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August 28, 2015

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

Via Hand Delivery

REDACTED

RECEIVED
15 AUG 28 AM 9:31
COP

Re: Florida CLEC and Wireless Lifeline Data Request 2015

Dear Ms. Stauffer:

Although wireless Eligible Telecommunications Carriers no longer fall under the jurisdiction of the Florida Public Service Commission, as a courtesy Virgin Mobile USA, LP ("Virgin Mobile") provides the enclosed responses to Staff's 2015 Lifeline Data Request regarding annual reporting for Eligible Telecommunications Carriers that receive low-income support.

Enclosed for filing are:

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

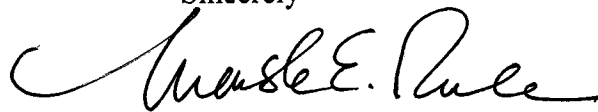
Pursuant to §364.183(1), Florida Statutes, Virgin Mobile claims that the highlighted portions of the documents provided in Confidential Attachment B are confidential and proprietary business information of Virgin Mobile that should be kept confidential and exempt from public disclosure.

Thank you for your assistance in this matter. Please date stamp the enclosed additional copy of this letter as "filed" and return the same of my office. Please do not hesitate to contact me if you have any questions, or you may reach Bill Atkinson, in-house counsel for Sprint and Virgin Mobile, (404) 649-8981, or by email at Bill.Atkinson@sprint.com.

RUTLEDGE ECENIA

August 28, 2015
Page 2

Sincerely

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

Marsha E. Rule

cc: Beth Salak

Public Attachment A

to

Virgin Mobile USA, LP (“Virgin Mobile”)
Response to Staff’s 2015 Lifeline Data Request

**** REDACTED ****
VIRGIN MOBILE USA, LP'S RESPONSE TO
FLORIDA CLEC AND WIRELESS LIFELINE DATA REQUEST 2015

To assist the Public Service Commission (PSC) in the development of our Annual Report to the Governor, President of the Senate, and Speaker of the House of Representatives on the Lifeline program as required by Chapter 364.10, Florida Statutes, **staff requests that you provide responses to the following by August 30, 2015.**

For items 1 through 16, please provide the data for the fiscal year July 1, 2014, through June 30, 2015.

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

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

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

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

RESPONSE: Please see Schedule 1.

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

RESPONSE: During the specified time period, Virgin Mobile offered its customers a free phone plus 250 free minutes and unlimited free text messages each month. In August, 2015, Virgin Mobile changed its basic offer to include a free phone plus 350 minutes and unlimited free texts each month.

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

RESPONSE: See confidential chart below:

Description	Total
Application removed due to an existing application or account with matching some CPNI information - name, DOB, SSN	REDACTED
Application was submitted with extra letters and/or characters in one of the name fields	REDACTED
Bank statement not acceptable	REDACTED
Date of birth could not be validated	REDACTED
Denied for duplicate application	REDACTED
Did not indicate Date of Birth and/or last 4 numbers of Social Security Number	REDACTED
Did not provide 3 full months or 12 weeks of income documentation	REDACTED
Document(s) provided does not meet program guidelines	REDACTED
Documentation must be in English or Spanish	REDACTED
Documentation of power of attorney or guardianship not provided when it was indicated	REDACTED

CLEC and WIRELESS Lifeline Data Request 2015
 July 30, 2015

Documentation submitted is not for an eligible program listed on application	REDACTED
Documentation to support income-based eligibility was not received	REDACTED
Documentation to support program-based eligibility was not received	REDACTED
Does not meet age requirement	REDACTED
Failed to check all required statements in signature section	REDACTED
Identity could not be found in public and governmental records. Full name, DOB, last 4 SSN, and address will need to be verified	REDACTED
Income documentation provided does not include dates. Dated documentation is required	REDACTED
Income documentation provided does not include gross income data, income before taxes and deductions	REDACTED
Income documentation provided is too old/outdated	REDACTED
Income does not meet eligibility guidelines	REDACTED
Incomplete First or Last Name	REDACTED
Lifeline account already exists – No evidence the USAC Economic worksheet was received by the required deadline.	REDACTED
Lifeline account already exists – Not enough information to determine your eligibility as a separate household at this address.	REDACTED
Lifeline service not available in this area	REDACTED
Multiple household sizes were selected, only 1 may be chosen	REDACTED
Must complete updated application. Application submitted is out dated.	REDACTED
Must complete updated Service Request Form	REDACTED
Must provide single applicant name (multiple were provided)	REDACTED
Name change no documentation	REDACTED
Name change no signature	REDACTED
Name or SSN4 could not be validated	REDACTED
NLAD Un-validated Address	REDACTED
No evidence a Re-certification Form was returned	REDACTED
No evidence that you returned a new state application after your relocation by the deadline.	REDACTED
No evidence the USAC Economic worksheet was received by the required deadline.	REDACTED
Not enough information to determine your eligibility as a separate household at this address.	REDACTED
PO Box/General Delivery not acceptable as service address	REDACTED
Program documentation submitted is expired	REDACTED
Program information provided does not match applicant's name and/or address	REDACTED
Remove Me From Program	REDACTED
Signature on form does not match applicant's name	REDACTED
Supporting document is unreadable	REDACTED
The address you provided was incomplete.	REDACTED
Unreviewable	REDACTED
We have determined you have already been approved with another Lifeline carrier within the past 60 days.	REDACTED
We were not able to verify that you live at the home address you listed based on the documentation with your Address Verification Form	REDACTED
You did not select a program or number of family members.	REDACTED
Your personal information (name, date of birth, social security number) couldn't be verified in the database.	REDACTED

Your signature was missing or unreadable on the application

REDACTED

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

RESPONSE: Please see Schedule 1.

