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August 27, 2013

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

Via Hand Delivery

REDACTED

COMMISSION
CLERK

18 AUG 27 PM 4: 32

RECEIVED-FPSC

Re: Florida Wireless Lifeline Data Request 2013

Dear Ms. Cole:

Although wireless Eligible Telecommunications Carriers no longer fall under the jurisdiction of the Florida Public Service Commission, Virgin Mobile USA, LP (“Virgin Mobile”) provides the enclosed responses to Staff’s 2013 Wireless Lifeline Data Request to assist the Commission and to facilitate its gathering of relevant information. 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.

RUTLEDGE ECENIA

August 27, 2013
Page 2

Sincerely

A handwritten signature in blue ink that reads "Marsha E. Rule". The signature is written in a cursive style with a large initial 'M' and a long, sweeping underline.

Marsha E. Rule

cc: Beth Salak

VIRGIN MOBILE USA, LP'S RESPONSE TO

FLORIDA CLEC AND WIRELESS LINK-UP AND LIFELINE DATA REQUEST 2013

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 chart below:

Description	Total
A Lifeline Account Already exists at this service address.	
Cancelled by VMU request	
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 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 intial 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 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
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
ReCertification Not Eligible
Remove Me From Program
Signature on form does not match applicant's name
Supporting document is unreadable
Unreviewable
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 signature was missing or unreadable on the application

Total

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 Link-Up customers added each month. Note: Do not include customers receiving Link-Up through resold access lines, of Lifeline customers moved to Transitional Lifeline.

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

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 Link-Up and Lifeline programs (if same as 2012 response, just note "Same as 2012"). 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. The Office of Public Counsel ("OPC") has been provided 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. If there is already service at a particular address, a USAC worksheet is sent. 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 accesses 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 and manually fills out a 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 and review. The decisions related to these applications are then relayed in the print file to Virgin Mobile 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, 2012 – June 30, 2013.

- 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 (if same as 2012 response, just note "Same as 2012"). 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 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. Any statistical sampling method(s) used to verify customer eligibility.

RESPONSE: In accordance with the Lifeline Reform Order and amended Lifeline rules, Virgin Mobile no longer engages in statistical sample to verify customer 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 promoting Link-Up and Lifeline (if same as 2012 response, just note "Same as 2012"). Include the following in your response:

- a. Internal procedures for promoting Link-Up and Lifeline.

RESPONSE: Same as 2012 ("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 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.

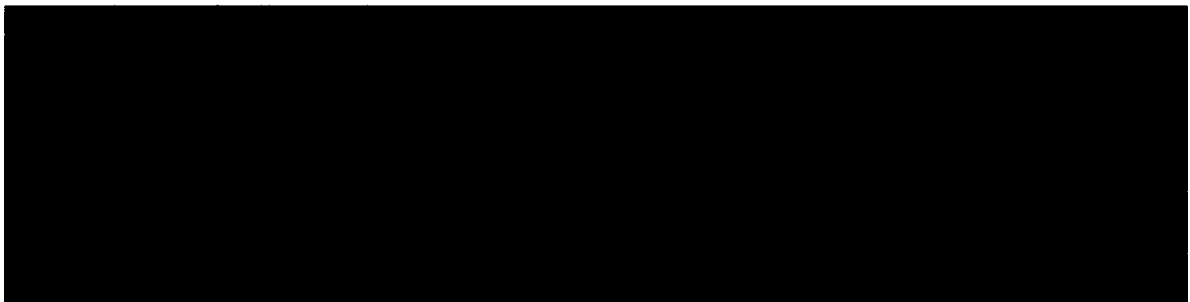
Please see Attachment 2 for a list of mass media outlets Virgin Mobile has used to advertise Lifeline.

- d. Copies of Link-up and Lifeline outreach materials of your company.

RESPONSE: Please see Attachment 3 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 list below for partner organizations.



13. 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:
- Billing procedures associated with the pass through of the credit, including the amount of the pass through for each reseller.
 - Initial and annual certification procedures and requirements.
 - 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 have a set 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.

