

CALIFORNIA LIFELINE TELEPHONE PROGRAM (CALIFORNIA LIFELINE)

Sponsored by the California Public Utilities Commission

INSTRUCTIONS FOR COMPLETING THE CALIFORNIA LIFELINE RENEWAL FORM (DOCUMENTATION REQUIRED)

PLEASE READ ALL INSTRUCTIONS CAREFULLY

You are currently enrolled in California LifeLine, and receive discounts on your basic local home phone service. You must complete the enclosed Renewal form to remain in the program. The California Public Utilities Commission requires the California LifeLine Administrator to randomly select 3% of the existing California LifeLine customers to request documentation of eligibility before the customer's continued participation in California LifeLine is approved. You have been selected to provide documentation supporting your eligibility. Please complete and return the enclosed Renewal form with appropriate documentation by:

Due Date: 6/15/2008

A self-addressed return envelope is provided. If the completed Renewal form and documentation is not received by the due date, your telephone company will:

- remove you from California LifeLine,
- convert your discounted rates to regular rates starting **6/15/2008**; and
- require you to make a service deposit, if applicable

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

INSTRUCTIONS FOR COMPLETING THE RENEWAL FORM

Part A Carrier Information This part identifies the telephone company providing you with phone service, your California LifeLine phone number(s), and your California LifeLine annual Renewal date. If this information is incorrect because you recently changed your telephone company or California LifeLine phone numbers(s), please continue to fill out and return this form. We will receive your changed information from your telephone company. If this information is incorrect and you have made no changes recently, please report the problem to your telephone company.

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:" **You must provide documentation of participation in the program(s) selected. Do not staple or tape the documents to the form, and be sure to send only copies because these program documents will not be returned to you.**

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 documentation that your total household income is at or below the California LifeLine maximums when returning the Renewal form. 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.**



California LifeLine Renewal Form Instructions

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

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.

2nd California LifeLine Discount You currently have a 2nd telephone line with the California LifeLine discount. To continue receiving the **2nd California LifeLine discount**, you must complete this part of the Renewal form.

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. Your telephone company will remove you from California LifeLine and convert your discounted rates to regular rates.

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 Renewal 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? 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 Renewal Form.**
2. **We must receive your completed Renewal form with documentation of eligibility by 6/15/2008.**
3. **Do not send your original program participation document(s) or 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.