

Assurance Wireless Program

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COVID19 Pandemic Impact

To help ease the burden during the COVID19 virus all Assurance Wireless Lifeline customers, through May 20, 2020 will receive:

- **Free Unlimited Calls**
- **Free Unlimited Texts**
- **Plus an additional 6GB Data FREE**

Assurance Wireless Program

[Assurance Wireless](#) is a federal Lifeline Assistance program brought to you by Virgin Mobile. Lifeline is a government benefit program supported by the federal Universal Service Fund.

Qualifications

Enrollment is available to individuals who qualify based on federal or state-specific eligibility criteria. You may qualify based on your household income or if you are on certain public assistance programs:

- Medicaid/Medi-Cal

- Supplemental Nutrition Assistance Program (Food Stamps or SNAP)/CalFresh
- Supplemental Security Income
- Federal Public Housing Assistance
- Bureau of Indian Affairs General Assistance
- Tribally Administered Temporary Assistance for Needy Families
- Food Distribution Program on Indian Reservations
- Tribal Head Start
- Veterans and Survivors Pension Benefit

One Account per Household

The Lifeline Assistance program is available for only one wireless or wireline account per household. Separate households that live at the same address are eligible, including residents of homeless shelters and nursing homes. Residents with temporary addresses are also eligible. For questions please call [1-877-578-2444](tel:1-877-578-2444) to speak to a verification expert.

Costs

Assurance Wireless Lifeline service is free to qualified consumers. Additional voice minutes, data, international calling and international texting are available for an additional fee.

Phone Plans

- **FREE Android Smartphone** (Based on phone availability; shipping charges may apply. Customers who have been reinstated within 60 days of their service end date will keep their original phone and phone number.
- **FREE 3GB DATA each month (high-speed data varies by device).**
- **FREE Unlimited Texts each month**
- **A minimum of 350 FREE Voice Minutes Each Month**
- FREE Voicemail Account, Call Waiting and Caller ID
- FREE 911 Access
- FREE Unlimited Calls to 211
- FREE Calls to Customer Care
- Nationwide Sprint® Network Coverage
- Keep Your Current Home or Cell Phone Number

How to Get A Phone

- Apply online [here](#).
- Or call Customer Care at 1-888-898-4888.
- Speak to a representative in your neighborhood. The representative will help you apply.

How to Receive Continuous FREE service

In order to continue receiving free Lifeline service from Assurance Wireless, **you must certify each year** and complete Reverification to verify you still qualify for federal Lifeline assistance.

Link below to Lifeline Annual Certification.

<https://www.assurancewireless.com/annual-certification> or to re-certify by phone call 888-653-9262 from your Assurance Wireless phone.

Link below to complete Reverification to continue receiving Lifeline service.

<https://www.assurancewireless.com/reverification>

If You Need More Minutes, Data or Text

If you need more minutes, you may buy 250 additional voice minutes for \$5, additional voice minutes for 10¢ each or choose from any of our low-cost plans.

Our low-cost Bundled Plans for Smartphone customers:

- \$15 Plan - Includes Unlimited Voice Minutes, Unlimited Texts and an additional 500MB Data each month.
- \$20 Plan - Includes Unlimited Voice Minutes, Unlimited Texts and an additional 1GB Data each month.
- \$30 Plan - Includes unlimited Voice Minutes, Unlimited Texts and an additional 4GB Data each month.
- \$40 Plan - Includes unlimited Voice Minutes, Unlimited Texts and an additional 10GB Data each month.

If You Do Not Qualify

There is a low-cost Bundled Plan for feature phone customers:

\$30 Unlimited Talk, Text & Web - Includes Unlimited Voice Minutes, Unlimited Texts and Unlimited Data each month.

If you miss a payment, you will continue to receive free minutes, texts and/or data each month depending on your base plan for as long as you are eligible for Lifeline service.

If You Do Not Re-Qualify

You may continue to use your Assurance Wireless phone and account at the low non-Lifeline rate of 10¢ per minute and 10¢ per text message, as long as you add at least \$10 every 45 days or at least \$20 every 90 days. Or, if you would like, at that time, we would be happy to switch you to a Virgin Mobile plan that works for you.

If You Do Not Use the Free Service

FCC rules state you must use your FREE Assurance Wireless Lifeline service at **least once every 30 days or it will be terminated.**

Once every 30 days, you MUST make a call, send a text or go online (not using Wi-Fi) from your Assurance Wireless phone to keep your FREE Lifeline service.

If you do not place a call, send a text or go online using your plan data within 15 days of receiving a termination notice, your Lifeline service will be terminated. You will no longer be able to use your FREE Assurance Wireless Lifeline phone service and will need to re-apply.

Frequently Asked Questions

For more information please view the FAQs, link below.

<https://www.assurancewireless.com/help-center/faqs>

Other Carriers That Provide Free Phone Service

Safelink

Use your own phone - requires a compatible or unlocked Smartphone

Free sim card

Free Every Month -Unused balance will NOT carryover from month-to-month. A month equals 30 days:

- 350 Voice Minutes
- 3GB of Data
- Voice Minutes & Unlimited Texts!
- Voicemail/Caller ID/3-way Calling
- 911 Access
- 411 Directory Assistance at No Additional Cost
- Nationwide Coverage on America's Best Networks and 4G LTE† capable

*Additional Data plans are available for purchase.

Apply to SafeLink [here](#).