

California LifeLine Working Group Conference Call Notes January 24, 2017

Agenda Item		Discussion	Action Items/Pending Issues
1	CPUC/USAC Dupes Check	<ul style="list-style-type: none"> The California LifeLine Administrator is waiting to begin testing the API with USAC; they hope to begin testing later this week. USAC has not yet given Conduent access to their API. Consumers cannot have duplicate discounts. USAC will deny an enrollment request if the consumer already appears on a list received from California's database. The monthly report California submits to USAC includes both active and pending records. USAC will not run the LexisNexis identity check on records received from California. The Small LECs are concerned that these rules are not consistent with their tariffs. If a consumer is already in NLAD and attempts to enroll in California LifeLine, the California LifeLine Administrator will reject the request. If a consumer has a pending enrollment request with California LifeLine and then tries to enroll in a broadband-only plan and goes to USAC's dupes check, then USAC will deny the request. Michaela Pangilinan has not received any additional feedback regarding the error code used for duplicates identified through this process or which enrollment process should be used for LBPs offering bundled services. 	N/A
2	Implementing the Addition of the Federal Veterans and Survivors Pension Benefit Program	<ul style="list-style-type: none"> The California LifeLine Administrator has begun mailing the inserts with the application packets. The online form and WES renewal have been updated to include the Federal Veterans and Survivors Pension Benefit Program. Staff has received estimates from the California LifeLine Administrator for updating the IVR and are waiting for estimates for updating the paper forms. 	N/A

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3	California LifeLine Program Rulemaking, R. 1103013	<ul style="list-style-type: none"> • Staff are implementing parts of the Decision. • There is a workshop scheduled for February 8, 2017 and a call-in number will be provided. The scope will be limited to the failure to provide service exception. There may be additional workshops in the future on other topics. • Staff do not yet have any defined launch dates. The Decision adopted broad policies and staff will launch when we are able to implement. The Workshop is one of the steps needed in order to implement the Decision's policies. The intention is to implement the both freezes together. • Staff does not have content to share for new CSR scripts regarding these changes. Service providers should inform staff if they would like staff to draft something. The Decision requires that consumers be notified. • President Picker is still the assigned Commissioner. There will be a Ruling if this is changed. Staff does not know if President Picker or his staff will be attending the workshop. • ALJ McDonald is still the assigned ALJ. She will be attending the workshop. 	N/A
4	Conduent's Processing Negatively Impacting Consumers and/or the California LifeLine Program <ul style="list-style-type: none"> ➤ Missing SSN4 and/or DoB for renewing participants leading to possible non-response 	<ul style="list-style-type: none"> • Staff have not received any data regarding the number of consumers affected by the missing SSN/DoB issue. Conduent will provide next week. 	Volume data from Conduent
5	Conduent Update	<ul style="list-style-type: none"> • Form 555 summary information has been provided to all service providers and details have been provided to all who requested them. • TC Telephone stated that they have had a problem with transfers being rejected because there is not a 100% name match. • Conduent explained that service providers submit customer names in inconsistent formats (in one or multiple fields and in different orders), which prevents the automatic transfers. • Staff are considering revising the matching logic. There will be a separate call scheduled about this issue. 	Schedule a separate call for discussing potential changes to the matching logic.
6	Share Concerns regarding California LifeLine Telephone Service Providers' Marketing and/or Selling Practices	<ul style="list-style-type: none"> • No comments 	N/A
7	FYI: Administrative Committee Meeting on February 9, 2017 from 1 to 4 p.m. in the CPUC's Golden Gate Room		

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8	FYI: Updated National Lifeline Eligibility Verifier Plan (http://usac.org/res/documents/li/pdf/nv/Draft-National-Verifier-Plan.pdf)																			
9	FYI: Direct Application Process - Data spans Nov. 5, 2012 to January 21, 2017 <table border="1" data-bbox="153 365 1436 477"> <thead> <tr> <th>TotalTransactions</th> <th>Success</th> <th>Failed</th> <th>AppRequests</th> <th>Approvals</th> <th>Denials</th> <th>Pending</th> <th>Disconnected</th> <th>CDs_to_date</th> </tr> </thead> <tbody> <tr> <td>9301515</td> <td>8915386</td> <td>386129</td> <td>6970720</td> <td>4029117</td> <td>1100857</td> <td>1474004</td> <td>366742</td> <td>797764</td> </tr> </tbody> </table>	TotalTransactions	Success	Failed	AppRequests	Approvals	Denials	Pending	Disconnected	CDs_to_date	9301515	8915386	386129	6970720	4029117	1100857	1474004	366742	797764	
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10	FYI: Wireless Telephone Service Providers with Pending Filed Advice Letters Seeking Authority to Offer California LifeLine Wireless Telephone Services Update American Broadband and Telecommunications Company (PROTEST PERIOD HAS ENDED) SelecTel, Inc. (PROTEST PERIOD HAS ENDED) Mobile Net POSA, Inc. (PROTEST PERIOD HAS ENDED) Excess Telecom, Inc. (PROTEST PERIOD HAS ENDED) Prepaid Wireless Retail, LLC (PROTEST PERIOD HAS ENDED) Cellspan Inc. (PROTEST PERIOD HAS ENDED) Assist Wireless, LLC (PROTEST PERIOD HAS ENDED) EZ Reach Mobile, LLC (PROTEST PERIOD HAS ENDED) TC Telephone, LLC (PROTEST PERIOD HAS ENDED) Ignition Wireless, LLC (PROTEST PERIOD HAS ENDED)																			