

Virgin Mobile USA, L.P.
2013 Customer Complaint Report

Category	01-Jan-13	01-Feb-13	01-Mar-13	01-Apr-13	01-May-13	01-Jun-13	01-Jul-13	01-Aug-13	01-Sep-13	01-Oct-13	01-Nov-13	01-Dec-13	Grand Total
BILLING	8	6	6	5	6	7	5	8	4	4	4	2	65
NETWORK	0	3	2	2	1	3	0	1	0	0	0	0	12
OPERATIONAL	2	3	9	5	8	5	3	2	1	2	0	3	43
PRODUCT	7	3	1	7	4	5	3	2	3	2	5	0	42
SECURITY	0	1	0	0	0	0	0	0	0	0	0	0	1
Grand Total	17	16	18	19	19	20	11	13	8	8	9	5	163

The above information represents customer complaints to regulatory agencies. It does not include calls received by Virgin Mobile USA, L.P. (Assurance Wireless) considered to be normal customer care issues. Virgin Mobile USA, L.P. endeavors to resolve all customer care issues it receives.