

California LifeLine Working Group Conference Call Notes April 03, 2018

	Agenda Item	Discussion	Action Items/Pending Issues
1	<p>California LifeLine Program Rulemaking, R.1103013</p> <ul style="list-style-type: none"> ➤ Testing Finalized Weighted Average Report and True-up Report ➤ Draft Claim Form ➤ Decision 18-02-006 Revising California LifeLine Eligibility Criteria (provided link to Decision) <ul style="list-style-type: none"> a) Additional Status Codes for Daily Return Feed b) Advice Letters c) Revised File Layout Templates (see attached version as of April 3, 2018) 	<ul style="list-style-type: none"> • CD staff emailed the File Layout Templates today with WG agenda. WG participants did not have any questions. • We delayed the revised reports so that they will not interfere with the regular reports. 	<ul style="list-style-type: none"> • By next Tuesday, April 10th, 2018, the Administrator will send out the updated reports. • CD staff will send out updated draft claim form this week. • CD staff will post the finalized claim form on Web • Please send email to Hannah.steiner@cpuc.ca.gov for specific items to be included in the claims instructions.
2	<p>Emergency Protections for October and December 2017 Fire Victims</p> <ul style="list-style-type: none"> ➤ Content for Outbound Dialer Message ➤ Additional Text Messages from the California LifeLine Administrator 	<ul style="list-style-type: none"> • CD staff shared the outbound dialer campaign info via email today. • The Administrator is currently not ready to send text messages yet, will let the WG know once we are ready. 	<ul style="list-style-type: none"> • Launch outbound dialer campaign tomorrow April 4, 2018 • CD staff will send confirmation to the WG members once launched outbound dialer campaign.

Agenda Item	Discussion	Action Items/Pending Issues
<p>3 Federal Lifeline Program's Elimination of the Transfer Freezes Effective March 19, 2018.</p> <ul style="list-style-type: none"> ➤ March 16, 2018 Assigned Commissioner's Ruling (provided link to ruling) <ul style="list-style-type: none"> a) File Tier 1 Advice Letter b) Send E-mail Confirmation to CaLLMarketing@cpuc.ca.gov c) Train Sales Reps and Other Employees 	<ul style="list-style-type: none"> • Received the Advice Letter filings from service providers 	
<p>4 Conduent's Revitalized Efforts to Proactively Improve Consumers' and Participants' Experiences and to More Expeditiously Resolve Past Issues</p> <ul style="list-style-type: none"> ➤ Wireless transfers with incorrect Program Start Dates ➤ Missing Anniversary Dates 	<ul style="list-style-type: none"> • No update – still in queue for further research 	
<p>5 Draft Disclosure for Text Messages from the California LifeLine Program</p>	<ul style="list-style-type: none"> • No update – still in queue for consideration 	
<p>6 Share concerns regarding California LifeLine Telephone Service Providers' Marketing and/or Selling Practice</p>	<ul style="list-style-type: none"> • CAB received several calls by referrals of wireless street team members advising applicants to call CAB regarding DMD failure. • Applicants were unable to sign up due to DMD failure. • CAB reminded WG members that street team members should not advise applicants to call CAB or Conduent. This is an issue on the wireless carriers' end, and should be resolved by the carrier. 	

Agenda Item		Discussion	Action Items/Pending Issues
7	Partnerships with the California LifeLine Program <ul style="list-style-type: none"> Alameda Alliance for Health (provide website) send email to CaLLMarketing@cpuc.ca.gov if interested California Alternate Rates for Energy Program – see Decision 17-12-009 	<ul style="list-style-type: none"> CD staff discussed briefly about the California Alternate Rates for Energy Program and the Decision’s objective for both the California LifeLine Program and CARE Program to partner with each other. The CARE providers are interested in the California LifeLine service providers to disseminate CARE Program information. 	<ul style="list-style-type: none"> CD staff will invite the CARE providers to present their ideas during one or more Working Group calls
8	FYI: Proposed Resolution to Handle Budget PrePay, Inc.’s Request to Relinquish its Designation as an Eligible Telecommunications Carrier and to Withdraw from the California LifeLine Marketplace – (provided link)	<ul style="list-style-type: none"> None. 	
9	FYI: Initiated Order Instituting Rulemaking to Adopt Comprehensive Post-Disaster Consumer Protection Measures – (provided link)	<ul style="list-style-type: none"> None. 	
10	FYI: Cost Opening for the Request for Proposals for the New California LifeLine Administrator <ul style="list-style-type: none"> Maximus = \$66,765,489.57 Conduent = \$69,208,023.64 	<ul style="list-style-type: none"> None. 	

Agenda Item		Discussion	Action Items/Pending Issues
11	FYI: Wireless Telephone Service Providers with Pending Filed Advice Letters Seeking Authority to Offer CA LL Wireless Telephone Services Update <ul style="list-style-type: none"> • SelectTel, Inc. • Mobile Net POSA, Inc. • Excess Telecom, Inc. • EZ Reach Mobile, LLC • TC Telephone, LLC • Red Pocket, Inc. 	<ul style="list-style-type: none"> • None. 	
12	Administrator/Service Provider/DAP Part of Working Group Agenda <ul style="list-style-type: none"> ➤ Administrator Update ➤ Service Provider Technical Topics ➤ DAP Topics 	<ul style="list-style-type: none"> • None. 	