

Important Information About Your California LifeLine Disaster Relief Protections

If a wildfire, flood, earthquake, or other major disaster disrupts **Sebastian telephone service for more than 24** hours after a **Governor** or **Presidential emergency declaration**, California LifeLine customers receive special protections designed to help them keep their phone service during recovery.

Please Note That Some Large Counties May Have ZIP Code-Based Relief

For disasters in California's ten most populous counties (**including Fresno County**), the protections may apply only to specific affected ZIP codes and neighboring ZIP codes identified by the CPUC. The CPUC will issue an administrative letter listing the eligible ZIP codes.

Your protections:

1. You Do Not Need to Complete LifeLine Renewals During the Disaster

If your annual LifeLine renewal is due during a qualifying disaster period, the renewal process is suspended for at least 30 days.

2. Your LifeLine Service Will Not Be Disconnected for Non-Usage

Normally, LifeLine customers can be removed from the program if they do not use their service for an extended period. During a qualifying disaster, this non-usage rule is suspended.

3. Affected Wireless Customers Can Get Connected Without Activation Fees

Wireless LifeLine providers must waive service activation, connection, and conversion fees for customers affected by the disaster while disaster protections are in effect.

Protections Begin Automatically When These Conditions Are Met

The protections apply when:

- The Governor of California or the President declares an emergency.
- The disaster causes utility service disruption or degradation.
- The disruption lasts longer than 24 hours.

How Long the Protections Last

The protections last for at least **30 days**. They can automatically continue if:

- Sebastian telephone service has not been restored, or
- Evacuation or shelter-in-place orders remain in effect.

In that case, protections continue until service is restored, and restrictions are lifted, plus an additional 30 days.

Protections adopted by the state of California are unrelated to the disaster protections governing the federal Lifeline rules, and customers may still be required to comply with federal non-usage and renewal requirements to retain federal Lifeline eligibility.