

CALIFORNIA LIFELINE TELEPHONE PROGRAM (CALIFORNIA LIFELINE)

Sponsored by the California Public Utilities Commission

INSTRUCTIONS FOR COMPLETING THE CALIFORNIA LIFELINE APPLICATION FORM

PLEASE READ ALL INSTRUCTIONS CAREFULLY

Your telephone company has notified us of your interest in applying for the California LifeLine Program. You must complete the enclosed Application for us to determine whether you qualify for the program. You can also complete your Application online at www.californialifeline.com if you are qualifying by Method 1 – Program Based. The Application form and any required documentation must be completed and received by:

Due Date: 7/1/2009

A self-addressed return envelope is provided. If a completed form is not received by the due date, you will not be considered for the LifeLine discounts and you will continue to pay the regular rates for basic local home phone service.

IF YOU HAVE ANY QUESTIONS ABOUT THESE FORMS:

Call toll-free from 7:00 AM to 7:00 PM Monday to Friday. Toll-free 1-877-858-7463 or TTY 1-888-858-7889

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Part A Carrier Information This part identifies the telephone company providing you with phone service, your California LifeLine phone number, and the date your California LifeLine discounts will begin. If any information in Part A is incorrect, please call the phone number listed next to the telephone company's name.

Part B Billing Address and Service Address Service Address as shown on the form should be your principal place of residence. If any information in Part B is incorrect, please call the phone number listed on the form next to the telephone company's name in Part A.

Part C Eligibility You may use either Method 1 Program-Based **OR** Method 2 Income-Based to qualify for California LifeLine. Do NOT choose both.

If you are using **Method 1 Program-Based**, fill in the bubble next to the program name that you or another person in your household is enrolled in. Provide the name of the person enrolled in the program in the box marked "**Name:**".

If you are using **Method 2 Income-Based** to qualify for LifeLine, fill in the bubble next to the total number of adults and children living in your household. **You must provide proof that your total household income is at or below the California LifeLine maximums when returning the Application form.** Any of the following income documents that represent your total income is acceptable.

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

California LifeLine Application Form Instructions

Do not staple or tape the income documents to the form, and be sure to send only copies because these income documents will not be returned to you.

Household income is defined as all revenues received by everyone in your household, whether taxable or non-taxable, including, but not limited to: wages, salaries, interest, dividends, spousal support and child support, grants, gifts, allowances, stipends, public assistance payments, social security and pensions, rental income, income from self-employment and cash payments from other sources, and all employment-related, non-cash income.

Part D Do Not Qualify If after reviewing the two qualification methods, you find you do not qualify for the California LifeLine Telephone Program, then fill in the **I Do Not Qualify for California LifeLine** bubble and sign and return the form. You will not receive LifeLine discounts on your telephone service.

Part E Signature By signing the form, you are certifying, under penalty of perjury, that the service address is your principal place of residence, that you have not been claimed as a dependent on another person's income tax return, and that the information in the Application form is true and correct. You must print your name under your signature. **Use only black or blue ink.** If the form is signed by a Legal Guardian or a person with Power of Attorney, please fill in the bubble.

Part F How do you prefer to receive future notifications? You will be notified in writing once it is determined whether you qualify for California LifeLine. Also, to continue your participation in California LifeLine, you must renew your eligibility each year. If you prefer to receive future notifications including your next renewal form in Braille (English only) or in large-font, please specify your preference by filling in the correct bubble.

PLEASE REMEMBER:

1. **Keep these instructions for your files, do not send these instructions with the application.**
2. **We must receive your completed form by 7/1/2009.**
3. **Do not send your original income document(s), send COPIES only because they will NOT be returned to you.**

California LifeLine Eligibility

The California LifeLine Administrator may review your eligibility to participate in the California LifeLine program at any time. If the review finds that you are not eligible, you will be removed from California LifeLine and billed for previous California LifeLine discounts that you should not have received plus interest at the 3-month commercial paper rate.