

What is Assurance Wireless?

Assurance Wireless is a federal Lifeline Assistance program brought to you by Virgin Mobile. Lifeline is a government benefit program supported by the federal Universal Service Fund. Qualifying individuals receive a Free Android™ Smartphone, plus free monthly minutes, texts and data.

Who is Eligible?

Applicants are eligible if their income levels fall at or below 135% of the Federal Poverty Guidelines for their household or if they are a participant in a government assistance program such as Medicaid, Supplemental Nutrition Assistance Program, Supplemental Security Income, Federal Public Housing Assistance, or Veterans and Survivors Pension Benefit. Documentation proving eligibility is required.

What Do Customers Receive?

New Assurance Wireless customers receive a free Android™ Smartphone and a service plan that includes 750 Voice Minutes, Unlimited Texts, and 2GB Data each month, all at no charge. Existing Assurance Wireless customers with Android™ Smartphones, and existing customers with older devices who upgrade to an Android™ Smartphone at no cost or a nominal cost, will also receive the same service plan as new customers. The Lifeline service plan lasts a total of 12 months, as long as the device is used at least once per month, the customer's eligibility does not change, and the customer does not switch to a different Lifeline carrier. Emergency calls to 911 can be made with no airtime balance and will not count toward the customer's airtime balance. Please read your Welcome Letter or visit assurancewireless.com for complete details regarding your Assurance Wireless service.

Are Additional Services Available?

Assurance Wireless customers can purchase additional voice minutes, data or bundled plans at any point during the month. These plans replace any unused data and airtime. Additional voice minute plans and bundled plans expire on the date when customers receive new, monthly minutes and texts. Customers should keep this in mind if they decide to buy a plan close to the end of their month. Additional data plans are good for 30 days from date of purchase. These plans can be purchased at assurancewireless.com.

HOW TO APPLY

Utah is now a National Verifier state.

STEP 1: Complete the enclosed Lifeline Program Application Form. Or apply for Lifeline service at <http://checklifeline.org>, the National Verifier website.

STEP 2: If you are sending in a paper Form, mail your completed Form with copies of qualifying documentation to: **USAC Lifeline Support Center P.O. Box 7081, London, KY 40742**. Please keep in mind that your application cannot be approved without qualifying documentation.

STEP 3: After receiving approval by USAC, (if applying online, approval takes approximately 15-20 minutes), please go to assurancewireless.com to **ENROLL NOW**. Please ensure that the information you enter on assurancewireless.com exactly matches the information you submitted to the National Verifier (full legal name, address).

Contact Us:

Call us toll free: 1-888-321-5880 or email us at: ourteam@assurancewireless.com

Write to us at: Assurance Wireless, P.O. Box 5040, Charleston, IL 61920-9907