

I. UPDATES TO LIFELINE OFFERING

Virgin Mobile would like to inform the Commission of several updates regarding its Lifeline services. First, since filing its Petition, Virgin Mobile has increased the amount of free voice minutes available to eligible Lifeline customers. Under the terms of the current service offering, eligible Lifeline customers will receive 250 free voice minutes per month—an increase from the 200-minute service offering described in the Petition.¹ In addition, as of October 20, 2010, Virgin Mobile has implemented new methods by which Lifeline customers can purchase additional monthly minutes in bulk.² Under the first new option, Lifeline customers can add \$5 to their account to purchase an additional 250 monthly minutes, providing them with a total of 500 voice minutes in a month (250 free minutes plus 250 additional minutes). Under the second option, Lifeline customers can add \$20 to their account to purchase an additional 750 voice minutes, providing them with a total of 1,000 voice minutes (250 free minutes plus 750 additional minutes). Customers choosing this second option will also receive 1,000 monthly text messages. There is no obligation that customers purchase these additional offerings or add money to their accounts, and all eligible customers will continue to receive 250 free monthly minutes.³ All Lifeline customers will continue to have access to a variety of other standard features at no additional charge, including a voice mail account, caller I.D. and call waiting services. Other than the revisions noted above, there have been no changes to the rates, terms and conditions of the service offering outlined by the Company in its prior submissions in this proceeding.

¹ See http://newsroom.sprint.com/article_display.cfm?article_id=1649.

² Customers can still purchase individual voice minutes and text messages for \$0.10.

³ Consistent with current practice, minutes and text messages do not carry forward from month-to-month.