



Woody Simmons
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August 15, 2014

Hand-Delivered

Ms. Beth Salak
Director-Office of Telecommunications
Florida Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, Florida 32399-0850

RECEIVED-FPSC
14 AUG 15 PM 3:41
COMMISSION
CLERK

Re: Verizon Florida LLC – 2014 Annual Lifeline Data Request Report

Dear Ms. Salak:

Attached is Verizon Florida LLC's response to the Florida Public Service Commission's 2014 Annual Lifeline Data Request.

The responses to Questions Nos. 1, 9 and 10(b) are included in a separate envelope because they include confidential data. Verizon considers this information (Attachment A, Attachment B and Attachment C) to be confidential because it contains proprietary information that could be used by competitors to gain an unfair competitive advantage. Therefore, this filing is made under a Claim of Confidentiality pursuant to s. 364.183(1), F.S. and Rule 25-22.006(5), F.A.C. Verizon understands the information must be kept confidential and returned to Verizon.

If you have any questions or concerns, please feel free to contact me.

Sincerely,

Woodrow J. Simmons
P-State Governmental Affairs

Attachments: 2014 Annual Lifeline Data Report
and Three Confidential Envelopes

ILEC LIFELINE DATA REQUEST 2014

To assist the Public Service Commission (PSC) in the development of our Annual Report to the Governor, President of the Senate, and Speaker of the House of Representatives on the Lifeline program as required by Chapter 364.10, Florida Statutes, **staff requests that you provide responses to the following by August 15, 2014.**

For items 1 through 16, please provide the data for the fiscal year July 1, 2013, through June 30, 2014.

For those items requesting that the data be reported on a monthly basis, provide the appropriate number as of the last day of each month during the review period.

1. The number of residential access lines in service each month.

RESPONSE: See Attachment A. Verizon considers this information to be proprietary and confidential.

2. The number of customers participating in Lifeline each month. Note: Do not include customers receiving Lifeline through the Transitional Lifeline provision or resold access lines.

RESPONSE:

July	10,938
August	10,845
September	9,481
October	8,777
November	8,798
December	8,868
January	8,830
February	8,749
March	8,645
April	8,495
May	8,329
June	8,245

Note: The above figures for July – December 2013 reflect adjustments to Lifeline subscriber counts subsequent to the submissions of the quarterly Lifeline reports filed with the Public Service Commission for third and fourth quarters 2013.

ILEC Lifeline Data Request 2013
July 25, 2013

3. The amount of Lifeline credit provided to Lifeline customers on a monthly billing.

RESPONSE: Lifeline Message Rate credit = \$12.75
Lifeline Flat Rate credit = \$15.91

4. The number of customers denied Lifeline service. Identify the reason(s) customers were denied Lifeline (i.e. customer currently receiving Lifeline, inability to verify participation in a qualifying program, past due balance, other reasons not listed).

RESPONSE: Verizon does not track this data.

5. The number of Lifeline customers added each month. Note: Do not include customers receiving Lifeline through the Transitional Lifeline provision or resold access lines.

RESPONSE:

July	247
August	209
September	232
October	419
November	486
December	286
January	182
February	168
March	108
April	114
May	95
June	106

ILEC Lifeline Data Request 2013
July 25, 2013

6. The number of customers removed from Lifeline each month. Note: Do not include Lifeline customers removed from resold access lines, or Lifeline customers moved to Transitional Lifeline.

RESPONSE:

July	422
August	302
September	1,596
October	1,123
November	465
December	216
January	220
February	249
March	212
April	264
May	261
June	190

7. The number of customers participating in Transitional Lifeline each month.

RESPONSE:

July	21
August	18
September	14
October	22
November	17
December	3,002

ILEC Lifeline Data Request 2013
July 25, 2013

January	3,065
February	2,900
March	2,804
April	2,743
May	2,627
June	2,550

8. The number of customers participating in Lifeline under the Tribal Lands provision each month.

RESPONSE:

July	0
August	0
September	0
October	0
November	0
December	0
January	0
February	0
March	0
April	0
May	0
June	0

9. The number of access lines with Lifeline resold to other carriers each month. Identify each carrier separately by name or certificate number.

RESPONSE: See Attachment B. Verizon considers this information to be proprietary and confidential.

10. Description of your company's procedures for enrolling customers in the Lifeline. Include the following in your response:

a. Procedures used to process applications received from the Office of Public Counsel.

