

IMPORTANT NOTICE: California LifeLine Telephone Program (California Lifeline)

The California LifeLine Telephone Program provides discounted basic residential (landline) telephone services to eligible households. If you qualify for California LifeLine, you can receive the following discounts:

Service	Description	Rate
Flat-rate Local	Unlimited local calls Telephone Service	Monthly: the lower of \$6.84 or 1/2 of the utility's rate for residential flat-rate local telephone service
Service Connection	For initiation of telephone service	Non-recurring: the lower of \$10.00 or 1/2 of the utility's connection charge for residential telephone service
Service Conversion	Change of class, type or grade within California LifeLine phone service OR Change from regular local phone service to California LifeLine phone service	The lesser of \$10 or 1/2 of carrier's conversion charge for residential phone service. There will be no charge to switch from California LifeLine phone service to regular local phone service.
Toll Blocking or Toll Restriction	Toll-blocking prevents long distance calling. Toll-restriction limits long distance calling.	\$0

You may also qualify for a 2nd telephone line with the California LifeLine discount if you or another person in your household is disabled and needs a telephone-text device (TTY) when using the phone. Documentation is needed to justify the 2nd telephone line with the California LifeLine discount.

Two Ways to Qualify for the California LifeLine Telephone Program

There are two ways to qualify for California LifeLine. You can qualify under Method 1 Program-Based **OR** Method 2 Income-Based.

Method 1 Program-Based: You may qualify for California LifeLine if you (or another person in your household) are enrolled in any one of the following public-assistance programs:

- Medicaid/Medi-Cal
- Low Income Home Energy Assistance Program (LIHEAP)
- Supplemental Security Income (SSI)
- Federal Public Housing Assistance or Section 8
- CalFresh, Food Stamps or Supplemental Nutrition Assistance Program (SNAP)
- Women, Infants and Children Program (WIC)
- National School Lunch Program (NSL)
- Temporary Assistance for Needy Families (TANF), also known as:
 1. California Work Opportunity and Responsibility to Kids (CalWORKs)
 2. Stanislaus County Work Opportunity and Responsibility to Kids (StanWORKs)
 3. Welfare-to-Work (WTW)
 4. Greater Avenues for Independence (GAIN)
- Tribal TANF
- Bureau of Indian Affairs General Assistance
- Head Start Income Eligible (Tribal Only)
- Food Distribution Program on Indian Reservations

Method 2 Income-Based: You may also qualify for California LifeLine if your total household income is at or less than the California LifeLine annual income limits.

Household Size Annual Income Limits	California LifeLine
1-2 Members	\$26,400
3 Members	\$30,700
4 Members	\$37,300

Each additional household member, add \$6,600.

If you choose to qualify under Method 2 Income-Based for California LifeLine, you will need to provide documents proving that your total household income meets the annual income limit for your household size. Possible income documents include:

- Prior year's state, federal, or tribal tax return; or
- Income statements or paycheck stubs for three consecutive months within the calendar year
- Statement of benefits from Social Security, Veterans Administration, retirement/pension, unemployment compensation, and/or Worker's Compensation
- A divorce decree
- Child support document
- Other official documents

HOW TO APPLY

Customers may call MCI at 1-888-624-5622 to speak with one of our customer service representatives about California LifeLine. If you want to apply for California LifeLine, MCI will begin the application process for you. You will receive in the mail an application form with a PIN number in a PINK envelope. Your application must be completed and returned to the

California LifeLine Administrator (Administrator) by mail or by applying online at www.californialifeline.com. Please be sure to complete, sign, and return the application and send any required documents by the due date. Do not send your application form to MCI since only the Administrator can process your application.

IMPORTANT:

New applicants for California LifeLine must be approved before the California LifeLine discounts are received. You will be billed the full prices for basic home phone service until your application is approved. Interest-free payment plans are available to help pay for any applicable service connection charges and deposits for basic home phone service. If your application is approved, you will receive a refund of the difference between the regular non-discounted rates and the California LifeLine rates that you paid before being approved. The refund only applies to monthly service charges, service installation/connection fee, service conversion fee, and deposits. The refund for basic home phone service is 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 \$10.00 or more, you may request a refund check from MCI.

If you are an existing California LifeLine customer, you will need to renew your participation annually. About two months prior to your renewal anniversary, a renewal form in a PINK envelope will be mailed to you. You can renew by completing, signing, and returning the form and sending any required documents or be renewing online at www.californialifeline.com by the due date. If you have questions about your renewal, call toll-free at 1-877-858-7463 or TTY 1-888-858-7889 from 7:00 AM to 7:00 PM on regular business days.

Once the California LifeLine Administrator approves your eligibility to receive the California LifeLine discounts, you have to keep your California LifeLine discounts with the same phone company for 60 days. The 60-day clock begins when the California LifeLine discounts start. After staying with the same phone company for 60 days, you may choose to remain with the same phone company or to change to a different phone company while keeping the California LifeLine discounts. This requirement means that you can only transfer your California LifeLine discounts to a different phone company once every 60 days. Transferring your California LifeLine discounts to a different phone company restarts the 60-day clock.

You MAY cancel your phone service or switch phone companies at any time. However, if you are still within the 60-day clock and you cancel your phone service or switch phone companies, then you will stop receiving the California LifeLine discounts and will be removed from the California LifeLine Program. There are ways to transfer your California LifeLine discounts to a different phone company sooner such as you move to a new address or your phone company fails to provide phone service. To learn more, go to Program Guidelines at www.californialifeline.com.

FOR MORE INFORMATION

If you have questions about California LifeLine, call MCI at **1-888-624-5622** to speak with one of our customer service representatives. You may also visit www.californialifeline.com for more details.