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**Via Electronic Filing**

Rosemary Chiavetta, Secretary  
Pennsylvania Public Utility Commission  
400 North Street, 2nd Floor  
Harrisburg, PA 17120

**RE: Docket No. P-2010-2155915: Notice of Lifeline plan Changes**


Dear Secretary Chiavetta,

Virgin Mobile USA, L.P. d/b/a Assurance Wireless ("Assurance Wireless") hereby notifies the Pennsylvania Public Utility Commission of a modification to a term and condition in its Pennsylvania Lifeline service.

As part of the general terms and conditions provided to customers, Assurance Wireless has previously informed customers that it may charge for the replacement of a lost or stolen phone. Effective on or about December 13, 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 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.

Please contact me if you have any questions regarding this matter.

Respectfully Submitted,

  
Michelle Painter