RESPONSE: Verizon does not receive applications from the Office of Public Counsel ("OPC"). Instead, the OPC sends Verizon's State Government Affairs team its OPC Lifeline Report weekly, which consists of a list of pre-approved applicants. The report is forwarded to Verizon Florida's offline service center for processing.

The offline service center reviews each account to determine if the customer subscribes to a disqualifying product/service or if other disqualifying factors exist, e.g., local service not with Verizon, NLAD duplicate subscriber, NLAD duplicate address, NLAD TPIV (third party identity verification). If Lifeline is denied, a letter is sent to the customer listing the reason(s). If the customer qualifies for the Lifeline program, a service order is issued with an effective date of the OPC Lifeline Report.

The completed OPC Lifeline Report is returned to Verizon Government Affairs which in turn files the completed report with the OPC to close out the weekly report.

b. Procedures used to process applications received directly from customers.

RESPONSE: See Attachment C. Verizon considers this information to be proprietary and confidential.

c. Procedures used to process applications received through the PSC on-line process.

RESPONSE: Verizon does not receive applications made through the Public Service Commission ("PSC") on-line process. Verizon Government Affairs downloads the pre-approved list of applicants weekly from the PSC website. The list is converted to a Microsoft Excel file and forwarded to Verizon Florida's offline service center for processing.

The offline service center reviews each account to determine if the customer subscribes to a disqualifying product/service or if other disqualifying factors exist, e.g., local service not with Verizon, NLAD duplicate subscriber, NLAD duplicate address, NLAD TPIV (third party identity verification). If Lifeline is denied, a letter is sent to the customer listing the reason(s). If the customer qualifies for the Lifeline program, a service order is issued with an effective date of the approval date.

When the pre-approved list of applicants is completed, the offline service center returns the report to Verizon Government Affairs. The completed report is then uploaded to the PSC Website to close out the weekly report.

d. Procedures used to process applications received through the Department of Children and Families coordinated enrollment process.

RESPONSE: See response to question 10c. Applications pre-approved by the Department of Children and Families are automatically ported to the PSC website and included in the weekly files downloaded by Verizon Government Affairs from the PSC website.

July 25, 2013

- e. The amount of time required to process applications. Include time period between receipt of customer application and the billing date of the first bill providing the credit.

RESPONSE: Applications are processed within two weeks of receipt. Depending on the customer's billing date, it may be one to two months before the Lifeline credit appears on the customer's bill. However, the credit amount will be applied retroactively to the date the customer signed their application or the date of the file received from the OPC or PSC.

- 11. Description of your company's procedures for performing continued certification of customer eligibility after initial certification. Include the following in your response:

- a. Time period between initial certification and annual certification.

RESPONSE: Lifeline eligibility re-certifications are conducted annually.

- b. Method(s) used to verify customer eligibility.

RESPONSE: In 2013, customers self-certified their Lifeline eligibility via an Interactive Voice Response ("IVR") system. Customers unable to complete the IVR process were provided the opportunity to certify by speaking with a representative in Verizon's Lifeline recertification team. Commencing in 2014, Verizon has elected to utilize the Universal Service Administrative Company ("USAC") to conduct Lifeline re-certification.

- c. Frequency of periodic certification.

RESPONSE: Re-certifications are conducted annually.

- 12. Description of your company's procedures for Lifeline. Include the following in your response:

- a. Internal procedures for promoting Lifeline.

RESPONSE: Verizon Florida promotes Lifeline service through publication of annual Lifeline Assistance Program bill inserts, legal notices placed in newspapers within the Verizon Florida service territory, participation in the automatic enrollment of Lifeline in conjunction with the Department of Children and Families through PSC and OPC, information publicized on the Verizon website (www2.verizon.com/lifeline) and information published in the Verizon Florida telephone directories.

- b. Outreach and educational efforts involving participation in community events.

RESPONSE: Verizon Florida participates in the annual community event(s) sponsored by the PSC, usually during National Lifeline Awareness Week. On September 5, 2013 a Verizon representative attended the 2013 Lifeline Awareness week kick-off at the Bond Community Center and the Springfield Community Center in Tallahassee, Florida.

- c. Outreach and educational efforts involving mass media (newspaper, radio, television).

RESPONSE: Verizon Florida publishes an annual Lifeline notification in major newspapers within its service territory.

- d. Copies of Lifeline outreach materials of your company.

RESPONSE: See Attachments D, E, F and G.

