**August 22, 2017**

# California LifeLine Program
# Administrative Committee Program Review

# Executive Summary

- January to July 2017 program subscriber growth rate of -15.1%
- Wireless subscriber growth rate has a positive trend (0.26%) through August 5, 2017
- Wireline enrollment decreasing trend appears to be leveling off:
  - May: -6,519 (-1.4%)
  - June: -6,417 (-1.4%)
  - July: -7,581 (-1.6%)
- Freeze projects – June 01, 2017 go-live
- LexisNexis up front – July 26, 2017 go-live
- Implemented new signature guidelines in June 2017
- Forms Processing turn-around-time is currently at ~2.3 days (As of June 2017)
- 300 participants on the NLAD broadband program as of August 9, 2017

# Program Changes and Drivers

**Pending Projects**

- Print mail transfer to OSP – Go-live November 2017
- CTS Phase 2
- SMS

**Completed Projects in July**

- Moved Lexis-Nexis check up front

**Program Process Changes**

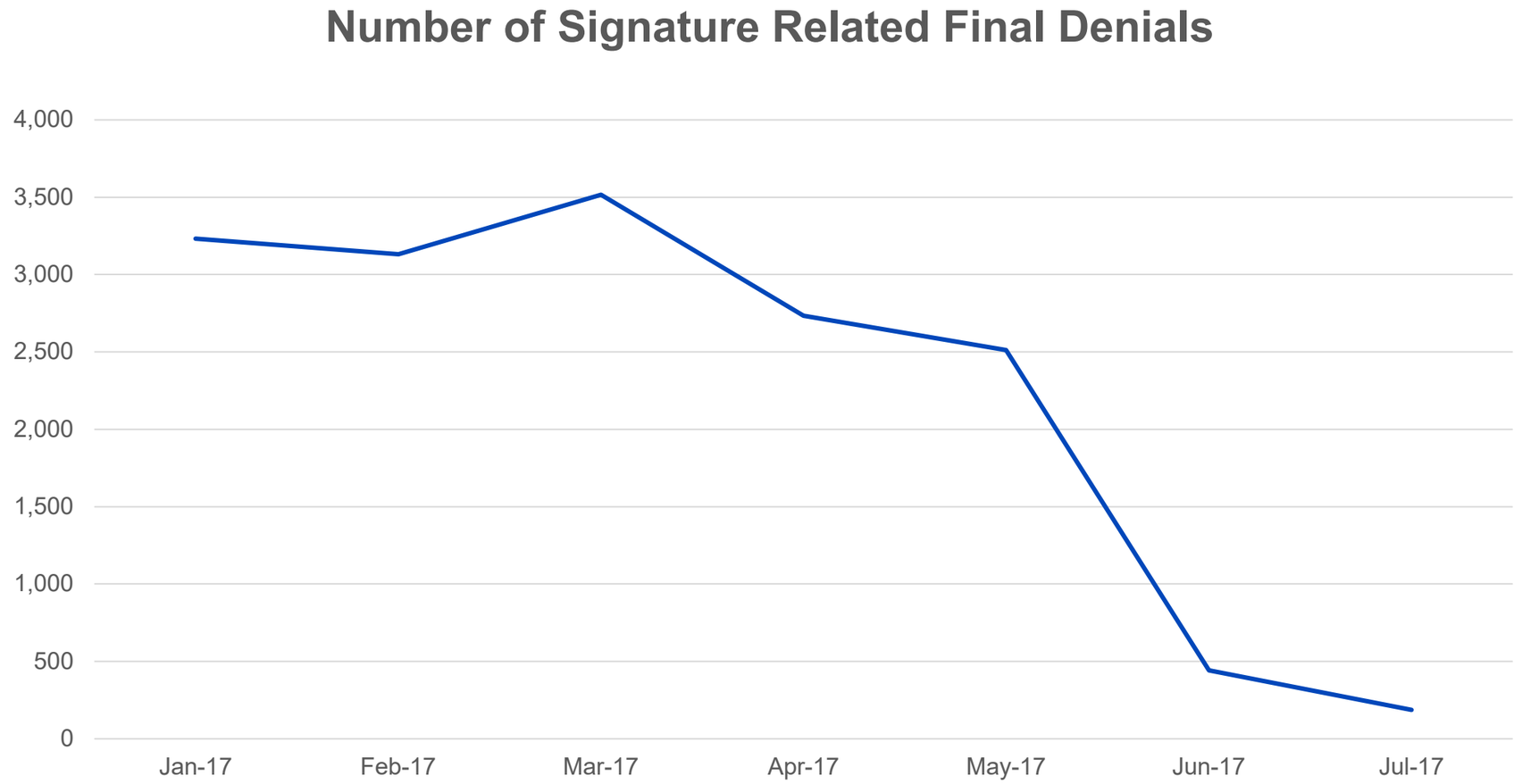
- None to report

**Carrier Activities in Progress**

- Frontier rate group correction
- AT&T billing address update
- Blue Jay Wireless to Global Connection Inc. migration

# Revised Signature Guidelines

Impact of revised signature guidelines – New guidelines implemented the first week of June 2017 includes both wireline and wireless




**Signature Guidelines**

Step 1 – Is there a signature on the form? If yes, go to step 2. If no, deny the form.

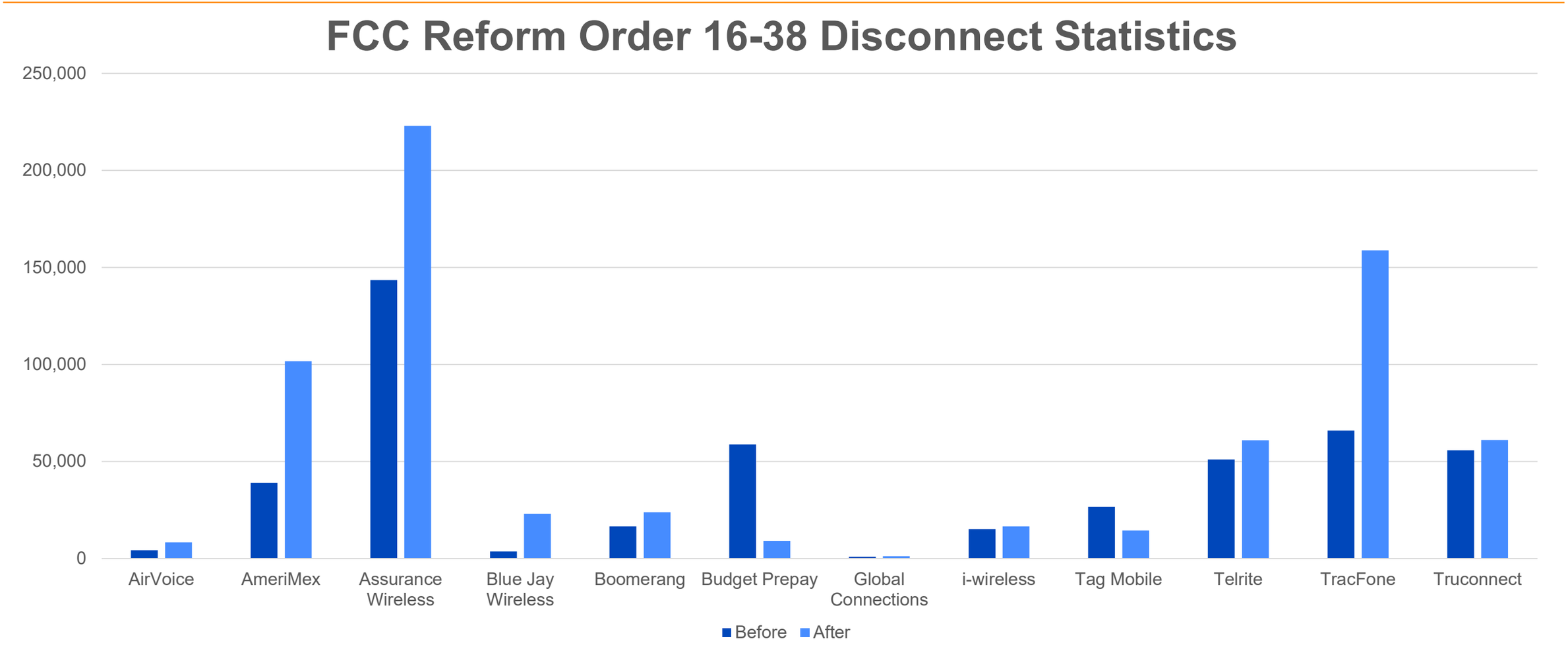
Step 2a – Check to see if the applicant's signature shows a name that is definitively not the applicant's. For example, the applicant's name is Elsa Olaf. However, the signature definitively indicates Prince Hans. Deny the form if the applicant's signature shows a name that is definitively not the applicant's.