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

RESPONSE: Please see Schedule 1.

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

RESPONSE: Please see Schedule 1.

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

RESPONSE: Please see Schedule 1.

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

RESPONSE: No Lifeline service was provided through resale agreements.

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

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

RESPONSE: Virgin Mobile does not receive applications directly from the Office of Public Counsel and is currently working with the Office of Public Counsel ("OPC") to develop a mechanism for OPC to verify Virgin Mobile customers that qualify for Lifeline on the basis of income.

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

RESPONSE: The applicant returns the completed application to the address on the application. The application and any required documentation provided by the customers are scanned. An electronic platform compares the information supplied by the applicant with state specific program information and a preliminary eligibility decision is recommended. A reviewer then manually reviews and evaluates the application for completeness and compares the eligibility requirements to the application and supporting documentation and renders an approval or denial decision. A confirmation letter is then sent to the applicant with an eligibility decision. If the applicant was approved for participation in the program, an approval letter is sent. Simultaneously, a handset is shipped to the customer's address. If

the applicant does not meet the eligibility requirements or the information was insufficient to render a decision, a denial letter will identify the reason for denial. Where information is insufficient to make an eligibility determination, a letter will request additional information.

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

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

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

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

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

RESPONSE: No applications were received through the DCF automatic enrollment process between July 1, 2014 and June 30, 2015.

- 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. As stated in response to #3, during the specified time period, Virgin Mobile offered its customers a free phone plus 250 free minutes and unlimited free text messages each month. In August, 2015, Virgin Mobile changed its basic offer to include a free phone plus 350 minutes and unlimited free texts each month.

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

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

RESPONSE: The entire Virgin Mobile Lifeline customer base is subject to verification annually at the time of each customer's service anniversary in accordance with the amended

Lifeline rules. See 47 C.F.R. § 54.410(f). Customer eligibility is verified within one year following the initial certification.

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

RESPONSE: Upon receipt of an application, Virgin Mobile first checks the National Lifeline Accountability Database to validate the applicant's identity and ensure that the residential address is not in use by another Lifeline customer. If the applicant passes this check, Virgin Mobile review the application for completeness and determines eligibility based on documents provided as proof of program participation or income. If a state database or similar resource is available to verify the applicant's eligibility based on program participation or income, Virgin Mobile checks that resource for further verification of eligibility.

- c. Frequency of periodic certification.

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

12. Description of your company's procedures for Lifeline. Include the following in your response:

- a. Internal procedures for promoting Lifeline.

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

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

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

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

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

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

RESPONSE: Please see Attachment 2 for copies of direct mailing letters and brochures.

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

RESPONSE: Currently, the only partner organization is Altegra.

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

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

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

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

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

RESPONSE: www.assurancewireless.com

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

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

**2015 Florida Lifeline Data Request
Virgin Mobile USA, L.P.**

SCHEDULE 1

REDACTED

	2. # of customers participating in Lifeline each month	# of customers participating in Link-Up each month ¹	4. # of customers denied Lifeline service	5. # of Lifeline customers added each month	# of Link-Up customers added each month ¹	6. # of Lifeline customers removed from Lifeline each month	7. # of customers participating in Transitional Lifeline each month	8. # of customers participating in Lifeline under Tribal Lands provision each month
Jul-2014	246,741	N/A	REDACTED	REDACTED	N/A	REDACTED	REDACTED	0
Aug-2014	253,458	N/A	REDACTED	REDACTED	N/A	REDACTED	REDACTED	0
Sep-2014	254,417	N/A	REDACTED	REDACTED	N/A	REDACTED	REDACTED	0
Oct-2014	258,936	N/A	REDACTED	REDACTED	N/A	REDACTED	REDACTED	0
Nov-2014	230,615	N/A	REDACTED	REDACTED	N/A	REDACTED	REDACTED	0
Dec-2014	198,767	N/A	REDACTED	REDACTED	N/A	REDACTED	REDACTED	0
Jan-2015	195,823	N/A	REDACTED	REDACTED	N/A	REDACTED	REDACTED	0
Feb-2015	205,121	N/A	REDACTED	REDACTED	N/A	REDACTED	REDACTED	0
Mar-2015	212,551	N/A	REDACTED	REDACTED	N/A	REDACTED	REDACTED	0
Apr-2015	215,465	N/A	REDACTED	REDACTED	N/A	REDACTED	REDACTED	0
May-2015	212,228	N/A	REDACTED	REDACTED	N/A	REDACTED	REDACTED	0
Jun-2015	208,902	N/A	REDACTED	REDACTED	N/A	REDACTED	REDACTED	0

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

FLORIDA APPLICATION

Questions? Please Call 1-888-898-4888



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

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

First Name: _____ Last Name: _____ Email: _____
(if applicable)

Date of Birth: / / Last 4 digits of Social Security Number:
mm dd yyyy

Home Address: Is this a temporary address? Home Telephone Number: _____
(if applicable)

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

City: _____ State: _____ Zip Code: _____

Mailing Address: (if different from above)

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

City: _____ State: _____ Zip Code: _____

2 ELIGIBILITY

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

In order to process your application, you **MUST SEND PROOF OF ELIGIBILITY DOCUMENTATION**. Please **DO NOT** send original documents. (If you are not the Program participant, please provide the first and last name of the person participating in a qualifying Program listed in 2A.)