- e. Organizations you are currently partnering with, have partnered with, and organizations you plan to partner with to educate and inform customers about Lifeline.

RESPONSE: Verizon Florida participates annually with PSC in the community Lifeline awareness events and in automatic enrollment in Lifeline with the Department of Children and Families through PSC and OPC.

13. Description of procedures associated with enrollment of Lifeline customers by resellers of telecommunications services through resale agreements. Include the following in your response:

- a. Billing procedures associated with the pass through of the credit, including the amount of the pass through for each reseller.

RESPONSE: All Lifeline credits are passed through to a reseller in the same manner as they are passed through to Verizon's retail customers.

- b. Initial and annual certification procedures and requirements.

RESPONSE: The FCC requires that resellers comply with FCC Rules 54.405(c) and (d), 54.409, 54.410, 54.416 and 54.417(b). Verizon is not aware of what certification and verification procedures are used by resellers when they enroll a customer in Lifeline.

- c. Any other terms and conditions applicable to resellers offering Lifeline that are not imposed on resellers who do not offer Lifeline.

RESPONSE: There are no other terms or conditions applicable to resellers offering Lifeline that are not imposed on resellers who do not offer Lifeline.

14. Please describe the training you provide to your customer service representatives regarding Lifeline and provide the script used by your company's representatives.

RESPONSE: Verizon Consumer Sales and Service representatives receive an overview of the Lifeline program and learn the procedure for fulfilling customer requests for an application by mail, email or online. Representatives are instructed where and how to locate Lifeline information in the Verizon online reference system, which includes eligibility requirements to qualify for the Lifeline benefit.

Representatives in the offline center who process applications and the OPC/DCF files receive training on program/income eligibility requirements, how to verify subscriber/address eligibility in NLAD, the steps to either issue a service order to add Lifeline discounts or deny the application or the customer record in the OPC/DCF file and the process to send a letter to the customer with the specific reason(s) for denial.

ILEC Lifeline Data Request 2013

July 25, 2013

Representatives receive ongoing training when there are changes to the Lifeline program. For example, Lifeline program updates are communicated to Verizon associates by leader training, Service Alerts and Methods & Procedures updates. Verizon associates receive timely training on Lifeline processes, regulations and guidelines in team meetings and leader-led training. Program changes are also made available through an internal online reference system.

15. Please provide any link on your Web site that provides Lifeline information.

RESPONSE: www2.verizon.com/lifeline

**Verizon Florida, LLC
2014 Annual Lifeline Data Report**

Attachment D

SAVE \$15.91 MONTHLY ON YOUR LOCAL PHONE SERVICE

If you receive assistance from any of the programs below, you can save up to \$15.91 monthly on local phone service with Lifeline Assistance.

- Temporary Assistance for Needy Families (TANF)
- Medicaid
- Federal Public Housing or Section 8 Assistance
- Supplemental Security Income (SSI)
- Food Stamps
- Low Income Home Energy Assistance Program (LIHEAP)
- National School Lunch Program

If your household income is less than 150% of the federal income poverty guidelines, you may also qualify for Lifeline. Call the Florida Office of Public Counsel at **1.800.540.7039** for details and income guidelines.

Free of charge you can block outgoing toll calls or cap your long distance calling (toll control).

Only one phone line per household is eligible for Lifeline and the name on the Verizon account must match the name of the person receiving the assistance.

5

To get the Lifeline credit, you must complete the application, sign it certifying you are a current recipient of one of the designated programs, and return the application to Verizon. On your application, please identify the program for which you qualify. Verizon conducts a recertification of Lifeline customers annually and you may have to provide proof of your continued eligibility.

SAVE 30% MONTHLY IF YOU NO LONGER QUALIFY FOR LIFELINE ASSISTANCE

If you have been enrolled in the Lifeline program, but no longer qualify, you can apply for Transitional Lifeline Assistance. You will receive a discount on your local phone service for one year.

Verizon also provides low-cost Lifeline Assistance through its Native American Lifeline (NAL) program. Residents of federally recognized tribal lands who qualify for Lifeline may get their basic telephone service for as low as \$1.00 monthly.



We've made it easy to check your monthly charges.

