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April 21, 2026

VIA ELECTRONIC FILING

Matthew Homsher, Secretary
Pennsylvania Public Utility Commission
Commonwealth Keystone Building
400 North Street
P.O. Box 3265
Harrisburg, PA 17105-3265

Re: Joint Application of Verizon Communications Inc. and Frontier Communications Parent, Inc., et al., Docket Nos. A-2024-3051925, etc.

Dear Secretary Homsher:

Pursuant to paragraph 23 of the Joint Settlement Petition approved September 11, 2025, Verizon Communications Inc. (Verizon) notifies the Commission of additional terms relating to the Verizon Forward program that will apply in Pennsylvania by operation of that paragraph.

Verizon Forward is Verizon's industry-leading broadband discount program, providing affordable and reliable broadband access to economically disadvantaged consumers, including households affected by the sunset of the federal Affordable Connectivity Program (ACP). Verizon Forward discounts are available for Verizon's fiber broadband (Fios) and fixed wireless access (FWA) services, and the approved settlement now makes Verizon Forward available for fiber broadband services in Frontier's territory. Verizon is pleased to inform the Commission that Verizon Forward launched in Frontier territory on April 15, 2026, ahead of the settlement schedule.

While the Pennsylvania Joint Settlement Petition already confirms Verizon's commitment to bring Verizon Forward to Frontier territory, paragraph 23 requires that:

23. If, as part of receiving state and federal approvals of the Verizon-Frontier transaction, Verizon makes voluntary commitments in other jurisdictions relating to Verizon Forward to expand service eligibility, increase the discount, or otherwise improve or enhance the value of the Verizon Forward service (Verizon Forward Enhancements), then for the Commitment Period, Verizon will apply the Verizon Forward Enhancements to its customers and Frontier customers in Pennsylvania to the extent there is no conflict with the provisions of this Settlement. (emphasis added).

The Settlement Petition defines the term “Commitment Period” as four years.¹

In California, Verizon reached relevant approved settlements with the Public Advocates Office at the California Public Utilities Commission (Cal Advocates) and the California Emerging Technology Fund (CETF).² The Cal Advocates and CETF settlements included terms that “expand service eligibility, increase the discount, or otherwise improve or enhance the value of the Verizon Forward service” beyond what was already stated in the Pennsylvania settlement. Under paragraph 23, Verizon will include the following commitments taken from the California settlements in Pennsylvania during the four-year Commitment Period. Language newly applicable in Pennsylvania is in italics.

1. Qualification for Verizon Forward

The approved Pennsylvania settlement requires Verizon to make Verizon Forward available to all eligible households (wireless and wireline) in the Frontier incumbent local exchange carrier (ILEC) service territory qualified for one of these assistance programs within 180 days prior to application:

- (i) Lifeline (income is 135% or less than the Federal Poverty Guidelines or use SNAP, Medicaid, or other programs);
- (ii) Specific Supplemental Nutrition Program for Women, Infants and Children (WIC); or
- (iii) Received a Federal Pell Grant within a year prior to application.

The California settlements included additional qualification terms, the most fundamental of which is expanding eligibility to households with income up to 200% of the Federal Poverty Guidelines. Thus, the following language will apply in Pennsylvania:

Verizon will expand Verizon Forward eligibility to households with income up to 200% of the Federal Poverty Guidelines during the four-year Commitment Period.

In addition, based on the California settlements the following programs will also be qualifying programs:

¹ “Within three months (and more quickly if possible using reasonable commercial efforts) following the Closing of the Transaction and continuing for a period of four years thereafter (“Commitment Period”).”

² Both of these settlements were filed publicly with the California Public Utilities Commission under docket number A.24-10-006. The Cal Advocates Settlement Agreement can be found here: [Cal Advocates Settlement](#). The CETF Settlement Agreement can be found here: [CETF Settlement](#).

List of Verizon Forward qualifying programs expanded to include: Tribal TANF; Bureau of Indian Affairs General Assistance; Tribal Head Start; Supplemental Security Income (“SSI”); Federal Public Housing Assistance/ Section 8; National School Lunch Program (NSL); Temporary Assistance for Needy Families (“TANF”); Welfare-to-Work (“W2W”); Food Distribution Program on Indian Reservations; and Federal Veterans and Survivors Pension Benefit Program.

2. Additional Discount

To correspond with the California settlements, Verizon will add the following language.

During the four-year Commitment Period Verizon will apply a discount equivalent to the amount of the federal Lifeline subsidy for Verizon Forward subscribers in incumbent local exchange service areas that do not qualify for the federal Lifeline subsidy.

