

## IMPORTANT NOTICE ABOUT THE CALIFORNIA LIFELINE PROGRAM FROM PINNACLES TELEPHONE CO.

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The California LifeLine Program (California LifeLine) provides discounts on phone services to qualified residential households. This consumer program of the California Public Utilities Commission helps to lower consumers' phone bills. Consumers must be approved before receiving the California LifeLine discounts.

### HOW TO APPLY FOR THE CALIFORNIA LIFELINE DISCOUNTS

If you think your household qualifies for the California LifeLine discounts, call Pinnacles Telephone Co. at 831-389-4500. We will review the program and eligibility rules with you. And we will inform the California LifeLine Administrator to 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 application form and any required proof of eligibility to the California LifeLine Administrator. The application form and any required documents must be completed and returned before the response date indicated on the form. If you do not return the completed application form, or fail to provide the required documentation, you will not receive the California LifeLine discounts and you will continue to pay the regular rates for your phone service.

If you apply to be in California LifeLine, you will pay the regular rates for your phone service until your application is approved. To help you pay the up-front costs of establishing your 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 your 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 Pinnacles Telephone Co. Otherwise, the refund will just be a credit on your account.

### ELIGIBILITY GUIDELINES

There are two ways to qualify for the California LifeLine Program. You may qualify for California LifeLine via **Program-Based OR Income-Based**. Documentation of proof of eligibility is required. Submit **COPIES** of proof of eligibility with the completed and signed application. Make sure that your signature is very clear and legible.

#### 1) Program-Based Qualification Method:

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You can qualify for California LifeLine if you or another person in your household is enrolled in any one of these qualifying public assistance programs:

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

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(Continued)

**2) Income-Based Qualification Method:**

You can qualify for California LifeLine if your household's total annual gross income is at or less than these annual income limits:

**LifeLine Income Guidelines\***

Household Size	Annual Income Limit
1-2	\$28,700
3	\$32,600
4	\$39,700
Each Additional Member	\$7,100

*\* Effective June 1, 2020 to May 31, 2021*

Documentation is required to show your household's total annual gross income meets the annual income limits if you are qualifying by Income-Based. A household's total annual gross income consists of money received BEFORE TAXES by everyone in your household (adults and children), from whatever source derived, 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.

**ONLY ONE CALIFORNIA LIFELINE DISCOUNTED SERVICE PER HOUSEHOLD IS ALLOWED**

Each household must choose to get the discount either on a home phone or on a cell phone, but not on both. Households cannot get the discount from multiple phone companies. Only one California LifeLine discount per household is allowed, except for TTY users, in which case a second phone line may be discounted. Households that do not follow the California LifeLine one discounted service 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. The discounts can only be for the primary residence. Discounts are non-transferable from one person to another.

California LifeLine participants may transfer their discounts from one phone company to another, but you may NOT have more than one phone line active with the California LifeLine discounts. If you choose to transfer your California LifeLine discounts from Pinnacles Telephone Co. to another California LifeLine provider, then Pinnacles Telephone Co. will charge retail rates for you to continue using your phone service.

**HOW TO KEEP YOUR CALIFORNIA LIFELINE DISCOUNTS**

You must renew your California LifeLine 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. Or you can renew by phone by contacting the California LifeLine Administrator. If you do not renew before the response date, you will lose the California LifeLine discounts 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 through 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 Pinnacles Telephone Co. 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 if your household no longer qualifies, is already receiving the discounts (except for TTY), violates the California LifeLine Program's rules, or does not renew the discounts on an annual basis.

For more information, please go to [www.cpuc.ca.gov/General.aspx?id=2752#qualify](http://www.cpuc.ca.gov/General.aspx?id=2752#qualify).

## PROTECT YOUR CONSUMER RIGHTS

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### **Help protect against unsolicited telephone marketing calls and faxes!**

State Law (Assembly Bill 2134), effective January 1, 1999, requires the Telephone Company to provide customers the following information. Various governmental agencies publish information that generally describes telephone subscribers' rights under the state and federal law.

As a consumer, you have rights to privacy and to protect yourself from potential telemarketing fraud, unsolicited sales calls and faxes. The laws apply to live calls, prerecorded voice calls & artificial (computerized) voice calls.

The Federal Communications Commission (FCC) adopted rules and regulations, effective December 20, 1992, implementing The Telephone Consumer Protection Act (TCPA). Different rules and regulations apply to calls placed to homes and businesses.