Program participant: _____
(First Name) (Last Name)

2A PROGRAM-BASED ELIGIBILITY

Send in proof of Program participation.

Put a check mark next to the documents that you are sending:
Send a copy of **ONE** of these:

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

Put a check mark next to the qualifying Program(s) your household is currently enrolled in:

- Medicaid (Medicare is not acceptable)
- Supplemental Nutrition Assistance Program (SNAP)/Food Stamps
- Temporary Cash Assistance (TCA/TANF)
- Supplemental Security Income (SSI) (Not the same as Social Security Benefits)
- 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

Send in your application with the proof of eligibility (from Section 2).

Mail to: Assurance Wireless, PO Box 618
Charleston, IL 61920-9807
 Fax to: 1-877-732-3018

OR INCOME-BASED ELIGIBILITY \$ 2B

Send in proof of income.

Put a check mark next to the documents that you are sending:
Send a copy of **ONE** of these:

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

- Prior year's state and federal income tax return
 - Current income statement from employer
 - Federal notice letter of participation in General Assistance
 - Divorce decree or child support document containing income
 - Social Security benefits statement
 - Veterans Administration benefits statement
 - Retirement or pension benefits statement
 - Current paycheck stub
 - Unemployment or Workers' Compensation benefits statement
- *Bank Statements are not accepted as proof of Income.

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

To qualify, your Household Yearly Income for your Household Size must be within the ranges listed below:
(A Household is one or more individuals who live together at the same address and share income and expenses.)

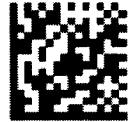
How many individuals in your household? (including yourself)	Household	
	Size	Yearly Income
<input type="checkbox"/> 1	1	\$0 - \$17,655
<input type="checkbox"/> 2	2	\$0 - \$23,895
<input type="checkbox"/> 3	3	\$0 - \$30,135
<input type="checkbox"/> 4 or more <small>(list how many)</small>	4	\$0 - \$36,375*

*To calculate the Yearly Income range for households with more than 4 members, add \$6,240 for each additional person.



FL999999999999XA





3 FOR YOUR SECURITY

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

CHOOSE YOUR ACCOUNT PIN:

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

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

YOUR ACCOUNT PIN:



YOUR SECRET ANSWER:

What is your favorite city?

Your Secret Answer: _____

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

4 SIGNATURE

By signing below, I certify under penalty of perjury that the information contained within this Application is true and correct to the best of my knowledge.

- I participate in a qualifying federal Program or meet the Income qualifications to establish eligibility for Lifeline. I have provided documentation as proof of eligibility for Section 2.
- If I have provided a temporary address, I must notify Assurance Wireless within 30 days of any change of address. Assurance Wireless will attempt to verify every 90 days that I continue to reside at that address. If I do not respond to these address verification attempts within 30 days, I will be de-enrolled.
- I will inform Assurance Wireless within 30 days of the following, and may be subject to penalties if I fail to do so:
 - I move to a new address.
 - I no longer participate in a Lifeline qualifying Program or my annual household Income exceeds 150% of the Federal Poverty Guidelines.
 - I become aware that my household is receiving more than one Lifeline benefit.
 - For any other reason, I no longer meet the criteria for Federal Lifeline support.
- I authorize Assurance Wireless or its agent to access any records (including financial records) required to verify my statements herein and to confirm my eligibility for Assurance Wireless service. I authorize state or federal agency representatives to discuss with, and/or provide information to, Assurance Wireless verifying my participation in public assistance Programs that qualify me for Assurance Wireless service.
- I authorize Assurance Wireless to provide access to or release any records required for the administration of Assurance Wireless service.
- I understand that the completion of this application does not constitute immediate approval for Assurance Wireless service.

! You **MUST** place a check mark next to all 3 statements, then sign and date below.

- 1. I certify that my household will receive only one Lifeline Assistance benefit (wireless or wireline). To the best of my knowledge, my household (i) is not already receiving such a benefit, or (ii) if I currently receive a Lifeline discount from a different phone service provider, I consent to the transfer of my Lifeline benefit to Assurance Wireless and understand that once the transfer is complete, I will lose my Lifeline program benefit with my current phone service provider, **AND**
- 2. I understand that I may be required to re-certify continued eligibility for Lifeline at any time. Failure to do so will result in the termination of my Lifeline benefits, **AND**
- 3. I consent to have my personal identification information shared with the Universal Service Administrative Company (USAC) (the Lifeline Program administrator) and/or its agents for the purpose of confirming that neither I nor my household receives more than one Lifeline benefit.

YOUR APPLICATION CANNOT BE APPROVED WITHOUT 3 CHECK MARKS AND YOUR SIGNATURE.



SIGNATURE (Please use blue or black ink)

PRINTED NAME

TODAY'S DATE ____/____/____
mm dd yyyy



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

Your Application cannot be approved without these items.

For New Customers

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

A Worry-Free Way to Stay Connected

Unlimited Texts
Each Month

&

500 Minutes
Each Month

(for the first 5 months)

FREE to Qualifying Low-Income Households



Best Offer Among Major Lifeline Programs in Florida

Eligible Customers Get:

- A **FREE** Phone
- 250 **FREE** Voice Minutes Each Month
- 250 **FREE** Bonus Minutes Each Month for the first 5 months
- Unlimited **FREE** Texts
- No Annual Contract
- Nationwide Sprint® Network Coverage
- Voicemail Account, Call Waiting, and Caller ID included
- Keep Your Current Phone Number
- 911 Access

Find Out if 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 Universal Service Fund.

