



CALIFORNIA
LifeLine
PROGRAM

California Public Utilities Commission's
Communications Division

May 15, 2013

**Universal Lifeline
Telephone Service (ULTS)
discounts**

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**California LifeLine
Program
(California LifeLine)**

**federal Lifeline
program
(federal Lifeline)**



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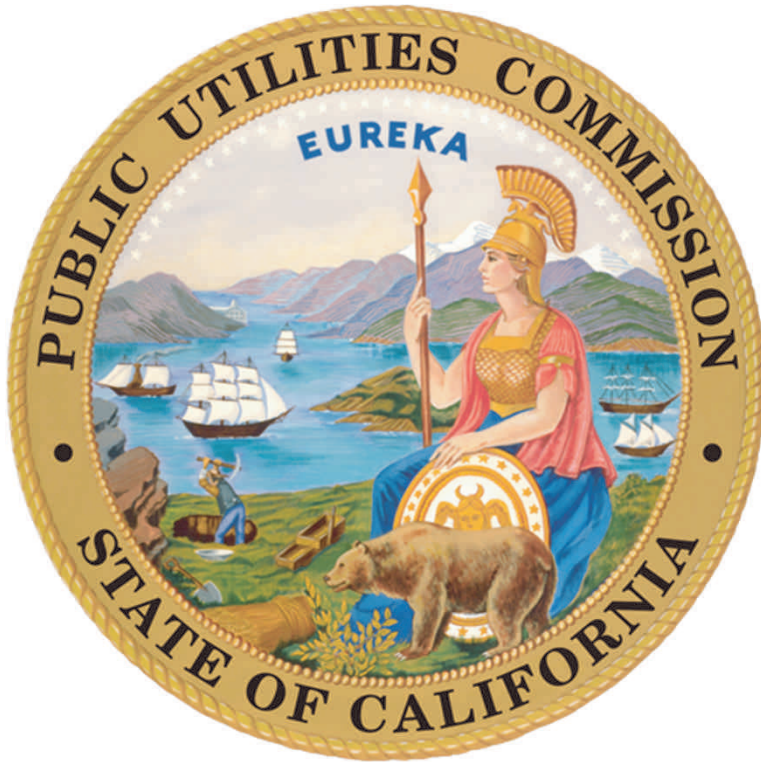
**California LifeLine
(home phone)**



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**federal Lifeline
(wireless)**

*California LifeLine discounts are currently for basic home phone service.



- Promote affordable access to high quality basic phone service.
- Help lower the cost of monthly phone bills.
- All qualified California households may take advantage of these telephone discounts.
- The California LifeLine Administrator handles the enrollment and eligibility processes.

- The California Public Utilities Commission (CPUC) oversees both California LifeLine and federal Lifeline (wireless) in California.

What are the California LifeLine discounts?

| Service | Discounts | Price Consumer Pays |
|--------------------------------------|--|----------------------------|
| Flat-Rate Local Phone Service | Monthly discount = up to \$11.85 | Less than \$7 per month |
| Service Connection or Conversion Fee | Discount = up to \$39 | \$10 |
| Taxes and Surcharges | Monthly discount = up to 13% of California LifeLine services | \$0 |

*California LifeLine discounts are also available for measured local phone service.

Additional Benefits of the California LifeLine Program

- No deposit for basic phone service
- Interest-free payment plans
- Consumers may qualify even if their phone service has been disconnected before
- No charge for toll-blocking

Other Benefits

- Discount for service connection or conversion fee can be used for an unlimited number of times
- Exempt from paying the CPUC user fee, into the public purpose program funds, and the federal excise, state, and local taxes for basic service
- Teletypewriter (TTY) users may receive more than one California LifeLine discount

What is federal Lifeline in California?

- The Federal Communications Commission (FCC) makes the rules for federal Lifeline
- Only offered by eligible telecommunications carriers
- Federal Lifeline discounts can be used on different phone service plans, and not just on basic phone service
- Service providers offering federal Lifeline (wireless) discounts:
 - 1) Cricket Communications, Inc. (Cricket)
 - 2) Nexus Communications, Inc. (Nexus)
 - 3) Telscape Communications, Inc. (Telscape)
 - 4) Virgin Mobile USA, L.P. (Virgin)

What is federal Lifeline in California?

- Monthly federal Lifeline discount = up to \$9.25 per month
- ***Does not offer*** discounted rates for service connection or activation fees, service conversion fees, or deposits
- ***Does not offer*** exemption of pass-through taxes
- Each of the federal Lifeline wireless service providers in California has different service offerings. Calling features and contractual arrangements will also differ.

Eligibility Methods

There are two ways to qualify.

- 1) **Program-Based:** Medi-Cal, CalFresh, CalWORKS, and more
- 2) **Income-Based:** \$24,700 for 1 to 2 household members

Proof of program participation or income documentation needed

*For more information about how to qualify and apply, go to californialifeline.com or take a brochure.

Recent Eligibility Requirements from the FCC

- Identity Check - applicants must give their name, **date of birth**, and the last four digits of their **Social Security Number**
- Must renew discounts annually
- One discount rule
- Households cannot simultaneously get the discount from multiple phone companies



Tell us
what you
think!

