

Once the California LifeLine Administrator approves your eligibility to receive the California LifeLine discounts, you have to keep your California LifeLine discounts with the same phone company for 60 days. The 60-day clock begins when the California LifeLine discounts start. After staying with the same phone company for 60 days, you may choose to remain with the same phone company or to change to a different phone company while keeping the California LifeLine discounts. This requirement means that you can only transfer your California LifeLine discounts to a different phone company once every 60 days. Transferring your California LifeLine discounts to a different phone company restarts the 60-day clock.

You MAY cancel your phone service or switch phone companies at any time. However, if you are still within the 60-day clock and you cancel your phone service or switch phone companies, then you will stop receiving the California LifeLine discounts. There are ways to transfer your California LifeLine discounts to a different phone company sooner such as you move to a new address or your phone company fails to provide phone service. To learn more, go to Program Guidelines at www.californialifeline.com.