

## IMPORTANT NOTICE FROM PONDEROSA 2011-2012 CALIFORNIA LIFELINE TELEPHONE PROGRAM

The California LifeLine Telephone Program provides discounted home phone service to qualified households. **If you qualify and successfully complete the California LifeLine application process, the California LifeLine benefits are:**

1. Residential telephone service is \$6.11 per month.  
(Telephone service for *eligible residents living on federally approved tribal lands* is \$1.00\*.)
2. No charge for the monthly Subscriber Line Charge.
3. Lower installation charge of \$10.00.
4. Lower conversion charge of \$10.00.
5. Free Toll Blocking or Toll Restriction.
6. No charge for deposit.
7. Exemption from surcharges (except for State Regulatory Fee).

*\*Eligible residents of federally recognized tribal lands are eligible for bigger discounts. Please see the back of this notice for information.*

**California LifeLine is available to all Ponderosa RESIDENTIAL customers who meet the following eligibility rules and successfully complete the California LifeLine application process:**

1. The residence at which the service is requested is the applicant's principal place of residence, and each household has only one telephone line with the California LifeLine discount.
2. There are two ways to qualify for California LifeLine, **Method 1 Program-Based** or **Method 2 Income-Based**. Each household must meet one of these method's rules.
3. The applicant must not be claimed as a dependent on another person's income tax return.
4. For self-employed applicants qualifying under Method 2 Income-Based, the "income from self-employment" shown on IRS Form 1040, Schedule C, Line 29 can be used as income documentation.
5. A maximum of two phone lines with the California LifeLine discount is allowed for households that satisfy these rules:
  - (a) the household meets all California LifeLine Eligibility Rules,
  - (b) the household has a disabled member who has immediate and continuous access within the household to a teletypewriter (TTY) device, and
  - (c) the TTY is issued by the Deaf and Disabled Telecommunications Program (DDTP), or a medical certificate that indicates the household member's need for a TTY device is submitted.

**Method 1 Program-Based** You 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
Supplemental Nutrition Assistance Program (SNAP) (Formerly known as Food Stamps)	Temporary Assistance for Needy Families (TANF) also known as California Work Opportunity and Responsibility to Kids (CalWORKs), Stanislaus Work Opportunity and Responsibility to Kids (StanWORKs), Welfare-to-Work (WTW), <b>or</b> Greater Avenues for Independence (GAIN)
Healthy Families Category A	National School Lunch's FREE Lunch Program (NSL)
Tribal TANF	Bureau of Indian Affairs General Assistance
Women, Infants and Children Program (WIC)	Head Start Income Eligible (Tribal Only)

**Method 2 Income-Based** You qualify for California LifeLine if your total household income is at or less than the California LifeLine income maximums:

Household Size	Maximum California LifeLine Yearly Income (6/1/11 through 5/31/12)
1-2 Members	\$24,000
3 Members	\$28,200
4 Members	\$34,000
5 Members	\$39,800
	For each additional member after 5 members, add \$5,800 to \$39,800

**Income documentation is required if a household chooses to qualify via Method 2 Income-Based.** Household income can include but is not limited to: wages, salaries, interest, dividends, spousal support and child support, grants, gifts, allowances, stipends, public-assistance payments, social security and pensions, rental income, income from self-employment and cash payments from other sources, and all employment-related, non-cash income. **NOTE:** Borrowed money or funds transferred from one account to another, such as from a savings account to a checking account, shall not be considered as part of total household income for the purpose of determining eligibility for California LifeLine.

Acceptable income documents are:

- Prior year's state, federal, or tribal tax return
- Current 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 Workmen's Compensation
- A divorce decree
- Child support document
- Other official documents

**NEW CALIFORNIA LIFELINE CUSTOMERS:** If you think you qualify for California LifeLine, please contact Ponderosa at 559-868-6000, or toll-free within CA at 1-800-682-1878. Ponderosa will contact the California LifeLine Administrator to begin the application process for you. An application form with a PIN number will be mailed to you in a **PINK envelope**. The application form and required documents *must* be completed and returned to the California LifeLine Administrator by the due date. **If your application form is not returned by the specified due date, you will not get the discounts.**

**EXISTING CALIFORNIA LIFELINE CUSTOMERS:** If you are an existing California LifeLine customer, the California LifeLine Administrator will conduct your annual renewal. You will have the option of continuing your California LifeLine enrollment under Method 1 Program-Based **OR** Method 2 Income-Based eligibility. About two months prior to your renewal anniversary, a renewal form in a **PINK envelope** will be mailed to you. The form *must* be completed and returned to the California LifeLine Administrator by the due date specified on the form. If you have questions about your renewal status, call the California LifeLine Administrator toll-free at 1-877-858-7463 or TTY 1-888-858-7889 from 7:00 AM to 7:00 PM on regular business days. For more information, you may also visit [www.californialifeline.com](http://www.californialifeline.com).

**Eligibility Audit:** The Commission or California LifeLine Administrator may audit your eligibility to participate in California LifeLine at any time. If the audit finds that you are not eligible, you will be removed from California LifeLine and billed for previous California LifeLine discounts that you should not have received plus interest at the 3-month commercial paper rate.

**EFFECTIVE JULY 1, 2009:** New applicants trying to enroll into California LifeLine must be approved before the California LifeLine discounts are applied to a customer's account. You will pay the regular non-discounted rates for basic phone service until you are approved. Interest-free payment plans are available to help pay for any applicable service connection charges and deposits for basic phone service. Once approved, you will receive a credit on your bill, with the California LifeLine discount 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.

## **FEDERAL ENHANCED LIFELINE AND EXPANDED LINK UP BENEFITS, QUALIFICATIONS, AND CUSTOMER CERTIFICATION**

### **Federal Enhanced LifeLine and Expanded Link Up BENEFITS:**

- The monthly rate for basic telephone service to qualified applicants is \$1.00 per month.
- Up to \$70.00 in additional federal Expanded Link Up support will be provided to pay 100% of the charges between \$60.00 and \$130.00 for both service connection and line extension charges in connection with commencing telecommunications service to the qualifying customer's principal place of residence.

### **Federal Enhanced LifeLine and Expanded Link Up Benefits QUALIFICATIONS:**

Federal Enhanced LifeLine and Expanded Link Up program qualification standards apply to **RESIDENTIAL** services for eligible residents of tribal lands, as defined by the United States Code of Federal Regulations (CFR) 47 CFR §54.400(e). The eligible resident of tribal lands must also meet the eligibility rules established for this program.

### **Federal Enhanced LifeLine and Expanded Link Up CERTIFICATION:**

Residents of tribal lands who qualify must provide a written certification of such qualification under penalty of perjury and must further agree to notify Ponderosa if they cease to meet the qualifications for Federal Enhanced LifeLine and Expanded Link Up program benefits.

**If you are an eligible resident of tribal lands and want to request a Resident of Tribal Land Certification form or if you would like further information regarding this service, please contact the Ponderosa Business Office:**

**Customer Care: 559-868-6000  
Toll Free within CA: 1-800-682-1878**