

IMPORTANT NOTICE FROM VOLCANO TELEPHONE COMPANY REGARDING THE CALIFORNIA LIFELINE TELEPHONE PROGRAM 2026-2027 ELIGIBILITY REQUIREMENTS

New applications for the California LifeLine Telephone Program must be approved before the California LifeLine discounts are received. If you enroll in California LifeLine, you will pay the regular rates for basic phone service until you are approved. Interest-free payment plans are available to help pay for any applicable service connection charges, service conversions, and deposits for basic phone service. Once approved, you will receive a bill credit 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 credit balance of \$10.00 or more, you may request a refund check from Volcano Telephone.

California LifeLine Telephone Program (also known as “California LifeLine” or Universal LifeLine Telephone Service, “ULTS”) provides discounted basic residential telephone service to eligible households. California LifeLine is a discount program of the California Public Utilities Commission (CPUC). If your household qualifies for California LifeLine you are entitled to the following:

Service	Description	Rate
Flat-Rate Local Telephone Service	Unlimited local calls.	Monthly: the lower of \$9.90 or 1/2 of utility's rate for residential flat-rate local telephone service
Service Connection and Service Conversion	For initiation of telephone service, or change of class/type/grade of service	Non-recurring: the lower of \$10 or 1/2 of utility's connection/ conversion charge for residential telephone service.
Toll Blocking or Toll Restriction	Toll-blocking prevents long distance calling. Toll-restriction limits long distance calling.	\$0
Deposit		\$0 for local telephone service

You may also qualify for a 2nd California LifeLine telephone line if you or another person in your household is disabled and needs a teletypewriter (TTY) when using the phone. Documentation is needed to justify the 2nd California LifeLine telephone line.

You may qualify for California LifeLine under either Method 1 Program-Based **OR** Method 2 Income-Based.

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	Supplemental Security Income (SSI)
CalFresh or Supplemental Nutrition Assistance Program (SNAP)	Federal Public Housing Assistance or Section 8
Veterans Pension and Survivors Benefit Programs	Low Income Home Energy Assistance Program (LIHEAP)
Tribal TANF	Temporary Assistance for Needy Families (TANF)
Bureau of Indian Affairs General Assistance	Head Start Income Eligible (Tribal Only)
Welfare-to-Work (WTW)	National School Lunch's FREE Lunch Program (NSL)
Women, Infants and Children Program (WIC)	Greater Avenues for Independence (GAIN)
California Work Opportunity and Responsibility to Kids (CalWORKs)	Stanislaus Work Opportunity and Responsibility to Kids (StanWORKs)
Food Distribution Program on Indian Reservations	

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 (6/01/26 through 5/31/27)
1 Member	\$24,600
2 Members	\$33,300
3 Members	\$42,100
4 Members	\$50,800
	For each additional member, add \$8,700 to \$50,800

Household income is defined as all money received by everyone in your household, whether taxable or non-taxable, including, but not limited to: wages, salaries, interest, dividends, alimony 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.

Income documentation is required. Acceptable income documents are:

- Prior year's state, federal, or tribal tax return
- 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
- Alimony and/or child support documents
- Other official document

NEW CALIFORNIA LIFELINE CUSTOMERS: If you think you qualify for California LifeLine, please contact Volcano Telephone at 209-296-7502 or 1-888-886-5226. Volcano Telephone will contact the California LifeLine Administrator to begin the enrollment process for you. An application form with a PIN will be mailed to you in a **PINK** envelope. The application form and any required documents must be completed and returned to the California LifeLine Administrator by the due date. DO NOT return the form or any documents to Volcano Telephone. You may choose to apply online at www.californialifeline.com using your PIN or to send your application response by mail. Your application must be approved before you receive the California LifeLine discounts. You will be billed our regular residential rates until you are approved. As soon as the Administrator notifies Volcano Telephone that you have been approved, we will credit your account for the difference between the regular rates and California LifeLine discounted rates for basic service. If the credit results in your next bill having a credit balance of \$10.00 or more, you may request a refund by check from Volcano Telephone.

EXISTING CALIFORNIA LIFELINE CUSTOMERS: If you are an existing California LifeLine customer, you will need to renew your participation annually. You may choose to continue 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 directly from the Administrator, not from Volcano Telephone. You can renew online at www.californialifeline.com using your PIN or complete, sign, and return the form and any required documents to the Administrator by the due date. If you have questions about your next renewal, call the 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.

Eligibility Audit: The 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.