



There are two ways for you to apply for the telephone discounts from this state program:

**1**

**Online Process** - complete your form online at [www.californialifeline.com](http://www.californialifeline.com). Be sure to have your Personal Identification Number (PIN) ready.



**2**

**Paper Process** - complete, sign, and mail your form and any required proof to the California LifeLine Administrator. A return envelope is enclosed.



**OR**

After you have submitted your form, the California LifeLine Administrator will send you a letter approving or denying your participation. If you do not submit your form before the Response Date, you will NOT receive the California LifeLine discounts and will continue to pay the regular rates for your phone service. Your form and any other required documents must be completed and received before this:

**RESPONSE DATE: 06/15/2016**

CONTACT THE CALIFORNIA LIFELINE ADMINISTRATOR  
FOR QUESTIONS ABOUT THE FORM, RESPONSE DATE, YOUR PIN, OR YOUR STATUS  
Toll-free (877) 858-7463 or TTY (888) 858-7889  
Hours are 7 a.m. to 7 p.m. Monday to Friday (excluding state holidays)

## **GENERAL GUIDELINES**

1. Only one California LifeLine discount per household is allowed (except for TTY users).
2. Households must choose to get the discount either on a home phone or a cell phone, but not on both.
3. Households cannot get the discount from multiple phone companies.
4. Providing your signature, date of birth and the LAST 4 digits of your Social Security Number are required to receive the discounts.
5. Individuals who do not follow the one discount per household rule will lose their discounts, and may be prosecuted by the U.S. government.
6. Individuals can be punished for giving false information to get the discounts. Penalties can include imprisonment, losing the discounts, monetary fines, and being banned from the California LifeLine Program.
7. Applicants cannot be claimed as a dependent on another person's income tax return.
8. The applicant signing the form must be the same person listed under the Service Address in Step 1.
9. The discount for the service connection charge can only be for the primary residence.
10. A current participant cannot transfer the discounts to someone else.

Turn Over 

**INCOME-BASED GUIDELINES**

If you are qualifying by income, your household’s total annual gross income must be at or less than the California LifeLine annual income limits for your household size. A HOUSEHOLD includes adults and children who are living together at the same address as one economic unit. An economic unit consists of all adults (persons at least 18 years old) contributing to and sharing in the household’s income and expenses. Any household size is acceptable. If your household size has more than 10 members, add \$6,400 to \$74,900 for each additional member to find out the matching California LifeLine annual income limit.

INCOME CALCULATOR				
Weekly Gross Income	X	52	=	Annual Income
Biweekly Gross Income	X	26	=	Annual Income
Monthly Gross Income	X	12	=	Annual Income

Check the Income Table below to see if your household qualifies:

INCOME TABLE	
Household Size	California LifeLine Annual Income Limits
1-2 members	\$25,900
3 members	\$30,100
4 members	\$36,500
5 members	\$42,900
6 members	\$49,300
7 members	\$55,700
8 members	\$62,100
9 members	\$68,500
10 members	\$74,900
Income Guidelines are effective from 06/01/2016 to 05/31/2017	

Gross income is defined as money received BEFORE TAXES by **everyone in your household (adults and children)**, whether taxable or non-taxable, including, but not limited to: wages, salaries, interest, dividends, alimony and child support, grants, gifts, allowances, stipends, lottery winnings, inheritances, worker’s compensation, unemployment and public assistance benefits, social security payments, pensions, rental income, income from self-employment, and cash payments from other sources, and all employment-related non-cash income.

Mail **COPIES of proof** that your household’s total annual gross income meets the annual income limits with your completed and signed application.

**INCOME-BASED TYPES OF PROOF (Copies Only)**

- Front page only of prior year’s state (540, 540A, 540 2EZ, 540NR, or 540X), federal (1040, 1040A, 1040EZ, 1040NR, 1040NR-EZ, 1040SS, or 1040X), or tribal tax return,
- Income statements or paycheck stubs for 3 consecutive months within the previous 12 months,
- Statement of benefits from Social Security, Veterans Administration, retirement/pension, Unemployment Compensation, Workers’ Compensation, and/or a qualifying assistance program,
- Alimony and/or child support documents, and/or
- Other official documents.

**PROGRAM-BASED TYPES OF PROOF (Copies Only)**

- Identification card or number from a qualifying assistance program,
- Statement of benefits from Supplemental Security Income (SSI) and/or a qualifying assistance program,
- Notice of eligibility or decision letter of participation from a qualifying assistance program, and/or
- Other official documents.

**PLEASE REMEMBER:**

- DO NOT send us any cash, checks, or these guidelines.
- After being approved, if you believe you no longer qualify for the discounts or if your household is getting more than one discount by mistake, you must inform us or your phone company within 30 days.
- California LifeLine participation only lasts for 1 YEAR so you must renew annually.
- MAIL ONLY COPIES** of Medical Certificate, Proof of Income and/or Proof of Program Participation. **DO NOT INCLUDE ORIGINAL DOCUMENTS BECAUSE THEY WILL NOT BE RETURNED TO YOU.**