Step 2b – If there is documentation in addition to the form, check to see if the applicant's signature definitively conflicts the applicant's signature on the additional documentation, as applicable. If we have historical documentation that can help in the review, we can use it as a resource. Deny the form if the applicant's signature definitively conflicts with the applicant's signature on the additional documentation.

If, at any time, we suspect that there may be a violation of a program rule, then we can flag the record for additional review.

# Disconnect Statistics

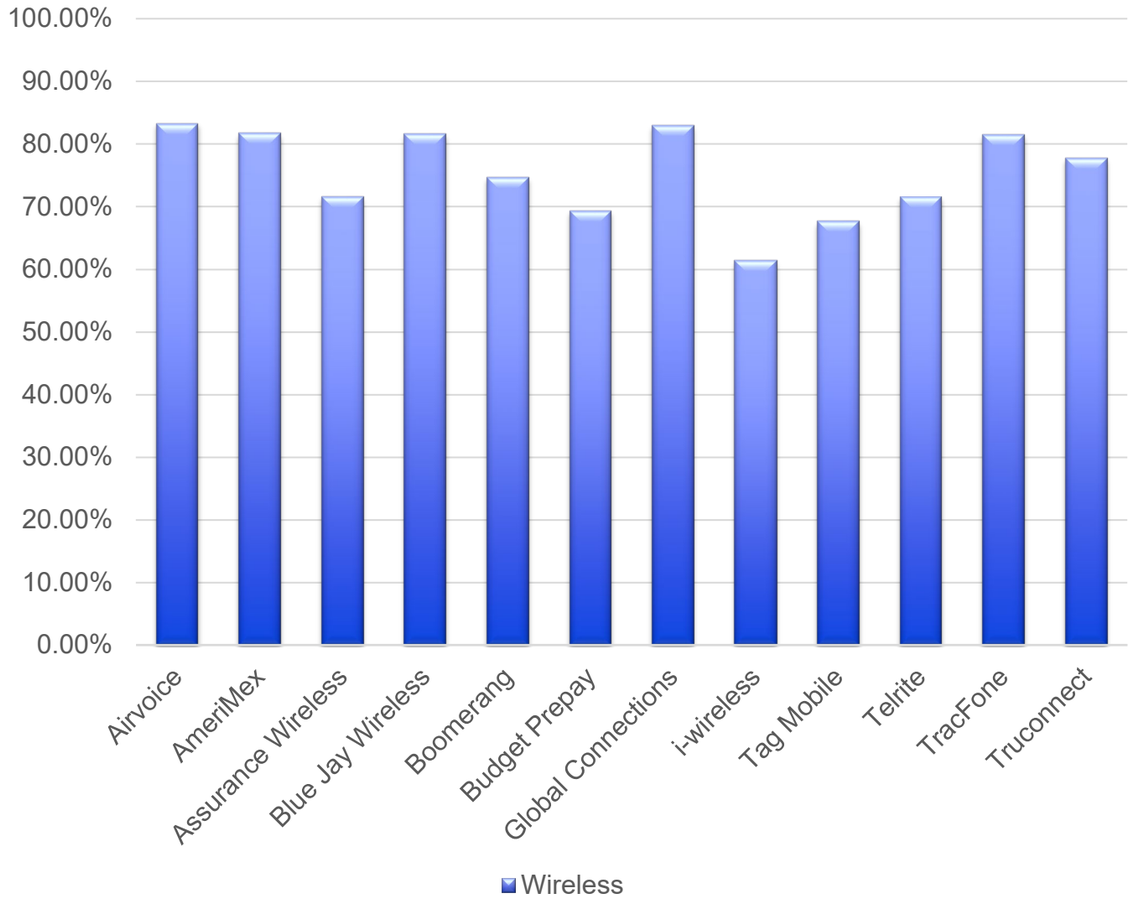
Pre-Reform Order Data: 6/1/16 – 11/31/16; Post Reform Order Data: 12/2/16 – 5/31/17

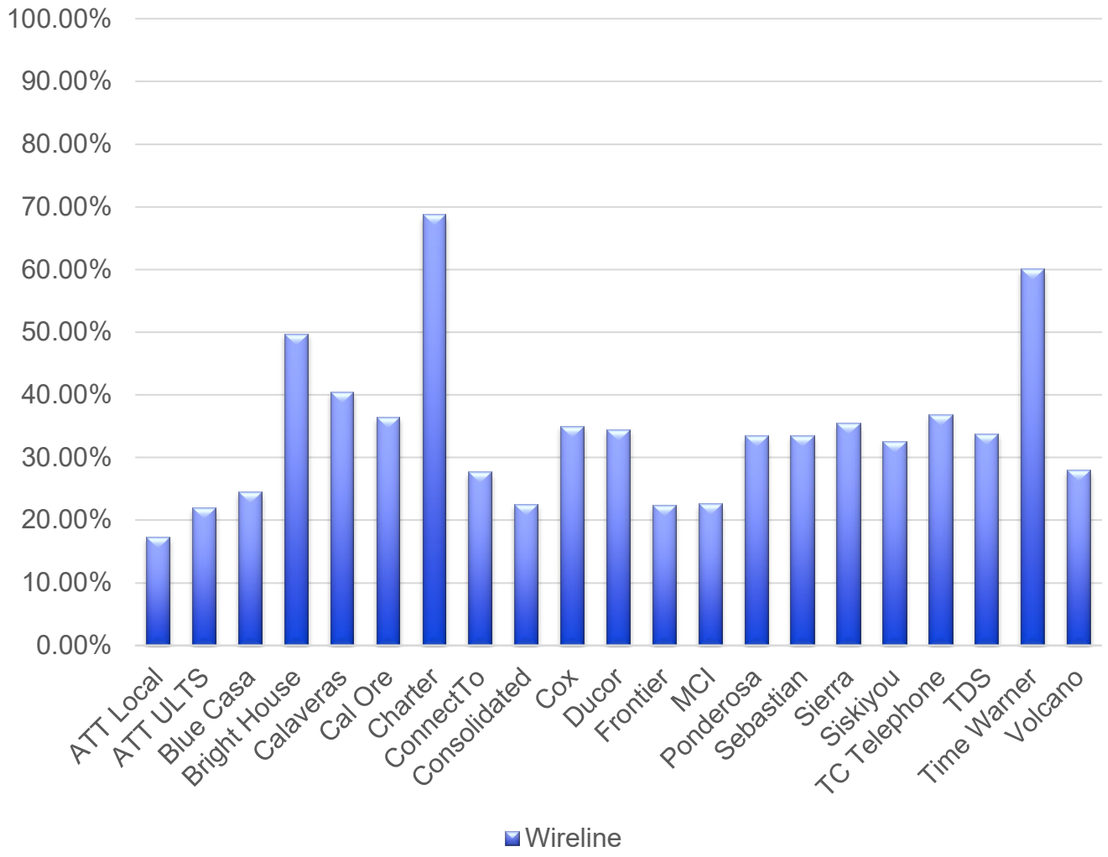



Number of disconnects by wireless carrier - Impacts of non-usage change by FCC reform order 16-38 implemented on December 2nd, 2016. Consumers now disconnected after 30 days or non-usage vs. 60 days of non-usage

