LIFELINE SERVICE

A. DESCRIPTION

Lifeline Service is a Residence offering for low-income customers who qualify for this service in accordance with the following Regulations.

B. REGULATIONS

1. Lifeline Service is available to qualified residence customers and is provided via a residence individual Dial Tone Line. Lifeline Service is limited to only one Service per qualified customer or household, where a household is defined as any individual or group of individuals who are living together at the same address as one economic unit. An economic unit is all adult individuals contributing to and sharing in the income and expenses of a household. A potential Lifeline customer who has an outstanding final bill for telephone service which is less than (4) years old must pay the entire balance of any Basic Service final bill before being eligible for Lifeline Service.

2. Residence Lifeline Service consists of the following Product Guide standard features and optional customer elected services at the applicable rates, charges and regulations for each feature and service provided:

   a. Residence Dial Tone Line with Touch Tone.
   b. Lifeline Service Residence Local Usage Options available: 1) Local Area Standard Usage Option, or 2) Local Area Unlimited Option.
   c. Directory Listings (standard only)
   d. Non-Published or Non-Listed Telephone Number Service (only when a customer need has been determined by the Telephone Company).
   e. Access to Directory Assistance Service.
   f. Access to Message Toll Telephone Service and Optional Dial Station-To-Station Calling Plan Services. However, the Residence Lifeline Dial Tone Line will be blocked from dial station access to 976/556/900 and any other type of Audiotex Service.
   g. Access to Operator Services.
   h. Lifeline Service - Voluntary Toll Restriction Option.
   i. Access to 800/700 Services.
   j. Access to Call Trace.
   k. Access to Alerting and Reporting Systems (9-1-1 dialing).
   l. Access to the Pennsylvania Telecommunications Relay Service.
   m. Caller ID - Number Only Per-Call Blocking and Line Blocking.

3. An applicant for Lifeline Service must be a current participant in one of the following Pennsylvania Department of Human Services (DHS) programs or be able to provide proof of income which is at or below the annual Federal Poverty Income Guidelines For All States (Except Alaska and Hawaii) and the District of Columbia. Applicants who wish to be certified for Lifeline Service via the low income option will need to provide the following proof of eligibility: 1) currently filed State Income Tax Form; 2) currently filed Federal Income Tax Form, or 3) other equivalent documentation as prescribed by Verizon Pennsylvania. Verizon is required to annually certify all Lifeline participants to ensure continued eligibility. Lifeline customers have the responsibility to notify the Telephone Company within thirty (30) days of a change in eligibility status if they no longer qualify for Lifeline Service.

LIFELINE SERVICE

B. REGULATIONS (Cont'd)

3. (Cont'd)

Pennsylvania Department of Human Services Lifeline Service Program (in compliance with FCC Order WC Docket No. 11-42, released April 27, 2016) to be implemented December 2, 2016:

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* Supplemental Security Income (SSI)

Applicants who apply for Lifeline Service and who receive benefits from SSI can obtain DHS certification prior to enrollment. The DHS certification is stamped on the Lifeline application which must be completed and returned to Verizon. If Lifeline applicants do not have DHS certify their participation in SSI, the applicants must provide the required documentation to Verizon, along with the Lifeline application, to determine if they qualify for Lifeline 135. Lifeline applications are available from Verizon Pennsylvania and DHS County Assistance Offices. Such certification by DHS will be provided only when a DHS client requests Lifeline Service based on the client's status as a participant in the above eligibility program. Certification by DHS will be limited to confirmation of the client's program status (i.e., participation or non-participation).

4. Lifeline Service will be provided to a customer only so long as such customer continues to meet the participation and certification guidelines in B-3. above. Verizon is required to annually certify all Lifeline participants to ensure continued eligibility. Lifeline Service customers will be notified that they must certify their eligibility within thirty (30) days. If a customer either fails to certify eligibility within 30 days or notifies Verizon that he/she no longer meets the eligibility criteria, or is no longer a participant in the DHS programs in B.3. above or is otherwise not low-income eligible, the customer's Lifeline Service will be changed to the applicable Exchange Area Dial Tone Line service at existing Product Guide rates (no connection charges will apply to existing services or options Retained).

5. A Lifeline Service customer may not subscribe to any other type of residence Local Exchange Service at the same or other premises. Lifeline Service will not be provided via Foreign Exchange or Foreign Central Office Service arrangements.

6. All existing Product Guide Dial Tone Line Miscellaneous Charges apply to Lifeline Service customers.

7. Verizon Pennsylvania provides a $20 credit to Lifeline Service customers for the Dial Tone Line Connection Charge for a new residence exchange access line.

LIFELINE SERVICE

B. REGULATIONS (Cont'd)

8. Customer requested temporary suspension of Lifeline Service is not permitted.

9. Lifeline Service does not apply to applicants who are full time students living in university or college controlled housing.

10. * * *

11. Lifeline customers are subject to all Residence service regulations in this Product Guide.

12. All outstanding charges, account balances and service restrictions apply to existing customers who qualify for Lifeline Service. Service restrictions will remain until the arrearage(s) have been paid in full.

13. * * *

The Residence Toll Restoral Charge applies to Lifeline Customers who are suspended for non-payment and who subsequently pay their outstanding toll charges and request toll restoral. If a Lifeline customer is toll suspended twice for non-payment the Company may, at its discretion, place the Lifeline customer on permanent toll termination.

14. Qualified Lifeline Service customers can choose to receive the Lifeline Service - Voluntary Toll Restriction Option which includes the following features at no charge (the Toll Restoral Charge in Section 26 of this Product Guide applies to Lifeline Service customers):

Calls Which Will Be Completed*	Calls Which Will Be Blocked*
Local Calling	Toll/Long Distance
0 (Includes Collect[1] and Calling Card Calls with a valid number)	00 -
N11 (Service Codes, i.e., 911)	0 + Dialing
1 + Toll Free	101XXXX
Local Directory Assistance (i.e. 411)	Non-Local Directory Assistance (i.e. 1+XXX+555-1212)
950 (Feature Group B)	1 + 900
	1 + 700
	556
	976
	Connect ReQuestSM
	Time of Day (0)
	Third Number Billing[1] Requests

* Where technically feasible.

[1] Effective August 8, 2016, Collect Call and Third Number Billing will be discontinued and will not be accepted as a billing arrangement for calls.

LIFELINE SERVICE

B. REGULATIONS (Cont'd)

15. Residence Lifeline Service cannot be resold by the Lifeline customer or the Lifeline customer's agent.

16. As of February 9, 2016, Lifeline Service and Link Up are not available for Resale.

C. LIFELINE SERVICE APPLICABLE RATES

1. Applicable Residence Dial Tone Cell monthly rate minus a state discount of $2.50 and a federal discount of $5.25[1].

2. Lifeline Service customers will pay the monthly rate associated with their selected Local Usage Package Option.

3. Lifeline Service - Voluntary Toll Restriction Option (No charge, USOC RLVXX).

4. Lifeline Service is subject to all applicable State, Local and Federal Taxes, and Surcharges, and to all applicable Product Guide rates, charges, surcharges and regulations.

NOTE:

[1] The voice Lifeline support authorized by the FCC in the Lifeline and Link Up Reform and Modernization et al., WC Docket Nos. 11-42 et al., Third Report and Order, Further Report and Order, and Order on Reconsideration, 31 FCC Rcd 3962 (2016) (2016 Lifeline modernization Order).