

California LifeLine Working Group Conference Call Notes

June 26, 2017

Agenda Item	Discussion	Action Items/Pending Issues
<p>1 California LifeLine Program Rulemaking, R. 1103013</p> <p>A. Enrollment Request Freeze and Discount Transfer Freeze Implementation</p> <p>B. No Update about docs from the Assigned Commissioners' Offices</p>	<p>A. Enrollment Request Freeze and Discount Transfer Freeze Implementation</p> <p>) Kristine Lee shared that of the service failure exception orders of which the company received notification from the California LifeLine Administrator (Administrator) so far, about 50% of the participants never called the company for assistance. Kristine Lee thinks that participants may be confused and are calling the Administrator for general assistance. Michaela requested that Kristine Lee send the specific phone numbers so that staff can review the call recordings.</p> <p>) According to the Administrator, it has received several exception requests for address change where the timing of the service providers' requests seemed suspect. Details will be sent to Michaela. CAB has received calls from consumers where the service provider placed them on a 30-day enrollment request freeze even though the Administer did not subject them to the freeze. Service providers should not be independently placing consumers on a 30-day enrollment request freeze. Only the Administrator should be making that determination. Staff will report service providers to the CPUC's Consumer Protection and Enforcement Division, if necessary.</p> <p>B. No update about docs from Assigned Commissioners' Offices</p> <p>) The CPUC issued a decision extending statutory deadline. It said that the decision would be on the June 29 voting agenda, but this date was an error. There may be more than 1 decision issued. A decision regarding the eligibility criteria after October 31 may be on the agenda in August, which means it may be released for comment in July.</p>	<p>Kristine Lee will send the specific phone numbers for the questionable exception orders so that staff can review the call recordings. (Done)</p>
<p>2 Conduent's Processing Negatively Impacting Consumers and/or the California LifeLine Program</p> <p>A. More than 14,000 records mistakenly placed in the 60-Day Discount Transfer Freeze</p> <p>B. About 1,200 records did not include the Household Worksheet for consumers to fill out - Potential approaches to acquire the Household Worksheet</p>	<p>A. Records mistakenly placed in the 60-Day Discount Transfer Freeze</p> <p>) The error occurred because the programming was based on the approval date, and not on the date of the original request. The resolution required that the 60-day discount transfer freeze would be applicable to requests submitted on or after June 1, 2017. The affected records were approved on or after June 1, 2017, but the enrollment request was before June 1, 2017. The Administrator has fixed the problem for future requests and unfroze the 14,000+ records.</p> <p>) According to the Administrator, less than 500 of the affected records actually attempted to transfer.</p> <p>) The Administrator claims that the affected participants did not receive notification that they were frozen. The Administrator thinks that only the 500 who attempted to transfer were potentially notified incorrectly that they were frozen. The Administrator thinks that the remaining affected records were never notified. <i>(Based on further research by staff immediately after this 06/26/17 Working Group call, staff learned that the Administrator did send approval letters incorrectly to all of the impacted participants notifying them that they were subject to the 60-day discount transfer freeze.)</i></p> <p>) Some of the Working Group members think that the participants who may still think that they are frozen should be notified because participants who were told they were frozen may not choose to attempt to transfer because they believe they are frozen.</p>	<p>The Administrator will send out the catch-up household worksheets next week. (Done)</p> <p>The Administrator will e-mail service providers to inform them that the lists of affected records for the Missing Household Worksheets problem are available for download.</p>

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	B. Missing Household Worksheets) The affected records are from 9 service providers: o Wireline: AT&T o Wireless: AirVoice, Amerimex, Assurance, Boomerang, Tag, Telrite, TracFone, TruConnect) Impacted service providers will receive e-mail notifications to inform them that the lists of affected records are available for download.																			
3) Conduent Update) The new approach for checking the signature went into effect immediately.) Trainings will be held, possibly during normal call times on new connection/transfer/disconnect request process. Trainings will probably begin 2 nd or 3 rd week in July. There will be notes after the calls. The calls may be recorded via WebEx.																			
4) Share Concerns regarding California LifeLine Telephone Service Providers' Marketing and/or Selling Practice) Kristine Lee reported that staff response to requests for marketing material review has been delayed																			
5	FYI: Direct Application Process - Data spans Nov. 5, 2012 to June 24, 2017 <table border="1" data-bbox="142 768 1444 867"> <thead> <tr> <th>Total Transactions</th> <th>Success</th> <th>Failed</th> <th>App Requests</th> <th>Approvals</th> <th>Denials</th> <th>Pending</th> <th>Disconnected</th> <th>CDs_to_date</th> </tr> </thead> <tbody> <tr> <td>10842011</td> <td>10367972</td> <td>474039</td> <td>8133637</td> <td>4672288</td> <td>1258498</td> <td>1691221</td> <td>511630</td> <td>847502</td> </tr> </tbody> </table>	Total Transactions	Success	Failed	App Requests	Approvals	Denials	Pending	Disconnected	CDs_to_date	10842011	10367972	474039	8133637	4672288	1258498	1691221	511630	847502	
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6	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 (<u>PROTEST PERIOD HAS ENDED</u>)) SelecTel, Inc. (<u>PROTEST PERIOD HAS ENDED</u>)) Mobile Net POSA, Inc. (<u>PROTEST PERIOD HAS ENDED</u>)) Excess Telecom, Inc. (<u>PROTEST PERIOD HAS ENDED</u>)) Prepaid Wireless Retail, LLC (<u>PROTEST PERIOD HAS ENDED</u>)) Cellspan Inc. (<u>PROTEST PERIOD HAS ENDED</u>)) Assist Wireless, LLC (<u>PROTEST PERIOD HAS ENDED</u>)) EZ Reach Mobile, LLC (<u>PROTEST PERIOD HAS ENDED</u>)) TC Telephone, LLC (<u>PROTEST PERIOD HAS ENDED</u>)) Ignition Wireless, LLC (<u>PROTEST PERIOD HAS ENDED</u>)																			