

# Struggling to Pay Your Monthly Phone Bill?

## You Need a LifeLine Discount!

### What Is LifeLine?

California LifeLine helps low-income households by providing a discount for home or cell phone service that is either voice only, broadband only, or a bundled voice and broadband service. The discount can only be applied to ONE service.

Many LifeLine home phone plans provide unlimited local calls for less than half of the regular rate. Many LifeLine cell phone plans offer unlimited minutes, and some data, for free. Contact the phone provider of your choice to find out if they participate in the LifeLine program, and to learn about their specific LifeLine program services, features, and monthly rate.

Starting in 2017, some providers will offer broadband only service or broadband service bundled with voice service. LifeLine broadband customers may not change providers for 12 months. Contact the broadband providers of your choice to find out if they participate in the LifeLine program to learn about their specific LifeLine program services, features, and monthly rate to find a plan that will work best for you.

Some providers offer other low-income discount programs, which are separate from the LifeLine program. These programs are not covered under the LifeLine rules, ask the provider for their terms and conditions.



### Who Can Receive a LifeLine Discount?

To be eligible to receive California LifeLine your household must meet certain income guidelines, or you must be enrolled in an eligible public assistance program. Eligible LifeLine customers must live at the residence where they request service and cannot be claimed as a dependent on another person's income tax return.

### Income Eligibility for LifeLine

You qualify for LifeLine if your household size and income fall within these guidelines:

1-2 members	\$27,000
3 members	\$31,300
4 members	\$38,100
Each additional person	Add \$6,800

*Income guidelines are accurate through May 31, 2019\**

### Program Eligibility for LifeLine\*

You qualify for a LifeLine discount if anyone in your household is enrolled in:

- Medicaid/Medi-Cal
- Supplemental Security Income (SSI)
- Federal Public Housing Assistance or Section 8
- CalFresh, Food Stamps or Supplemental Nutrition Assistance Program (SNAP)
- Veterans Pension and Survivors Benefits
- Tribal Programs
  - Bureau of Indian Affairs General Assistance
  - Head Start Income Eligibility
  - Tribal TANF
  - Food Distribution Program on Indian Reservation
- Low Income Home Energy Assistance Program (LIHEAP)
- Women, Infants and Children Program (WIC)
- Temporary Assistance for Needy Families (TANF)
  - California Work Opportunity and Responsibility to Kids (CalWORKs)
  - Stanislaus County Work Opportunity and Responsibility to Kids (StanWORKs)
  - Welfare-to-Work (WTW)
  - Greater Avenues for Independence (GAIN)

\* Criteria for income eligibility and program eligibility, are currently under review and may change. If you are no longer eligible, your LifeLine discount will be discontinued on your renewal date unless you qualify under another eligible program or new income limits.

## Necessary Documentation

- Income statements or paycheck stubs for 3 months in a row within last 12 months.
- An “official document” showing the qualifying individual is receiving benefits from a qualifying benefits program.
- Statement of benefits from Social Security, Veterans Administration, retirement/pension, unemployment compensation, and/or worker’s compensation.
- Last year’s state, federal, or tribal tax return.
- Alimony or child support document.
- Other documents that prove your income.

## If You Live in a SRO or a Shelter

The California LifeLine program allows multiple LifeLine households at the same physical address as long as each household meets the program eligibility requirements and completes the One-Per-Household worksheet portion of the LifeLine application.

If you do not live at a permanent address, provide a temporary address, which cannot be a P.O. Box.

## Changing LifeLine Providers

LifeLine customers may change services and providers with some restrictions. Please learn about a provider’s services, features, and monthly rate before signing up for a service.

After the LifeLine application process has begun, customers may not change LifeLine providers until the application process has completed, has been canceled, or 30 days has passed since the start of the process.

With some exceptions, LifeLine customers must stay with their voice provider for at least 60 days before changing providers. LifeLine customers must stay with their broadband provider for at least 12 months before changing providers.



## Become an Informed Consumer

Visit TURN at [www.turn.org](http://www.turn.org) or email [amontes@turn.org](mailto:amontes@turn.org)

## How to Sign Up for LifeLine

Go to [www.californialifeline.com/en/provider\\_search](http://www.californialifeline.com/en/provider_search) to find providers that offer LifeLine for home and cell service at your location. Choose a provider and plan that works best for you, and contact that provider to request LifeLine services. The LifeLine Administrator will mail you a LifeLine application in a pink envelope, with instructions to complete the LifeLine application online or by mail. To **check the status** of your application: call 877-858-7463 (English), 888-858-7889 (TTY), or 866-272-0350 (Spanish). You must return the completed LifeLine application by the due date listed on the form.

## You Must Renew Every Year

LifeLine customers need to renew every year on time! Even if you don’t get a reminder in the mail, it is your responsibility to renew your application and documentation annually. If you do not renew by the due date listed on your form your LifeLine discounts will end and you would have to re-apply. You can also renew online at: <https://www.californialifeline.com/en/login>

## If Your Application Is Denied

If your application is denied, and you believe you meet the income or program guidelines, submit a written appeal by the date provided in your disqualification letter to:

CPUC Consumer Affairs Branch  
505 Van Ness Ave, San Francisco, CA 94102

The best option is to fax your written appeal to (415) 703-1158.

1. Send a copy of the disqualification letter
2. Use the back of the disqualification letter to explain why you should have been approved
3. Send in any additional proof of income or program eligibility

## Exercise Your Rights

It is important that you first contact the company to try to resolve any complaints.

If you are denied service or assistance, you have the right to file a complaint with the California Public Utilities Commission at:

<https://appsssl.cpuc.ca.gov/cpucapplication/>

or call 1-800-649-7570 for more information.

