

Millions of low-income Californians depend on LifeLine, an affordable, basic phone service, to stay in touch with friends, family and community. On November 19 we will be urging the California Public Utilities Commission (CPUC) to reject a proposal to change LifeLine low-income phone service from a set, very low rate every month (the current cap is \$6.84) to a system where rates fluctuate.



Instead paying the same amount for phone service every month, low-income consumers who depend on Lifeline benefits will receive a credit towards their phone bill. The credit will cover about 50% of the bill, and the consumer must pay the rest.

[Click here to watch Lifeline customers tell the CPUC how much the program means to them, and to join TURN in telling the CPUC to freeze LifeLine phone rates](#)

Even if the difference is small, to a fixed income consumer it can be the difference between being able to call 9-1-1 in an emergency and not having a phone. [Tell the CPUC to Freeze LifeLine Rates.](#)

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Phone companies are going to be able to raise rates whenever they want beginning January 1, 2011, and want LifeLine rates to reflect those increases. The CPUC proposal allows them to begin raising LifeLine rates in January 2013.

Californians on limited incomes are already struggling to make ends meet, and bills going up even a few dollars could mean the loss of this valuable lifeline to services and support.

Even if the difference seems small, it can be the difference between being able to call the doctor and not having a phone. [Tell the CPUC to Freeze LifeLine Rates.](#)

One year ago, I asked you to speak up to protect Lifeline phone service for the most vulnerable Californians, and TURN members showed up at the CPUC, wrote letters and made phone calls. It worked. The Commission said it would reconsider some of the issues we raised about LifeLine.

But the Commission didn't get it right and the time has come to act again. TURN is going to the CPUC on Friday, November 19 to demand that it refuse to issue vouchers and keep Lifeline phone service at an affordable flat rate. [Click here to join us on November 19th at 9:00am at the CPUC and say NO to LifeLine rate hikes.](#)

Can't attend? You can still make a difference. [Send a letter telling the CPUC to Freeze LifeLine Rates.](#)

Sincerely,

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Executive Director



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