, newspaper advertising and brochures.

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

RESPONSE: See the below list for partner organizations.

United Way of Florida, Inc	Tallahassee	FL
Florida Association Community Action, Inc	Tallahassee	FL
Orange County Community Action Agency	Orlando	FL
Urban League of Miami	Miami	FL
Center for Independent Living of South Florida- North Dade Branch	North Miami Beach	FL
Catholic Charities	Tampa	FL
Switchboard of Miami	Miami	FL
Central Florida Urban League	Orlando	FL
Pinellas County Urban League	St Petersburg	FL
Metropolitan Ministries	Tampa	FL
Sulzbacher Center	Jacksonville	FL
Faye Clark's New Horizons	Hialeah	FL
The Community Education and Resource Affiliation, Inc	Winter Park	FL
Share the Care, Inc	Orlando	FL
Lex Marketing & Promotions	North Miami Beach	FL

20. Description of procedures associated with enrollment of Link-up and 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. Certification and verification procedures and requirements.
- c. Any other terms and conditions application to resellers offering Link-up and Lifeline that are not imposed on resellers who do not offer Link-up and Lifeline.

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



21. Please describe the training you provide to your customer service representatives regarding Link-up and 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. Virgin Mobile does not offer Link Up.

22. Please describe the circumstances in which customer service representatives advise customers that Lifeline and Link-up is available.

RESPONSE: Virgin Mobile customers who inquire concerning the availability of Lifeline service are advised of the availability of the Assurance Wireless brand. Virgin Mobile does not offer Link Up.

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

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

24. Does your company provide Lifeline services using its own facilities? If so, describe the facilities in detail, and provide the number of customers provided Lifeline through these facilities each month.

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

25. Does your company provide Lifeline services using unbundled network elements leased from an ILEC? If so, identify the ILEC, and the number of UNE lines leased each month from each.

RESPONSE: No.

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

RESPONSE: No.

27. Does your company receive reimbursement for Toll-Limitation Services (TLS)? If so from who? List a breakdown of incremental costs claimed for providing TLS.

RESPONSE: No.

**2011 Florida Lifeline Data Request  
Virgin Mobile USA, L.P.**

**SCHEDULE 1**

**PUBLIC**

	2. # of customers served each month	3. # of Link-Up customers served each month	4. # of customers denied LL service	5. # of LL customers added each month	6. # of Link-Up customers added each month	7. # of customers removed from LL each month	8. # of LL customers subscribing to bundled svc each month	9. # of customers participating in Transitional LL each month
Jul-2010		N/A			N/A			
Aug-2010		N/A			N/A			
Sep-2010		N/A			N/A			
Oct-2010		N/A			N/A			
Nov-2010		N/A			N/A			
Dec-2010		N/A			N/A			
Jan-2011		N/A			N/A			
Feb-2011		N/A			N/A			
Mar-2011		N/A			N/A			
Apr-2011		N/A			N/A			
May-2011		N/A			N/A			
Jun-2011		N/A			N/A			

	10. # of customers participating in LL under Tribal provision each month	11. # of customers added through income-based process each month	12. # of customers added through program-based process each month	13. # of customers added through Commissions's on-line process each month	14. # of customers added through Dept of Children & Families automatic process each month	15. # of LL access lines resold to other carrier each month
Jul-2010	0				N/A	N/A
Aug-2010	0				N/A	N/A
Sep-2010	0				N/A	N/A
Oct-2010	0				N/A	N/A
Nov-2010	0				N/A	N/A
Dec-2010	0				N/A	N/A
Jan-2011	0				N/A	N/A
Feb-2011	0				N/A	N/A
Mar-2011	0				N/A	N/A
Apr-2011	0				N/A	N/A
May-2011	0				N/A	N/A
Jun-2011	0				N/A	N/A

# Attachment 1

## **Florida Applications Downloaded from the FL Public Service Commission (PSC) website**

Florida permits its residents to apply for AW service on-line, *if* they are applying via the program based method. These on-line "applications" must be collected from the FL PSC and input into our system.

FL applications coming in via the PSC on-line process are handled as follows:

Authorized user logs on to secure FL PSC website <https://secure.floridapsc.com/lifeline/> and pulls up Lifeline application data and downloads desired file. Manager has User ID (email address) and Password to access site.