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

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

Apply Today. Call 1-888-898-4888 or visit assurancewireless.com

Offer limited to new eligible customers who are approved for Lifeline service residing in selected geographic areas and is non-transferable. Bonus minute promotion ends 8/31/2015 and minutes do not rollover. Offer not available in all states/areas and may vary by state. Visit assurancewireless.com for the offer available in your state. Customers who willfully make false statements in order to obtain the benefit can be excluded by the Lifeline program or can be banned from the program. Phone models may vary. Add'l voice, text/min, Int'l & Data services may be extra per plan. Accessing voicemail draws from plan minutes & charges may apply once free minutes have been depleted. Customers de-enrolled from the federal Lifeline program may use service with funds remaining in the account for max. 150 days, after which account expires and balance is forfeited unless customer adds funds to the account. State and local sales taxes and fees may apply. Assurance Wireless reserves the right to modify, update or cancel offers at any time. Competitive claim based on published price plans for national offer available in 30 states as of 2/25/2015 of major Lifeline carriers with more than 40M customers (excludes state offers in CA and OK). Coverage not available everywhere. Nationwide coverage area reaches more than 281 million people. Virgin Mobile® USA network services are provided on the Nationwide Sprint® Network. Assurance Wireless is subject to Important Service/Product and General Terms of Conditions found on assurancewireless.com.

Para nuevos clientes

assurance
wireless *Virgin*
traído a usted por *mobile*

Una manera de mantenerse conectado sin preocupaciones

**Textos sin límite
cada mes**

&

**500 minutos
cada mes**
(por los primeros 5 meses)

GRATIS para hogares de bajos ingresos que califiquen



La mejor oferta entre los principales programas Lifeline en Florida

Los clientes elegibles reciben:

- Un teléfono móvil **GRATIS**
- Sin contrato anual
- 250 Minutos de Voz **GRATIS** cada mes
- Cobertura en la Red Nacional de Sprint®
- 250 minutos adicionales **GRATIS** cada mes por los primeros 5 meses
- Correo de voz, llamada en espera e identificación de llamada
- Textos sin límite **GRATIS**
- Conserve su número de teléfono actual
- Acceso al 911

Entérese si usted es elegible

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

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

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

Aplique hoy mismo. Llame al 1-888-898-4888 o visite assurancewireless.com

Oferta limitada a nuevos clientes elegibles que sean aprobados para el servicio Lifeline que residen en determinados frentes geográficos y no es transferible. La promoción de minutos adicionales termina el 8/31/10 y los minutos no son acumulables. La oferta no está disponible en todos los estados y puede variar por estado. Visite assurancewireless.com para ver la oferta disponible en su estado. Los clientes que deliberadamente se omiten de declaraciones fiscales para obtener los beneficios pueden ser castigados con multa o prisión, o pueden ser excluidos del programa. Los minutos de los teléfonos pueden variar. Minutos de voz adicionales: 10¢/min. Los servicios internacionales y de transferencia en datos pueden tener un costo adicional de acuerdo al plan. El acceso al correo de voz utiliza minutos del plan y se pueden aplicar cargos una vez que los minutos gratis se hayan agotado. Clientes que ya no están inscritos en el programa Lifeline federal pueden usar el servicio con los fondos restantes en la cuenta por un máximo de 90 días, después de los cuales la cuenta cierra y el balance es enviado a manos que el cliente afirma tener en la cuenta. Pueden aplicarse cargos al momento de recibir los minutos locales y estatales. Assurance Wireless se reserva el derecho de modificar, extender o cancelar la oferta en cualquier momento. Asociación de competitividad: El servicio de planes publicados para clientes medicables descrito en 42 estados a 2¢/min por minuto de los principales proveedores de Lifeline con más de 400 mil clientes, excluye ciertas estatales en CA y OK. La cobertura no está disponible en todas partes. El área de cobertura nacional llega a más de 381 millones de personas. Los servicios de red de Virgin Mobile® USA son suministrados a través de la Red Nacional de Sprint®. Assurance Wireless está sujeta a los Términos de Condiciones Importantes de Servicio/Producto y Generales encontrados en assurancewireless.com

For New Customers

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

A Worry-Free Way to Stay Connected

**Unlimited Texts
Each Month**

&

**500 Minutes
Each Month**
(for the first 5 months)

FREE to Qualifying Low-Income Households



Best Offer Among Major Lifeline Programs in Florida

Eligible Customers Get:

- A **FREE** Phone
- 250 **FREE** Voice Minutes Each Month
- 250 **FREE** Bonus Minutes Each Month for the first 5 months
- Unlimited **FREE** Texts
- No Annual Contract
- Nationwide Sprint® Network Coverage
- Voicemail Account, Call Waiting, and Caller ID included
- Keep Your Current Phone Number
- 911 Access

Find Out If You Qualify Today

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

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

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

See Representative for Details.

