

I had many problems with Assurance Wireless lifeline phone. So, months ago switched to the Tracfone lifeline service. Assurance wireless (Virgin Mobile USA) downright refuses to shut off my lifeline service. I have received a notice from the government that I am not allowed to have 2 lifeline services. It is unlawful. I have called assurance wireless 3 times, wrote them endless emails and gone to their facebook page, to request they shut off lifeline as I have another provider now. They flat out refuse. I listed a credit card number with them one time because 1 month, I needed extra minutes (months ago) so used a debit card (BIG mistake), after complaining and trying to have lifeline services shut off many times? They actually went into my bank account (without any permission) and took out \$62. in the month of July. They refuse to resolve this issue. Now, I see that there are endless consumer reports regarding this company. I am far from the only one. Beware folks. Don't list a credit card number. Do not use virgin mobile (assurance wireless) for any phone service. Read consumer reports first. Thanks for reading and be careful choosing a cheaper phone service. No problems with Tracfone by the way.