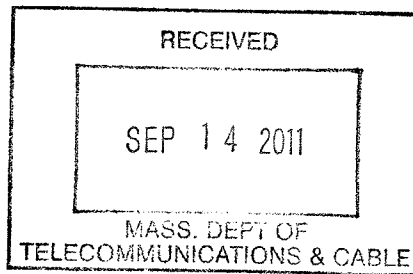


John L. Conroy  
Vice President  
Regulatory Massachusetts



125 High Street, 738  
Boston, MA 02110

Phone 617 743-9250  
Fax 617 743-8881




September 13, 2011

Ms. Karlen Reed, Director  
Competition Division  
Department of Telecommunications & Cable  
Commonwealth of Massachusetts  
1000 Washington Street, 8<sup>th</sup> Floor, Suite 820  
Boston, MA 02118-6500

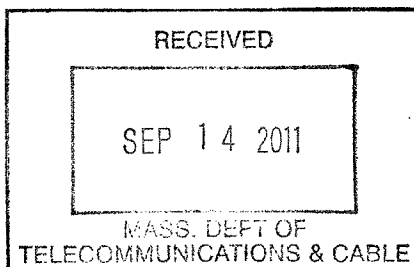
Dear Ms. Reed:

Enclosed please find a copy of Verizon's Annual Lifeline Certification & Verification Form filed with the Universal Service Administrative Company on August 31, 2011.

Sincerely,

  
John L. Conroy  
Vice President  
Regulatory-Massachusetts

**Shelley Robinette**  
Associate Director



September 1, 2011

1300 I Street, NW  
Washington, DC 20005

202 515-2460  
shelley.r.robinette@verizon.com

Universal Service Administrative Company  
Low Income Programs  
2000 L Street, NW, Suite 200  
Washington, DC 20036

**Re: 2011 Certification of Compliance with State Lifeline Verification Process –  
Supplemental Filing**

Verizon submits this letter as a supplement to its filing on August 30, 2011 certifying that Verizon complies with the Lifeline and Link Up verification procedures as required by certain Federal Default and Non-Federal Default states.

The attached includes a revised Attachment 1 removing the Verizon California SAC 542344 which Verizon no longer owns and removing the Verizon South SAC 230864 and including this SAC on a new form certifying that Verizon did not claim federal Low Income support for any of its Lifeline customers in 2011.

Please do not hesitate to contact me if you have any questions.

Sincerely,

A handwritten signature in cursive script that reads "Shelley Robinette".

Attachments

# Annual Lifeline Certification & Verification

Complete Section 1, 2, 3, or 4. Then complete the chart below.

1. ☐ Eligible Telecommunications Carrier (ETC) serving **Federal Default State** (*complete columns A through F and sign below*)

I certify that the company listed below has procedures in place to verify the continued eligibility of a statistically valid random sample of its Lifeline customers. Results are provided in the chart below. I certify that the company listed below has procedures in place to review income documentation and that, to the best of my knowledge, the company was presented with documentation of the consumer's household income. I am an officer of the company named below. I am authorized to make this certification for the Study Area(s) listed below.

OR

2. X ☒ Eligible Telecommunications Carrier (ETC) serving **Non-Federal Default State** (*complete columns A through C and sign below; complete columns D and E if required by your state commission*)

I certify that the company listed below is in compliance with the Lifeline and Link Up verification procedures in place in the state(s) listed below. If any Lifeline customers of the company listed below qualify based on income, I certify that the company listed below is in compliance with state Lifeline income certification procedures and that, to the best of my knowledge, documentation of income was presented. I am an officer of the company named below. I am authorized to make this certification for the Study Area(s) listed below.

OR

3. ☐ Wireless Eligible Telecommunications Carrier (ETC) serving **Non-Federal Default State** that does **not assert jurisdiction over Wireless ETCs**, and, therefore, are following federal default certification and verification procedures (*complete columns A through F and sign below*)

I certify that the company listed below has procedures in place to verify the continued eligibility of a statistically valid random sample of its Lifeline customers. Results are provided in the chart below. I certify that the company listed below has procedures in place to review income documentation and that, to the best of my knowledge, the company was presented with documentation of the consumer's household income. I am an officer of the company named below. I am authorized to make this certification for the Study Area(s) listed below.

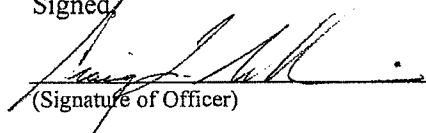
OR

4. ☐ I certify that my company has not claimed federal Low Income support for any Lifeline customers in \_\_\_\_\_ (insert current year).

A	B	C	D	E	F
Company Name*	SAC (6 digit number)	State	Customers Surveyed or Verified	Customers Found to be Ineligible	Non- Responding Customers
See attachment 1					

\* Companies with more than 5 SACs in any of the categories enumerated as 1-4 above may attach an Appendix with the requested information for the chart.