Using mail merge, a label is generated for every individual on downloaded file. Labels include person's name, address, telephone number and Public Assistance program(s) in which s/he is enrolled.

Each label is affixed to a blank manual FL application (FL...90). The label is placed where the applicant's personal information would normally be written (Section A).

A printout of the downloaded file containing the applicant's name and other information referred to above is attached to each labeled application.

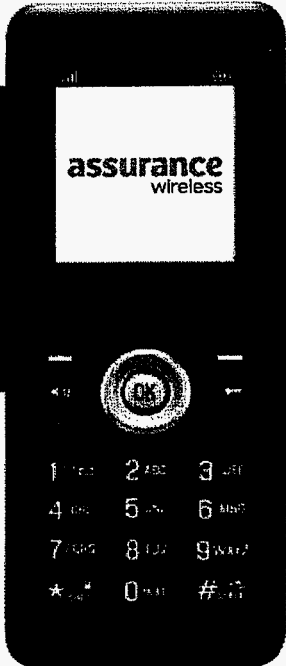
The labeled applications and accompanying lists are sent to the SSG for imaging into the system.

Once scanned into the platform, the labeled applications and printouts are processed as normal manual applications, using the program based method of qualifying *except* that the applicant's signature is not required.

# Attachment 2

# assurance wireless

## A Worry-Free Way to Stay Connected



### FREE Phone & 250 FREE Voice Minutes Each Month

**500 & 1000 Minute Offers Also Available**  
See brochure for details.

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

Call **1-800-392-3850** to apply  
or visit [assurancewireless.com](http://assurancewireless.com) for more details

Eligibility varies by state. You may qualify based on household income or participation in certain public assistance programs, such as Medicaid, Food Stamps (SNAP), or SSI.



Other features & services may be subject to change without notice. Service available in select geographic areas and is not available in all areas. Assurance Wireless is brought to you by Virgin Mobile USA and is a Lifeline Assistance program supported by the Federal Universal Service Fund program. One Lifeline Assistance phone line per household. Additional voice minutes and text messages are 10¢ each. Certain text messages and services may be subject to additional charges. Top Up of \$10 may be required. Account may require 15¢ a month after activation match or may be subject to Activation, Wireless Service, and Equipment balances only. See Terms of Service for details. Coverage not available in some areas. Visit virginmobileusa.com for complete details on your plan. Assurance Wireless is subject to the Terms of Service found at [www.assurancewireless.com](http://www.assurancewireless.com).

**assurance**  
wireless

A Worry-Free Way to Stay Connected

**FREE Phone &  
250 FREE Minutes  
Each Month**

500 & 1000 Minute Offers Also Available



Call **1-800-392-3850** to apply  
or visit [assurancewireless.com](http://assurancewireless.com) for more details



What  
can I  
get with  
Assurance  
Wireless?

- A FREE Phone and 250 FREE Voice Minutes
- No Annual Contract
- Nationwide Sprint® Network Coverage
- Voicemail Account, Call Waiting, and Caller ID Included
- Keep Your Current Home or Cell Phone Number When You Switch to Us
- 911 Access

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

**How it works:**

- 1 If you qualify and are approved for the program, you'll get **250 FREE Voice Minutes** added automatically each month – you do nothing.
- 2 Add money if you decide to choose the \$5 and \$20 offers and to pay for any services not included, like additional minutes, texting, or international calls.
- 3 Buy Virgin Mobile Top-Up cards from thousands of stores across the country. Or use credit, debit, or PayPal.

**All eligible customers get:**

**FREE Phone + 250 FREE Voice Minutes**  
Added to Your Phone Each Month

**Need more talk?**

Add **\$5/month** to get:  
**500 Total Voice Minutes**  
Added to Your Phone Each Month  
(250 FREE Minutes + 250 Minutes)

**Need even more talk + text?**

Add **\$20/month** to get:  
**1000 Total Voice Minutes + 1000 Texts**  
Added to Your Phone Each Month  
(250 FREE Minutes + 750 Minutes + 1000 Texts)

Assurance Wireless is a service provided by Assurance Wireless, Inc. with Virgin Mobile USA. Service provided by Assurance Wireless, Inc. © 2010 Assurance Wireless, Inc.

