LIFELINE 135 SERVICE

A. DESCRIPTION

Lifeline 135 Service is a Residence offering for low-income customers who qualify for this service in accordance with the following regulations.

B. REGULATIONS

1. Lifeline 135 Service is available to qualified residence customers and is provided via a residence individual Dial Tone Line. Lifeline 135 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 135 customer who has an outstanding final bill for telephone service which is less than four (4) years old must pay the entire balance of any Basic and Non-Basic Service final bill before being eligible for Lifeline 135 Service.

2. Residence Lifeline 135 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 135 Service Residence Local Usage Options (Local Area Standard Usage Option or Local Area Unlimited Option)
   c. Directory Listings (standard only)
   d. Non-Published or Non-Listed Telephone Number Service (only when the Company has determined customer need)
   e. Access to Directory Assistance Service
   f. Access to Message Toll Telephone Service and Optional Dial Station-To-Station Calling Plan Services (Note: 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 135 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

LIFELINE 135 SERVICE

B. REGULATIONS (Cont'd)

3. An applicant for Residence Lifeline 135 Service may choose any of the Company's optional customer-elected services at the applicable rates, charges and regulations for each service provided. Lifeline 135 customers may subscribe to one (1) of the following packages: **Verizon Local Package[SM]**, Regional Essentials or Verizon Freedom Essentials (Regional Essentials plus an unlimited long distance plan)[1].

4. An applicant for Lifeline 135 Service is a customer whose income level is at or below 135% Federal Poverty Income Guidelines or is enrolled in one of the following Pennsylvania Programs (in compliance with FCC Order WC Docket No. 11-42, released April 27, 2016) to be implemented December 2, 2016:

* * *

- Supplemental Security Income (SSI)
- Medicaid
- Supplemental Nutrition Assistance Program (SNAP)

- Federal Public Housing Assistance

- Veterans Pension Benefit

- Veterans Survivors Pension Benefit

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.

Applicants who apply for Lifeline 135 Service and who receive benefits from the following program – 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 135 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.

[SM] Service Mark of Verizon Communications Inc.

[1] See Section 45 of this Product Guide.

LIFELINE 135 SERVICE

B. REGULATIONS (Cont'd)

5. Lifeline 135 Service will be provided to a customer only so long as such customer continues to meet the participation and certification guidelines in B.4. above. Verizon is required to annually certify all Lifeline 135 participants to ensure continued eligibility. Lifeline 135 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 135 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).

6. A Lifeline 135 Service customer may not subscribe to any other type of residence Local Exchange Service at the same or other premises. Lifeline 135 Service will not be provided via Foreign Exchange or Foreign Central Office Service arrangements.

7. All existing Product Guide Dial Tone Line Miscellaneous Charges apply to Lifeline 135 Service customers.

8. Verizon Pennsylvania provides a $20 credit to Lifeline 135 Service customers for the Dial Tone Line Service Connection Charge for a new residence exchange access line.

9. All existing Product Guide non-recurring charges apply for Optional Services, if applicable.

LIFELINE 135 SERVICE

REGULATIONS (Cont'd)

10. Customer requested temporary suspension of Lifeline 135 Service is not permitted.

11. Lifeline 135 Service does not apply to applicants who are full-time students living in university or college controlled housing.

12. * * *

13. Lifeline 135 customers are subject to all Residence service regulations in this and other tariffs of Verizon Pennsylvania LLC.

14. All outstanding charges, account balances and service restrictions apply to existing customers who qualify for Lifeline 135 Service. Service restrictions will remain until the arrearage(s) have been paid in full.

15. * * *
The Residence Toll Restoral Charge applies to Lifeline 135 customers who are suspended for non-payment and who subsequently pay their outstanding toll charges and request toll restoral. If a Lifeline 135 customer is toll suspended twice for non-payment the Company may, at its discretion, place the Lifeline 135 customer on permanent toll termination.

16. Qualified Lifeline 135 Service customers can choose to receive the Lifeline 135 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 135 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 135 SERVICE

B. REGULATIONS (Cont'd)

17. Residence Lifeline 135 Service cannot he resold by the Lifeline 135 customer or the Lifeline 135 customer's agent.

18. As of February 9, 2016, Lifeline 135 Service and Link Up are not available for Resale.

19. No Lifeline 135 Service customer with a balance due for optional non-basic services will be permitted to choose the Lifeline Service program, as referenced in Section 55 of this Product Guide, until the non-basic charges are paid in full.

C. APPLICABLE RATES

1. Applicable Residence Dial Tone Cell monthly rate minus $5.25[1].

2. Lifeline 135 Service customers will pay the monthly rate associated with their selected Local Usage Package Option[1].

3. Lifeline 135 Service - Voluntary Toll Restriction Option (No charge).

4. Lifeline 135 Service is subject to all applicable State, Local and Federal Taxes, and Surcharges, and to all applicable Product Guide rates, charges, surcharges and regulations.

[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).