

IMPORTANT NOTICE ABOUT THE CALIFORNIA LIFELINE PROGRAM FROM SEBASTIAN

California LifeLine vs. Federal Lifeline What's Changing, What's Not, and What It Means for You

Because of an order from the Federal Communications Commission, applying to California LifeLine is now separate from federal Lifeline. California LifeLine discounts have not changed, and current customers do not need to re-enroll. However, as of February 1, 2026, new applicants must apply to each program to receive both subsidies. New and current customers will need to complete an annual renewal separately for each program to keep their discounts. For information on changes to the programs please use these links:

Information from the California Public Utilities Commission:

<https://www.cpuc.ca.gov/news-and-updates/all-news/california-lifeline-vs-federal-lifeline>.

California Lifeline (state program home): **www.californialifeline.com**

Federal Lifeline (federal program home): **www.lifelinesupport.org**

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 Sebastian to another California LifeLine provider, then Sebastian will charge retail rates for you to continue using your phone service.

If you apply for 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 any applicable monthly service charges, service installation/connection fee, service conversion fee, and 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 Sebastian. Otherwise, the refund will just be a credit on your account.

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. 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:

- 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

Method 2 Income-Based: your household total annual gross income is at or less than these annual income limits for your household size:

Household Size Annual Income Limits Effective 6/1/26-5/31/27:

- 1 member --- \$24,600
- 2 members --- \$33,300
- 3 members --- \$42,100
- 4 members --- \$50,800
- Add \$8,700 per person for each additional member after four people.

Applicants cannot be claimed as a dependent on another person's income tax return. The discounts can only be for the primary residence. Discounts are non-transferable.

Individuals who do not follow the one discount 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.

HOW TO APPLY FOR THE CALIFORNIA LIFELINE DISCOUNTS

If you think your household qualifies for the California LifeLine discounts, call Sebastian at **(559) 846-9311 (Kerman)** or **(530) 367-2222 (Foresthill)** or toll free at **1-800-841-9311**. We will review the program and eligibility rules with you. Then we will inform the California LifeLine Administrator to mail you an application form. The California LifeLine Administrator will mail you an application form in a **PINK** envelope. You can apply online at www.californialifeline.com after creating a username and password, 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.

HOW TO KEEP YOUR CALIFORNIA LIFELINE DISCOUNTS

Once you are a California LifeLine participant, you must renew your California LifeLine participation annually. The California LifeLine Administrator will mail you a renewal form in a **PINK** envelope. You can renew online at www.californialifeline.com using your username and password, 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 or get approved, you will lose the California LifeLine discount, will be removed from the program, and will be charged the regular rates. If you have questions about your renewal, contact the California LifeLine Administrator at 1-877-858-7463 or 1-888-858-7889 (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 Sebastian 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.