

Did you know that discounts on phone service are available to low-income customers?

California Lifeline provides discounts on telephone service for qualified customers. You may receive a discount on either a home telephone or wireless service, but may not receive a discount on both services at the same time.



To find out more about **California Lifeline**:
Call your local phone company and ask about California Lifeline or go to www.californialifeline.com



If you need help with a dispute about your telecommunications service or bill, first contact your phone company. If your issue is not resolved, you can file a complaint online at: www.calphoneinfo.com or call the **Consumer Affairs Branch and Utility Fraud Hotline at: 1(800) 649-7570**



CPUC

Tips for Choosing Cell Phone Service

CALIFORNIA
PUBLIC
UTILITIES
COMMISSION





8 Tips

1 Choose the Right Plan for You

Plans can include any combination of voice, texting and data services. Companies offer a limited or unlimited amount of voice air time minutes, text messages and data to use at specific or any time. Ask about the cost of each plan.

2 Your Trial Period

Find out how long you have to try out your phone's features, service, and coverage area without having to pay an Early Termination Fee if you decide to cancel service.

3 Long-Term Contract Alternatives

Ask about monthly or "pay as you go" plans. Ask about how many minutes you start with and how and when to buy more minutes.

4 Know About "Roaming"

Roaming charges may apply when you are using your phone on another carrier's network. Be aware that roaming charges may be expensive. Ask if roaming charges will be applied, how you will know if you are roaming and if all your services will be available while roaming.

5 Mobile Devices

Ask about the cost of a device and if the costs vary if taken with or without a contract. Also ask if the device requires specific service.

6 Downloading Extra Features

Ask about what charges apply for downloading music, games, applications or "Apps" and other media, if they are not already included in your plan. You may be responsible for any "Apps" that your family or friends download when using your phone. You might want to find out if you can block downloads on your phone.

7 Switching Companies

If you switch phone companies, you can keep your phone number. It is best to switch after your contract expires, otherwise you may pay an Early Termination Fee. You may also need to purchase a new cell phone because many cell phones only work with specific company networks.



8 Understand Your Charges

Ask to see a sample bill with an estimate of what you will be paying each month. You should know about Activation Fees, taxes and surcharges.