Attachment 1

**2013 Florida Lifeline Data Request
Virgin Mobile USA, L.P.**

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 Link-Up customers added each month ¹	7. # of Lifeline customers removed from Lifeline each month	8. # of customers participating in Transitional Lifeline each month	9. # of customers participating in Lifeline under Tribal Lands provision each month
Jul-2012	436,028	N/A		15,605	N/A	233	7,374	0
Aug-2012	442,992	N/A		8,867	N/A	272	1,631	0
Sep-2012	446,101	N/A		4,345	N/A	281	955	0
Oct-2012	452,708	N/A		10,826	N/A	359	3,860	0
Nov-2012	455,890	N/A		6,620	N/A	315	3,123	0
Dec-2012	433,509	N/A		(12,996)	N/A	599	8,786	0
Jan-2013	294,088	N/A		6,807	N/A	4,113	142,115	0
Feb-2013	298,867	N/A		5,920	N/A	996	145	0
Mar-2013	295,169	N/A		5,235	N/A	4,921	4,012	0
Apr-2013	296,200	N/A		9,708	N/A	8,677	See Note 2.	0
May-2013	311,958	N/A		22,510	N/A	6,752	See Note 2.	0
Jun-2013	323,014	N/A		12,588	N/A	1,532	See Note 2.	0

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

2. Virgin Mobile USA does not have a break-out of customers participating in Transitional Lifeline for 2Q 2013 at this time due to a systems conversion issue. They are included in the total number of customers removed from Lifeline.

Attachment 2

1Q 2013

DRTV

<u>Market</u>	<u>Station</u>
Ft Myers	WFTX
Ft Myers	WXCW
Ft Myers	WZVN
Jacksonville	EJXT
Jacksonville	WAWS
Jacksonville	WJXT
Miami	WAMI
Miami	WSCV
Miami	WBFS
Miami	WFOR
Miami	WSFL
Miami	WSVN
Miami	WTVJ
Orlando	WOTF
Orlando	WTMO
Orlando	THIS TV Orlando
Orlando	ME TV Orlando
Orlando	WKCF
Orlando	WRDQ
Tallahassee	ECTV
Tallahassee	WTLF
Tallahassee	WTXI
Tampa	WRMD
Tampa	EFLA
Tampa	WFLA
Tampa	WMOR
Tampa	WTOG
Tampa	WTTA
Tampa	WTVT
Tampa	WWSB

Newspaper

Nothing Ran

Radio

<u>Market</u>	<u>Station</u>	<u>Format</u>
Jacksonville	WQIK	Country
Melbourne	WFKS	CHR
Orlando	WJHM	Rhy CHR
Orlando	WCFB	Urban AC
Panama City	WEBZ	Rhy CHR
Tallahassee	WHBX	Urban AC
Tampa	WLLD	Rhy CHR
Tampa	WBTP	Urban
West Palm	WMBX	Rhy CHR

2Q 2013

DRTV

<u>Market</u>	<u>Station</u>
Ft Myers	WFTX
Ft Myers	WXCW
Ft Myers	WZVN
Jacksonville	EJXT
Jacksonville	WAWS
Jacksonville	WJXT
Miami	WAMI
Miami	WSCV
Miami	WBFS
Miami	WFOR
Miami	WSFL
Miami	WSVN
Miami	WTVJ
Orlando	WTMO
Orlando	WOTF
Orlando	THIS TV Orlando
Orlando	ME TV Orlando
Orlando	WKCF
Orlando	WRDQ
Tallahassee	ECTV
Tallahassee	WTLF
Tallahassee	WTXI
Tampa	EFLA
Tampa	WFLA
Tampa	WMOR
Tampa	WTOG
Tampa	WTTA
Tampa	WTVT

Newspaper

Nothing Ran

Radio

<u>Market</u>	<u>Station</u>	<u>Format</u>
Jacksonville	WSOL	Urban AC
Orlando	WJHM	Rhy CHR
Panama City	WEBZ	Rhy CHR
Tampa	WLLD	Rhy CHR