Your itemized bill is available to you via:

- Myverizon.com
- My FiOS mobile app
- m.verizon.com from your tablet
- remote control and your FiOS TV

Verizon products can help make life simpler and more convenient. Check your monthly charges and if you need help with billing or products click to chat at Verizon.com/livechat or call us at **1.800.VERIZON (1.800.837.4966)**.

www.verizon.com

General Telephone



2014 Verizon
FLORIDA
GT713914F-UB

FLORIDA
FOR YOUR HOME
MARCH 2014

INSIDE THIS MONTH

- PAGE 2 No Sales Solicitation Law
- PAGE 3 Inside Wire Maintenance Plan
- PAGE 5 Lifeline Annual Notice
- PAGE 6 Check Your Monthly Charges

Verizon.com/1.800.VERIZON

GT713914FL-UB

DON'T WANT TO RECEIVE SALES CALLS FROM TELEMARKETERS?



Avoid them! Register today with the Florida Department of Agriculture and Consumer Services. Under the Florida No Sales Solicitation Law, telemarketers cannot solicit any residence, cellular or pager number that is registered not to receive sales calls. (Business numbers cannot be registered.)

Be aware that you can receive calls from telemarketers if:

- You ask them to call.
 - A real estate agent responds to an advertisement.
 - They're calling about an existing debt or contract, payment or performance of which has not been completed at the time of such call.
 - You have a prior or existing business relationship with them.
 - They're calling on behalf of a newspaper.
- To take your number off telemarketing lists call 1-800-435-7352. If you receive sales calls after registering, call the Department to file a complaint.

THE INSIDE WIRE MAINTENANCE PLAN FROM VERIZON KEEPS YOU TALKING.

Basic phone service covers the repair of the wiring outside your home from the telephone pole to the network interface device (NID) attached to the side of your house or garage. Inside Wiring, the telephone line from the network interface device to the jacks where you plug in your phone is your responsibility.

Verizon offers an optional service called Inside Wire Maintenance Plan (IWMP) that provides repair protection for standard telephone jacks and wires inside your home or office. With the IWMP, we'll dispatch an experienced Verizon technician to your home or office to fix the problem at no cost to you beyond the monthly charge for the inside wire maintenance plan. Reliable protection for only \$8.99 monthly, the charge is per telephone line in your residence or office. If you call us to make repairs and you don't have the IWMP, Verizon will bill you at the standard time and material repair rate.

An unregulated service, IWMP can be cancelled at any time without penalty. If you choose not to subscribe to IWMP and your inside wiring or jacks break, you can still call Verizon to do the repairs. You can also get inside wire maintenance and repair service from companies other than Verizon.

For new customers, IWMP is effective as soon as new telephone service is turned on. For customers with existing phone service, IWMP is effective 30 days after it is ordered. You do not need to purchase IWMP to obtain basic telephone service and if you purchase it, you may cancel it at any time without penalty.

Order online at myverizon.com or call us toll free at 1.800.VERIZON. With the IWMP from Verizon, first we take care of the problem, and then we take care of the repair bill.

WHAT IS COVERED?

IWMP provides these valuable benefits:

- Diagnostic work to locate the problem. While the IWMP does not include repair of the phone or other equipment, such as answering machines and computer modems connected to the jacks, it does include letting you know if a problem is in the equipment so that you can have the equipment repaired.
- Repair and/or replacement of any connected and previously working inside wire and standard jacks that develop service problems.
- Coverage on all newly installed or relocated telephone inside wire and standard jacks.

WHAT IS NOT COVERED?

- Repair of telephone instruments and other devices, such as computer modems and answering machines connected to the inside wiring and jacks.
- Inside wiring and jacks for marine activity, recreational vehicles (RV) and construction trailers, or other temporary or moveable structures.

- Damage due to natural disasters, floods, or acts of God, other than lightning.

- Nonstandard wiring. This is wiring that does not meet telephone industry standards or the national Electric Code Materials Standards for carrying telephone signals. Nonstandard wiring may work in some situations, such as for single-line service, but may not work properly in other situations, such as two-line service where you may get crosstalk. The IWMP from Verizon will cover the repair of breaks to nonstandard wire, but only to restore the wire to its original condition. It does not cover replacement of nonstandard wire.

- Repair of damage due to malicious activity, vandalism, riot or civil disturbance.

Verizon employees don't install new inside wire between walls of existing homes unless conduit is present. New inside wire will be mounted inside the premise externally on a wall following the floor molding and routed around doorframes.

