

Standardized Wireless Service Checklist

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.

We know how important it is for you to understand what is included and what is not before subscribing to a wireless service plan. Below are frequently asked questions about our general service and device offerings. When you find a particular plan that fulfills your needs please reference the Wireless Service Checklist to make sure that you get specific information regarding that plan's service allowances (e.g., amount of minutes/text/data included), charges, device costs and features and contract terms (if applicable).

Devices:

Can I bring my own compatible phone?

No. Assurance Wireless will only activate Assurance Wireless and certain Virgin Mobile feature phones.

Do you utilize device locks or software protection applications on your devices?

Yes. Assurance Wireless and Virgin Mobile devices are designed to be activated on the Sprint network and have a software programming lock that, in part, protects many of a device's features and functions against tampering and unauthorized reprogramming, and ensures that the device features are optimized for use on Sprint's network.

What handset insurance options are available?

Assurance Wireless does not offer handset insurance. Please refer to your device's user guide for device-specific warranty information.

Coverage Area:

What coverage mapping resources are available?

To view network coverage, Assurance Wireless provides street level maps online at <http://www.virginmobileusa.com/check-cell-phone-coverage>. Coverage maps are also available at Virgin Mobile retail outlets.

To see if Assurance Wireless is available in your area and if you qualify, visit www.assurancewireless.com.

Fees and Surcharges:

Are additional fees and surcharges added to my bill?

Assurance Wireless does not assess taxes and surcharges and does not send its customers monthly bills for these services. State and local sales taxes & fees may apply when customers add funds to their Assurance Wireless account.

If so, what are they?

See above.

Trial Period:

How long is the trial period?

Because Assurance Wireless is a prepaid service and does not require customers to enter into a term agreement for its services, Assurance Wireless does not offer a trial period.

What taxes, fees and other charges am I responsible for if I cancel during the trial period?

See above.

Third Party Content:

What is third party content?

Third-party content includes goods and services such as ringtones, wallpapers, games, and alerts purchased from a third party (i.e. not from Assurance Wireless) the cost of which is deducted from the customers Assurance Wireless account balance.

Can I block charges for third party content from appearing on my bill?

Assurance Wireless provides usage controls free of charge.

If so, how?

Customers may call 1-888-321-5880 for information on usage controls (e.g., account blocking tools or similar features).

Usage Management Tools:

What tools are available that will help me monitor and manage my data, text and voice usage?

You can track data, text, and voice usage at www.assurancewireless.com or from the My Account menu on your phone.

What charges, if any, apply to each of these tools?

These tools are offered free of charge for Assurance Wireless customers.

Will you alert me before and/or after I incur overage charges for exceeding my plan allowances?

Yes. You will receive a text message notifying you that your minute balance is low and that you will incur overage charges if you do not Top-Up your account.

Can I opt-out of any courtesy alerts?

Courtesy alerts are sent to customers free of charge. Currently, customers may not opt-out of receiving courtesy alerts.

International Usage:

Where can I learn about what international services are available and how much they cost?

For information on international service, please visit <http://www.virginmobileusa.com/cell-phone-plans/beyond-talk-plans.jsp> and click on "International Rates."

Can I block international roaming?

Assurance Wireless does not provide roaming.

Parental Controls:

What account management tools are available to restrict or limit phone use by minors?

Assurance Wireless does not currently provide account management tools to restrict or limit phone use by minors. However, customers have the ability to block inbound text messaging, web surfing, and international calling. Additionally, a network option exists to allow web surfing, but with a filter preventing adult content sites being accessed on the browser.

Is there a fee for using the controls?

See above.