Offer limited to new eligible customers who are approved for Lifeline service residing in selected geographic areas and is non-transferable. Bonus minute promotion ends 12/31/05 and minutes do not rollover. Offers not available in all states and may vary by state. Visit assurance-wireless.com for the offer available in your state. Consumers who willfully make false statements in order to obtain the benefits of the program by law or imprisonment or can be barred from the program. Phone models may vary. Add'l voice, text, and data services may be extra charge. Account activation draws from plan minutes & charges may apply once free minutes have been depleted. Customers enrolled from the Federal Lifeline program may use service with funds remaining in the account for max. 150 days after which account expires and balance is forfeited unless customer adds funds to the account. State and local sales taxes and fees may apply. Assurance Wireless reserves the right to modify, extend or cancel offers at any time. Competitive offers based on published procedures for national offer available in 40 states as of 2/25/05 of major Lifeline carriers with more than 400K customers excluded from offer in CA and OK. Coverage not available in Alaska. Not available to certain tribal lands. Not for military people. Virgin Mobile® USA network services are provided on the Nationwide Sprint® Network. Assurance Wireless is subject to Important Service/Product and General Terms of Conditions found at assurance-wireless.com.

Para nuevos clientes

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

Una manera de mantenerse conectado sin preocupaciones

**Textos sin límite
cada mes**

&

**500 minutos
cada mes**
(por los primeros 5 meses)

GRATIS para hogares de bajos ingresos que califiquen



La mejor oferta entre los principales programas Lifeline en Florida

Los clientes elegibles reciben:

- Un teléfono móvil **GRATIS**
- Sin contrato anual
- 250 Minutos de Voz **GRATIS** cada mes
- Cobertura en la Red Nacional de Sprint®
- 250 minutos adicionales **GRATIS** cada mes por los primeros 5 meses
- Correo de voz, llamada en espera e identificación de llamada
- Textos sin límite **GRATIS**
- Conserve su número de teléfono actual
- Acceso al 911

Entérese hoy mismo si usted es elegible.

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

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

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

Vea a un representante para más detalles.

Oferta limitada a nuevos clientes elegibles que sean aprobados para el servicio Lifeline que residen en determinadas áreas geográficas y no es transferible. La promoción de minutos adicionales termina el 8/31/05 y los minutos no son acumulables. La oferta no está disponible en todos los estados/áreas y puede variar por estado. Visite assurancewireless.com para ver la oferta disponible en su estado. Los clientes que maliciosamente se valgan de declaraciones falsas para obtener los beneficios pueden ser castigados con multa o prisión, o pueden ser excluidos del programa. Los ingresos de los teléfonos pueden variar. Minutos de voz adicionales. Primeros. 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 cobran cargos una vez que los minutos gratis se hayan agotado. Clientes que ya no están inscritos en el programa Lifeline federal podrán usar el servicio con los fondos restantes en la cuenta por un máximo de 150 días, después de los cuales la cuenta expira y el balance es anulado al menos que el cliente añada fondos a la cuenta. Pueden aplicarse cargos e impuestos sobre las ventas locales y estatales. Assurance Wireless se reserva el derecho de modificar, actualizar o cancelar ofertas en cualquier momento. Atención de competencia: Basada en precios de planes publicados para ofertas nacionales disponible en 40 estados al 2/25/05 por parte de los operadores proveedores de línea con más de 400 millones de clientes activos en EE.UU. La cobertura no está disponible en todas partes. El área de cobertura nacional llega a más de 281 millones de personas. Los servicios de red de Virgin Mobile USA son suministrados a través de la Red Nacional de Sprint®. Assurance Wireless está sujeto a los Términos de Condiciones Importantes de Servicio-Producto y Generales encontrados en assurancewireless.com.

For New Customers

assurance
wireless *virgin*
brought to you by mobile

A Worry-Free Way to Stay Connected

Unlimited Texts
Each Month

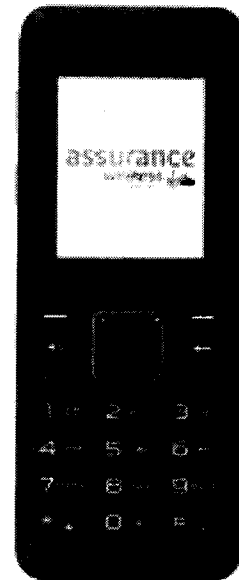
&

500 Minutes
Each Month
(for the first 5 months)

FREE to Qualifying Low-Income Households
Best Offer Among Major Lifeline Programs in Florida

Eligible Customers Get:

- A **FREE** Phone
- 250 **FREE** Voice Minutes Each Month
- 250 **FREE** Bonus Minutes Each Month for the first 5 months
- Unlimited **FREE** Texts
- No Annual Contract
- Nationwide Sprint® Network Coverage
- Voicemail Account, Call Waiting, and Caller ID included
- Keep Your Current Phone Number
- 911 Access



To See if You Qualify, Speak to an Agent at:

Event Location: _____

Date & Time: _____

Agent Name: _____

Please bring proof of Lifeline eligibility with you to this event.

Assurance Wireless is a federal Lifeline Assistance program. Lifeline Assistance is a government benefit program supported by the federal Universal Service Fund. Only one wireless or wireline account per household. Offer is non-transferable. Restrictions apply.

See reverse side on How to Qualify or visit assurancewireless.com.

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A Worry-Free Way to Stay Connected

Find Out If You Qualify Today

You may qualify if you are on certain public assistance programs, such as:

- Medicaid
- Supplemental Nutrition Assistance Program (SNAP)
- Federal Public Housing Assistance (FPHA) or Section 8
- Low Income Home Energy Assistance (LIHEAP)

You can also qualify based on your household income. You must provide proof of program participation or proof of income.