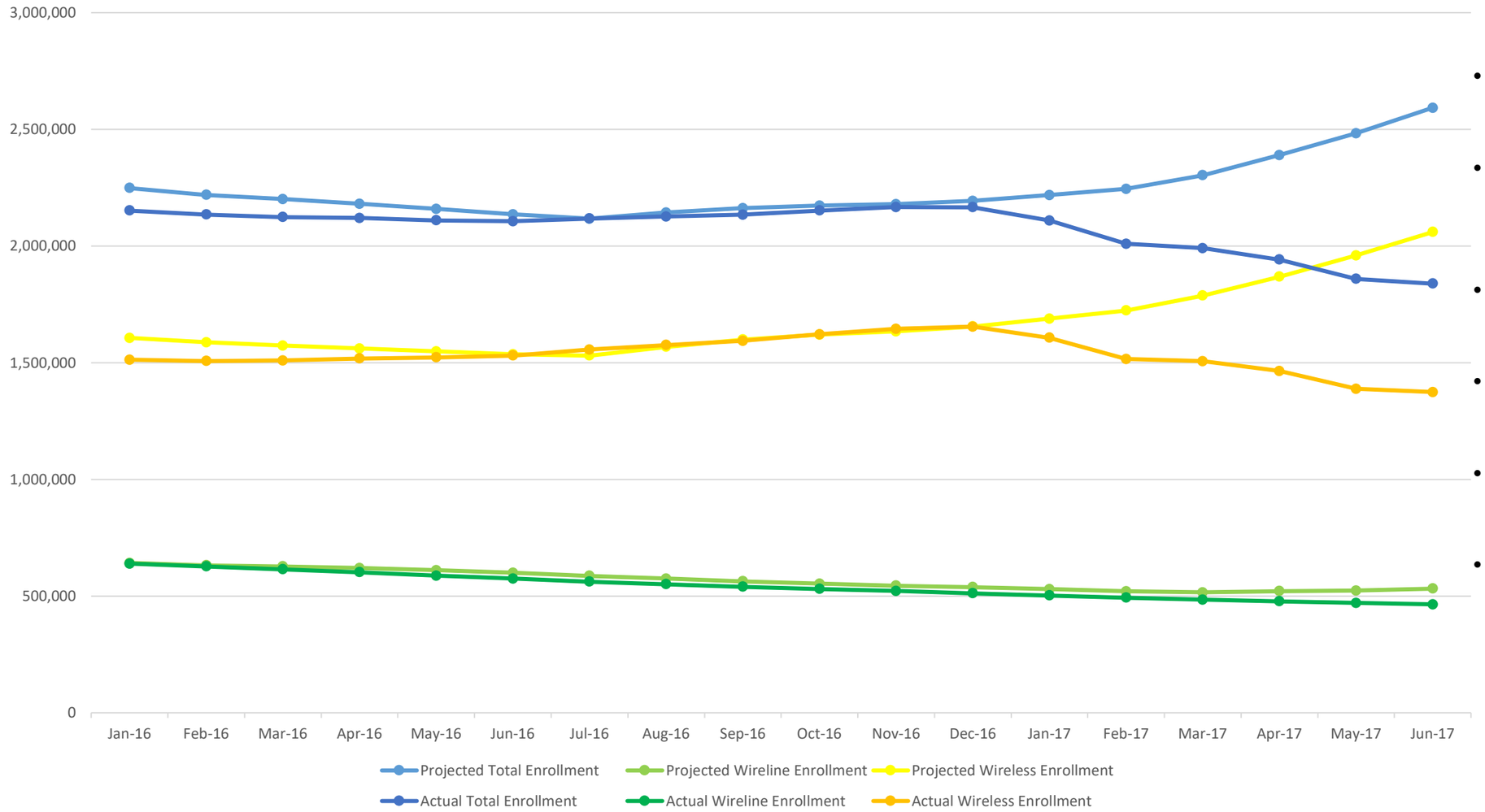
# Non-Returned Forms Statistics

Forms Not Returned Stats for the last 12-months



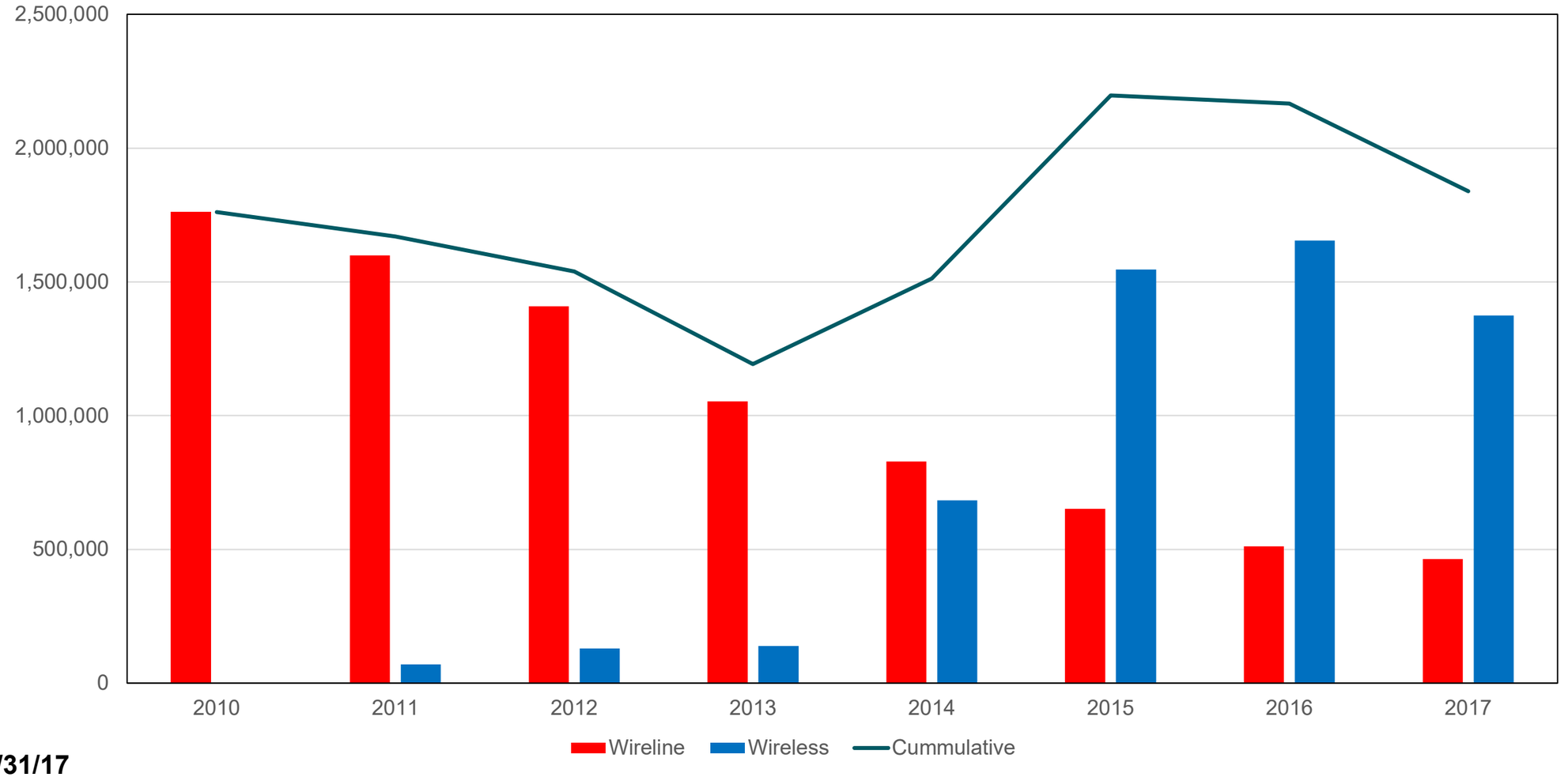
# LifeLine Participation Trends and Projections




**Dec-2016 Projection Deviations**

- FCC change of 60 day to 30 day non-usage disconnect rule
- FCC change that included 3 eligibility programs being retired and 1 new program being added
- Income limits changing from 150% to 135% poverty level
- Broadband in CA in being handled by NLAD
- Pending enrollment and discount transfer freeze projects
- Pending moving LexisNexis ID checks upfront

