

## How do I continue to qualify for California Lifeline?

All California Lifeline participants must verify each year that they still are eligible for the program. You don't need to send proof of income when you are verifying your eligibility.

The California Lifeline Administrator will mail you a California Lifeline Annual Verification Form 104 days before your enrollment anniversary date. The verification form will be mailed in a pink envelope. To remain in the program, you complete either the Method 1 Program-Based or Method 2 Income-Based section of the Verification Form every 12 months. You must complete the form either online or by mail by the due date printed on the form.

If you are currently enrolled in any of the qualifying public assistance programs, you should complete the program-based verification form.

If you don't receive benefits from any of the covered assistance programs, you must use the income-based verification form.

If you or someone else in the household has a hearing disability, and you have two California Lifeline lines, you must also complete the appropriate section of the form to keep the discounts on the two lines.

It is very important that the California Lifeline Administrator receive your completed form by the due date on the form. (Complete it online or mail it in advance of the due date, so that it arrives by the deadline.) *Forms that arrive late will not be processed.*

If you fail to verify your continued eligibility by the due date, your telephone company will:

- Remove you from the California Lifeline program.
- Change your service to full-priced residential service.
- Require a deposit from you, if applicable.

Notify your telephone company if you no longer qualify for California Lifeline discounts or a second California Lifeline connection or you might have to repay the difference. Your California Lifeline eligibility may be audited at any time. If the audit finds that you are not eligible, you will be removed from the California Lifeline program and billed for previous California Lifeline discounts that you should not have received, plus interest.

## Deaf or hearing-impaired

If you are requesting a second California Lifeline connection for a deaf or hearing-impaired household member, you must complete the appropriate section of either form and determine, according to the instructions, whether you will need to attach a medical certificate that verifies the person's need for a teletypewriter or TTY.

The documents you send will not be returned, so send copies, not original documents.

## What services are not included with the California Lifeline program?

Long distance calls are not included in the California Lifeline program. Long distance charges are higher than local calls and can add up fast. As a California Lifeline customer, you can make long distance calls but you won't receive a discount on them.

If you qualify for California Lifeline, you are eligible for free "toll blocking," which prevents you or anyone else from making long distance or local toll calls from your telephone. You can still receive long distance calls and you can call toll-free numbers. You can place long distance calls using a prepaid telephone card.

Convenience features are not included in the California Lifeline program. As a California Lifeline customer, you can order optional services such as call waiting or caller ID, but you can't get a discount on these services. Before ordering any optional services, consider whether you will use them enough to make the cost worthwhile.

Installation of new telephone jacks is not included in the California Lifeline program. California Lifeline gives you a discount on connection charges to start your telephone service. However, if you do not have a telephone outlet (jack) in your home already, you will have to pay a separate installation charge to the company that puts in your outlet.

Note: Under California law, landlords must provide one working jack for each rental unit.

## Choosing a local service plan

**Consider the flat rate option if you make three or more local calls per day. Measured service will be the better choice if you make only one or two calls each day.**

**Local toll call charges are extra. Local toll calls are calls you make outside of your local calling area but not far enough to be considered long distance. Local toll call rates depend on where you call and at what times you place the calls. Check your telephone directory for these rates.**

## Proof of Income

One or more of the following documents is acceptable proof-of-income for California Lifeline:

- Last year's state, federal, or tribal tax return.
- Income statements or paycheck stubs for three consecutive months within the last 12 months.
- Child support documents.
- Statement of benefits from Social Security, Veterans Administration, retirement/pension, unemployment compensation or worker's compensation.
- A divorce decree.
- Other official documents that prove your income.

## Consumer Action

[www.consumer-action.org](http://www.consumer-action.org)

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San Francisco, CA 94105  
415-777-9635  
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[hotline@consumer-action.org](mailto:hotline@consumer-action.org)

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Chinese, English and Spanish spoken.

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## Additional Information and assistance

The California Public Utilities Commission ([www.cpuc.ca.gov](http://www.cpuc.ca.gov)), the state's utility regulator, oversees the Lifeline program. If you have a complaint that you cannot resolve with your telephone company or the California Lifeline Administrator (*see below*), contact the CPUC's Consumer Affairs Branch, 505 Van Ness Ave., San Francisco, CA 94102. Telephone: 800-649-7570 or 415-703-1170. Fax: 415-703-1158. E-mail: [consumer-affairs@cpuc.ca.gov](mailto:consumer-affairs@cpuc.ca.gov).

California Lifeline ([www.CaliforniaLifeline.com](http://www.CaliforniaLifeline.com)) is the California Lifeline Administrator's web site, providing general California Lifeline program information, sample forms and instructions, answers to frequently asked questions, telephone carrier listings and links to CPUC online information. For new service, call 866-272-0349 (English) or 866-272-0350 (Spanish). To check the status of an existing application, call 877-858-7463 (English/Spanish) or 888-858-7889 (TTY).

