

Am I Eligible for Lifeline?

Q1: Is the household in which you are applying for Lifeline your primary residence?

- YES NO If your answer is no, you are not eligible for Lifeline service.
If your answer is yes, continue to the next question.

Q2: Are you currently receiving Lifeline discounts? ¹

- YES NO If your answer is yes, you are not eligible for additional Lifeline service.
If your answer is no, continue to the next question.

Q3: Are you a dependent on someone else's income tax return?

- YES NO If your answer is yes, you are not eligible for Lifeline service.
If your answer is no, continue to the next question.

Q4: Are you or another person in your household enrolled in any of the following public assistance programs? If yes, circle the applicable program(s):

Medicaid/Medi-Cal	Supplemental Security Income (SSI)
CalFresh Program (federally known as Supplemental Nutrition Assistance Program (SNAP); formerly Food Stamps)	Tribal TANF
Low-Income Home Energy Assistance Program (LIHEAP)	Federal Public Housing Assistance/ Section 8
Temporary Assistance for Needy Families (TANF), also known as: CalWORKs, StanWORKs, WTW and GAIN	Women, Infants and Children Program (WIC)
Bureau of Indian Affairs General Assistance	National School Lunch Program (NSLP) (free, not reduced, lunch program)
Food Distribution Program on Indian Reservations (FDPIR)	Head Start Income Eligible (Tribal Only)
	Federal Veterans and Survivors Pension Benefit Program

If you are enrolled in one or more of these programs, and you answered Yes to Q1 and No to Q2 and Q3, you are eligible for Lifeline. (This is called program-based eligibility.) If not, continue to the next question.

Q5: Does your total before-tax household income exceed these limits?

Household Size	Yearly Income *
1-2 members	\$28,700
3 members	\$32,600
4 members	\$39,700
Each additional member	Add \$7,100 per each additional person to \$39,700

* Valid 6/1/20 through 5/31/21. Income limits are adjusted annually.

If the answer is No, and you answered Yes to Q1 and No to Q2 and Q3, you are eligible for Lifeline. (This is called income-based eligibility.) If your total before-tax household income exceeds these limits, you are not eligible for Lifeline.

¹ Qualified participants with a household member using a TTY device may be eligible for two phone lines with the Lifeline discount.

What to Know about Being a Lifeline Customer

Select the best answer to each multiple-choice question.

1. *What should you do if you lose your application or renewal form?*

- a. Use the sample form you received in this workshop.
- b. Download a form from the www.californialifeline.com website.
- c. Try to recreate it yourself from memory.
- d. Call the program administrator (866-272-0349 for new service or 877-858-7463 for an existing application) to request a new form in time to receive it and return it by the due date that was printed on the original.

2. *Under what circumstances can a Lifeline customer's phone be disconnected?*

- a. You have a large past-due long distance bill.
- b. You have failed to pay your bill for basic phone service.
- c. You are not eligible for Lifeline.
- d. All of the above

3. *Can I still get Lifeline service if my phone has been disconnected for non-payment of basic service charges?*

- a. No, customers who have not paid their basic phone bill are no longer eligible for Lifeline.
- b. Yes, but you must take an oath that you will never miss another payment.
- c. Yes, but you must pay off all your past-due basic service charges before being reconnected.
- d. Yes, but only if you were born in a month that contains the letter "R."

4. *What should I do if I no longer qualify for Lifeline or for the second "hearing impaired" Lifeline connection?*

- a. Notify your telephone company, or you might have to repay any savings you were not entitled to.
- b. Cry.
- c. Keep quiet and hope that you don't get audited.
- d. None of the above

5. *If I change telephone companies, can I still get the Lifeline discount?*

- a. No
- b. Yes, if you cancel service with your current carrier and inform your new carrier that you have been receiving the Lifeline discount and are requesting new service.
- c. Yes, if you add long distance to your service plan.
- d. b and c

6. *If I have a complaint about my Lifeline service, I should:*

- a. Tell all my friends.
- b. Try to resolve it with the phone company or program administrator before contacting the CPUC.
- c. Have my phone disconnected.
- d. All of the above

7. *How many Lifeline discounted phone lines can a household have?*

- a. Three.
- b. One (wireline OR wireless) in households without a member who uses a TTY device.
- c. Two in households that have a member that uses a TTY device.
- d. b and c

Key to “What to Know about Being a Lifeline Customer”

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Lifeline Application /Renewal Checklist

Use this form to keep track of what steps you have completed and what you still have to do in the Lifeline application/renewal process. Make notes where helpful.

TASK	DONE (✓)	NOTES
Self-determine my Lifeline eligibility (use eligibility worksheet)		
Decide whether I want landline (home phone) or wireless service. If landline, which service plan do I want (flat rate or measured) and what, if any, other features and services do I need (toll blocking, second line, etc.)? If wireless, which service plan do I want (number of minutes/texts and amount of data)?		
Call the phone company to apply for Lifeline (be prepared to provide information about how I am eligible for Lifeline)		
Gather and make copies of proof of income, proof of public assistance program participation and/or hearing disability documents while waiting for form to arrive (if applicable)		
Receive Lifeline form in mail		
Complete form and make a copy, or complete the form online using the personal identification number (PIN) provided with the form I received in the mail		
Return form along with any required documents, using envelope provided, to arrive by the due date		
Pay my phone bill in full and on time each month		
Complete my annual renewal form, if I am still eligible for Lifeline, online or return it to arrive by the due date OR notify the telephone company as soon as I become ineligible for the Lifeline program or my second Lifeline connection		