

California LifeLine Working Group Conference Call Notes
August 8, 2017

	Agenda Item	Discussion	Action Items/Pending Issues
1	<p>California LifeLine Program Rulemaking, R. 1103013</p> <ul style="list-style-type: none">) Enrollment Request Freeze and Discount Transfer Freeze Implementation) August 10, 2017 Commission Meeting: http://docs.cpuc.ca.gov/PublishedDocs/Efile/G000/M191/K911/191911368.PDF 	<ul style="list-style-type: none">) Exception for service failure <ul style="list-style-type: none"> o Some of the approved exception orders were in error – either because the participant said that they had moved and the representatives did not know that the system would automatically grant a change of address exception or because the representatives were confusing device failure with service failure. o The call center is retraining representatives and changing the process to prevent this from happening in future.) Reporting and Website <ul style="list-style-type: none"> o Templates will be sent out later this month. o The California LifeLine Administrator is completing their draft queries about the freezes. When the reports are ready to be shared, we will send them to the Working Group.) PD is up for Commission vote at the next meeting. There will likely be another in the future. 	<p>Michaela will try to provide the final specs doc this month. (Pending)</p>
2	<p>Conduent’s Processing Negatively Impacting Consumers and/or the California LifeLine Program</p> <ul style="list-style-type: none">) More than 14,000 records mistakenly placed in the 60-Day Discount Transfer Freeze) Mailed the clarification letters and continue to do so) About 1,200 records did not include the Household Worksheet - Mailed less than 200 Catch-Up Household Worksheets for participants to fill out 	<ul style="list-style-type: none">) 14,000+ is the number of participants that the Administrator incorrectly placed in a 60-day discount transfer freeze. They should have been able to transfer without restrictions since they submitted the enrollment requests prior to June 1, 2017.) The California LifeLine Administrator began mailing the clarification letters on July 11, 2017 - we sent a copy of the letter to the Working Group.) The California LifeLine Administrator also mailed the catch-up household worksheets and accompanying letter on July 2, 2017. Participants have 30 days to return the household worksheets. <ul style="list-style-type: none"> o The California LifeLine Administrator mailed less than 200 catch-up household worksheets because we only sent them to affected participants with an approved renewal. 	

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3 Conduent Update	<ul style="list-style-type: none">) On July 27, 2017 the California LifeLine Administrator moved the Lexis-Nexus check upfront in the process. On the 1st day of the 1st week of this change, it identified 724 records as matches.) August 3, 2017 was the migration date to new MOVEit site.) If service provider employees are requesting an ID from the California LifeLine Administrator, they need to send details (name, phone #, OCN, etc.).) The timeline has been updated to reflect Office of State Publishing changes.) i-wireless asked if there was any change in calculation of the service connection report in July 2017 because its percentage of qualified service connections was much lower than normal. <ul style="list-style-type: none"> o Conduent said that nothing had changed, but will double check the report. o Number that i-wireless thought it received was different from what the California LifeLine Administrator sent. 	The California Lifeline Administrator will send out a new phone number for the Carrier Calls within the next week. (Done)																		
4 Share Concerns regarding California LifeLine Telephone Service Providers' Marketing and/or Selling Practice) No discussion																			
5 FYI: Government Accountability Report (http://www.gao.gov/assets/690/684974.pdf)																				
6 FYI: Direct Application Process - Data spans Nov. 5, 2012 to August 5, 2017																				
	<table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="background-color: #e1f5fe;">Total Transactions</th> <th style="background-color: #e1f5fe;">Success</th> <th style="background-color: #e1f5fe;">Failed</th> <th style="background-color: #e1f5fe;">App Requests</th> <th style="background-color: #e1f5fe;">Approvals</th> <th style="background-color: #e1f5fe;">Denials</th> <th style="background-color: #e1f5fe;">Pending</th> <th style="background-color: #e1f5fe;">Disconnected</th> <th style="background-color: #e1f5fe;">CDs_to_date</th> </tr> </thead> <tbody> <tr> <td style="text-align: center;">11229891</td> <td style="text-align: center;">10726878</td> <td style="text-align: center;">503013</td> <td style="text-align: center;">8386748</td> <td style="text-align: center;">4855177</td> <td style="text-align: center;">1286918</td> <td style="text-align: center;">1703329</td> <td style="text-align: center;">541324</td> <td style="text-align: center;">852912</td> </tr> </tbody> </table>		Total Transactions	Success	Failed	App Requests	Approvals	Denials	Pending	Disconnected	CDs_to_date	11229891	10726878	503013	8386748	4855177	1286918	1703329	541324	852912
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7 FYI: Wireless Telephone Service Providers with Pending Filed Advice Letters Seeking Authority to Offer California LifeLine Wireless Telephone Services Update	<ul style="list-style-type: none">) 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>) 																			