**How do I qualify?**

Eligibility varies by state. You may qualify based on participation in any of the following programs:

- Medicaid
- Food Stamps/SNAP
- Supplemental Security Income (SSI)
- Temporary Assistance for Needy Families (TANF)
- Federal Public Housing Assistance (FPHA) or Section 8
- Low Income Home Energy Assistance (LIHEAP)
- National School Lunch Program's Free Lunch Program

OR

You may also qualify based on household income. Call **1-800-392-3850** for the income requirements in your state.

**How do I apply?**

Call **1-800-392-3850** or visit [assurancewireless.com](http://assurancewireless.com) for more details.

Brought to you by 

Your Virgin Mobile phone can be used with Assurance Wireless service if you qualify.



**Nationwide Sprint® Network  
reaching more than  
277 million people**



© 2010 Assurance Wireless, Inc.

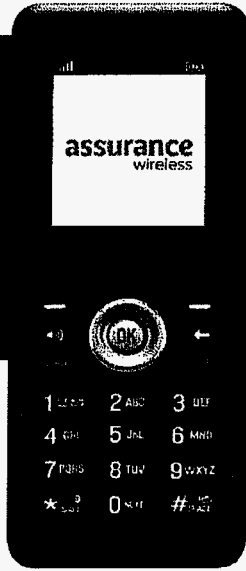
Virgin Mobile USA network services are provided on the Nationwide Sprint® Network. This service is provided on a non-exclusive basis to Assurance Wireless, Inc. and is subject to the terms and conditions of the Sprint® Network. Assurance Wireless, Inc. is not responsible for any service interruptions or quality of service issues that may occur on the Sprint® Network. Assurance Wireless, Inc. is not responsible for any service interruptions or quality of service issues that may occur on the Sprint® Network. Assurance Wireless, Inc. is not responsible for any service interruptions or quality of service issues that may occur on the Sprint® Network.

BROCHURE



Available to Residents in Florida

# A Worry-Free Way to Stay Connected



## FREE Phone & 250 FREE Voice Minutes Each Month

Or, Choose from these additional offers:

- Add \$5 for 500 Total Voice Minutes
- Add \$20 for 1000 Total Voice Minutes & 1000 Texts

- No Annual Contract
- Nationwide Sprint® Network
- Voicemail Account, Call Waiting and Caller ID included
- 911 Access

### Do You Qualify For FREE Cell Phone Service?

Eligibility is based on household income or participation in Medicaid, food stamps (SNAP) or certain other public assistance programs.

CALL TOLL FREE NOW

# 1-877-808-7581

7 days a week, 9 am to 9 pm

To print out an application, visit

**assurancewireless.com**



The Worry-Free Way To Stay Connected

Available to residents of Florida and other states. Offer limited to eligible customers (varies by state) residing in selected geographic areas and is non-transferable. Assurance Wireless is brought to you by Virgin Mobile USA and is a Lifeline Assistance program supported by the federal Universal Service Fund program. One Lifeline Assistance phone line per household. Additional voice minutes and text messages are 10¢ each. Domestic text prices are to send and receive. Int'l services are extra. Minimum Top-Up of \$10 may be required. Account may expire 150 days after you receive notice of ineligibility for Assurance Wireless service and account balance may be forfeited. State and local sales taxes and fees may apply. See Terms of Service for details. Coverage not available everywhere. Visit virginmobileusa.com to check coverage in your area. Assurance Wireless is subject to the Terms of Service found on www.assurancewireless.com

# Announcing Free Cell Phone Service For Florida Residents

Eligible residents may now apply for Assurance Wireless, the FREE cell phone service brought to you by Virgin Mobile.

Whether you need a phone for emergencies, for work, or just to stay connected, Assurance Wireless provides eligible residents with a free cell phone and 250 free voice minutes each month.

## Assurance Wireless is Free.

With no contracts, additional fees or gimmicks, Assurance Wireless is truly the worry-free way to stay connected. You pay nothing, unless you use more than 250 voice minutes a month.

But if you need more voice minutes, you can get them.

## Want To Talk More?

Add 250 more voice minutes each month (500 total minutes) for only \$5.

## Want To Talk and Text?

Add 750 additional voice minutes (1,000 total minutes) plus 1,000 texts each month for just \$20.

