

PUBLIC UTILITIES COMMISSION

505 VAN NESS AVENUE
SAN FRANCISCO, CA 94102-3298



June 25, 2009

**NOTICE TO ALL CARRIERS PROVIDING
CALIFORNIA LIFELINE TELEPHONE SERVICE**

Effective July 1, 2009, pre-qualification is required for customers to receive California LifeLine discounts. Decision (D.) 08-08-029 adopted the pre-qualification methodology. Resolution T-17202 addressed substantive changes to General Order 153.

Pre-qualification requires customers to pay regular connection charges and basic service rates until approved for California LifeLine. LifeLine rates are then applied to customer accounts back the service start date (for new customers) or back to the date the customer requested LifeLine service (for current customers). Carriers are reminded to make the following changes to their systems and customer information for pre-qualification:

- Update tariffs and Provide 30-day customer notice of pre-qualification requirement.
- Revise customer service representative scripts for pre-qualification information CD approval of changes required).
- Update LifeLine annual notices for pre-qualification rules (Public Advisor approval of changes required).
- Train carrier staff and customer service representatives on new pre-qualification rules and information to customers.
- Make modifications to IT systems.
- Use the new LifeLine claim form (See Resolution T-17202, GO 153) for reimbursement of LifeLine expenses and lost revenues starting with the July 2009 claim period.

In addition to the program changes addressed in D.08-08-029 and Resolution T-17202, the California LifeLine forms, instructions and letters have been updated to reflect new pre-qualification rules. To help reduce customer confusion, form names were changed to clarify the purpose of each form. The new names of the forms are:

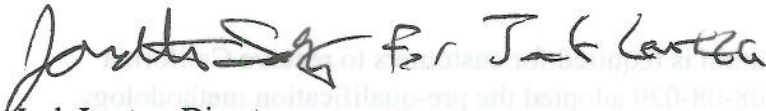
“Application Form” instead of “Certification Form”

“Renewal Form” instead of “Verification Form”

“Renewal Form (Documentation Required)” instead of “Required Proof Verification Form”

Please share this information with your customer service representatives. The new sample forms and instructions will also be available at www.californialifeline.com beginning July 1, 2009 along with updated Frequently Asked Questions and web Application and Renewal Forms. If you would like copies of the revised customer letters, Application and Renewal forms or have additional questions regarding pre-qualification please contact Benjamin Schein at BDA@cpuc.ca.gov or at (415) 703-1088.

Sincerely,



Jack Leutza, Director
Communications Division