HOW TO APPLY FOR THE CALIFORNIA LIFELINE DISCOUNTS

If you think your household qualifies for the California LifeLine discounts, call Frontier at **1-800-921-8101**. We will review the program and eligibility rules with you. Then we will 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** 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** using your PIN or you may 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, be removed from the program, and 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 Frontier 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), fails to use the California LifeLine discounted phone service for 60 consecutive days, violates the California LifeLine Program's rules, and/or does not renew the discounts on an annual basis.

frontier® Communications

Para más información en español, favor de llamar at 1-800-921-8101.

CALIFORNIA LIFELINE PROGRAM ANNUAL NOTICE TO CUSTOMERS FOR 2015

Frontier Communications of CA is pleased to provide you with information on the California LifeLine Program (California LifeLine). California LifeLine provides discounts on phone services to qualified households. This consumer program of the California Public Utilities Commission helps consumers to lower their phone bills. Consumers applying for the California LifeLine Program must be approved before receiving the California LifeLine discounts. For more information, go to **www.californialifeline.com**.

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. 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 Frontier to another California LifeLine provider, then Frontier will charge retail rates for you to continue using 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 may 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 fees, service conversion fees, and/or deposits 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 Frontier. Otherwise, the refund will simply be reflected as a credit on your account.

DISCOUNTED SERVICES

California LifeLine Flat Rate Service, by Service Area	$6.03 - $6.84
California LifeLine Service Connection or Conversion Charge, by Service Area	$7.00 - $10.00
California LifeLine Toll Restriction or Blocking	FREE
California LifeLine Deposit for Phone Service	FREE
California LifeLine Measured Rate Service, by Service Area (Includes 60 untimed local calls. Cost of each local call over the allowance is $0.08)	$3.21 - $3.66

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 2nd 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.

ELIGIBILITY GUIDELINES

Only one California LifeLine discount per household is allowed, except for TTY users. Households cannot get the discount from multiple phone companies. Under these circumstances, 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.

Method 1 Program-Based: at least one household member is enrolled in any of these public assistance programs:

CalFresh, Food Stamps, or Supplemental Nutrition Assistance Program (SNAP)

Medicaid/Medi-Cal

Supplemental Security income (SSI)

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)

Tribal TANF

Head Start Income Eligible (Tribal Only)

BIA General Assistance

Food Distribution Program on Indian Reservations

Low-Income Home Energy Assistance Program (LIHEAP)

National School Lunch Program (NSLP)

Federal Public Housing Assistance or Section 8

Women, Infants and Children Program (WIC)

Method 2 Income-Based: your household's total annual gross income is at or less than the annual income limits for your household size. Applicants cannot be claimed as a dependent on another person's income tax return.

Household Size	Annual Income Limits
1-2 members	$25,700
3 members	$29,900
4 members	$36,200
Add $6,300 per person for each additional member after four people. Effective from 06/01/15 to 05/31/16	