Offer limited to new eligible customers who are approved for Lifeline service residing in selected geographic areas and is non-transferable. Bonus minute promotion ends 8/31/2015 and minutes do not rollover. Offers not available in all states/areas and may vary by state. Visit assurancewireless.com for the offer available in your state. Consumers who willfully make false statements in order to obtain the benefit can be punished by fine or imprisonment or can be barred from the program. Phone models may vary. Add'l voice: 10c/min. Int'l & Data services may be extra per plan. Accessing voicemail draws from plan minutes & charges may apply once free minutes have been depleted. Customers de-enrolled from the federal Lifeline program may use service with funds remaining in the account for max. 150 days, after which account expires and balance is forfeited unless customer adds funds to the account. State and local sales taxes and fees may apply. Assurance Wireless reserves the right to modify, extend or cancel offers at any time. Competitive claim: Based on published price plans for national offer available in 40 states as of 2/25/2015 of major Lifeline carriers with more than 400K customers (excludes state offers in CA and OK). Coverage not available everywhere. Nationwide coverage area reaches more than 281 million people. Virgin Mobile® USA network services are provided on the Nationwide Sprint® Network. Assurance Wireless is subject to Important Service/Product and General Terms of Conditions found on assurancewireless.com.

Para nuevos clientes

assurance
wireless *Virgin* mobile
traído a usted por

Una manera de mantenerse conectado sin preocupaciones

Textos sin límite
cada mes

&

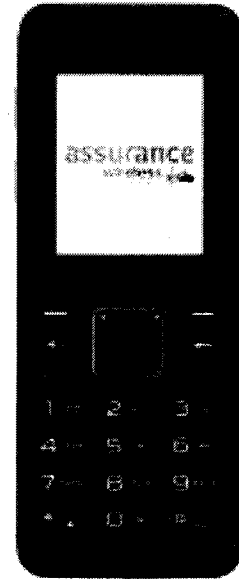
500 minutos
cada mes
(por los primeros 5 meses)

GRATIS para hogares de bajos ingresos que califiquen

La mejor oferta entre los principales programas Lifeline en Florida

Clientes Elegibles Reciben:

- Un teléfono móvil **GRATIS**
- 250 Minutos de Voz **GRATIS** cada mes
- 250 minutos adicionales **GRATIS** cada mes por los primeros 5 meses
- Textos sin límite **GRATIS**
- Sin contrato anual
- Cobertura de la Red Nacional de Sprint®
- Incluye cuenta de correo de voz, llamada en espera e identificador de llamada
- Puede conservar su número de teléfono actual
- Acceso al 911



Para ver si usted califica, hable con un agente:

Local del evento: _____

Día & Hora: _____

Nombre de Agente: _____

Por favor traiga prueba de elegibilidad Lifeline con usted a este evento.

Assurance Wireless es un programa federal de asistencia Lifeline. El programa de asistencia Lifeline es un programa de asistencia gubernamental apoyado por el Fondo de Servicio Universal federal. Se limita a una línea de teléfono, fija o móvil, por hogar. La oferta no es transferible. Se aplican restricciones.

Vea el reverso en Como Calificar o visite assurancewireless.com



Una manera de mantenerse conectado sin preocupaciones

Descubra hoy mismo si califica

Usted puede calificar si participa en ciertos programas de asistencia pública, tales como:

- Medicaid
- Programa Suplementario de Asistencia Nutricional (SNAP)
- Asistencia Federal de Vivienda Pública (FPHA) o Sección 8
- Asistencia de Energía para Hogares de Bajos Ingresos (LIHEAP)

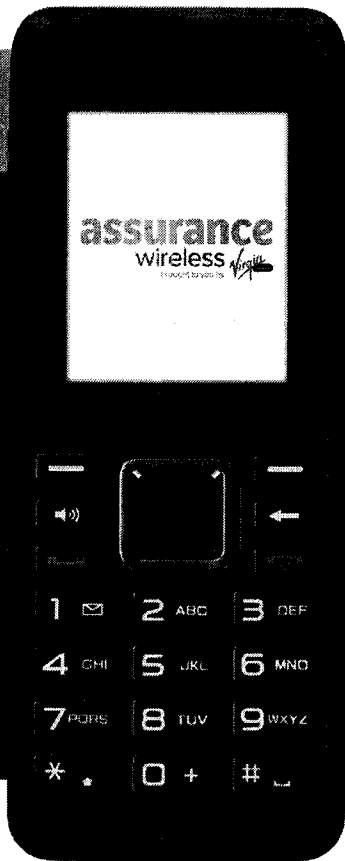
Usted también puede calificar con base a los ingresos de su hogar. Usted debe presentar comprobante de participación en un programa o comprobante de ingresos.