3Q 2013

DRTV

<u>Market</u>	<u>Station</u>
Ft Myers	WFTX
Ft Myers	WXCW
Ft Myers	WZVN
Jacksonville	EJXT
Jacksonville	WJXT
Jacksonville	Comcast Jacksonville Interconnect BET
Jacksonville	Comcast Jacksonville Interconnect ESPN2
Jacksonville	Comcast Jacksonville Interconnect SYFY
Jacksonville	Comcast Jacksonville Interconnect TLC
Miami	WLTV
Miami	WSCV
Miami	Antenna TV Miami
Miami	ME TV Miami
Miami	THIS TV Miami
Miami	WBFS
Miami	WFOR
Miami	WPLG
Miami	WSFL
Miami	WSVN
Miami	WTVJ
Orlando	WOTF
Orlando	ERDQ
Orlando	THIS TV Orlando
Orlando	WFTV
Orlando	WKCF
Orlando	WKMG
Orlando	WRBW
Orlando	WRDQ
Tallahassee	ECTV
Tallahassee	WTLF
Tallahassee	WTWC
Tallahassee	WTXL
Tampa	EFLA
Tampa	THIS TV Tampa
Tampa	WFTS
Tampa	WMOR
Tampa	WTOG
Tampa	WTTA
Tampa	WTVT

Newspaper

Market

Miami
 West Palm
 West Palm
 West Palm

Publication

Miami El Nuevo Herald
 Fort Pierce/St. Lucie County Tribune
 Stuart/Martin County News
 Vero Beach/Indian River Country Journal

Radio

Market

Ft Myers
 Jacksonville
 Jacksonville
 Melbourne
 Orlando
 Orlando
 Orlando
 Orlando
 Orlando
 Panama City
 Pensacola
 Tallahassee
 Tallahassee
 Tampa
 Tampa
 West Palm
 West Palm
 West Palm
 West Palm
 West Palm
 West Palm

Station

WBTT
 WJBT
 WSOL
 WFKS
 WCFB
 WJHM
 WPYO
 WRMQ
 WXXL
 WEBZ
 WRXX
 WHBX
 WWLD
 WBTP
 WLLD
 WMBX
 WUUB
 WHFS
 WLDI
 WMBX
 WMSF

Format

Rhy CHR
 Urban
 Urban AC
 CHR
 Urban AC
 Rhy CHR
 Rhy CHR
 Gospel
 CHR
 Rhy CHR
 Urban AC
 Urban AC
 Urban
 Urban
 Rhy CHR
 Rhy CHR
 Urban AC
 Urban AC
 CHR
 Rhy CHR
 Smooth Jazz

4Q 2013

DRTV

<u>Market</u>	<u>Station</u>
Ft Myers	WFTX
Ft Myers	WXCW
Ft Myers	WZVN
Jacksonville	EJXT
Jacksonville	Comcast Jacksonville Interconnect BET
Jacksonville	omcast Jacksonville Interconnect ESPN2
Jacksonville	Comcast Jacksonville Interconnect SYFY
Jacksonville	Comcast Jacksonville Interconnect TLC
Miami	Antenna TV Miami
Miami	ME TV Miami
Miami	THIS TV Miami
Miami	WBFS
Miami	WFOR
Miami	WSVN
Miami	WTVJ
Orlando	ERDQ
Orlando	THIS TV Orlando
Orlando	WKCF
Orlando	WFTV
Orlando	WKCF
Orlando	WOFL
Orlando	WRDQ
Tallahassee	ECTV
Tallahassee	WTLF
Tallahassee	WTXI
Tampa	EFLA
Tampa	THIS TV Tampa
Tampa	WFLA
Tampa	WFTS
Tampa	WMOR
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Tampa	WTTA
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Newspaper

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Radio

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Ft Myers	WBTT	Rhy CHR
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Orlando	WPYO	Rhy CHR
Orlando	WRMQ	Gospel
Orlando	WJHM	Rhy CHR
Panama City	WEBZ	Rhy CHR
Tallahassee	WWLD	Urban
Tampa	WBTP	Urban
Tampa	WLLD	Rhy CHR
West Palm	WMBX	Rhy CHR

Attachment 3

Attention eligible Florida residents!

All Assurance Wireless plans now include texts.

Assurance Wireless, a Lifeline Assistance program, now offers eligible households great new calling plans. Our calling plans are the best value among major Lifeline Assistance programs.

NEW! Free Talk & Text

Get 250 Free Voice Minutes AND 250 Free Texts each month.

NEW! \$5 Talk and Text

Get 500 Total Voice Minutes and 500 Total Texts each month. That's 250 additional minutes and texts added to the free voice minutes and texts.

NEW! \$30 Unlimited Talk, Text, & Web

If you need more, get unlimited minutes, texts and web for just \$30 a month.

