

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

Category	Jan-13	Feb-13	Mar-13	Apr-13	May-13	Jun-13	Jul-13	Aug-13	Sep-13	Oct-13	Nov-13	Dec-13	Grand Total
BILLING													
NETWORK	0						0		0	0	0	0	
OPERATIONAL											0		
PRODUCT													0
SECURITY	0		0	0	0	0	0	0	0	0	0	0	
Grand Total	0	0	0	0	0	0	0	0	0	0	0	0	0

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.