The California Telephone Access Program ([www.ddtp.org/CTAP](http://www.ddtp.org/CTAP)) distributes telecommunications equipment and services to individuals with hearing, vision, mobility or speech limitations. English: 800-806-1191 (voice); 800-806-4474 (TTY). Spanish: 800-949-5650 (voice); 800-896-7670 (TTY).

Consumer Action ([www.consumer-action.org](http://www.consumer-action.org)) provides consumer advice, guides consumers to complaint-handling agencies and distributes free consumer education publications. Chinese, English and Spanish spoken. Telephone: 415-777-9635 or 213-624-8327. E-mail: [hotline@consumer-action.org](mailto:hotline@consumer-action.org).

**Telephone companies.** For more information, or to apply for California Lifeline, call your local telephone company. The number should be on your telephone bill or under "Telecommunications Carriers" in the Yellow Pages. While there are 35 providers of California Lifeline services, two telephone companies serve most program participants:

- AT&T California: California Lifeline voice response system: 800-446-5651 (English)/800-882-0521 (Spanish); service orders: 800-288-2020 (English)/800-870-5855 (Spanish)/800-651-5111 (TTY); [www.att.com/lifeline](http://www.att.com/lifeline).
- Verizon: 800-483-4000 (English)/800-743-2483 (Spanish)/800-974-6006 (TTY); [www.verizon.com](http://www.verizon.com).

## Annual California Lifeline verification audits

**The CPUC requires that a small number (3%) of California Lifeline verifications must be randomly audited each year. This means that the California Lifeline Administrator might check your income or status as a benefits recipient. If you are one of the audited customers you will be asked for proof of income or benefits.**

## A CONSUMER ACTION PUBLICATION

**Connect to Lifeline and Save!**  
**DISCOUNTED LIFELINE  
TELEPHONE SERVICE  
HELPS LOW-INCOME  
CALIFORNIANS**



California Lifeline provides discounts on basic residential telephone service to eligible low-income households. Consumers who qualify for California Lifeline pay a fraction of the regular cost for telephone connection and monthly local telephone service.

All California telephone companies that provide residential service offer the California Lifeline program. Rules established by the California Public Utilities Commission (CPUC) allow customers to qualify in one of two ways:

- **By participating in an approved public assistance program.**
- **By meeting the California Lifeline program's household income limits.**

Beginning July 1, 2009, new applications for California Lifeline Telephone Program must be approved *before* the California Lifeline discounts are received. If you enroll in California Lifeline, you will pay the regular rates for basic phone service until you are approved. (You can always request an interest-free payment plan to help pay any service connection charges and/or deposits for basic service.) Once approved, you will receive a bill credit with the California Lifeline discount retroactive to the date your service began or the date you requested to be enrolled, whichever is later. If your bill has a net credit balance of \$10 or more, you can request a refund check from your telephone company.

## What benefits does California Lifeline offer?

California Lifeline offers significant discounts on local telephone service. These include:

- **Service connection discount:** For new phone customers, once approved for Lifeline, you will be back credited for all but \$10 or half of the telephone company's regular connection charge for residential service, whichever is lower.
- **Discount when you change or convert your existing service to Lifeline:** You pay: (1) \$10, or (2) half of the regular charge for service connection or the regular conversion charge, whichever is lower once you are approved for Lifeline.
- **Flat-rate local telephone service allows for unlimited local calling.** Prices vary by telephone company but are no lower than \$5.47 per month, unless half the telephone company's regular residential flat-rate local service is lower, then the lower rate applies.
- **Measured local telephone service allows for 60 untimeed local calls per month.** Prices vary by telephone company but are no lower than \$2.91 per month, unless half the telephone company's regular residential measured-rate local service is lower, then the lower rate applies. Additional local calls (more than 60 per month) cost 8¢ each.
- **An extra California Lifeline connection:** Qualify for a second California Lifeline line at the same discount if you or someone in your household needs a text telephone device (TTY/TDD) when using the telephone.
- **Federal Subscriber Line Charge Waiver:** as a Lifeline customer you do *not* have to pay the monthly Federal Subscriber Line Charge.
- **Eligible for free toll-blocking service**
- **Deposits for Basic Service Waiver:** As a Lifeline customer you do not have to pay deposits for basic service. If you are initially charged a deposit for basic service when establishing service and applying for Lifeline, the deposit for basic service will be credited back to you once you are approved for Lifeline.

## What does California Lifeline offer for people with hearing disabilities?

If your household is eligible for the California Lifeline program and includes someone who is deaf or hard of hearing, and needs a text telephone device (TTY/TDD) when using the phone, you may qualify for two telephone lines at California Lifeline rates. With two lines, a hearing-impaired person can communicate through a special relay service.

In order to qualify for two discounted telephone lines, you must meet the following requirements:

- **Your household is eligible for the first California Lifeline line.**
- **The disabled person in your household must have and use a TTY/TDD in the home.**
- **If the TTY in your home is not issued by the Deaf and Disabled Telecommunications Program (DDTP), then you must submit a medical certificate showing that you or another household member needs a TTY/TDD to use the telephone. (Make copies to send with the application. Do not send your originals.)**

## How do I start California Lifeline service?

If you do not already have telephone service but believe you qualify for California Lifeline, contact a telephone company that provides local service for your area (check the Yellow Pages directory under "Telecommunications Carriers").