All plans include a guarantee of 250 free minutes and 250 free texts as long as you remain eligible.

How to Qualify

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.

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.

Offer limited to eligible customers (varies by state) residing in selected geographic areas and is non-transferable. Consumers who willfully make false statements in order to obtain the benefit can be punished by fine or imprisonment or can be barred from the program. Phone models based on availability and may vary depending on inventory. Add'l voice: 10c/min. Domestic text: 10c/msg (sent or received). Int'l & Data services may be extra per plan. Accessing voicemail draws from plan minutes. 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. **\$5 Plan:** Minimum Top-Up of \$10 may be required. **Best Value Claim:** Based on published price plans as of 9/1/12 of major Lifeline carriers with more than 1M subscribers who provide service in more than 20 states. Coverage not available everywhere. Nationwide coverage area reaches more than 282 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 the Terms of Service (includes plan details) found on www.assurancewireless.com.

If Eligible, You Get All This – FREE!

- FREE Cell Phone
- FREE 250 Voice Minutes Each Month
- FREE 250 Texts Each Month

AND

- No Annual Contract
- Voicemail Account
- Call Waiting
- Caller I.D.
- Access to 911

PLUS

- Coverage on the Nationwide Sprint® Network reaching more than 282 million people
- Keep Your Current Number



Apply Today.

It costs nothing to apply for Assurance Wireless, and there's no obligation. Call 1-877-566-1281 today or visit www.assurancewireless.com

**Call Toll Free Monday to Sunday,
9 AM to 9 PM EST**

877-566-1281

Or visit www.assurancewireless.com

assurance
wireless *Virgin*
brought to you by

The Worry-Free Way To Stay Connected

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Assurance Wireless, a Lifeline Assistance program, now offers eligible households great new calling plans. Our calling plans are the best value among major Lifeline Assistance programs.

NEW! Free Talk & Text

Get 250 Free Voice Minutes AND 250 Free Texts each month.

NEW! \$5 Talk and Text

Get 500 Total Voice Minutes and 500 Total Texts each month. That's 250 additional minutes and texts added to the free voice minutes and texts.

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Offer limited to eligible customers (varies by state) residing in selected geographic areas and is non-transferable. 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 & charges may apply 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. **\$5 Plan:** Minimum Top-Up of \$10 may be required. **Best Value Claim:** Based on published price plans as of 9/1/12 of major Lifeline carriers with more than 1M subscribers who provide service in more than 20 states. Coverage not available everywhere. Nationwide coverage area reaches more than 282 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 the Terms of Service (Includes plan details) found on www.assurancewireless.com

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AND

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- Access to 911

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- Keep Your Current Number



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**Call Toll Free Monday to Sunday,
9 AM to 9 PM EST**

877-608-8923

Or visit www.assurancewireless.com

assurance
wireless
brought to you by *Virgin* mobile

The Worry-Free Way To Stay Connected

¡Atención residentes elegibles de Florida!

Todos los planes de Assurance Wireless ahora incluyen mensajes de texto.

Assurance Wireless, un programa de asistencia Lifeline, ahora ofrece estupendos planes de llamadas. Nuestros planes de llamadas son los de mejor valor entre los programas líderes de asistencia Lifeline.

Llamadas & Texto Gratis

Obtenga 250 minutos de llamadas y 250 mensajes de texto gratis cada mes.

\$5 Llamadas & Texto

Obtenga un total de 500 minutos en llamadas y 500 mensajes de texto cada mes. Estos son 250 minutos y mensajes adicionales a los minutos y mensajes gratuitos.

\$30 Llamadas, Textos & Internet Ilimitados

Si necesita aún más, obtenga minutos en llamadas, mensajes de texto e internet ilimitados por sólo \$30 al mes.

Todos los planes incluyen 250 minutos en llamadas y 250 mensajes de texto gratis garantizados mientras usted permanezca como usuario elegible.

Cómo Calificar

Assurance Wireless es un programa de asistencia Lifeline traído para usted por Virgin Mobile®. Lifeline es un programa de beneficios del gobierno apoyado por el Fondo de Servicio Universal federal.

La inscripción en este programa está disponible para usuarios que califiquen en base a los requisitos específicos de elegibilidad federales o estatales. Usted puede calificar si recibe asistencia pública de programas como Medicaid o el Programa Suplementario de Asistencia Nutricional (SNAP). También puede ser elegible en base a su ingreso familiar. Usted debe presentar prueba de su participación en un programa o comprobante de ingresos.

