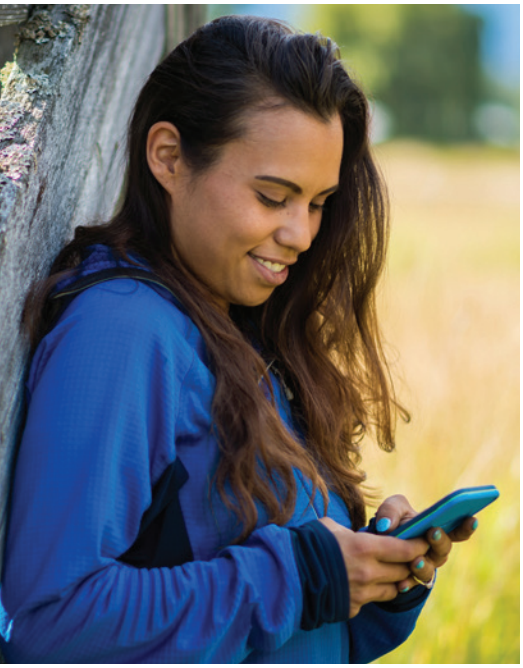
California LifeLine:

A Phone Service Discount Program



What is the California LifeLine Program?

The California Public Utilities Commission's (CPUC) California LifeLine Program helps eligible households lower the cost of their phone bills by providing a discount on home phone or cell phone services. Only one discount per household is allowed, either for home phone service or cell phone service. There are exceptions to the one discount per household rule for teletypewriter users and/or Deaf and Disabled Telecommunications Program (DDTP) participants.

Additionally, the federal government provides discounts with its federal Lifeline program and Enhanced Lifeline for Tribal Lands. The federal Lifeline program gives a discount of up to $9.25 per eligible household. Eligible households living on federally recognized Tribal Lands can receive a larger discount of up to $34.35. These federal discounts can be used for phone or broadband service.

The CPUC administers these programs for eligible households in California. Californians can combine the state and federal discounts to help lower the cost of phone bills.

continued on back

California Public Utilities Commission

505 Van Ness Ave.
San Francisco, CA 94102

415-703-2782
800-848-5580 (Toll Free)

cpuc.ca.gov

continued from front

How Does California LifeLine Work?

California LifeLine provides various levels of discounts, including the following:

Discount type	Discount amount
Monthly flat rate service discount	Up to $14.85
Monthly measured rate service discount	Up to $14.85
Monthly cell phone service discount	Up to $14.85
Service connection discount	Up to $39

When you are enrolled in California LifeLine, you can pick a service plan that is available in your area from a variety of California LifeLine service providers. To find the home and cell phone companies approved in your area visit www.californialifeline.com/en/provider_search.

Where Can I Apply?

You can apply online or find out more by visiting www.californialifeline.com.

Contact the CPUC If You Have Trouble Enrolling in California LifeLine or Need Assistance

The CPUC's Consumer Affairs Branch can help with enrollment and other California LifeLine needs. Call 1-800-649-7570.

Who Can Apply?

You can qualify for California LifeLine if you or another person in your household is enrolled in any one of the following 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 (NSLP)
- Temporary Assistance for Needy Families (TANF)
- 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

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

California LifeLine Income Limits

(effective June 1, 2020 to May 31, 2021)

Household size	Annual Income Limit
1-2	$28,700
3	$32,600
4	$39,700
Each additional member	$7,100