Consumer Feedback

Questions

1. What would be a simpler, more convenient type of California LifeLine discount?
 - **Option A** (current California practice) - flat *monthly service fee*

Example: California LifeLine monthly discounted service costs \$X per month
 - **Option B** - fixed *discount*

Example: California LifeLine monthly discount is \$Z per month that a consumer could use to lower the regular rate of the phone service

Questions

2. Should the California LifeLine Program provide discounts on *wireless* phone service?
3. If there was a California LifeLine discounted wireless phone service, what should it offer?
 - a set number of minutes/text/Web usage in one or more wireless phone plans?
 - a minimum service plan and features?
 - discounts on overage fees?
4. Should the CPUC develop and require a California LifeLine wireless phone plan that **all service providers** must offer - a one plan fits all concept?

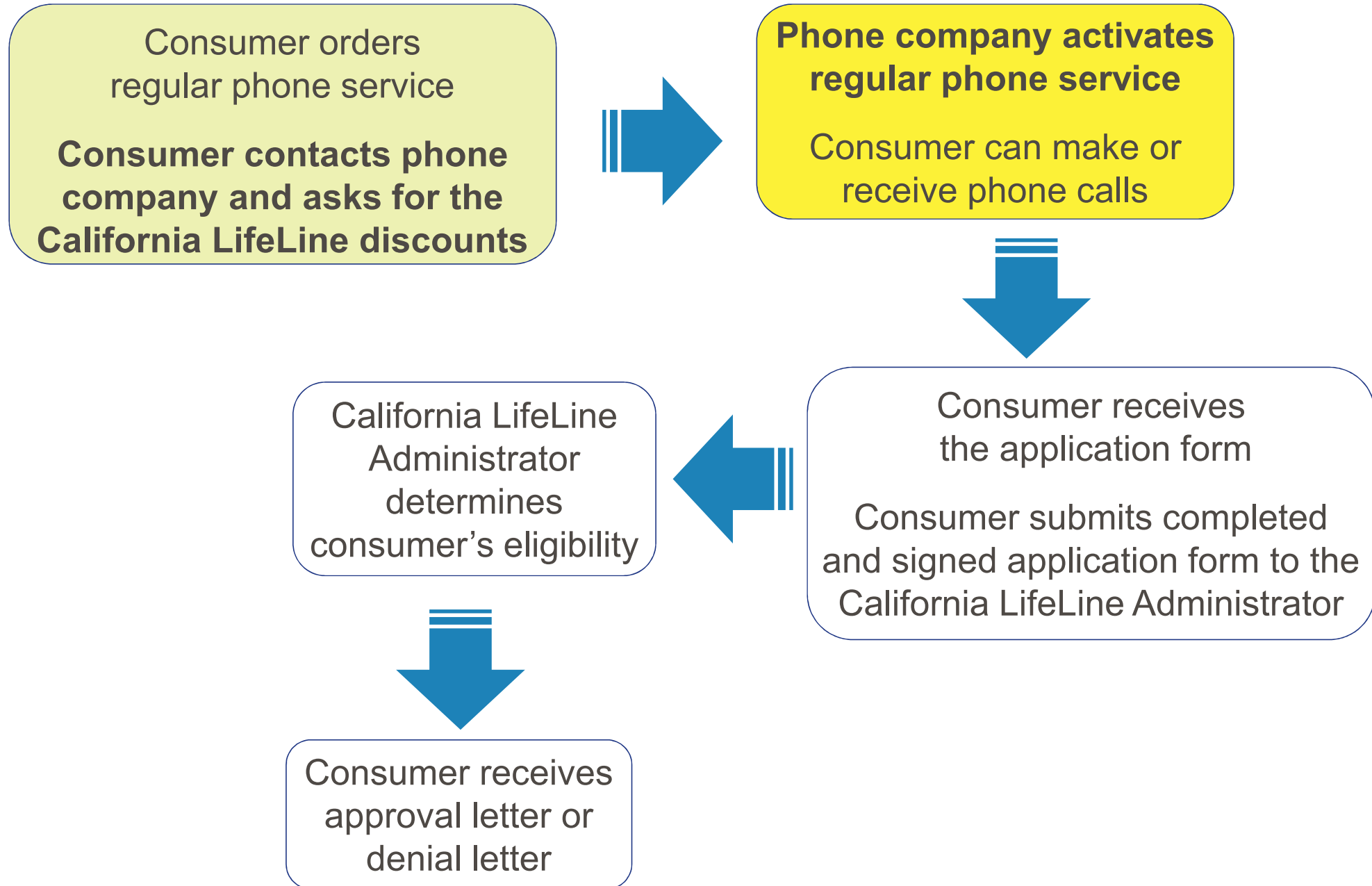
Questions

5. Currently, California LifeLine service must be guaranteed to work inside the home.

If there was a California LifeLine discounted wireless phone service, should the wireless phone service also work inside the home similar to landline phone service?

6. Which of these two processes, the existing application process or the possible alternative process, is better for you?

Existing Application Process



Possible Alternative Application Process

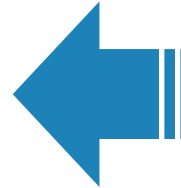
Consumer contacts the California LifeLine Administrator



Consumer asks for the application form from the California LifeLine Administrator



Consumer receives the application form
Consumer submits completed and signed application form to the California LifeLine Administrator



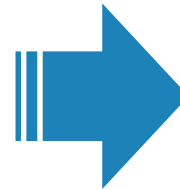
California LifeLine Administrator determines consumer's eligibility



Consumer receives approval letter or denial letter



Consumer contacts and informs the chosen phone company of the approval



Phone company activates California LifeLine service
Consumer can make or receive phone calls



Thank You!



CALIFORNIA
LifeLine
P R O G R A M

A Program of the California Public Utilities Commission