

General Order 153
Appendix D

Transitional Rules for Measured Rate Service

This Appendix reflects the transitional rules applicable to subscribers to measured rate LifeLine service and carriers who provide measured rate LifeLine service. After each of the dates in this Appendix have expired, measured rate service will not be supported by LifeLine and no support will be provided for LifeLine discounts on measured rate service.

1. Phase-Out of Measured Rate LifeLine Service.
 - a. California LifeLine Service Providers who have customers subscribing to LifeLine Measured-Rate Service plans as of November 30, 2020 shall do the following:
 - (i) Starting December 1, 2020, begin transitioning California LifeLine Measured-Rate subscribers to California LifeLine Flat-Rate Service without disruptions in service or conversions fees.
 - (ii) Notify California LifeLine Measured-Rate subscriber of their transition to California LifeLine Flat-Rate Service between 30-60 days before the subscribers' transition.
 - (iii) Notify California LifeLine subscribers receiving the \$2.00 per month transitional bill credit between 30-60 days prior to the expiration of the to the bill credit.
 - b. As of December 1, 2020, Measured Rate LifeLine Service shall only be available to customers who were enrolled prior to December 1, 2020.
 - c. As of June 1, 2021, Measured-Rate LifeLine service will be eliminated, and no support will be available for LifeLine discounts on Measured-Rate Service.
 - d. No conversion charge shall be assessed on a subscriber or claimed from the California LifeLine fund for subscribers that transition from Measured-Rate Service to Flat-Rate Service on or after December 1, 2020.
2. Transitional Customer Credits.
 - a. California LifeLine Service Providers shall provide each subscriber who has transitioned from California LifeLine Measured-Rate Service to California LifeLine Flat-Rate Service a \$2.00 per month transitional bill credit.

