



There are two ways for you to renew your telephone discounts from this state program:

1



Online Process - complete your form online at www.californialifeline.com. Be sure to have your Personal Identification Number (PIN) ready.

OR

2



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

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 lose the California LifeLine discounts, be removed from the program and you will pay regular rates for your phone service. Your form must be completed and received before this:

RESPONSE DATE: 07/16/2018

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. You must sign and provide your date of birth and the LAST 4 digits of your Social Security Number to receive the discounts.
5. A current participant cannot transfer the discounts to someone else.
6. Individuals can be subject to penalties available under the law 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. Participants cannot be claimed as a dependent on another person's income tax return.
8. The participant signing the form must be the same person listed under the Service Address in Step 1.
9. Individuals who do not follow the one discount per household rule will lose their discounts, and may be prosecuted by the U.S. government.

NOTIFICATION RULES



Call your phone company **within 30 days** if...

- your household does not qualify for the discounts anymore;
- your household is receiving more than one discount;
- your service address changes; or
- your personal information is incorrect.

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 \$6,800 to \$78,900 for each additional member to find out the matching California LifeLine annual income limit.

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.

SMS/Text Messaging information: You may receive recurring text messages up to 10 times per month regarding your California LifeLine discount. Message and data rates may apply when sending or receiving text messages. Reply **STOP** to opt-out of receiving text messages. Reply **HELP** for assistance or call 866-272-0349.

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	\$27,000
3 members	\$31,300
4 members	\$38,100
5 members	\$44,900
6 members	\$51,700
7 members	\$58,500
8 members	\$65,300
9 members	\$72,100
10 members	\$78,900
Income Guidelines are effective from 06/01/2018 to 05/31/2019	

SAMPLE

PLEASE REMEMBER:

- a. DO NOT send us any cash, checks, or these guidelines.
- b. If you believe you no longer qualify for the discounts or if your household is getting more than one discount, you must inform us or your phone company within 30 days.
- c. California LifeLine participation only lasts for 1 YEAR so you must renew annually.
- d. DO NOT staple, tape or paper clip the documents together.