Signed

  
(Signature of Officer)

Craig L. Silliman

(Printed Name of Officer)

SVP Legal External Affairs & General Counsel

(Title of Officer)

Shelley Robinette

(Person Completing this Sample Letter)

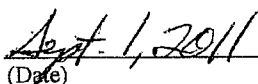
202 515-2460

(Contact Phone Number)

1300 I Street NW

Washington DC 20005

(Company Address)

  
(Date)

Submit to USAC using only ONE method:

Fax to: (202) 776-0080

E-mail to: [LiVerifications@usac.org](mailto:LiVerifications@usac.org)

Mail to: USAC - Low Income Program  
2000 L Street, NW, Suite 200  
Washington, DC 20036

**Deadline: August 31<sup>st</sup>**

**Attachment 1**  
**Verizon Non-Federal Default States**

<b>A</b>	<b>B</b>	<b>C</b>	<b>D</b>	<b>E</b>	<b>F</b>
<b>Company Name</b>	<b>SAC (6 digit number)</b>	<b>State</b>	<b>Customers Surveyed or Verified</b>	<b>Customers Found to be Ineligible</b>	<b>Non- Responding Customers</b>
Verizon California Inc.	542302 542319	CA			
Verizon Washington, DC Inc.	575020	DC			
Verizon Florida LLC	210328	FL			
Verizon New England, Inc.	115112	MA	500	45	67
Verizon Maryland Inc.	185030	MD			
Verizon New Jersey Inc	165120	NJ			
Verizon New York Inc.	155130	NY	500	56	86
Verizon Pennsylvania Inc.	170169 170170 170201 175000	PA	500	70	61
Verizon New England Inc.	585114	RI			
GTE Southwest Inc. d/b/a Verizon Southwest	442080 442154	TX			
MCImetro Access Transmission Services LLC*	449007	TX			
Verizon South Inc.	190233 190479	VA			
Verizon Virginia Inc.	195040	VA			

\* Combined in 2006 under SPIN 143001197, now assigned to Verizon Business Global, LLC.

# Annual Lifeline Certification & Verification

Complete Section 1, 2, 3, or 4. Then complete the chart below.

1. ☐ Eligible Telecommunications Carrier (ETC) serving **Federal Default State** (*complete columns A through F and sign below*)

I certify that the company listed below has procedures in place to verify the continued eligibility of a statistically valid random sample of its Lifeline customers. Results are provided in the chart below. I certify that the company listed below has procedures in place to review income documentation and that, to the best of my knowledge, the company was presented with documentation of the consumer's household income. I am an officer of the company named below. I am authorized to make this certification for the Study Area(s) listed below.

OR

2. ☐ Eligible Telecommunications Carrier (ETC) serving **Non-Federal Default State** (*complete columns A through C and sign below; complete columns D and E if required by your state commission*)

I certify that the company listed below is in compliance with the Lifeline and Link Up verification procedures in place in the state(s) listed below. If any Lifeline customers of the company listed below qualify based on income, I certify that the company listed below is in compliance with state Lifeline income certification procedures and that, to the best of my knowledge, documentation of income was presented. I am an officer of the company named below. I am authorized to make this certification for the Study Area(s) listed below.

OR

3. ☐ Wireless Eligible Telecommunications Carrier (ETC) serving **Non-Federal Default State** that does **not assert jurisdiction over Wireless ETCs**, and, therefore, are following federal default certification and verification procedures (*complete columns A through F and sign below*)

I certify that the company listed below has procedures in place to verify the continued eligibility of a statistically valid random sample of its Lifeline customers. Results are provided in the chart below. I certify that the company listed below has procedures in place to review income documentation and that, to the best of my knowledge, the company was presented with documentation of the consumer's household income. I am an officer of the company named below. I am authorized to make this certification for the Study Area(s) listed below.

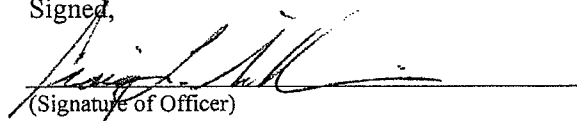
OR

4. X ☒ I certify that my company has not claimed federal Low Income support for any Lifeline customers in 2011\_ (insert current year).

A	B	C	D	E	F
Company Name*	SAC (6 digit number)	State	Customers Surveyed or Verified	Customers Found to be Ineligible	Non- Responding Customers
Verizon South Inc.	230864	NC			

\* Companies with more than 5 SACs in any of the categories enumerated as 1-4 above may attach an Appendix with the requested information for the chart.

Signed,

  
(Signature of Officer)

Craig L. Silliman

(Printed Name of Officer)

SVP Legal External Affairs & General Counsel

(Title of Officer)

Shelley Robinette

(Person Completing this Sample Letter)

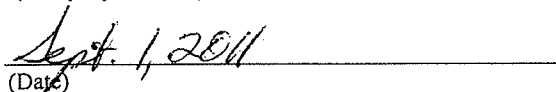
202 515-2460

(Contact Phone Number)

1300 I Street NW

Washington DC, 20005

(Company Address)

  
(Date)

Submit to USAC using only ONE method:

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E-mail to: [LiVerifications@usac.org](mailto:LiVerifications@usac.org)

Mail to: USAC - Low Income Program  
2000 L Street, NW, Suite 200  
Washington, DC 20036

***Deadline: August 31<sup>st</sup>***