



Consumer Feedback



Questions

1. What would be a simpler, more convenient type of California Lifeline discount?

- **Option A** (current California practice) - *flat monthly service fee*

Example: California Lifeline monthly discounted service costs \$X per month

- **Option B** - *fixed discount*

Example: California Lifeline monthly discount is \$Z per month that a consumer could use to lower the regular rate of the phone service

Questions

2. Should the California Lifeline Program provide discounts on *wireless* phone service?
3. If there was a California Lifeline discounted wireless phone service, what should it offer?
 - a set number of minutes/text/Web usage in one or more wireless phone plans?
 - a minimum service plan and features?
 - discounts on overage fees?
4. Should the CPUC develop and require a California Lifeline wireless phone plan that **all service providers** must offer - a one plan fits all concept?

Questions

5. Currently, California Lifeline service must be guaranteed to work inside at home.

If there was a California Lifeline discounted wireless phone service, should the wireless phone service also work inside the home similar to landline phone service?

6. Which of these two processes, the existing application process or the possible alternative process, is better for you?