El servicio de asistencia Lifeline está disponible solamente para una línea telefónica, fija o móvil, por hogar.

¡Si es Elegible, Usted Puede Obtener Todo esto GRATIS!

- Teléfono Móvil GRATIS
- 250 Minutos en Llamadas GRATIS
- 250 Mensajes de Texto GRATIS

MÁS:

- Sin Contrato Anual
- Cuenta de Correo de Voz
- Llamada en Espera
- Identificador de Llamadas
- Llamada de Emergencia 911

ADEMÁS:

- Reciba cobertura nacional con la red Sprint® que cubre a más de 282 millones de personas.
- Conserve su Antiguo Número.



Solicítelo hoy.

No cuesta nada solicitar el servicio Assurance Wireless sin compromiso. Llame al 1-877-530-7976 o visite www.assurancewireless.com

Llame sin costo de lunes a domingo de 9AM a 9PM Hora del Este

877-530-7976

o visite www.assurancewireless.com

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wireless *Virgin*
Presentado por

La Manera de Mantenerse Conectado sin Preocupaciones.

Oferta no transferible. Limitada a clientes que cumplen con los requisitos (estos varían por estado) que residen en determinadas 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 (revisado 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 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 10/19/12 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 282 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 esta sujeto a los Términos de Servicio (incluye detalles de los planes) que se encuentran en www.assurancewireless.com

Attention eligible Florida residents!

All Assurance Wireless plans now include texts.

Assurance Wireless, a Lifeline Assistance program, now offers eligible households great new calling plans. Our calling plans are the best value among major Lifeline Assistance programs.

NEW! Free Talk & Text

Get 250 Free Voice Minutes AND 250 Free Texts each month.

NEW! \$5 Talk and Text

Get 500 Total Voice Minutes and 500 Total Texts each month. That's 250 additional minutes and texts added to the free voice minutes and texts.

NEW! \$30 Unlimited Talk, Text, & Web

If you need more, get unlimited minutes, texts and web for just \$30 a month.

All plans include a guarantee of 250 free minutes and 250 free texts as long as you remain eligible.

How to Qualify

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.

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.

If Eligible, You Get All This – FREE!

- FREE Cell Phone
- FREE 250 Voice Minutes Each Month
- FREE 250 Texts Each Month

AND

- No Annual Contract
- Voicemail Account
- Call Waiting
- Caller I.D.
- Access to 911

PLUS

- Coverage on the Nationwide Sprint® Network reaching more than 282 million people
- Keep Your Current Number



Apply Today.

It costs nothing to apply for Assurance Wireless, and there's no obligation. Call 1-877-467-9591 today or visit www.assurancewireless.com

Call Toll Free Monday to Sunday,
9 AM to 9 PM EST

877-467-9591

Or visit www.assurancewireless.com

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

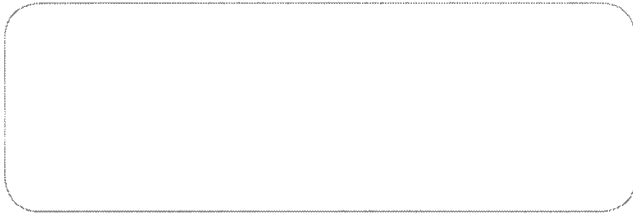
Offer limited to eligible customers (varies by state) residing in selected geographic areas and is non-transferable. Consumers who willfully make false statements in order to obtain the benefit can be punished by fine or imprisonment or can be barred from the program. Phone models based on availability and may vary depending on inventory. Add'l voice: 10c/min. Domestic text: 10c/msg (sent or received). Int'l & Data services may be extra per plan. Accessing voicemail draws from plan minutes. 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. **\$5 Plan:** Minimum Top-Up of \$10 may be required. **Best Value Claim:** Based on published price plans as of 9/1/12 of major Lifeline carriers with more than 1M subscribers who provide service in more than 20 states. Coverage not available everywhere. Nationwide coverage area reaches more than 282 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 the Terms of Service (includes plan details) found on www.assurancewireless.com.

assurance
wireless

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PRRT STD
U.S. Postage
PAID
Sprint

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



Obtenga 250 minutos GRATIS
y 250 textos GRATIS cada mes.