New customers establishing service and applying for California Lifeline will pay regular rates until approved. You will be required to pay the regular price for the service connection, and any deposits for basic service, but interest free payment plans are available to help pay for these up front costs. Once approved for Lifeline, you will be credited back to when your service began, you will also be back credited for all but \$10 or half of the telephone company's regular connection charge for residential service, whichever is lower. You will also receive a credit for any deposits paid for basic service.

If you already have regular (non-California Lifeline) local telephone service, call your current provider at the number printed on your monthly telephone bill and ask to apply for California Lifeline service. Once you are approved for California Lifeline, there is a small one-time charge to convert your account from basic residential service to California Lifeline. A credit for Lifeline discounts will be applied to your account back to the date you requested to be enrolled.

The telephone company will notify the California Lifeline Administrator for the CPUC. The Lifeline Administrator can approve or deny your application based on your eligibility. The California Lifeline Administrator will send you a California Lifeline Certification Form, which is mailed in a pink envelope, that you must complete either online

or return by mail by the due date on the form (approximately 44 days) to the address provided. Do not send the Certification Form to your telephone company.

You may elect to qualify for California Lifeline based on assistance programs ("program-based") or on your household income ("income-based"). You need to use just one of these two methods to determine your eligibility—not both. (*See guidelines at right.*)

You will receive a letter from the California Lifeline Administrator notifying you whether you have been approved or denied for California Lifeline. If your application is denied, you will remain on full priced residential service.

### Option 1: Program-based certification

If your application is program-based, complete the section of the Certification Form titled "Method 1 Program-Based." Just fill in the circle next to the appropriate public assistance program for you or members of your household. Provide the name of the individual in your household who is enrolled in the assistance program. You do not need to provide proof unless the California Lifeline Administrator contacts you again.

### Option 2: Income-based certification

If you are not enrolled in any of the qualifying public assistance programs, you must apply for California Lifeline based on your household income. Complete the section of the Certification Form titled "Method 2 Income-Based." You must provide proof that your total household income is at or below the California Lifeline maximum. (*Send copies, not originals.*)

## Am I eligible for California Lifeline service?

Customers must qualify for California Lifeline under either program-based or income-based eligibility requirements, AND:

- **The California Lifeline connection must be in your primary residence, not a second home or business.**
- **You cannot be a dependent on someone else's income tax return.**

## Program-based guidelines

You qualify for California Lifeline if you or another person in your household is enrolled in any of the following public-assistance programs:

- **Medicaid/Medi-Cal**
- **Supplemental Security Income (SSI)**
- **Supplemental Nutrition Assistance Program (SNAP), formerly known as Food Stamps**
- **Healthy Families Category A**
- **Tribal TANF**
- **Women, Infant and Children Program (WIC)**
- **Low Income Home Energy Assistance Program (LIHEAP)**
- **Federal Public Housing Assistance or Section 8**
- **Temporary Assistance for Needy Families (TANF), also known as:**
  - ◆ **California Works Opportunity and Responsibility to Kids (CalWORKS);**
  - ◆ **Stanislaus Work Opportunity and Responsibility to Kids (StanWORKS);**
  - ◆ **Welfare to Work (WTW);**
  - ◆ **Greater Avenues for Independents (GAIN)**
- **National School Lunch's FREE Lunch Program (NSL)**
- **Bureau of Indian Affairs General Assistance**
- **Head Start Income Eligible (Tribal Only)**

## Income-based guidelines

You qualify for California Lifeline if your total before-tax household income does not exceed these limits:

Household size	Yearly income*
1-2 members	\$24,000
3 members	\$28,200
4 members	\$34,000
For each additional member after 4	Add \$5,800 for each additional person to the \$34,000

\*Income limits are adjusted annually.

Customers who qualify via income eligibility must provide supporting documentation. (*See "Proof of Income" on the other side of this brochure.*) Make copies of all papers before sending them with your application. Do not send originals.

Household income includes all taxable and non-taxable income received by everyone in your household. This includes, but is not limited to:

- **Wages and salaries**
- **Interest and dividends**
- **Spousal support (alimony) and child support**
- **Grants, gifts, allowances and stipends**
- **Social Security and pensions**
- **Public-assistance payments**
- **Rental income**
- **All cash and non-cash employment income (including self-employment)**

A household is one family or an extended family that lives together as a group. If one or more families share a house, apartment or other living space, each family (or household) is eligible for its own California Lifeline telephone service.

## Residents of Tribal Lands

If you are living on Federally recognized tribal lands, Flat Rate service is available for \$1 a month for unlimited local calling.

In order to obtain the Tribal Lands discount, you must first be approved for California Lifeline by the California Lifeline Administrator. Then, contact your telephone company and ask for Enhanced Lifeline or Tribal Lands Lifeline. Your telephone company will require additional information from you, such as the name of the tribal lands you live on. You may be also asked by your telephone company to complete and return a Tribal Lands request form in order to receive the deeper discount.