

# IMPORTANT NOTICE ABOUT THE CALIFORNIA LIFELINE PROGRAM FROM PONDEROSA

The California LifeLine Program (California LifeLine) helps consumers lower their phone bills by providing discounts to qualified households. For more information, go to [www.californialifeline.com](http://www.californialifeline.com).

Consumers applying for the California LifeLine Program must be approved before receiving the California LifeLine discounts. If you apply to be in California LifeLine, you will pay the regular rates for basic home phone service until your application is approved. To help you pay the up-front costs of establishing your home phone service like the service installation/connection fee, service conversion fee, and deposits, you can request to be on an interest-free payment plan. After being approved by the California LifeLine Administrator you will be refunded the difference between the regular rates and the California LifeLine discounted rates for any applicable monthly service charges, service installation/connection fee, service conversion fee, and deposits for basic home phone service. The refund and the California LifeLine discounts will be retroactive to the date your service began or the date you requested to be enrolled, whichever is later. If your bill has a net credit balance of \$10.00 or more, you may request a refund check from Ponderosa. Otherwise, the refund will just be a credit on your account.

## DISCOUNTED SERVICES

You can choose from one of these two types of discounted basic home phone services:

- |  |         |
|--|---------|
| • CA LifeLine Flat Rate Service (monthly, Unlimited Local Calling) | \$6.11  |
| • CA LifeLine Service Connection or Conversion Charge              | \$10.00 |
| • CA LifeLine Toll Restriction or Blocking                         | FREE    |
| • CA LifeLine Deposit for Basic Home Phone Service                 | FREE    |

You may also qualify for the California LifeLine discounts on a second telephone line if you or another person in your household is disabled and needs a teletypewriter (TTY) when using the phone. To get the 2<sup>nd</sup> California LifeLine discount you must assert the Deaf and Disabled Telecommunications Program issued the TTY or provide a medical certificate indicating the need for TTY.

**Enhanced Lifeline and Link-Up Program:** This program is funded by the federal government. Residents of federally recognized tribal lands who qualify for Enhanced Lifeline may receive additional federal lifeline discounts of up to \$25 a month for basic home phone service and an additional Link-Up benefit of up to \$100. Applicants must still qualify by the same eligibility guidelines detailed below.

## ELIGIBILITY GUIDELINES

Only one California LifeLine discount per household is allowed (except for TTY users). Households cannot get the discount from multiple phone companies. 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.

You can qualify for the California LifeLine discounts by either Method 1 (Program-Based) **OR** Method 2 (Income-Based). All applicants must submit copies of documentation showing their eligibility along with their application form to the California LifeLine Administrator before the response date. Applicants may use either the paper process or online process to submit their application form and any other required documentation.

Acceptable documentation of eligibility can include but is not limited to:

**Program-Based Eligibility:** The current or prior year's statement of benefits from a qualifying assistance program, a notice or letter of participation in a qualifying assistance program, program participation documents, or other official document demonstrating that you or one or more of your dependents or household members receives benefits from a qualifying assistance program.

**Income-Based Eligibility:** The prior year's state, federal, or tribal tax return, current income statements or paycheck stubs for three consecutive months within the calendar year, a statement of benefits from Social Security, Veterans Administration, retirement/pension, Unemployment Compensation, and/or Workmen's Compensation, a divorce decree, child support document, or other official documents.

Method 1 - Program-Based: At least one household member is enrolled in any of the following public assistance programs:

- CalFresh, Food Stamps, or Supplemental Nutrition Assistance Program (SNAP)
- Medicaid/Medi-Cal
- Supplemental Security Income (SSI)
- Women, Infants and Children Program (WIC)
- Federal Public Housing Assistance or Section 8
- National School Lunch Program (NSLP)
- Head Start Income Eligible (Tribal Only)
- Tribal TANF
- Bureau of Indian Affairs General Assistance
- Food Distribution Program on Indian Reservations
- Temporary Assistance for Needy Families (TANF)
  1. California Work Opportunity & Responsibility to Kids (CalWORKS)
  2. Stanislaus Work Opportunity and Responsibility to Kids (StanWORKS)
  3. Greater Avenues for Independence (GAIN)
  4. Welfare to Work (WTW)
- Low-Income Home Energy Assistance Program (LIHEAP)

Method 2 - Income-Based: Your household's total annual gross income is at or less than the following annual income limits for your household size:

Household Size	Annual Income Limits
1-2 members	\$25,900
3 members	\$30,100
4 members	\$36,500
Add \$6,400 per person for each additional member after four people. Effective from 06/01/16 to 05/31/17	

Applicants cannot be claimed as a dependent on another person's income tax return. The discounts can only be for the primary residence. Discounts are non-transferable.

Individuals who do not follow the one discount per household rule will lose their discounts, and may be prosecuted by the U.S. government. Individuals can also 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.

### HOW TO APPLY FOR THE CALIFORNIA LIFELINE DISCOUNTS

If you think your household qualifies for the California LifeLine discounts, please contact Ponderosa's Business Office at **559-868-6000, or toll free 1-800-682-1878.**

We will review the program and eligibility rules with you. We will then inform the California LifeLine Administrator to send you an application form. The California LifeLine Administrator will mail you an application form in a **PINK** envelope with a Personal Identification Number (PIN). You can apply online at [www.californialifeline.com](http://www.californialifeline.com) using your PIN or complete, sign, and mail the form and any required proof to the California LifeLine Administrator. The form and any required documents must be completed and returned before the response date indicated on the form. If you do not return the form, or fail to provide requested documentation, you will not get the California LifeLine discounts and will continue to pay the regular rates.

### HOW TO KEEP YOUR CALIFORNIA LIFELINE DISCOUNTS

Once you are a California LifeLine participant, you must renew your participation annually. The California LifeLine Administrator will mail you a renewal form in a **PINK** envelope with a Personal Identification Number (PIN). You can renew online at [www.californialifeline.com](http://www.californialifeline.com) using your PIN or complete, sign, and mail the form to the California LifeLine Administrator. If you do not renew before the response date or get approved, you will lose the California LifeLine discounts, will be removed from the program, and will be charged the regular rates. If you have questions about your renewal, contact the California LifeLine Administrator at 877-858-7463 or 888-858-7889 (TTY) from 7 a.m. to 7 p.m. Monday to Friday.

If you believe your household no longer qualifies for the discounts or if your household is getting more than one discount by mistake, you must inform Ponderosa or the California LifeLine Administrator within 30 days. If you do not follow this notification rule, you may be penalized.

### DE-ENROLLMENT RULES

Your household may lose the California LifeLine discounts for any of the following reasons: 1) your household no longer qualifies, 2) your household is already receiving the discounts (except for TTY), 3) your household violates the California LifeLine program rules, and 4) your household fails to renew the discounts on an annual basis.