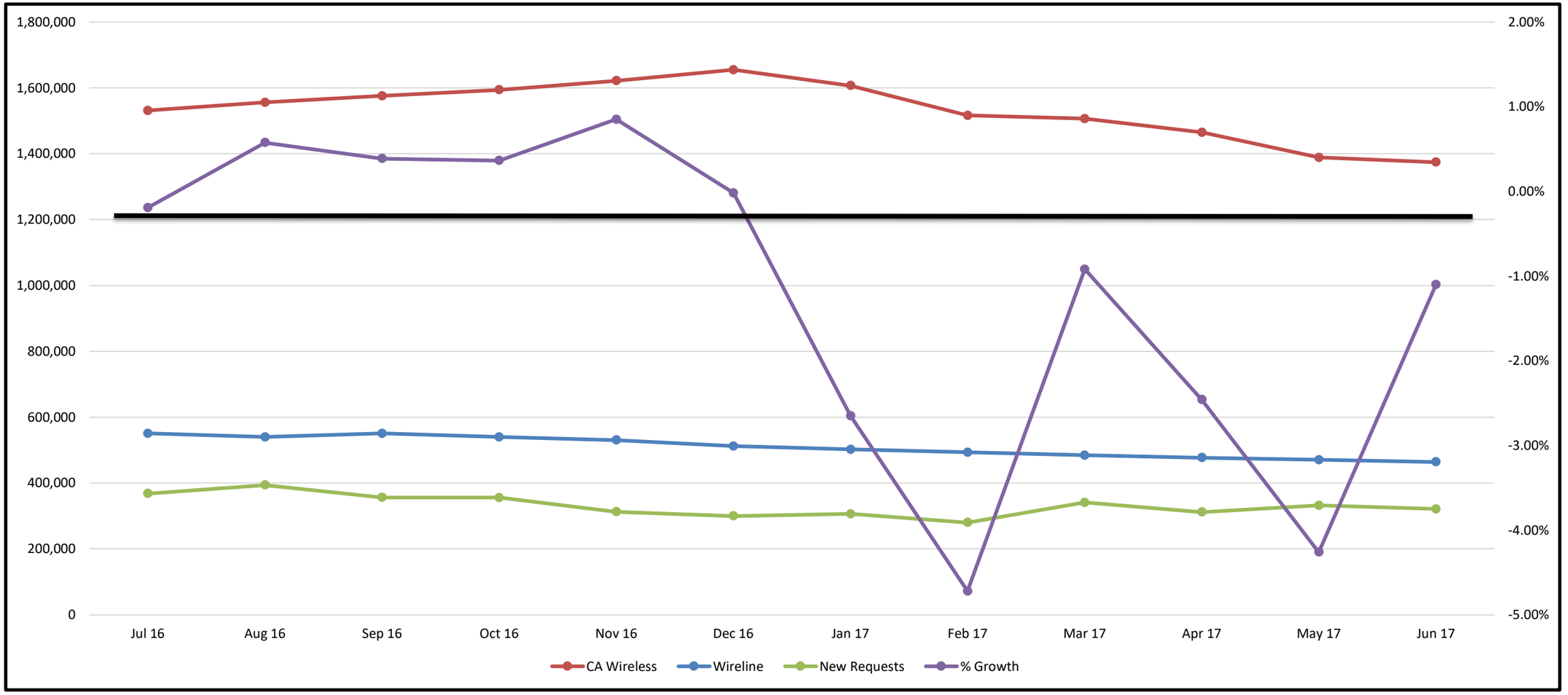
# Program Participation:  2010 - 2017




| % Change | |
|---|---|
| 2011 | – 5.5% |
| 2012 | – 8.5% |
| 2013 | – 29.0% |
| 2014 | +26.8% |
| 2015 | +37.6% |
| 2016 | -1.4% |
| 2017 | - 15.1% |

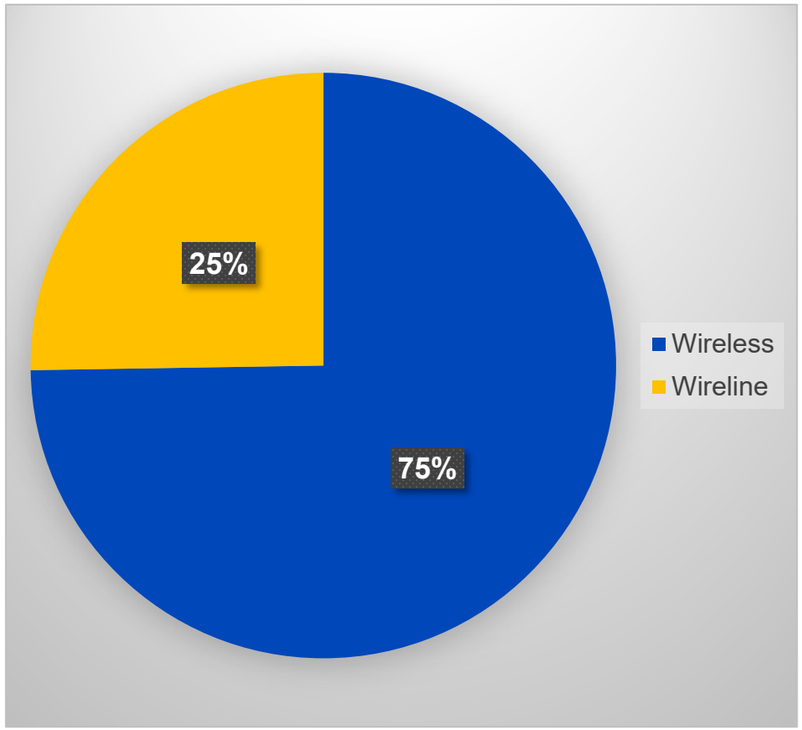
**Data Range thru 7/31/17**

# Program Subscriber Trends




**Data Range thru 6/30/17**

# Enrollment Breakdown – June 2017




## Growth Rates

| | |
|---|---|
| Wireless rate: | -14,002 or -1.0% |
| Wireline rate: | - 6,517 or -1.4% |
| Program rate: | -20,419 or -1.1% |

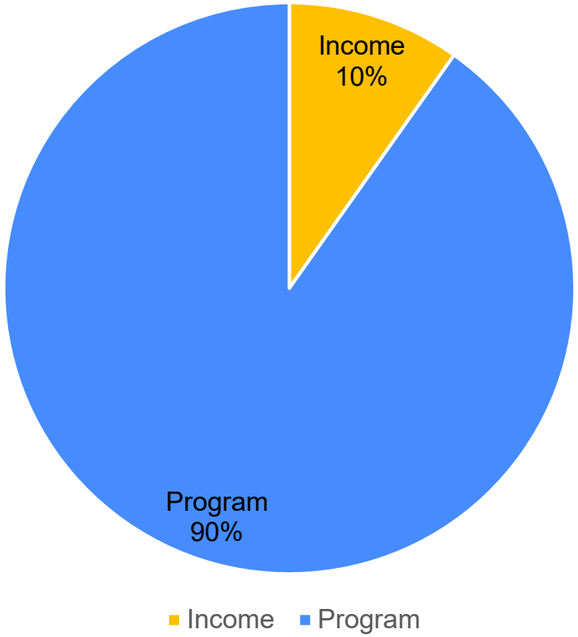
## Program Statistics

| | |
|---|---|
| CA Wireless: | 1,374,419 |
| Wireline: | 464,348 |
| Total: | 1,838,767 |

**Data Range thru 6/30/17**

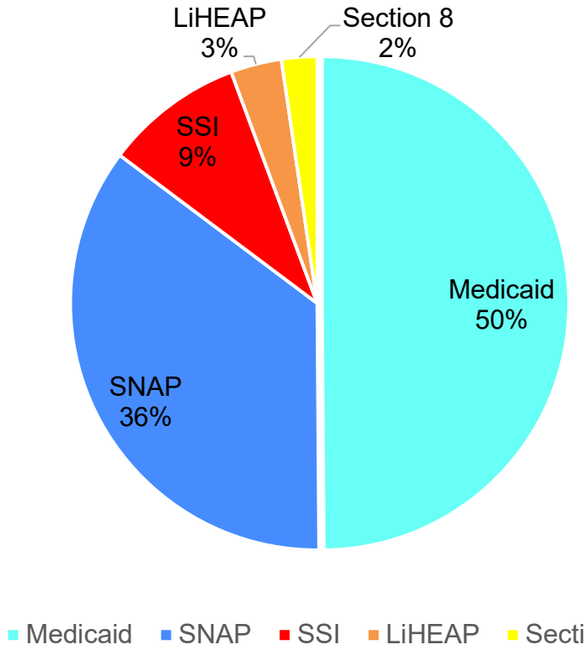
# Enrollment Eligibility Mechanism – June 2017