ADDITIONAL NOTES

- If you rent your home, you should be aware that residential landlords might be responsible for repairs and maintenance of inside telephone wire. Check with your landlord or your lease to determine who is responsible for inside wire maintenance and repair.
- The IWMP from Verizon is available to residential and single-line business customers on a per-line basis. ISDN and other specialty lines are not eligible. The business rate may be different from the residential rate. The IWMP plan is not available to customers who use key/PBX systems.



LIMITATION OF LIABILITY

- In no event shall Verizon be liable for incidental, consequential or special damages, including loss of income, profits or data.

WHAT CAN POSSIBLY GO WRONG WITH MY JACKS OR WIRE IN MY HOME?

Telephone wire and jacks last for many years and do not normally go bad just because of age. But many things, including everyday wear and tear, can damage the telephone wire or jacks inside your home. For example, damage can occur from activities such as home repair, someone accidentally cutting the wire, an animal scratching through the wire, something knocking the jack loose or other unforeseen events. It is not possible to predict when or how frequently this type of damage might occur. With the Inside Wire Maintenance Plan, you'll never again pay for unexpected or expensive covered repairs to your jacks or inside wire.

**Verizon Florida, LLC
2014 Annual Lifeline Data Report**

Attachment E

Verizon Florida LLC Lifeline Service in Florida

Lifeline is a government assistance program that is supported by the Florida Public Service Commission and the Federal Communications Commission. The Lifeline program provides assistance to reduce the basic monthly telephone rate by \$15.91 for eligible residential consumers. As an Eligible Telecommunications Carrier, Verizon Florida LLC (Verizon) offers the Lifeline discount on Lifeline supported services, which include basic local telecommunications service and a number of residential bundled packages.

Only eligible consumers may enroll in the program. You may qualify for Lifeline service if you can show proof that you participate in certain government assistance programs or your annual income is 150% or below the Federal Poverty Guideline. If you qualify based on income, you will be required to provide income verification. In addition, the Lifeline program is limited to one discount per household consisting of either wireline or wireless. Therefore, you are required to certify and agree that no other member of the household is receiving Lifeline service from Verizon or another communications provider. Verizon also provides Lifeline Service to residents of federally recognized lands who meet Native American Lifeline criteria. Lifeline service is a non-transferable benefit. Consumers who willfully make false statements in order to obtain the benefit can be punished by fine or imprisonment, or may be barred from the program.

You must meet certain eligibility requirements in Florida in order to qualify for Lifeline Service. An Application for Verizon Lifeline Service can be obtained by contacting Verizon at www.verizon.com/lifeline or by phone at 1 800 VERIZON.

To find out more information, you may also call the Universal Service Administration Company (USAC), which administers Lifeline for the FCC by calling (888) 641-8722 or by accessing their website at www.LifelineSupport.org.

All rates, terms and conditions included in this notice are subject to change and are current at the time of printing.

**Verizon Florida, LLC
2014 Annual Lifeline Data Report**

Attachment F

AFFIDAVIT OF PUBLICATION
(Order # 14061AV7)

COMMONWEALTH OF VIRGINIA

CITY/COUNTY OF Henrico, to-wit:

I, Diane Spencer, Tearsheet Coordinator, hereby certify that a legal notice for Verizon (copies attached) was published in both English and Spanish in the following Florida newspapers on the days listed in the year 2014.

Bradenton Herald 6/4
Brandon News Tribune 6/4
Florida Sentinel Bulletin 6/3
Lakeland Ledger 6/4
Sarasota Herald Tribune 6/4
Tampa Bay Times 6/4
Tampa Tribune 6/4

Diane Spencer
Signature

Subscribed to and sworn before me this 23rd day of June, 2014.

My commission expires: 9, 30, 15



[Signature]
[Notary Public] 273942

Verizon Florida LLC Lifeline Service in Florida

Lifeline is a government assistance program that is supported by the Florida Public Service Commission and the Federal Communications Commission. The Lifeline program provides assistance to reduce the basic monthly telephone rate by \$15.91 for eligible residential consumers. As an Eligible Telecommunications Carrier, Verizon Florida LLC (Verizon) offers the Lifeline discount on Lifeline supported services, which include basic local telecommunications service and a number of residential bundled packages.

Only eligible consumers may enroll in the program. You may qualify for Lifeline service if you can show proof that you participate in certain government assistance programs or your annual income is 150% or below the Federal Poverty Guideline. If you qualify based on income, you will be required to provide income verification. In addition, the Lifeline program is limited to one discount per household consisting of either wireline or wireless. Therefore, you are required to certify and agree that no other member of the household is receiving Lifeline service from Verizon or another communications provider. Verizon also provides Lifeline Service to residents of federally recognized lands who meet Native American Lifeline criteria. Lifeline service is a non-transferable benefit. Consumers who willfully make false statements in order to obtain the benefit can be punished by fine or imprisonment, or may be barred from the program.