## Do You Qualify for

## FREE Cell Phone Service?

You may qualify for Assurance Wireless based on your household income, if you're on Medicaid or participate in other government programs. To verify your eligibility, visit [www.assurancewireless.com](http://www.assurancewireless.com) or call for more information.

## If Eligible, You Get All This – FREE!

- Free Cell Phone
- Free 250 voice minutes each month
- No Annual Contract
- Voicemail Account
- Call Waiting
- Caller I.D.
- Access to 911 Service

## Plus:

- Coverage on the Nationwide Sprint® Network reaching more than 275 million people
- Keep Your Current Number



## Apply Today.

It costs nothing to apply for Assurance Wireless, and there's no obligation. Call today to see if you qualify for a free cell phone and 250 free nationwide voice minutes each month. Or, to print an application now, go to [www.assurancewireless.com](http://www.assurancewireless.com)

Call Monday to Sunday, 9AM to 9PM

**1-877-378-4004**

Or visit [www.assurancewireless.com](http://www.assurancewireless.com)

**assurance**  
wireless 

**The Worry-Free Way To Stay Connected**

Available to residents of Florida and other states. Offer limited to eligible customers (varies by state) residing in selected geographic areas and is non-transferable. In case Assurance Wireless is offered in your city or town, please visit [www.assurancewireless.com](http://www.assurancewireless.com). Phones subject to availability and models may vary. Assurance Wireless is brought to you by Virgin Mobile USA and is a service Assurance program supported by the Federal Universal Service Fund program. One Assurance Wireless phone line per household. Additional voice minutes and text messages are for each. Domestic calls and messages only. Airtime charges apply when accessing voicemail via an Assurance Wireless phone once free minutes have been depleted. Minimum top-up of \$10 may be required. See Terms of Service for details. Virgin Mobile USA customers have access to service on the Nationwide Sprint Network reaching over 275 Million people. Coverage not available everywhere. Assurance Wireless is subject to the Terms of Service found on [www.assurancewireless.com](http://www.assurancewireless.com)

DIRECT MAIL LETTER



**assurance**  
wireless

# A worry-free way to stay connected.

Don't miss this chance to apply for a **FREE** cell phone and **FREE** wireless service.

<OEL> <WALKSEQ>  
<NAME1> <SAP>  
<ADDR1> <ADDR2>  
<CITY> <ST> <ZIP9>  
|||

Dear <NAME1>,

There's a new way to stay in touch with family and friends for free – Assurance Wireless. And, you may be eligible! Assurance Wireless is brought to you by Virgin Mobile and gives you a **FREE** wireless phone and **250 FREE** Voice Minutes each month. All without long-term contracts, bills, activation fees, recurring fees, or surcharges.

#### How do you qualify?

As a Florida resident, you may qualify for Assurance Wireless\* based on your household income of if you participate in certain public assistance programs, such as the following:

- Medicaid
- Food Stamps/SNAP
- Temporary Cash Assistance (TCA/TANF)
- Supplemental Security Income (SSI)
- Federal Public Housing Assistance (Section 8)
- Low Income Home Energy Assistance Program (LIHEAP)

#### It's easy to apply!

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 <PCODE> or visit [assurancewireless.com](http://assurancewireless.com). After you've applied, you can check your application status by calling 1-888-898-4888 with your Account PIN <APPID>.

Thank you,  
Assurance Wireless

P.S. We've enclosed a second application for a Florida friend, who lives at a different address from yours, and may also qualify for a **FREE** cell phone and **FREE** wireless service! Give the application to a friend or family member or even to a neighbor! On the application, we've included the address where they should send the application.

### Here's what you can get:

- A **FREE** Assurance Wireless phone
- **250 FREE** Voice Minutes
- The ability to keep your current phone number
- **FREE** Voicemail Account, Call Waiting, and Caller ID
- 911 access
- No annual contract

Or, choose from our **\$5/mo.** plan to get **500 Total Voice Minutes** or our **\$20/mo.** plan to get **1000 Total Voice Minutes + 1000 Texts\*\***

**Apply today!**  
**Your application is enclosed.**

Apply Today For Your **FREE** Phone And **FREE** Voice Minutes.