The Federal Trade Commission (FTC) also has telemarketing sales rules, which have been enacted to help protect you as a consumer.

State laws are in place to protect citizens who have had their privacy violated or have been victims of fraudulent telemarketers. The State Attorney General's office, along with the Federal Trade Commission, has the authority to investigate and prosecute fraudulent telemarketers who operate across state lines.

#### **Office of the Attorney General Public Inquiry Unit**

P.O. Box 944255  
Sacramento, CA 94244-2550  
*Telephone #:* 1-800-952-5225  
*Web Address:* [oag.ca.gov](http://oag.ca.gov)

Click on Do Not Call: File a Complaint located in the  
Consumer & Business section

#### **Federal Trade Commission**

Consumer Response Center-240  
600 Pennsylvania Ave NW  
Washington, DC 20580  
*Telephone #:* 1-877-382-4357  
*Web Address:* [www.ftc.gov/bcp](http://www.ftc.gov/bcp)

#### **National Fraud Information Center (NFIC)**

This is a private, non-profit organization that operates a consumer hotline to provide services and assistance in filing telemarketing complaints. NFIC also forwards appropriate complaints to the Federal Trade Commission for entry into its telemarketing fraud database.

*Telephone #:* 202-835-3323  
9 a.m. – 5 p.m. EST Monday - Friday  
*Web Address:* [www.fraud.org](http://www.fraud.org)  
Click on File a Complaint

#### **Federal Communications Commission (FCC)**

Consumer & Government Bureau  
445 12th St SW  
Washington, DC 20554  
*Telephone #:* 1-888-225-5322  
*Web Address:* [www.fcc.gov](http://www.fcc.gov)

Place your mouse over the For Consumers tab  
and Click on Consumer Complaint Center, then  
click on Phone under File a Complaint

### **Rules for Monitoring Calls**

California laws strictly protect your right to privacy. Your telephone calls may not be intercepted, monitored, or recorded unless you agree to it. Your call can only be monitored and/or recorded if:

- Everyone on the call agrees; or
- You hear a beep or warning tone every 15 seconds; or
- Law enforcement or national defense agencies get special permission.

Any customer in California that provides its own terminal equipment and who monitors or records conversations over the public telephone network, must provide notice of the monitoring or recording by use of one of the methods listed above. We will discontinue service to a customer for noncompliance with this rule if, after five (5) days written notice, the customer has not complied with these requirements. Service will be restored after the customer complies with these rules and pays the reconnection charge.

Although monitoring rules are different for telephone companies, we view your right to privacy very seriously. By law, telephone companies may monitor customer communications without notice as long as the contents of the call are not recorded or transcribed.

<p style="text-align: center;"><b>Post-Disaster Consumer Protection Measures For Wireline Communications Customers in California</b></p>
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In the event the Governor of California or the President of the United States declares a state of emergency in your area that results in the loss or disruption of landline telephone service<sup>1</sup> or in the degradation of the quality of landline telephone service,<sup>2</sup> landline telephone providers shall provide the following protections to their residential and small business (5 lines or less) customers for a duration of at least 12 months from the date of the state of emergency declaration or as appropriately determined by the California Office of Emergency Services:

1. Waiver of one-time activation fee for establishing remote call forwarding, remote access to call forwarding, call forwarding features, and messaging services;
2. Waiver of the monthly rate for one month for remote call forwarding, remote access to call forwarding, call forwarding, call forwarding features, and messaging services;
3. Waiver of the service charge for installation of service at the temporary or new permanent location of the customer and again when the customer moves back to the premises;
4. Waiver of the fee for one jack and associated wiring at the temporary location regardless of whether the customer has an Inside Wire Plan;
5. Waiver of the fee for up to five free jacks and associated wiring for Inside Wiring Plan customer upon their return to their permanent location; and
6. Waiver of the fee for one jack and associated wiring for non-Plan customers upon their return to their permanent location.

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For more information, please call the business office at (831) 389-4500.

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<sup>1</sup> “Disruption” is the (1) loss of dial tone; (2) no connection or otherwise non-functioning service; or (3) circumstances in which the caller cannot make or receive a voice call because the disaster has rendered the service nonfunctional and so, the caller is unable to make a 9-1-1 call.

<sup>2</sup> “Degradation” occurs in situations where service is not completely out, but callers still encounter poor service quality, including, but not limited to, static, failure to connect, a fast busy signal, and/or dropped calls, including 9-1-1 calls.