AWSA



Florida Application

Questions? Please Call 1-888-898-4888 FL999999999999BN

A PERSONAL INFORMATION

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

First Name: Last Name: (Please Print Full First Name Clearly) (Please Print Full Last Name Clearly)

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

Email: (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:

City: State: Zip Code:

COMPLETE SECTION B OR C

B PROGRAM-BASED ELIGIBILITY

Fill in bubbles for all programs that you or a household member are currently enrolled in. You must provide proof of program participation (DO NOT SEND ORIGINAL DOCUMENTS).

- 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

REMINDER: YOU MUST PROVIDE A COPY OF YOUR PROGRAM PARTICIPATION

- 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. REMINDER: YOU MUST PROVIDE PROOF OF INCOME (DO NOT SEND ORIGINAL DOCUMENTS).

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

Income Guidelines

Table with 2 columns: Household Size, Maximum Yearly Income. Rows for household sizes 1 through 5.

If you have more than 5 people in your household, write the number and add \$5,940 for each additional person on top of the \$40,515.

Proof of income reported: Choose an item from the list below and include it with your application.

Three consecutive months of one of these statements (from the previous 12 months): -OR- One of these documents:

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

TURN OVER TO COMPLETE



FL999999999999BN

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

-OR-

Fax materials to: 1-877-732-3018



D ACCOUNT PIN & SECRET ANSWER

If you qualify, you'll be asked to enter your Account PIN whenever you access your Assurance Wireless account. If you ever forget your PIN, we'll ask you for your Secret Answer. **To keep your service working, you will need to remember both of these answers. Please write them down for safekeeping.**

CHOOSE YOUR ACCOUNT PIN:

Think of a secret 6-digit number that's easy to remember, keeping these rules in mind:

- No more than 3 consecutive numbers in a row (123456 won't work)
- No repeated numbers next to each other (445566 won't work)
- Numbers only (no symbols or letters)

Your Account PIN: _____

-AND-

CHOOSE YOUR SECRET ANSWER:

What is your favorite city?

Your Secret Answer: _____

E 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 understand that providing false or fraudulent information to receive Lifeline benefits is punishable by law.
- I understand that Lifeline is a federal government benefit program and that willfully making a false statement or providing fraudulent documentation in order to obtain this government benefit may result in fines, imprisonment, de-enrollment or permanent removal from the program.
- I understand that only one Lifeline discounted service (landline or wireless) is available per household. A household is defined, for purposes of the Lifeline program, as any individual or group of individuals who live together at the same address and share income and expenses. A household is not permitted to receive Lifeline benefits from multiple providers. I understand that 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.
- I understand that Lifeline is a non-transferable benefit. I will not transfer to any third party, including another eligible individual, any of the rights or benefits received under the Assurance Wireless service.
- I **certify** that 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 B or Section C.
- 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 Lifeline Assistance plan with a different phone service provider, and if I am approved for Assurance Wireless service, I will notify my current provider that I am receiving a federal Lifeline Assistance benefit from Assurance Wireless.
- I **certify** that if I have provided a temporary address Assurance Wireless will attempt to verify every 90 days that I continue to reside at that address, and I must notify Assurance Wireless within 30 days of any change of address. If I do not respond to Assurance Wireless' address verification attempts within 30 days, I may be de-enrolled from Assurance Wireless service.
- I **certify** that I will inform Assurance Wireless within 30 days of any 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 INITIAL THE FOLLOWING STATEMENTS:

- _____ No one in my household is receiving Lifeline benefits from another provider to my knowledge.
- _____ I understand that I may be required to re-certify continued eligibility for Lifeline at any time, and that failure to do so will result in the termination of my Lifeline benefits.
- _____ 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.

X _____

SIGNATURE (Please use blue or black ink)

DATE: _____
mm/dd/yyyy

X _____

PRINTED NAME

- Have you remembered to initial and sign the Application?
- Have you remembered to attach copies of your documentation?





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wireless
brought to you by Virgin

A Worry-Free Way to Stay Connected.

Get **FREE** cell service.

OPEN MAIL ONLY
NAME
ADDRESS
CITY STATE ZIP



Dear _____,

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** 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.
- All plans include a guarantee of 250 **FREE** Minutes and 250 **FREE** Texts each month for as long as you qualify and remain eligible.

