

California LifeLine Working Group Meeting Notes for May 7, 2014

1. XEROX Update

- Image Exchange: Pilot test phase has begun. Xerox will meet with pilot carriers today to discuss process. Still need to test with DAP carriers. Still on target for July 1 launch.
- Identification Check: Xerox went over process flowchart with carriers during yesterday's call. Among the issues raised during the call:
 - This check is currently not part of the DAP process but may be in the future.
 - New denial codes will be shared prior to implementation of exception process.
 - The ID check only searches for LifeLine accounts in California.
- Daily Carrier Feed process will be covered during next week's carrier call.
- Xerox will work with two carriers who are looking to make change in accessing FTP process (passcode vs. key)

2. Consumer Affairs Branch Update

- No additional feedback

3. Identity Authentication Process

- No additional feedback

4. Additional Wireless Telephone Service Providers with Filed Advice Letters Seeking Authority to Offer California LifeLine Wireless Telephone Services

- TracFone Wireless, Inc.
- Virgin Mobile USA, L.P.
- Budget PrePay, Inc.
- AmeriMex Communications Corp.
- Blue Jay Wireless, LLC
- Air Voice Wireless, LLC

5. California LifeLine Program Proceeding

- New Administrative Law Judge Katherine MacDonald has been assigned to the proceeding.

6. XEROX Direct Application Process Update

Data spans Nov. 5, 2012 to Apr. 29, 2014

| TotalTransactions | Success | Failed | AppRequests | Approvals | Denials | Pending | Disconnected | CDs_to_date |
|-------------------|---------|--------|-------------|-----------|---------|---------|--------------|-------------|
| 200286 | 155803 | 44483 | 151612 | 96591 | 33942 | 18655 | 2424 | 59181 |