## Enrollment Eligibility Mechanism




**129 participants qualified under the Veterans program as of 5/31/17**

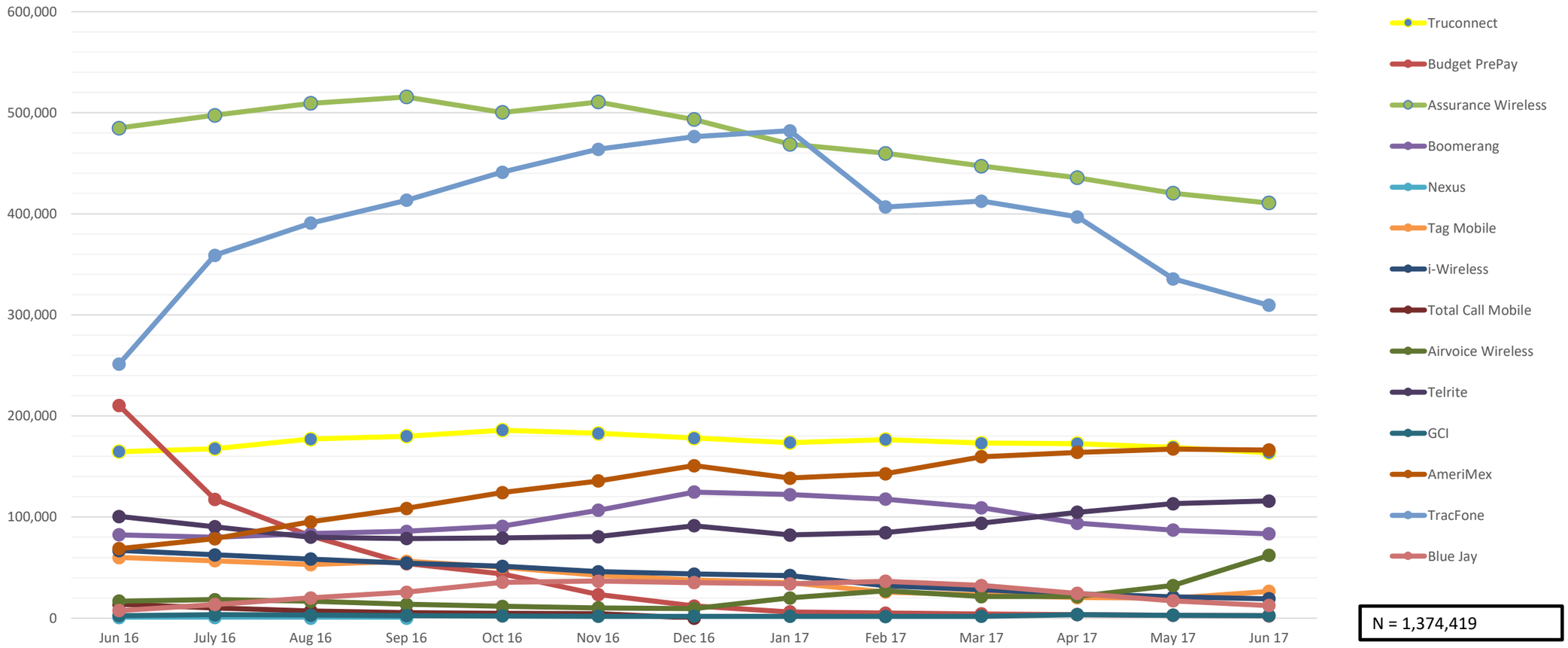
## Program Eligibility – Top 5 programs




**The top 5 programs account for 94% of all enrollments**

**Data Range thru 6/30/17**

# California LifeLine Wireless Subscriber Trends




N = 1,374,419

**Data Range thru 6/30/17**

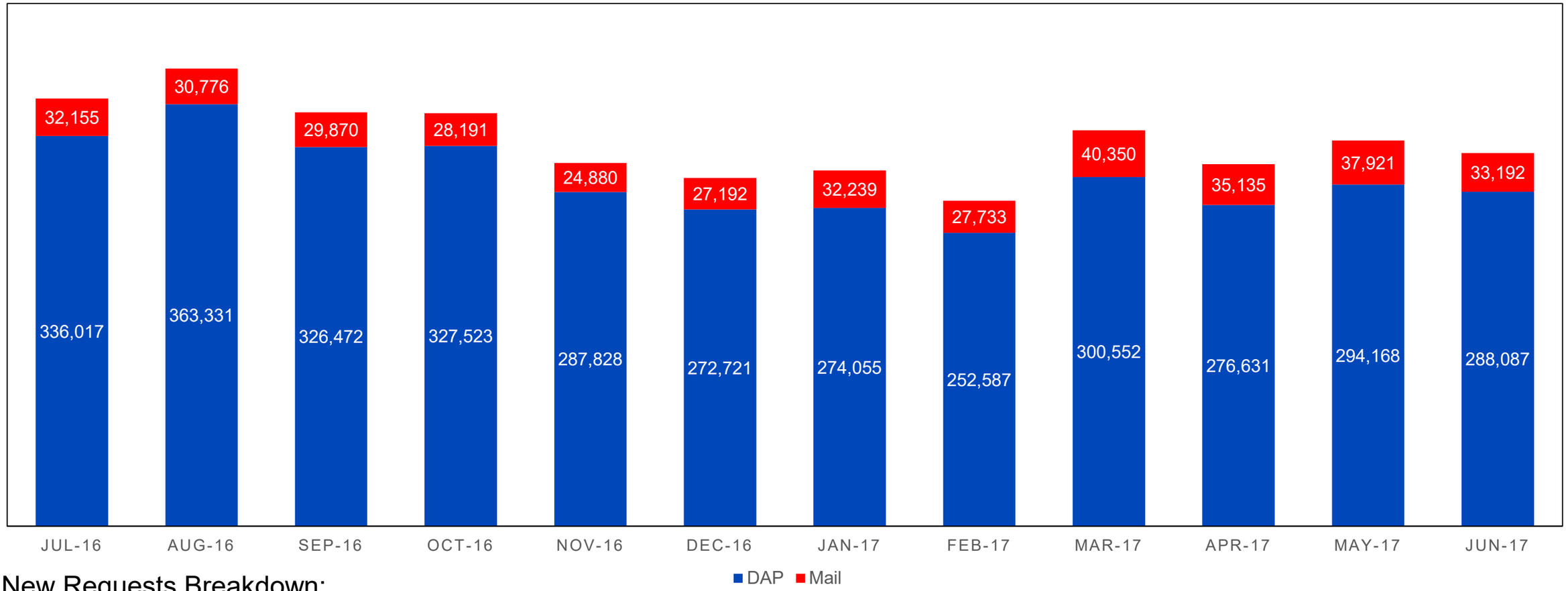
# Growing/Contracting Carrier Statistics – June 2017

| Carrier | Growth/Contraction | Enrolled Subscribers | Growth/Loss % |
|---|---|---|---|
| **Top 3 Growing Carriers** | | | |
| Air Voice | 29,815 | 62,111 | 92.32% |
| Tag Mobile | 6,876 | 26,472 | 35.09% |
| Telrite | 2,751 | 115,925 | 2.43% |
| **Top 3 Contracting Carriers** | | | |
| TracFone | -26,168 | 309,536 | -7.79% |
| Assurance Wireless | -9,613 | 410,741 | -2.29% |
| Truconnect | -5,400 | 163,649 | -3.19% |

**TracFone reductions are a result of disconnects for non-usage**
**The Air Voice growth continues since the freeze began**

**Data Range thru 6/30/17**

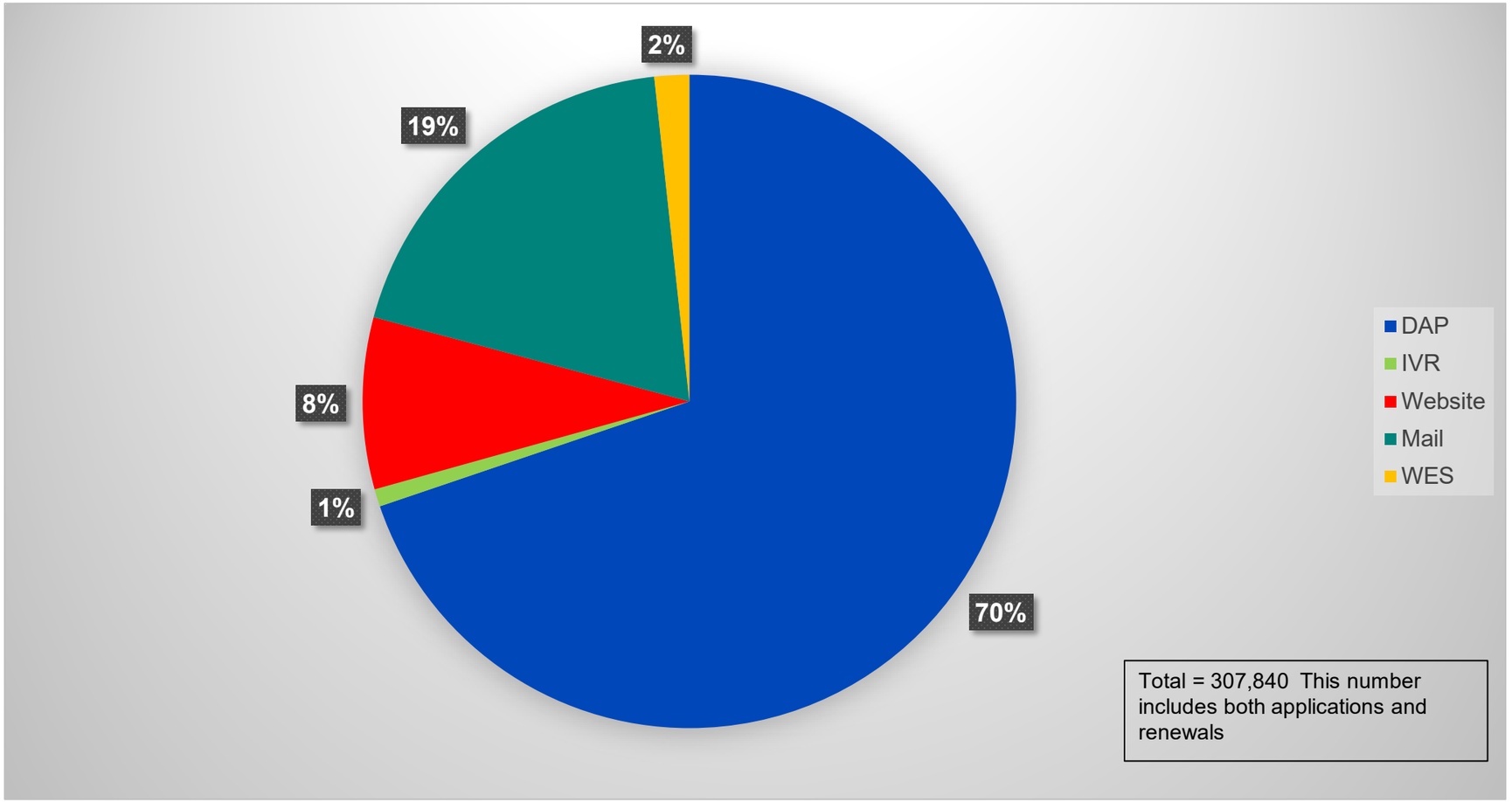
# New Application Requests – Rolling YTD