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. 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)
- Temporary Cash Assistance (TCA/TANF)
- Supplemental Security Income (SSI)

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 <PCODE> or visit assurancewireless.com. After you've applied, you can check your application status by calling 1-888-898-4888 with your Application ID <APPID>.

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:

- A **FREE** phone
- 250 **FREE** Voice Minutes
- 250 **FREE** Texts
- 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. 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. Airtime charges apply when accessing voicemail via an Assurance Wireless phone once free minutes have been depleted. Customers de-enrolled from Lifeline program may add funds and use service for a maximum of 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 September 17, 2012 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 282 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 the Terms of Service (includes plan details) found on assurancewireless.com.



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wireless 
brought to you by

Una Manera de Mantenerse Conectado Sin Preocupaciones.

Obtén servicio celular GRATIS.

Estimado(a)

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** y 250 Textos **GRATIS** cada mes. Mas formas de conectarse.
- ¿Necesita más? Obtenga Llamadas, Textos, e Internet **Sin Límite** por sólo \$30 al mes.
- O elija uno de nuestros planes para llamadas y textos de bajo costo en assurancewireless.com.
- Todos los planes incluyen 250 Minutos **GRATIS** y 250 Textos **GRATIS** garantizados cada mes mientras califique y siga siendo elegible.

¿Como puede calificar?

Assurance Wireless es un programa federal de Lifeline Assistance traído a usted por Virgin Mobile. Lifeline Assistance es un programa de asistencia gubernamental apoyado por el Fondo de Servicio Universal federal. La inscripción esta disponible para usuarios 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)
- Ayuda en Efectivo Temporal (TCA/TANF)
- Seguridad de Ingreso Suplementario (SSI)

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 regresela en el sobre provisto. Si tiene alguna pregunta favor de llamar al 1-888-898-4888 con el Código **PCOD** o visite assurancewireless.com. Después de aplicar, puede ver el estatus de su aplicación llamando al 1-888-898-4888 con la Identificación de su Aplicación

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:

- Un teléfono **GRATIS**
- 250 Minutos de Llamadas **GRATIS**
- 250 Textos **GRATIS**
- Sin Contrato Anual
- Cobertura en la Red Nationwide Sprint®
- Cuenta de Correo de Voz, Llamadas en Espera, Identificación de Llamada
- Acceso al 911
- Conserve su número de teléfono residencial o celular actual

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. 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. Se aplican cargos de tiempo aire al acceder al correo de voz a través de un teléfono Assurance Wireless una vez que los minutos gratis se hayan agotado. Los clientes que dejaron de estar suscritos al programa Lifeline pueden 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 impuestos sobre las ventas y cargos 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 el 17 de septiembre 2012 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 282 millones de personas. Los servicios de red de Virgin Mobile USA son suministrados a través de la Red Nacional Sprint®. Visite virginmobileusa.com para revisar la cobertura en su área Assurance Wireless esta sujeto a los Términos de Servicio (incluye detalles de los planes) que se encuentran en assurancewireless.com.



A PERSONAL INFORMATION

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

<NAME>
<ADDR1> <ADDR2>
<CITY> <ST> <ZIP>

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

Email: _____
(If applicable)

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

Street Address: _____ Apt: _____

City: _____ State: _____ Zip Code: _____

COMPLETE SECTION B OR C

B PROGRAM-BASED ELIGIBILITY

Fill in bubbles for all programs that you or a household member are currently enrolled in. **You must provide proof of program participation (DO NOT SEND ORIGINAL DOCUMENTS).** This could include a copy of your benefit ID card, a copy of an eligibility letter from an authorized agency or current or prior year's statement of benefits.

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

REMINDER: YOU MUST PROVIDE A COPY OF YOUR PROGRAM PARTICIPATION

- 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.
REMINDER: YOU MUST PROVIDE PROOF OF INCOME (DO NOT SEND ORIGINAL DOCUMENTS).

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

Income Guidelines

Household Size	Maximum Yearly Income
1	\$ 16,755
2	\$ 22,695
3	\$ 28,635
4	\$ 34,575
5	\$ 40,515

If you have more than 5 people in your household, write the number and add \$5,940 for each additional person on top of the \$40,515.

