



Diane Browning
Counsel, State Regulatory

6450 Sprint Parkway
Overland Park, KS 66251
O: 913-315-9284
diane.c.browning@sprint.com

December 6, 2019

(Filed Via Email: psc@utah.gov)

Gary Widerburg, Commission Administrator
Utah Public Service Commission
160 East 300 South
Salt Lake City, UT 84114

Re: Docket No. 10-2521-01 (Petition of Virgin Mobile USA, L.P. for Limited Designation as an Eligible Telecommunications Carrier)

Dear Mr. Widerburg:

Pursuant to the requirement included in the Commission's Report and Order issued May 25, 2011 in Docket No. 10-2521-01, Virgin Mobile USA, L.P. d/b/a Assurance Wireless ("Virgin Mobile") hereby submits notice of a change to the terms and conditions of its Assurance Wireless Lifeline service.

As part of the general terms and conditions provided to customers, Assurance Wireless has always informed customers that Assurance Wireless may charge for the replacement of a lost or stolen phone. Effective on or about December 11, 2019, Assurance Wireless will 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 upon 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 selecting a phone from among several models at a variety of prices.

This does not impact the warranty, which still allows a customer to obtain a free device within the first twelve months to replace a defective device.



If you have any questions regarding this matter, please feel free to contact me at the telephone number referenced above.

Sincerely,

Diane Browning

cc: Division of Public Utilities
Office of Consumer Services