

## CALIFORNIA LIFELINE TELEPHONE PROGRAM (CALIFORNIA LIFELINE)

Sponsored by the California Public Utilities Commission

### INSTRUCTIONS FOR COMPLETING THE CALIFORNIA LIFELINE RENEWAL FORM

#### 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. You can also complete your Renewal form online at [www.californialifeline.com](http://www.californialifeline.com). The completed form must be 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, your telephone company will:

- remove you from California LifeLine,
- convert your discounted rates to regular rates starting **7/1/2009**; 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**":

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.

## California LifeLine Renewal Form Instructions

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. 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 form by 7/1/2009.**

### 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.