Proof of income reported: Choose an item from the list below and include it with your application.

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

TURN OVER TO COMPLETE 



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

-OR-

Fax materials to: 1-877-732-3018



D ACCOUNT PIN & SECRET ANSWER

If you qualify, you'll be asked to enter your Account PIN whenever you access your Assurance Wireless account. If you ever forget your PIN, we'll ask you for your Secret Answer. To keep your service working, you will need to remember both of these answers. Please write them down for safekeeping.

CHOOSE YOUR ACCOUNT PIN:

Think of a secret 6-digit number that's easy to remember, keeping these rules in mind:

- No more than 3 consecutive numbers in a row (123456 won't work)
- No repeated numbers next to each other (445566 won't work)
- Numbers only (no symbols or letters)

Your Account PIN: _____

-AND-

CHOOSE YOUR SECRET ANSWER:

What is your favorite city?

Your Secret Answer: _____

E 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 understand that providing false or fraudulent information to receive Lifeline benefits is punishable by law.
- I understand that Lifeline is a federal government benefit program and that willfully making a false statement or providing fraudulent documentation in order to obtain this government benefit may result in fines, imprisonment, de-enrollment or permanent removal from the program.
- I understand that only one Lifeline discounted service (landline or wireless) is available per household. A household is defined, for purposes of the Lifeline program, as any individual or group of individuals who live together at the same address and share income and expenses. A household is not permitted to receive Lifeline benefits from multiple providers. I understand that 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.
- I understand that Lifeline is a non-transferable benefit. I will not transfer to any third party, including another eligible individual, any of the rights or benefits received under the Assurance Wireless service.
- I certify that 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 B or Section C.
- 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 Lifeline Assistance plan with a different phone service provider, and if I am approved for Assurance Wireless service, I will notify my current provider that I am receiving a federal Lifeline Assistance benefit from Assurance Wireless.
- I certify that if I have provided a temporary address Assurance Wireless will attempt to verify every 90 days that I continue to reside at that address, and I must notify Assurance Wireless within 30 days of any change of address. If I do not respond to Assurance Wireless' address verification attempts within 30 days, I may be de-enrolled from Assurance Wireless service.
- I certify that I will inform Assurance Wireless within 30 days of any 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 INITIAL THE FOLLOWING STATEMENTS:

- _____ No one in my household is receiving Lifeline benefits from another provider to my knowledge.
- _____ I understand that I may be required to re-certify continued eligibility for Lifeline at any time, and that failure to do so will result in the termination of my Lifeline benefits.
- _____ 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.

X _____

SIGNATURE (Please use blue or black ink)

DATE: _____

X _____

PRINTED NAME

- Have you remembered to initial and sign the Application?
- Have you remembered to attach copies of your documentation?





Florida Application

Questions? Please Call 1-888-898-4888 FL999999999999BM

A PERSONAL INFORMATION

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

First Name: Last Name: (Please Print Full First Name Clearly) (Please Print Full Last Name Clearly)

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

Email: (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:

City: State: Zip Code:

COMPLETE SECTION B OR C

B PROGRAM-BASED ELIGIBILITY

Fill in bubbles for all programs that you or a household member are currently enrolled in. You must provide proof of program participation (DO NOT SEND ORIGINAL DOCUMENTS).

Grid of bubbles for program eligibility: Medicaid, SNAP, TCA/TANF, SSI, Bureau of Indian Affairs Programs (BIA), Federal Public Housing Assistance (Section 8), LIHEAP, National School Lunch Program's Free Lunch Program.

REMINDER: YOU MUST PROVIDE A COPY OF YOUR PROGRAM PARTICIPATION

- 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.

REMINDER: YOU MUST PROVIDE PROOF OF INCOME (DO NOT SEND ORIGINAL DOCUMENTS).

Form for reporting household size, children under 18, people receiving income, and total monthly/yearly household income.

Income Guidelines

Table with 2 columns: Household Size, Maximum Yearly Income. Rows for 1-5 people.

If you have more than 5 people in your household, write the number and add \$5,940 for each additional person on top of the \$40,515.

Proof of income reported: Choose an item from the list below and include it with your application.

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

TURN OVER TO COMPLETE with arrow pointing right



FL999999999999BM

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

-OR-

Fax materials to: 1-877-732-3018

