



Dan Schulman  
CEO, Virgin Mobile USA  
10 Independence Blvd.  
Warren, NJ 07059

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Ms. Janee Briesemeister  
Director, [www.EscapeCellHell.org](http://www.EscapeCellHell.org)  
Consumers Union Southwest  
1300 Guadalupe, Suite 100  
Austin, Texas 78701

Dear Ms. Briesemeister:

Thank you for sharing the letters addressed to Virgin Mobile USA with concerns regarding our wireless service. We appreciate the value that organizations like Consumers Union bring to consumers. Virgin Mobile is deeply committed to listening to the needs of our customers, and in turn, providing them with the very best wireless experience possible. In fact, we launched our business in 2002 because we believed that the big wireless service providers treated U.S. consumers unfairly - requiring long-term contracts, charging hidden fees and providing poor customer service.

Let me take this opportunity to address each issue raised in the letters:

- **Coverage Areas** – Virgin Mobile understands the vital importance of being able to make and receive clear voice calls. Our service operates on the Sprint nationwide all-digital PCS network, which continually works to improve and expand its network coverage to offer customers better service than they already enjoy. Consumers can check Virgin Mobile's coverage by simply entering their zip code at [www.virginmobileusa.com](http://www.virginmobileusa.com) – or by checking our coverage maps included in the service guides available at our retailers. At times, the quality of our service may be affected by conditions beyond our control, such as atmospheric, geographic or topographic conditions. But if a customer experiences continual service interruption of more than 24 hours, Virgin Mobile may offer them credit if the interruption was within our control. They just need to notify Virgin Mobile At Your Service at 1-888-322-1122 within seven days of the interruption. Additionally, if customers are, for any reason, unsatisfied with their purchase, phones bought directly from Virgin Mobile may be returned for a full refund within 30 days – or in accordance with the retailer's return policy, if purchased elsewhere. Nearly all of Virgin Mobile's retail partners permit handset returns within 30 days of purchase, and if customers are unhappy with the return experience at a retailer, they can call Virgin Mobile to discuss their concerns directly with us.
- **Contract Termination Charges** – As a champion for the wireless consumer, Virgin Mobile doesn't believe in charging our customers hidden fees, such as

early termination fees, activation fees or porting surcharges. That's why we decided to do things differently when we created our wireless service. Virgin Mobile stands behind its commitment to providing a hassle-free wireless alternative to binding contractual agreements. Offering one simple Pay As You Go pricing plan with no contracts to sign and no fine print to examine ensures that Virgin Mobile's service is both simple-to-buy and simple-to-use. And because our customers have no contracts to sign, they are free to end their service anytime without incurring a contract termination fee.

- **Handset Portability** –Virgin Mobile strives to offer great handset models with the features our customers want at a highly competitive price. We work closely with our handset manufacturing partners to develop features and functions specifically for our service. Many of these features are embedded in each phone. For example, our phones have special "hot buttons" that provide one-touch access to VirginXtras, a fantastic suite of content from partners like MTV Networks. We also offer one-touch access so a customer can request his or her up-to-the-minute account balance and minutes used for the day. Some of our phones, like the Slider V5 \*MTV Edition, are completely customized to our service. Creating specialized functions while maintaining affordable prices requires very close work with our handset partners. Handset prices would increase if they could be used on other networks. More importantly, customers would lose the range of features and functions available only on our one-of-a-kind wireless service. Virgin Mobile was one of the few carriers to support number portability because we believed it was the right thing for all consumers. However, enabling handsets to work on other networks would be misguided as it would increase prices for our customers.

Virgin Mobile promises to continue offering consumers great value for their money and excellent service. We encourage customer feedback to ensure that we meet and exceed expectations in every way that we can. Thank you again for bringing these questions to our attention.

- Sincerely,

Dan Schulman, CEO  
Virgin Mobile USA