

# Take Charge of Your Phone Service



California  
Public  
Utilities  
Commission

# Options

## Local Phone Service

Local phone fees may include:

- One time fees for starting or changing service.
- Monthly fees
- Charges for calls outside your local area



## • Long Distance Phone Service

- There are many long distance companies to choose from. Find out:
  - How much will a plan cost each month and what will it include?
  - Are there any surcharge or wage charges?
  - Be aware that promotional rates may only last for a short time



# Prepaid Phone Cards



- A prepaid phone card lets you make calls from any phone.

Each card should include:

- The company name
- A description of all charges
- A 24-hour toll-free customer service number
- An expiration date
- How to get a refund for dropped calls
- How minutes are rounded: up or down
- How to add funds to the card

# California LifeLine

- You may qualify to receive a discount on your local phone service. There are two ways to qualify, First if your income is less than:

|                        |                  |
|------------------------|------------------|
| <b>1-2 members</b>     | <b>\$ 24,700</b> |
| 3 members              | \$ 28,000        |
| 4 members              | \$ 34,800        |
| Each additional member | \$ 6,000         |



Second you may qualify if you receive: SSI, NSL, Medicaid, Medi-Cal, Healthy Families, LIHEAP, Food Stamps, TANF, WIC or certain tribal assistance.

- If you are currently enrolled send in the renewal form each year or you will be removed and will have to re-apply
- Call your phone company to receive the forms and instructions

# Telephone Fraud



- Misleading Ads
  - Read the entire ad carefully before you select the service.
  - Ask for the information in your native language
- Slamming
  - This is when your phone bill is charged from one company to another without your permission
- Cramming
  - This is when charges are added to your phone bill without your permission

# Cellphone Service Tips

- Know when, where and how you want to use a cellphone
- Understand what you are signing up to
- Use the trial period to test your service
  - If necessary, cancel during that time without being charged an early termination fee



# Know About Your Phone Service

- Save money
- Avoid telephone fraud
- Get the service that is best for you

If you have a problem with telephone fraud, contact your phone company right away, get the charges removed and get returned to the service you wanted. If necessary, call the fraud hotline:

1(800) 649-7570

To Learn more, get the CPUC's brochure by calling the fraud's hotline or print a copy from:

[www.calphoneinfo.com](http://www.calphoneinfo.com)

**For any questions contact your local  
TEAM organization for assistance:**

**(714)481-9600**

**Thank you !**

**Created by: Intern Jonathan Lucas 2018**