Oferta limitada a nuevos clientes elegibles que sean aprobados para el servicio Lifeline que residen en determinadas áreas geográficas y no es transferible. La promoción de minutos adicionales termina el 8/31/2015 y los minutos no son acumulables. La oferta no está disponible en todos los estados/áreas y puede variar por estado. Visite assurancewireless.com para ver la oferta disponible en su estado. Los clientes que deliberadamente se valgan de declaraciones falsas para obtener los beneficios pueden ser castigados con multa o prisión, o pueden ser excluidos del programa. Los modelos de los teléfonos pueden variar. Minutos de voz adicionales: 10¢/min. Los servicios internacionales y de transferencia de datos pueden tener un costo adicional de acuerdo al plan. El acceso al correo de voz utiliza minutos del plan y se pueden aplicar cargos una vez que los minutos gratis se hayan agotado. Clientes que ya no están inscritos en el programa Lifeline federal podrán usar el servicio con los fondos restantes en la cuenta por un máximo de 150 días, después de los cuales la cuenta expira y el balance es anulado al menos que el cliente añada fondos a la cuenta. Pueden aplicarse cargos e impuestos sobre las ventas locales y estatales. Assurance Wireless se reserva el derecho de modificar, extender o cancelar ofertas en cualquier momento. Aserción de competitividad: Basada en precios de planes publicados para ofertas nacionales disponible en 40 estados el 2/25/2015 por parte de los principales proveedores de lifeline con más de 400 mil clientes (excluye ofertas estatales en CA y OK). La cobertura no está disponible en todas partes. El área de cobertura nacional llega a más de 281 millones de personas. Los servicios de red de Virgin Mobile® USA son suministrados a través de la Red Nacional de Sprint®. Assurance Wireless está sujeto a los Términos de Condiciones Importantes de Servicio/Producto y Generales encontrados en assurancewireless.com.

assurance

wireless *Virgin*
brought to you by mobile

FOR NEW CUSTOMERS



Unlimited Texts Each Month

&

500 Minutes Each Month

(for the first 5 months)

FREE to Qualifying
Low-Income Households

Apply Today. See Representative for Details

Assurance Wireless is a federal Lifeline Assistance program.
You must qualify for this program.

*After 5 months the plan returns to 250 FREE Voice Minutes. You will continue to receive UNLIMITED FREE Texts each month for as long as you are eligible. Available to new customers through 8/31/15.

Lifeline Assistance is a government benefit program supported by the federal Universal Service Fund for which you must qualify. Only one wireless or wireline account per household. Offer is non-transferable. Restrictions apply.

AWL-PGR-09/15

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wireless *Virgin*
traído a usted por *mobile*

PARA NUEVOS CLIENTES

assurance
wireless *Virgin*
traído a usted por *mobile*

Textos sin límite
cada mes

&

500 minutos
cada mes
(por los primeros 5 meses¹)

GRATIS para hogares
de bajos ingresos que califiquen

Solicite hoy mismo
Vea al representante para los detalles

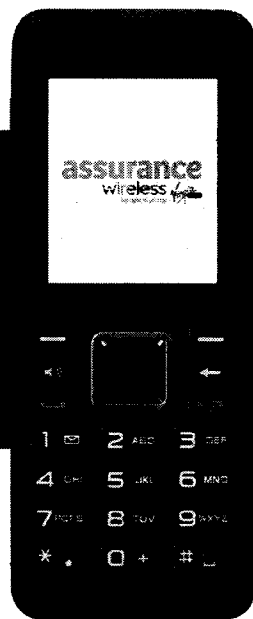
**Assurance Wireless es un programa federal de Lifeline Assistance.
Usted debe calificar para este programa.**

¹Después de 5 meses, el plan regresará a 250 minutos de voz GRATIS. Usted continuará recibiendo textos SIN LÍMITE GRATIS cada mes mientras permanezca elegible. Disponible a nuevos clientes hasta 8/31/15.

Lifeline Assistance es un programa de beneficios gubernamental respaldado por el Fondo de Servicio Universal Federal para el cual usted debe calificar. Se limita al servicio de una línea de teléfono, móvil o fija, por grupo familiar. La oferta no es transferible. Se aplican restricciones.

For New Customers

assurance
wireless 
brought to you by



**Unlimited Texts
Each Month**



**500 Minutes
Each Month**

(for the first 5 months*)

FREE to Qualifying Low-Income Households

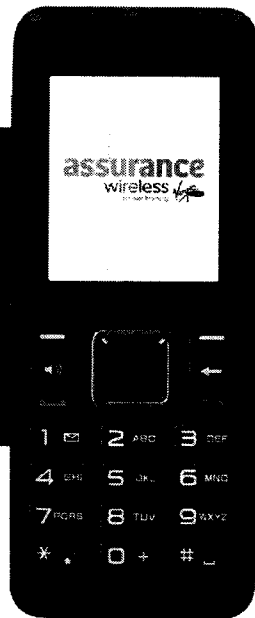
Assurance Wireless is a federal Lifeline Assistance program. You must qualify for this program.

*After 5 months the plan returns to 250 FREE Voice Minutes. You will continue to receive UNLIMITED FREE Texts each month for as long as you are eligible. Available to new customers through 8/31/15.

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 must qualify for one or more public assistance programs, be a Medicaid or Supplemental Nutritional Assistance Program (SNAP) recipient, or 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. Assurance Wireless reserves the right to modify, suspend, or terminate service at any time.

Para nuevos clientes

assurance
wireless *Virgin* mobile
traído a usted por



**Textos sin límite
cada mes**



**500 minutos
cada mes**
(por los primeros 5 meses*)

GRATIS para hogares de bajos ingresos que califiquen


Assurance Wireless es un programa federal de Lifeline Assistance. Usted debe calificar para este programa.

***Después de 5 meses, el plan regresará a 250 minutos de voz GRATIS. Usted continuará recibiendo textos SIN LÍMITE GRATIS cada mes mientras permanezca elegible. Disponible a nuevos clientes hasta 8/31/15.**

Lifeline Assistance es un programa de beneficios gubernamentales respaldado por el Fondo de Servicio Universal federal. La inscripción está disponible para cualquier persona que viva en los Estados Unidos y que sea elegible para recibir los beneficios del servicio. Usted puede calificar si participa en determinados programas de asistencia pública, como Medicaid o el Programa de Alimentación por Asistencia Nutricional (SNAP). También puede calificar por un ingreso limitado por año. Otros requisitos comprenden la participación en el programa o el cumplimiento del ingreso. El programa de asistencia Lifeline se trata al servicio de voz, texto, internet, música y TV por satélite de Assurance Wireless. Assurance Wireless se reserva el derecho de modificar o cancelar servicios en cualquier momento.