\*Available to residents of Florida and other states. Offer limited to eligible customers (varies by state) residing in selected geographic areas and is non-transferable. To see if Assurance Wireless is offered in your city or town, please visit [assurancewireless.com](http://assurancewireless.com) or call 1-888-898-4888. Free Assurance Wireless phones are dependent on availability and models shipped could vary. Assurance Wireless is brought to you by Virgin Mobile USA and is a Lifeline Assistance program supported by the federal Universal Service Fund program. One Lifeline Assistance phone line per household. Additional Voice Minutes and text messages are 10¢ each. Domestic text prices are to send and receive. Int'l services are extra. Airtime charges apply when accessing voicemail via an Assurance Wireless phone once free minutes have been depleted. Account may expire 150 days after you receive notice of ineligibility for Assurance Wireless service and account balance may be forfeited. State and local sales taxes and fees may apply when adding funds to your account. See Terms of Service for details. Virgin Mobile USA network services are provided on the Nationwide Sprint® Network. Nationwide coverage area reaches more than 277 million people. Coverage not available everywhere. Visit [virginmobileusa.com](http://virginmobileusa.com) for a detailed map and to check coverage in your area. Assurance Wireless is subject to the Terms of Service found on [assurancewireless.com](http://assurancewireless.com). \*\*Minimum Top-Up of \$10 may be required.



<FORM> <PSEQ> <CELL> FL-F 8116



**assurance**  
wireless

## Una manera de mantenerse conectado sin preocupaciones.

No se pierda esta oportunidad de solicitar un teléfono **GRATIS** y servicio **GRATIS**.

Estimado(a) <NAME1>.

Hay una nueva manera de mantenerse al tanto con familia y amigos gratis – Assurance Wireless. ¡Y, usted puede calificar! Assurance Wireless es presentado por Virgin Mobile y le da un teléfono móvil **GRATIS** y **250 Minutos de Voz GRATIS** cada mes. Todo sin contrato a largo plazo, cuentas, cuotas de activación, cargos recurrentes, o sobrecargos.

### ¿Cómo se califica?

Como un residente de Florida, usted puede calificar para Assurance Wireless\* basado en los ingresos de su hogar o si participa en ciertos programas de asistencia pública, como uno de los siguientes:

- Medicaid
- Estampillas de Comida o Programa de SNAP
- Ayuda en Efectivo Temporal (TCA/TANF)
- Ingreso de Seguridad Suplementaria (SSI)
- El Programa de Asistencia de Viviendas (Sección 8)
- El Programa de Asistencia con la Electricidad para las Familias de Ingresos Modestos (LIHEAP)

### ¡Aplicar es fácil!

Sólo llene la aplicación incluida y devuélvalo en el sobre proporcionado. Si usted tiene alguna pregunta, llame 1-888-898-4888 con el Código <PCODE> o visita [assurancewireless.com](http://assurancewireless.com). Después de que usted ha aplicado, puede comprobar su estado de aplicación llamando 1-888-898-4888 con su de PIN de Cuenta <APPID>.

Gracias,  
Assurance Wireless

P.D. ¡Hemos incluido una segunda aplicación para una amiga en el estado de Florida, quien reside en una dirección diferente a la suya, y quien también califica para un teléfono celular **GRATIS** y servicio móvil **GRATIS**! ¡Entréguele la aplicación a una amistad o miembro de la familia o hasta los vecinos! Hemos incluido la dirección en la aplicación donde debe enviar la aplicación.

### Aquí está lo que usted puede conseguir:

- Un teléfono móvil Assurance Wireless **GRATIS**
- **250 Minutos de Voz GRATIS**
- La habilidad de mantener su número de teléfono actual
- Cuenta de Correo de Voz Gratis, Llamada en Espera, e Identificación del que Llama **GRATIS**
- Acceso 911
- Sin contrato a largo plazo

O, elija entre nuestro plan de **\$5 al mes** para obtener **500 Minutos Totales de Voz** o nuestro plan de **\$20 al mes** para obtener **1000 Minutos Totales de Voz + 1000 Textos\*\***

**¡Aplice hoy!**  
**Su aplicación**  
**está encerrada.**

Aplice Hoy Por Su Teléfono **GRATIS** Y Minutos De Voz **GRATIS** Cada Mes.

