

# More About Income Qualification



In order to qualify for California LifeLine based on household income, you will need to provide documents proving that your total household income is at or below the income maximum for your household size. Income documents include:

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

CALIFORNIA LIFELINE



A Program of the  
**California Public Utilities Commission**  
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[www.cpuc.ca.gov](http://www.cpuc.ca.gov)  
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A Program of the California Public Utilities Commission



(Universal LifeLine Telephone Service)

## What is California LifeLine?

The California Public Utilities Commission's (PUC) California LifeLine program (formerly known as Universal LifeLine Telephone Service) provides discounted basic residential (landline) telephone services to low-income households.

## Two Ways to Qualify for Discounted Telephone Service:

You can qualify for California LifeLine if you (or another person in your household) are enrolled in any one of the following public-assistance programs:

- Medical/Medi-Cal
- Supplemental Security Income (SSI)
- Food Stamps (Electronic Benefits Transfer (EBT) card)
- Healthy Families Category A
- Temporary Assistance for Needy Families (TANF)
- Tribal TANF
- Women, Infant and Children Program (WIC)
- Low Income Home Energy Assistance Program (LIHEAP)
- Federal Public Housing Assistance or Section 8
- National School Lunch FREE Lunch Program (NSL)
- Bureau of Indian Affairs General Assistance
- Head Start Income Eligible (Tribal Only)

## Types of Discounts Available

Discounted residential telephone services available to California LifeLine customers include the following:

Service	Description	Rate
Flat-Rate Local Telephone Service	Unlimited local calls.	You pay the lowest amount, whether that rate is \$5.47 a month or 1/2 of the utility's residential flat rate monthly charge.
Measured Local Telephone Service	60 local calls per month free and 8 cents per call after 60.	You pay the lowest amount, whether that is \$2.91 a month or 1/2 of the utility's residential measured service monthly charge.
Service Connection and Service Conversion	To start service or change the type of service you have.	You are billed this charge once and you pay the lowest amount, whether that is \$10 or 1/2 of the utility's charge to start or change residential telephone service.

## How to Apply

To apply for a California LifeLine discount, call your local telephone company if you believe you qualify. An application (Certification Form) will be mailed to you in a pink envelope by the California LifeLine Program. You **must** fill out this form and return to the California LifeLine Program by the date specified on the form.

You can also qualify for California LifeLine if your total household income is at or less than these income maximums:

Household Size	California LifeLine Annual Income Limits (6/1/08 through 5/31/09)
1-2 members .....	\$22,900
3 members.....	\$26,900
4 members.....	\$32,400
Each additional member.....	\$5,500

## Maintaining Your Lifeline Eligibility

If you are an existing California LifeLine customer, you must confirm you are eligible every year by completing a Verification Form. You will receive this form in a pink envelope from the California LifeLine program. You **must** fill out this form and return it to the California LifeLine Program by the date specified on the form.

For more information, please call your telephone company or the LifeLine Center at 1-866-272-0349. You can also visit the PUC's website at

[www.cpuc.ca.gov](http://www.cpuc.ca.gov)  
or  
[www.CalPhoneInfo.com](http://www.CalPhoneInfo.com)