New Requests Breakdown:

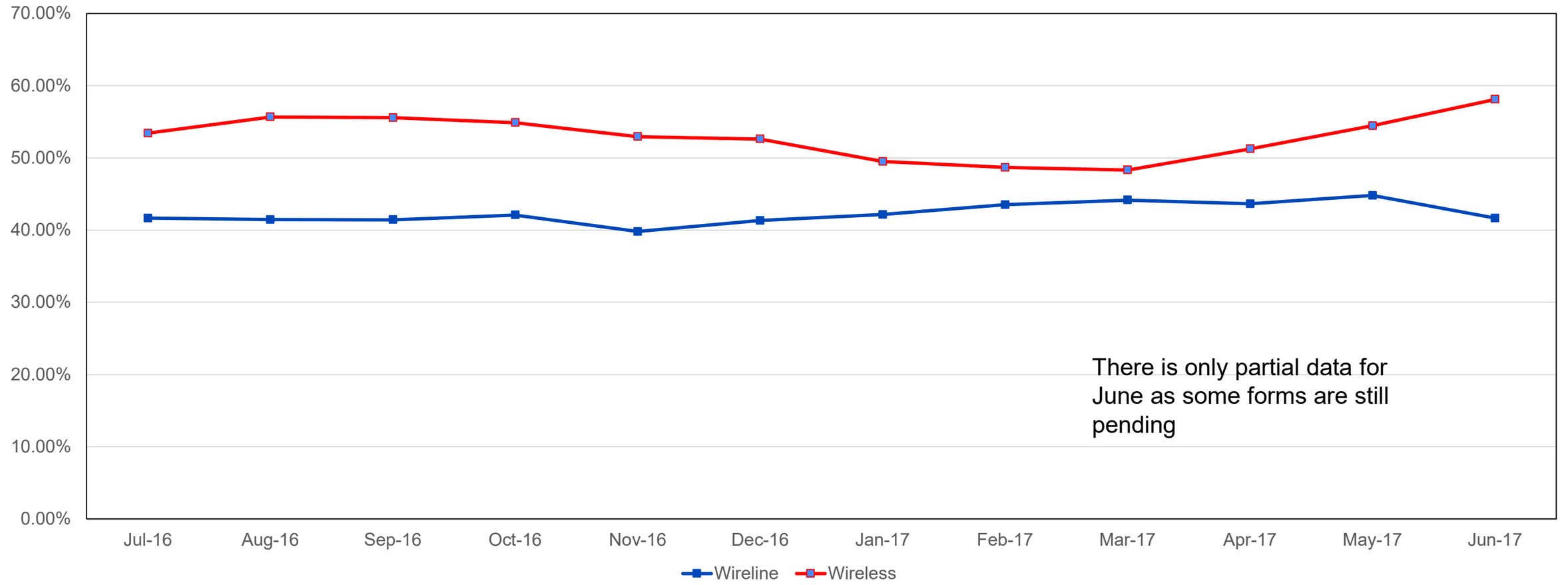
- 89.7% DAP
- 10.3% Mail

# Enrollment Method – June 2017



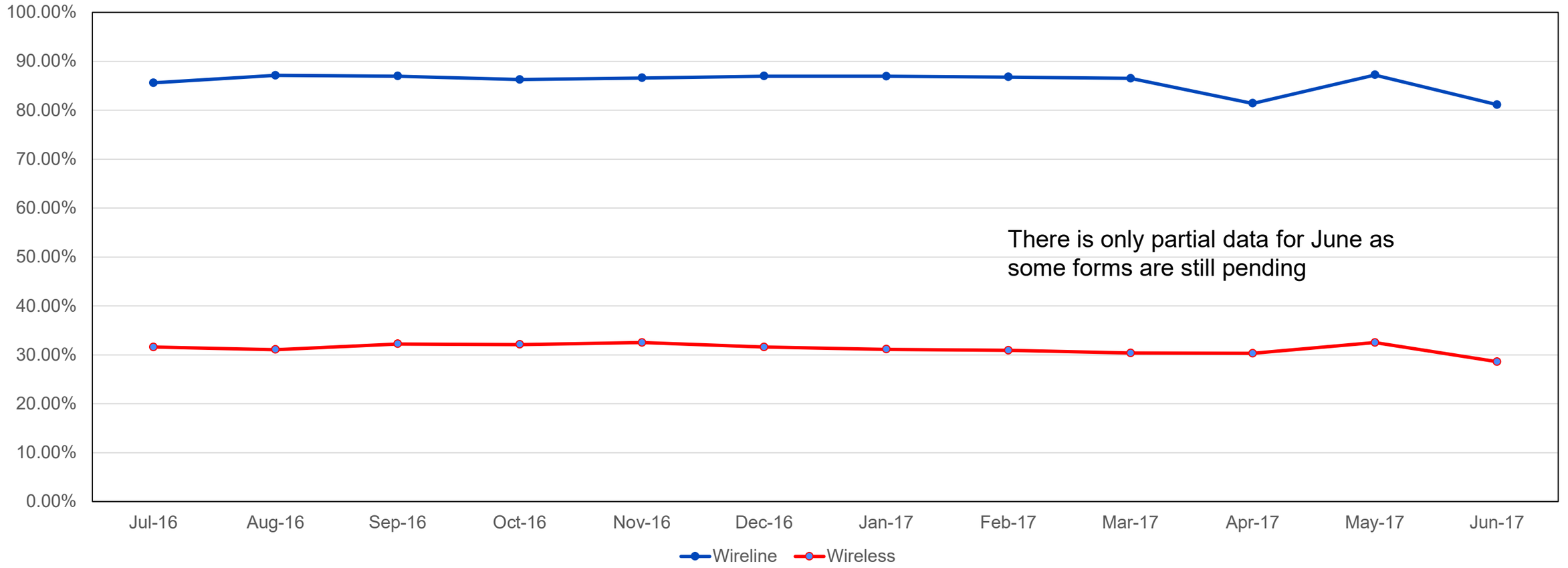

*Enrollment method indicates the mechanisms a consumer used to submit completed applications or renewal packages.