\*Disponibles para residentes de Florida y otros estados. Oferta limitada para clientes elegibles (varía por estado) residiendo en áreas geográficas selectas y no es transferible. Para ver si Assurance Wireless se ofrece en su ciudad o pueblo, favor de visitar [assurancewireless.com](http://assurancewireless.com) o llame al 1-888-898-4888. Los teléfonos gratuitos de Assurance Wireless dependen de los que estén disponibles y modelos enviados pueden variar. Assurance Wireless es presentado por Virgin Mobile USA y es un programa de Lifeline Assistance apoyado por el programa federal Universal Service Fund. Una línea telefónica de Lifeline Assistance por hogar. Minutos de Voz y mensajes de texto adicionales son 10¢ cada uno. Los precios de los textos domésticos son para enviar y recibir. Servicios Int'l son extra. La cuenta puede expirar 150 días después que reciba un aviso de no ser elegible para el servicio de Assurance Wireless y el saldo de la cuenta puede ser perdido. Impuestos estatales y locales pueden aplicar al agregar dinero a su cuenta. Consulte los Términos de Servicio para más detalles. Los servicios de la red de Virgin Mobile USA son provistos en la Red Nacional De Sprint®. El área de cobertura nacional alcanza a más de 277 millones de personas. Cobertura no está disponible en todas áreas. Visite [virginmobileusa.com](http://virginmobileusa.com) para un mapa detallado y verificar la cobertura en su área. Assurance Wireless es sujeto a los Términos de Servicio localizados en [assurancewireless.com](http://assurancewireless.com).

\*\*Requiere un Top-Up mínimo de \$10.





Florida Application

If you have questions about this form, please call 1-888-898-4888. Please return this form to the address shown in #4 below.

START HERE

PLEASE CERTIFY YOUR ELIGIBILITY:

- 1. You may use either Section B OR Section C to qualify
2. Remember: Sign and date the form in Section D
3. Attach documents to support your eligibility listed in Section C
4. Mail the application to: Assurance Wireless, P.O. Box 7600, Mattoon, IL 61938-9953

<BARCODE>

A PERSONAL INFORMATION

The person below MUST BE the same person applying for the discount. Please do not forget to sign the application below in Section D.

<NAME1>
<ADDR1> <ADDR2>
<CITY> <ST> <ZIP9>

B PROGRAM-BASED ELIGIBILITY

Fill in all bubbles for all program(s) in which the person in Section A is currently enrolled. For the National School Lunch Program, a household dependent enrolled in the program satisfies the enrollment requirement.

- Medicaid, Food Stamps/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), National School Lunch Program's Free Lunch Program

(No Need To Provide Program Documentation)

If you have filled in one or more bubbles, skip to SECTION D

- OR -

C INCOME-BASED ELIGIBILITY

Calculate TOTAL household income by reporting the income of all adult persons residing in your home in the appropriate category:

Table with 2 columns: Household Size, Maximum Yearly Income. Rows for 1, 2, 3, and a blank row for additional persons.

If you have more than 3 people in your household, write in the number and add \$5,730 for each additional person on top of \$27,795.

You must attach proof of income reported. Examples include:

- Prior year's State or Federal income tax return OR
Most recent type of current statement from the income source(s) noted below:
Three consecutive months' worth of your most current pay stubs

Other supporting documents include: Social Security benefits statement, Veterans Administration benefits statement, Retirement/Pension benefits statement, Divorce decree or child support document or Unemployment/Workers Compensation benefits statement.

(Supporting Documentation WILL NOT Be Returned)

D SIGNATURE

By signing below, I certify under penalty of perjury that the information contained within this application is true and correct and that I am head of my household. I also acknowledge that providing false or fraudulent documentation in order to receive assistance is punishable by law, and the penalties of perjury include monetary fines and potential imprisonment.

I understand that the completion of this application may not constitute immediate approval for Assurance Wireless service. I authorize Assurance Wireless or its duly appointed representative to access any records (including financial records) required to verify my statements herein and to confirm my eligibility for Assurance Wireless service.

I understand that I may be required to verify my continued eligibility for Assurance Wireless service at any time. Failure to verify eligibility will result in termination of Assurance Wireless service.

I understand that Lifeline Assistance is only available for one land line or wireless phone line per household. If I currently have a Lifeline Assistance plan with a different phone service provider, I will notify my current provider when I am approved for Assurance Wireless service.