3. Advertising

The Pennsylvania Settlement Petition requires Verizon to advertise the “availability and terms of the Verizon Forward offering throughout the Frontier service areas.” The California settlements contain the following details that Verizon will also employ in Pennsylvania.

Verizon will spend at least \$300,000 annually in Pennsylvania during the four-year Commitment Period to make consumers aware of Verizon Forward and Lifeline. Verizon will provide a dedicated Verizon webpage to advertise Verizon Forward and federal Lifeline. Verizon will include at the point of sale and within a bill message a notice to eligible Lifeline customers of these offerings. Verizon will also advertise Verizon Forward and federal Lifeline in each of its Verizon-owned stores. For each year, Verizon will advertise Verizon Forward and federal Lifeline with the goal of maximizing the number of contacts and impressions within high eligibility communities.

4. Verizon Forward Availability

While this general requirement already existed under the Pennsylvania Settlement Petition, Verizon will add the specific California language requiring that:

During the four-year Commitment Period Verizon will offer Verizon Forward to all customers in the Frontier incumbent local exchange service areas that have access to either fiber Internet or FWA and are eligible for the discount under the terms of the program as of the closing date of the transaction.

In addition, while the Pennsylvania Settlement Petition contains terms requiring Verizon to maintain the value of the discount over the Commitment Period, Verizon will add the following terms from the California settlements.

During the four-year Commitment Period Verizon will offer at least one FWA plan and at least one Fios plan eligible for Verizon Forward at a final price of \$20 or the lowest price offered in any U.S. State where Verizon offers (whichever is lower). Verizon will offer at available locations where such services are open for sale a stand-alone fixed wireless broadband product available at \$20 under Verizon Forward that delivers approximately 100/20 Mbps or greater, with consideration of the exceptions cited in California D.25-08-050. For eligible customers utilizing Verizon Fios (fiber), Verizon will offer a 300/300 Mbps plan at \$20 under Verizon Forward.

5. Reporting

Reporting regarding Verizon Forward was not included in the Pennsylvania Settlement Petition. To adopt provisions from the California settlements, Verizon will add the following terms.

During the four-year Commitment Period, Verizon agrees to provide to the Commission and OCA an annual report on its participation in affordability programs which includes the following data: the current number of Frontier Lifeline customers in Pennsylvania; the current number of Verizon Forward customers in Pennsylvania; and an overview of advertising and marketing efforts undertaken to make Pennsylvania customers aware of Lifeline and Verizon Forward offerings. The report will include an evaluation of how Verizon plans to increase the number of Pennsylvania participants in these programs. In the event that a new federal or state subsidy program is created to make phone and or Internet service more affordable for low-income consumers, the above reporting requirements will be applicable to those programs as well. Verizon agrees to hold at least one annual meeting per year for four years with OCA to discuss this report and consider recommendations on how to increase access to affordability programs Verizon agrees to take into account recommendations from OCA about the best ways to actively market its state Lifeline plans and low-cost plans and discounts such as Verizon Forward, including using promotional activities that include in-language and in-culture for the targeted unconnected communities and households, and using local community and ethnic media to reach them, but the ultimate discretion regarding the methods and channels for marketing these programs is with Verizon.

Verizon has discussed this issue and shared this letter with the other parties to the settlement before filing.

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

Sincerely,

A handwritten signature in black ink, appearing to read "Suzan D. Paiva". The signature is written in a cursive style with a horizontal line at the end.

Suzan D. Paiva

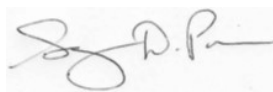
Cc: Certificate of Service (attached)

CERTIFICATE OF SERVICE

I, Suzan D. Paiva, hereby certify that I have this day served a copy of Verizon's Letter Regarding Verizon Forward upon the participants listed below in accordance with the requirements of 52 Pa. Code Section 1.54 (related to service by a participant) and 1.55 (related to service upon attorneys). Dated at Washington, DC, this 21st day of April, 2026.

VIA EMAIL

<p>Thomas J. Sniscak, Esquire HMS Legal LLP f/k/a Hawke McKeon & Sniscak LLP 501 Corporate Circle, Suite 302 Harrisburg, PA 17101 tjsniscak@hmslegal.com</p> <p>Steven Gray, Esquire Office of Small Business Advocate Forum Place 555 Walnut Street, First Floor Harrisburg, PA 17101 sgray@pa.gov</p>	<p>Joel Cheskis, Esquire Ryan Morden, Esquire Katherine M. Kennedy, Esquire Office of Consumer Advocate 555 Walnut Street, Forum Place, Fifth Floor Harrisburg, PA 17101 jcheskis@paoca.org rmorden@paoca.org kkennedy@paoca.org</p>
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