# Application Approval Rates – Rolling YTD



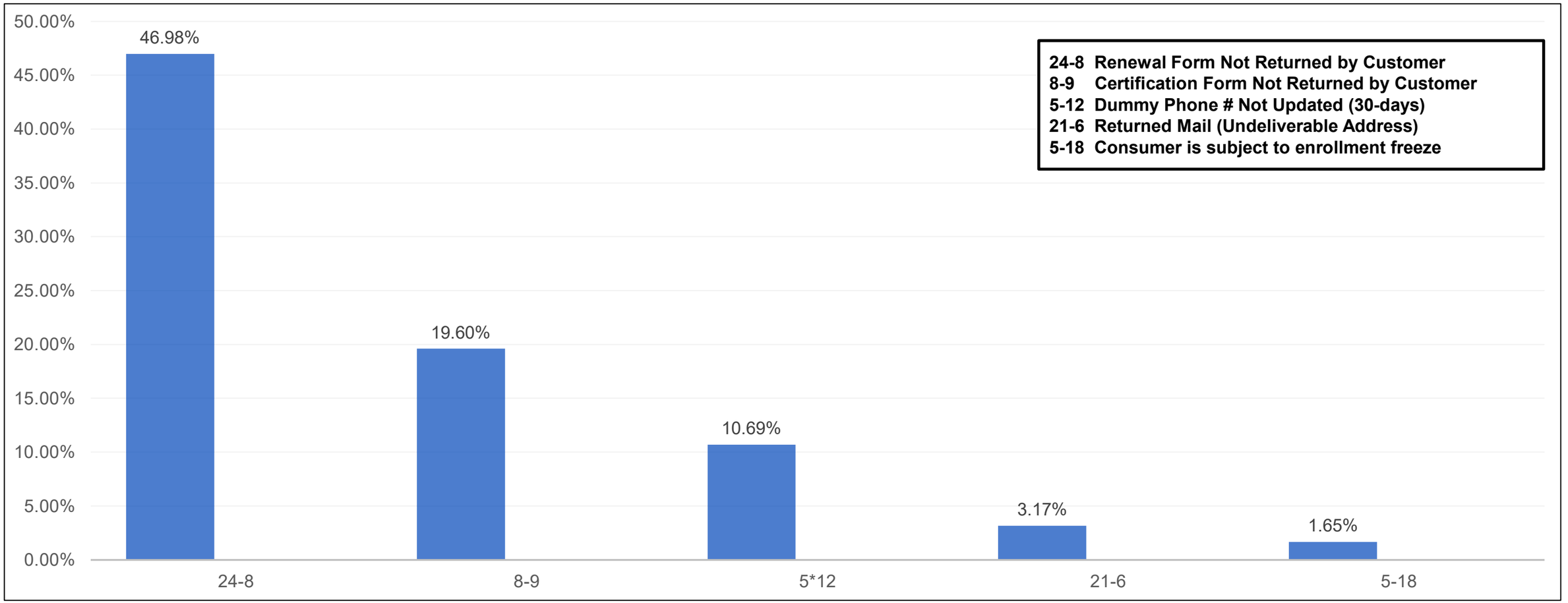

Average approval rates for 2017 YTD – Wireless – 51.72% and Wireline – 43.32%

# Renewal Approval Rates – Rolling YTD



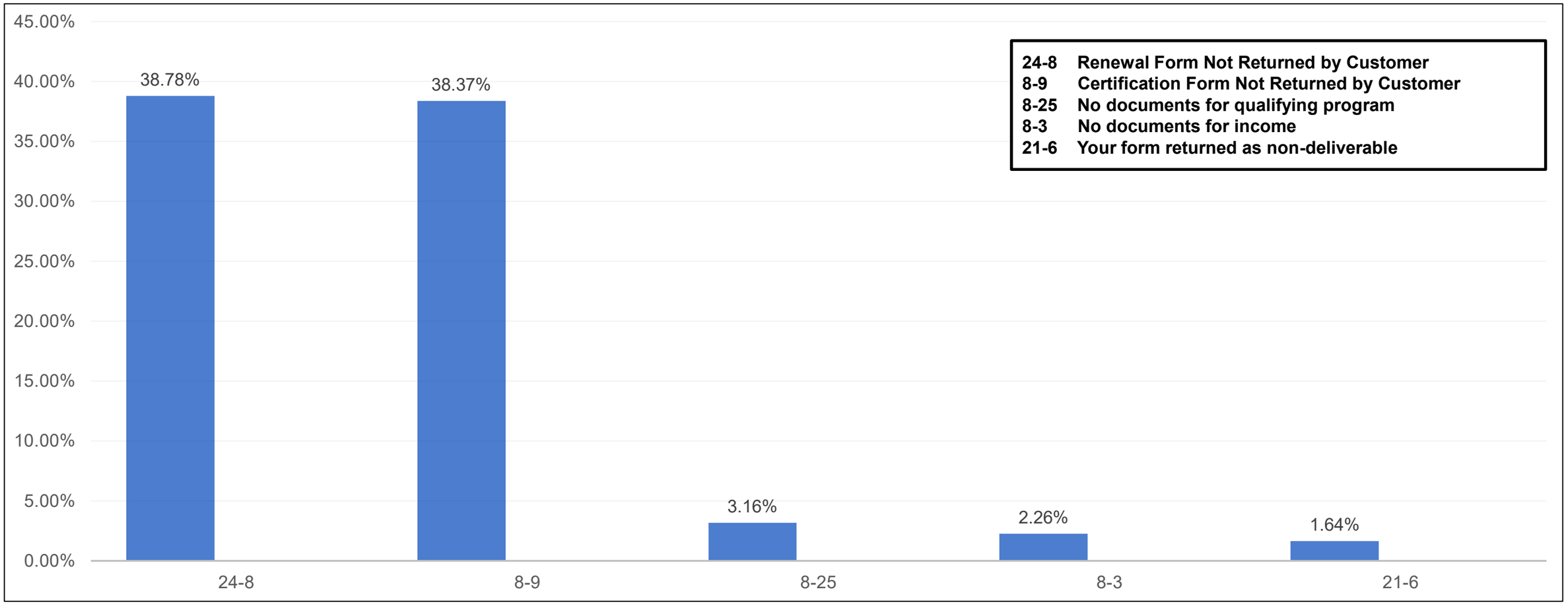

Average approval rates for 2017 YTD – Wireless – 30.64% and Wireline – 84.98%

# Top Denial Codes – Wireless: July 2017



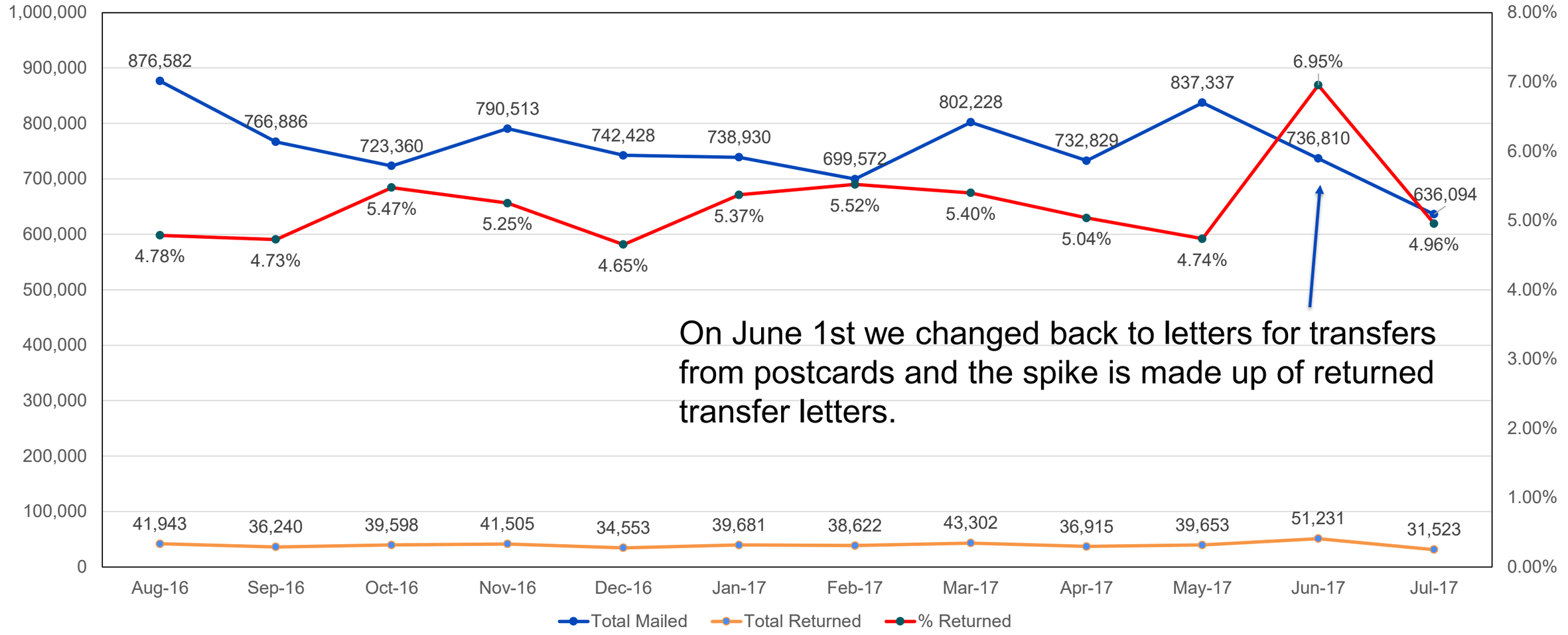

The top 5 account for 82.1% of all denials for the month of July 2017

# Top Denial Codes – Wireline: July 2017

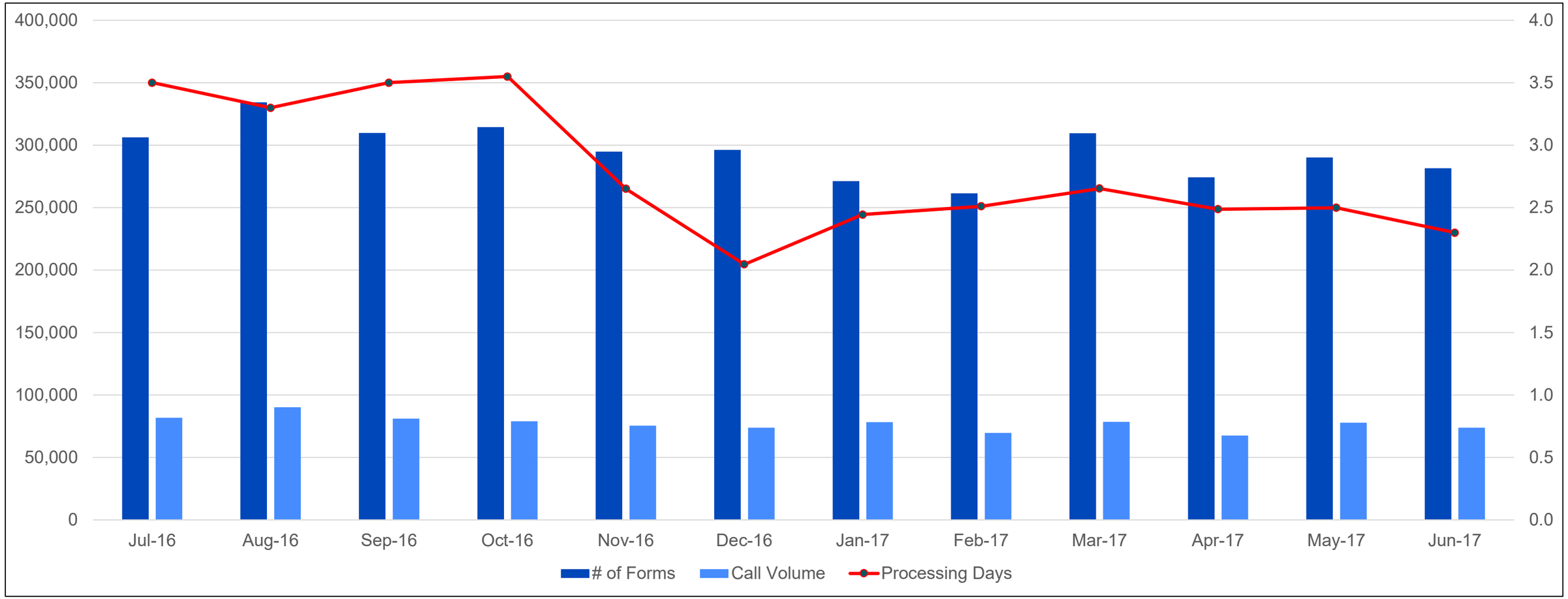



The top 5 account for 84.2% of all wireline denials for the month of July 2017

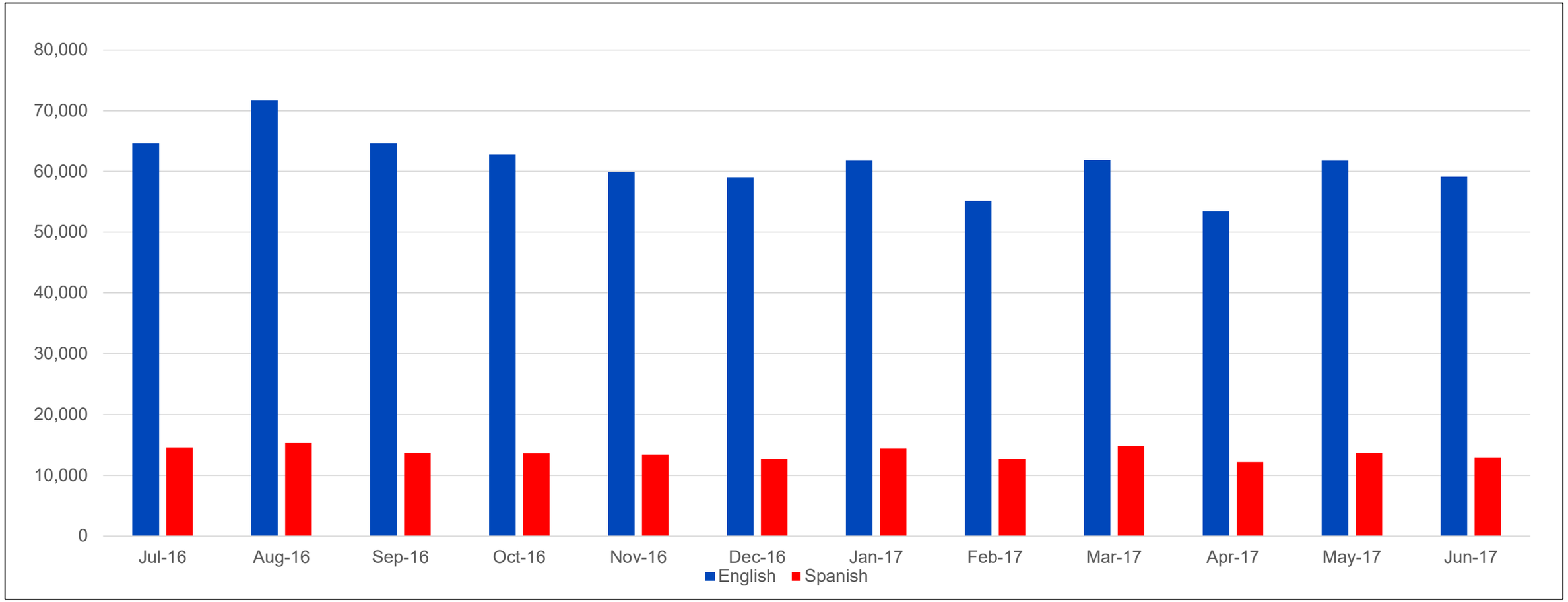