You must meet certain eligibility requirements in Florida in order to qualify for Lifeline Service. An Application for Verizon Lifeline Service can be obtained by contacting Verizon at www.verizon.com/lifeline or by phone at 1 800 VERIZON.

To find out more information, you may also call the Universal Service Administration Company (USAC), which administers Lifeline for the FCC by calling (888) 641-8722 or by accessing their website at www.LifelineSupport.org.

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**Verizon Florida, LLC
2014 Annual Lifeline Data Report**

Attachment G



Application for Verizon Lifeline Service (Florida)

(Discounted Telephone Service)

PLEASE READ CAREFULLY, USE PEN, PRINT AND FILL OUT COMPLETELY

Billing Telephone Number (including area code) _____

Billing Name On Home Telephone Account _____
(last) (first) (middle initial)

Home Address: _____
(number) (street) (apartment number, if applicable) (city or town) (state) (zip code)

Alternative Contact Number (other than Home Telephone Number) _____

Please indicate below if the home address listed above is your permanent or temporary address?

Permanent Temporary

Billing Address if different from Home Address

(number) (street) (apartment number, if applicable) (city or town) (state) (zip code)

PROGRAM PARTICIPATION AND CERTIFICATION

I certify under penalty of perjury that I or a member of my household meet the income-based or program-based eligibility criteria for receiving the Lifeline discount. I or a member of my household receive benefits from the following program (check only one program):

- | | |
|--|--|
| <input type="checkbox"/> Medicaid | <input type="checkbox"/> SNAP (Supplemental Nutrition Assistance Program, formerly known as Food Stamps) |
| <input type="checkbox"/> Supplemental Security Income (SSI) | <input type="checkbox"/> Section 8 Federal Public Housing Assistance |
| <input type="checkbox"/> Low Income Home Energy Assistance Program | <input type="checkbox"/> National School Free Lunch Program |
| <input type="checkbox"/> Temporary Cash Assistance | <input type="checkbox"/> Bureau of Indian Affairs (BIA) General Assistance |
| <input type="checkbox"/> Temporary Assistance for Needy Families | <input type="checkbox"/> Head Start (Tribal Land residents only) |
| <input type="checkbox"/> Eligibility based on income (see page 3) | <input type="checkbox"/> Food Distribution Program (Tribal Land residents only) |

Along with this application, please attach or fax a photocopy (do not send an original) of one of the following that matches the program checked above:

- your current or prior year's statement of benefits from a qualifying state, federal or Tribal program
or
- a notice letter of participation in a qualifying state, federal or Tribal program
or
- a program participation document, for example, current benefit card
or
- an official document indicating your participation in a qualifying state, federal or Tribal program.

PLEASE READ AND CERTIFY THE FOLLOWING PROGRAM RULES

The Lifeline discount program is a federal benefit and willfully making false statements to obtain this benefit can result in fines, imprisonment, de-enrollment or being barred from the program. Verizon is required by the Federal Communications Commission, or FCC, to verify your eligibility to participate in the Lifeline discount program.

Under penalty of perjury you must certify the following statements are true to the best of your knowledge. Please indicate your acknowledgement of each statement by a checkmark.

Only one Lifeline discount is allowed per household, consisting of either wireline or wireless service. A household is not permitted to receive Lifeline benefits from multiple providers. Violation of the one-per-household requirement constitutes a violation of Federal Communications Commission rules and will result in your de-enrollment from the program, and potentially, prosecution by the United States government.

A household is defined as any individual or group of individuals who live together at the same address and share income and expenses.

I certify my household will receive only one Lifeline service and, to the best of my knowledge, my household is not already receiving a Lifeline service.

Your name, telephone number, address and information contained in this application, as well as information associated with your Lifeline service may be provided to the Universal Service Administrative Company (USAC - administrator of the Lifeline discount program) and/or its agents for the purpose of verifying your household does not receive more than one Lifeline benefit. You will be denied Lifeline benefits if you fail to provide Verizon with consent to provide the specified information to USAC.