X SIGNATURE (Please use blue or black ink)

DATE

X PRINTED NAME



<BARCODE>





Application  
For a Friend  
in Florida

If you have questions about  
this form, please call  
1-888-898-4888  
Please return this form  
to the address shown in #4 below

FL99999999999989

**START HERE**

**PLEASE CERTIFY YOUR ELIGIBILITY:**

1. You may use either Section B **OR** Section C to qualify
2. **Remember: Sign and date the form in Section D**
3. Attach documents to support your eligibility listed in Section C
4. Mail the application to:  
**Assurance Wireless, P.O. Box 7600, Mattoon, IL 61938-9953**  
Or Fax materials to: 1-877-732-3018

**A PERSONAL INFORMATION**

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

First Name: \_\_\_\_\_ Last Name: \_\_\_\_\_ Home Telephone Number: \_\_\_\_\_  
(Please Print Clearly) (Please Print Clearly) (Will Become Your Account PIN)

Street Address: \_\_\_\_\_ Apt: \_\_\_\_\_  
(P.O. Boxes Cannot Be Accepted)

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

**B PROGRAM-BASED ELIGIBILITY**

Fill in all bubbles for all program(s) in which the person in Section A is currently enrolled. For the National School Lunch Program, a household dependent enrolled in the program satisfies the enrollment requirement.

- |   |  |
|---|--|
| <input type="radio"/> Medicaid  | <input type="radio"/> Bureau of Indian Affairs Programs (BIA)            |
| <input type="radio"/> Food Stamps/SNAP  | <input type="radio"/> Federal Public Housing Assistance (Section 8)      |
| <input type="radio"/> Temporary Cash Assistance (TCA/TANF)  | <input type="radio"/> Low Income Home Energy Assistance Program (LIHEAP) |
| <input type="radio"/> Supplemental Security Income (SSI)<br><small>(Not the same as Social Security Benefits)</small> | <input type="radio"/> National School Lunch Program's Free Lunch Program |

**(No Need To Provide Program Documentation)**

If you have filled in one or more bubbles, skip to **SECTION D**

- OR -

**C INCOME-BASED ELIGIBILITY**

Calculate **TOTAL** household income by reporting the income of all adult persons residing in your home in the appropriate category:

Household Size	Maximum Yearly Income
<input type="radio"/> 1	\$16,335
<input type="radio"/> 2	\$22,065
<input type="radio"/> 3	\$27,795
<input type="radio"/> _____	\$ _____

If you have more than 3 people in your household, write in the number and add \$5,730 for each additional person on top of \$27,795.

**You must attach proof of income reported. Examples include:**

- Prior year's State or Federal income tax return **OR**
  - Most recent type of current statement from the income source(s) noted below:
  - **Three consecutive months'** worth of your most current pay stubs
- Other supporting documents include: Social Security benefits statement, Veterans Administration benefits statement, Retirement/Pension benefits statement, Divorce decree or child support document or Unemployment/Workers Compensation benefits statement.

**(Supporting Documentation WILL NOT Be Returned)**

**D SIGNATURE**

By signing below, I certify under penalty of perjury that the information contained within this application is true and correct and that I am head of my household. I also acknowledge that providing false or fraudulent documentation in order to receive assistance is punishable by law, and the penalties of perjury include monetary fines and potential imprisonment.

I understand that the completion of this application **may** not constitute immediate approval for Assurance Wireless service. I authorize Assurance Wireless or its duly appointed representative to access any records (including financial records) required to verify my statements herein and to confirm my eligibility for Assurance Wireless service. I authorize social service 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 also authorize Assurance Wireless to release any records (including financial records) required for the administration of Assurance Wireless service.

I understand that I may be required to verify my continued eligibility for Assurance Wireless service at any time. Failure to verify eligibility will result in termination of Assurance Wireless service. In the future, if my total household income exceeds 150% of the federal poverty guidelines, or I am no longer eligible to receive benefits from at least one of the qualifying public assistance programs listed above, I will notify Assurance Wireless within five (5) days.

I understand that Lifeline Assistance is only available for one land line or wireless phone line per household. If I currently have a Lifeline Assistance plan with a different phone service provider, I will notify my current provider when I am approved for Assurance Wireless service.

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

\_\_\_\_\_/\_\_\_\_\_/\_\_\_\_\_  
DATE

X \_\_\_\_\_  
PRINTED NAME



FL99999999999989