# Return Mail Trends – Rolling YTD



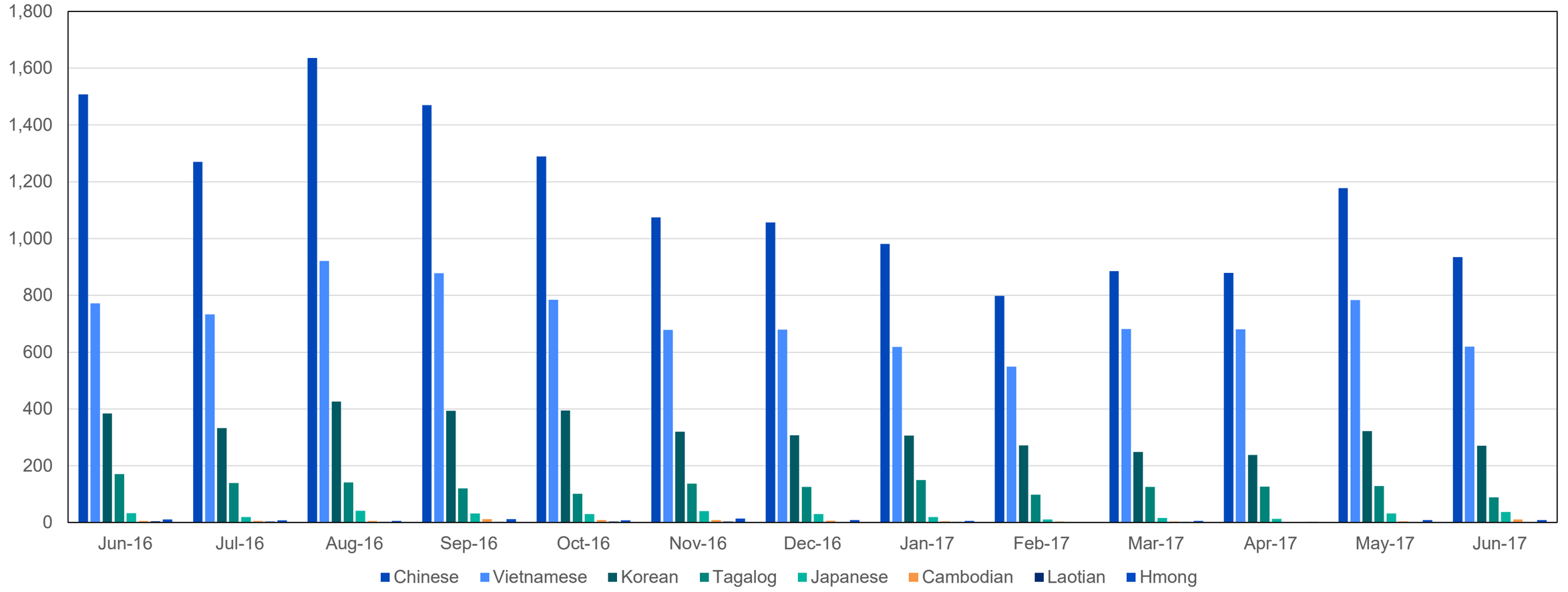
# Call Center Throughput – Rolling YTD



# Call Center Volumes – English and Spanish – Rolling YTD



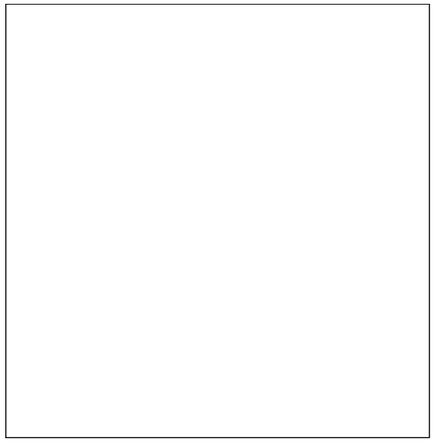
# Call Center Volumes – Asian Languages – Rolling YTD



# Top Call Reasons – July 2017

| | | |
|---|---|---|
| 1. | Check Status – | 14,288 |
| 2. | Needs denial letter explained – | 10,277 |
| 3. | Wireless question that had to be referred back to carrier – | 8,553 |
| 4. | Requests for general information – | 4,013 |
| 5. | Other questions (customer assistance, resend form request, assist customer) – | 3,874 |

# Geographic Pr



Total: 1,838,778

Number of Participants by Co

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