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Via electronic filing

Mr. Mark L. Johnson, Executive Director and Secretary
Washington Utilities and Transportation Commission
1300 South Evergreen Park Drive SW
Olympia, WA 98504-7250

Re: Docket No. UT-100203

Dear Mr. Johnson:

Pursuant to the requirement included in the Commission’s Final Order in UT-100203, Appendix B, item 3, Virgin Mobile USA, L.P. (“Virgin Mobile”) hereby submits the details regarding upcoming changes to its existing Assurance Wireless Lifeline offers.

As part of the general terms and conditions provided to customers, Assurance Wireless has always informed customers that it may charge for the replacement of a lost or stolen phone. Effective December 13, 2019, Assurance Wireless will now begin charging customers for the replacement of a lost or stolen phone. Lifeline customers will receive a replacement phone for a one-time fee if they report their phone as lost or stolen to the company. The cost of the phone is dependent on the make and model provided. The customer may also purchase a replacement phone by visiting the Assurance Wireless webstore at <https://shop.assurancewireless.com/> and select a phone among several models at a variety of prices. This does not impact the warranty, which still allows customers to obtain a free replacement device within the first twelve months for defective devices.

Virgin Mobile is pleased to provide these offerings to Washington consumers. Should you have any questions, please contact the undersigned.

Sincerely,

Ken Schifman

Cc: Tim Zawislak via email: tim.zawislak@utc.wa.gov

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