

I have qualified and have received a Lifeline phone in the past. The service provider was Virgin mobile. I was only able to set up the phone by finding a location other than at my home location so that I could activate the phone. There was no support offered with the device. The service was with Virgin mobile which showed my home to be in the middle of its coverage area. I can receive signals from all other service providers. I know of several people that also have lifeline phones, their complaint is the same. It make take them many attempts to get a signal, some say up to a dozen times before they can connect. I am of the opinion that the state of Virginia selects the very cheapest service with the lowest degree of coverage. The phone I received was of such low quality that it may have been able to transmit a signal strong enough to make a link with any tower. I only know of one person that has a phone that actually works and he lives in the inner city. I have never heard of anyone that lives outside of the inner city to have reliable LifeLine service. The cost of buying extra minutes is also higher than most no contract phones. In my opinion this is not a welfare program for the needy but a government giveaway to suppliers of these ultra-cheap devices. It is fundamentally wrong to have a program that only services high density populations. The Program should be called Lifeline for High Density Populations I do not feel this service is of any benefit to the vast majority of Americans. I feel it is a false and misleading service. For it to be legitimate it should be made available to most Americans living in cities and towns of a certain size. Or to change the phone service to simply allow the disabled to have access to a free medical alert system in lieu of a phone service that just doesn't work. This service is not logical, its service is grossly substandard, the extra minutes are a rip off, the phones are so cheap they can be called junk, and they don't work, the system does not work. You talk too much to the people that provide the dam service. . I asked Verizon if I could have a discount on my phone service they said no because my area is on their fiber optic network and they do not provide Lifeline service in those areas. Even if Verizon did provide that service they would extract their blood for it by charging exorbitant prices for any long distance calls. I asked Verizon if I could have a discount on my phone line, they said no because my area is on their fiber optic network and they do not provide Lifeline service in those areas. However even if Verizon did provide that service they would extract their gallon of blood to punish us by making us pay exorbitant prices for any long distance calls. Once we make the long distance calls that we must make, yet cannot afford to make they will then cut off our life line. This program in its present form is disgusting. Half ass help doesn't help at all, plus we need to stop being a half ass county. Kind Regards, Richard Beasley 804 356-8588