I acknowledge and consent that Verizon may provide my name, telephone number, address and information contained in this application, as well as information associated with your Lifeline service to the Universal Service Administrative Company (USAC) and/or its agents for the purpose of verifying that I or another member of my household does not receive more than one Lifeline benefit.

I agree to allow Verizon to exchange any necessary information with the appropriate federal or state agency, or fund administrator, to verify my eligibility to participate in the Lifeline discount program.

Lifeline service is a non-transferable benefit. You may not transfer your Lifeline service to any individual, including another eligible low-income consumer.

I agree not to transfer my Lifeline discount benefit to another person.

I agree to notify Verizon within 30 calendar days if I move to another address and to provide the new address.

I agree to notify Verizon within 30 calendar days if, for any reason, I or my household:

- No longer receive benefits from the federal or state program that qualified me for the Lifeline discount program.
- Annual household income exceeds the Federal Poverty amount listed on page 3 that qualified me for the Lifeline discount program.
- Receives more than one Lifeline benefit or another member of my household is receiving a Lifeline service.

I acknowledge that I may be required to recertify my continued eligibility for Lifeline at any time and my failure to recertify will result in de-enrollment and termination of my Lifeline benefits.

I agree to participate in the certification of my continued eligibility in the Lifeline discount program.

CERTIFICATION AND PROGRAM RULES (continued)

In the event Verizon determines that I am receiving a Lifeline benefit from another provider, I authorize the transfer of my Lifeline benefit from my current provider to Verizon. I understand that with this transfer I will lose the benefit from my current provider and receive the benefit on the Verizon account identified in this application.

The information contained in this application form is true and correct to the best of my knowledge.

I acknowledge that providing false or fraudulent information to receive Lifeline benefits is punishable by law.

INCOME ELIGIBILITY GUIDELINES

The following chart can be used to determine eligibility for the Lifeline discount program based solely on income level. You may qualify for the Lifeline discount program if your household annual income is at or below 150% of the Federal Poverty Guidelines. A household is defined as any individual or group of individuals who live together at the same address and share income and expenses.

The chart below lists the annual income amount that cannot be exceeded in order to qualify based on household size. If the annual income amount for your household size is more than the amount shown on the chart below you do not qualify for the Lifeline discount based solely on income.

Household Size	150% of Federal Poverty Levels
1	\$17,505
2	\$23,595
3	\$29,685
4	\$35,775
Each additional person after 4	\$6,090

Please indicate on the line below the number of individuals in your household.

_____ Individuals live in my household

If your household qualifies based on the above income chart, please attach or fax a photocopy (do not send an original) of the following applicable documents. If you provide documentation that does not cover a full year (such as current pay stubs), you must submit three (3) consecutive months worth of the same type of document from the previous 12 months.

- your prior year's state, federal or Tribal tax return.
- current income statement from an employer or paycheck stub.
- a Social Security statement of benefits.
- a Veterans Administration statement of benefits.
- a retirement or pension statement of benefits.
- an Unemployment or Workmen's Compensation statement of benefits
- federal or Tribal notice letter of participation in General Assistance
- a divorce decree
- a child support award
- other official document containing income information

REQUIRED INFORMATION

Please provide the following information of the household member receiving benefits:

Last 4 digits of the Social Security Number * _ _ _ _

Date of birth _ _ _ _ _ _ _ _
 2 Digit Month 2 Digit Day 4 Digit Year

The last 4 digits of the Social Security Number and Date of Birth must be for a person 18 years or older.

* If you do not have a Social Security Number and live on Federally-recognized Tribal lands, please complete the following:

I certify that I live on Federally-recognized Tribal lands. My Tribal identification number is: _____

PLEASE SIGN AND DATE THIS APPLICATION FORM AND PROVIDE PROGRAM BENEFICIARY NAME

Billing Name Signature _____ Date _____

Name of Household Member Receiving Benefits _____ or Self

Relationship of Household Member Receiving Benefits to the Account Billing Name _____ or Self

I certify the individual (if different from the Billing Name) named on the documentation demonstrating program participation is part of my household.

I certify the individual (if different from the Billing Name) named on the documentation demonstrating program participation is not already receiving a Lifeline service.

PLEASE FAX OR MAIL SIGNED APPLICATION AND PROOF OF ELIGIBILITY TO:

Fax Number: 877.306.1790

Or mail to:

Verizon Lifeline Services

PO Box 33075

St. Petersburg, FL 33733-8075

If you have any questions, please call 1.800.VERIZON (1.800.837.4966)