

California LifeLine Working Group Meeting Notes for December 17, 2014

1. XEROX Update

- Call Center will be closed on both Christmas and New Years' Day
- New denial code list was sent out to carriers; please begin using
- Xerox reviewed changes to transfer process and will work on implementation schedule after the holidays
- Xerox will send out details for Form 555 on January 12 (must be sent back by end of January)

2. FYI: October 2014 Consumer Affairs Branch Report

- Discussion will take place in January

3. Share Concerns regarding California LifeLine Telephone Service Providers' Marketing and/or Selling Practices

- No concerns shared. Please feel free to email concerns to Michaela.

4. XEROX Direct Application Process Update

- Platform is working well with no issues to report

Data spans Nov. 5, 2012 to December 16, 2014

TotalTransactions	Success	Failed	AppRequests	Approvals	Denials	Pending	Disconnected	CDs_to_date
1176680	1019520	157161	926978	642813	155968	113351	14855	170901

5. Other Items

- Xerox intends to extend the third-party administrator contract with Xerox by two years.