Assurance Wireless - Website Florida 250-Minute Offer

Homepage



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[Tell a Friend](#)

WELCOME | **PROGRAM DESCRIPTION** | **HOW TO QUALIFY** | **CHECK AVAILABILITY** | **FAQS** | **CHECK STATUS** | **ACCOUNT LOGIN** | **ACTIVATE**

For New Customers

Eligible Customers Get A FREE Cell Phone Plus:

500 FREE Minutes Each Month
(for the first 4 months*)

&

Unlimited FREE Texts Each Month

California Residents

[Learn More](#)

Current Customers

[Annual Certification](#)

New Customers

[Apply now](#)

FL Residents

*After 4 months, you get 250 FREE Voice Minutes each month. You will continue to receive UNLIMITED FREE Texts each month for as long as you are eligible.

Eligible New Customers in Florida: Now get 500 Minutes Each Month (for the first 5 months*) and Unlimited Texts Each Month (Available through 8/31/2015). *After 5 months, you get 250 FREE Voice Minutes each month. You will continue to receive UNLIMITED FREE Texts each month for as long as you are eligible.

Program Description Page

Lifeline Program Description

No other Lifeline program gives you more FREE minutes and texts

How Our Lifeline Phone Program Works for New Customers

- 1 **250 FREE Voice Minutes & UNLIMITED FREE texts** added automatically each month, you do nothing.
- 2 **PLUS** an extra 250 FREE Voice Minutes each month for the first 4 months of service. (Florida Residents receive 250 FREE Minutes each month for the first 5 months of service. Available through 8/31/2015).
- 3 Add money if you decide to choose the \$5 or \$30 plan. Or, to pay for any services, like international calling and additional minutes.
- 4 Buy Virgin Mobile Top-Up cards from thousands of stores across the country. Or use credit, debit or PayPal.

For New Customers

UNLIMITED TEXTS AND MORE MINUTES



**FREE Cell Phone &
500 FREE Minutes (for the first 4 months*) &
UNLIMITED FREE Texts Each Month**

***After 4 months, you get 250 FREE Voice Minutes each month.
You will continue to receive UNLIMITED FREE Texts each
month for as long as you are eligible.**

FL Residents

**Eligible New Customers in Florida: Now get 500 Minutes Each Month (for the first 5 months*) and Unlimited Texts Each Month (Available through 8/31/2015).
*After 5 months, you get 250 FREE Voice Minutes each month. You will continue to receive UNLIMITED FREE Texts each month for as long as you are eligible.**

PROGRAM BENEFITS

New Customers

- FREE Cell Phone
- 500 FREE Minutes Each Month (for the First 4 Months*)
- UNLIMITED FREE Texts Each Month
- No Annual Contract
- Nationwide Sprint® Network Coverage
- Voicemail Account, Call Waiting, and Caller ID Included
- 911 Access
- Calls to Customer Care are FREE
- Low International Rates to over 200 Countries

***After 4 months, you get 250 FREE Voice Minutes each month. You will continue to receive UNLIMITED FREE Texts each month for as long as you are eligible.**

FL Residents

How to Qualify Page

How to Qualify for Assurance Wireless, a Lifeline Assistance program

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

New customers who qualify for Lifeline Assistance will receive a FREE phone, 500 FREE minutes for the first 4 months and Unlimited FREE text messages each month. After 4 months, you get 250 FREE Voice Minutes each month. You will continue to receive UNLIMITED FREE texts each month for as long as you are eligible. (Florida Residents receive 250 FREE Minutes each month for the first 5 months of service. Available through 8/31/2015.)

To see if you qualify, choose your state in the dropdown menu below.

If you don't see your state, that means Assurance Wireless service is not currently available in your area. But check back soon, as we are working hard to expand.

EASY TO SWITCH

It's easy to switch to Assurance Wireless if you already get a Lifeline discount. [Details here.](#)

CONTACT US

Please call us at 1-888-898-4888. An advisor would be happy to answer any questions you may have.

ELIGIBILITY GUIDELINES

Separate households that live at the same address are eligible, including residents of homeless shelters and nursing homes. Residents with temporary addresses are also eligible.

How to Qualify Page (con't)

SELECT YOUR STATE

Florida ▼

You may qualify for Assurance Wireless if you participate in any of the following public assistance programs:

Florida

Medicaid

Food Stamps / Supplemental Nutrition Assistance Program (SNAP)

Temporary Cash Assistance

Supplemental Security Income (SSI)

Bureau of Indian Affairs Programs

Section 8/ Federal Public Housing Assistance

Low-Income Home Energy Assistance Program (LIHEAP)

National School Free Lunch Program (NSLP)

Or, you may qualify based on household income. [Click here for more information.](#)

The Lifeline Assistance program is available for only one wireless or wireline account per household. Separate households that live at the same address are eligible, including residents of homeless shelters and nursing homes, for example. Residents with temporary addresses are also eligible.

Click on the "[Check Availability](#)" tab to see if Assurance Wireless is offered in your area, and to see the eligibility criteria specific to your state.