

California LifeLine Working Group Meeting Notes for November 19, 2014

1. XEROX Update

- SSL certificate issue starting Sunday night, problem extended into Monday; issue with mobile web browsers resolved last night. Back working normally now.
- Dummy Number Transfer Update: PUC reviewing proposal right now. Once approved, looking at early-December implementation.
- Xerox will introduce new status codes for customers in pending status, transferring from one carrier to another. Xerox creating write-up and will schedule implementation pending approval from PUC.

2. Consumer Affairs Branch Report Feedback

- There is an increase in calls to CAB over the past several months. Written contacts are still about average. Most phone calls are being handled appropriately. Calls are mostly regarding wireless phones (people not receiving phones or having difficulty getting connected). CAB currently working with CD to include statistics about nature of calls on reports.
- Xerox is currently not deactivating customers for not getting activated on time. Many want to be disconnected from a carrier they never even activated with. Some customers trying to ship phone back to carrier or calling carrier to disconnect, and the carriers send disconnect request to Xerox.
- There is also a trend of new wireless customers not understanding they will lose wireline service. Xerox believes problem is marketing; representatives must make sure customers understand process completely before signing up.
- Problems are not limited to one carrier. When a trend is noticeable, CAB will report to CD/Xerox.
- Transition to dummy number process should help alleviate problems.

3. Identity Authentication Process Extension Petition

<http://apps.fcc.gov/ecfs/document/view?id=60000979314>

- Administrator would send out letter to customer, requesting documentation to be sent back to administrator.
- No decision has been made on what documents will be accepted.

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

- No concerns

5. XEROX Direct Application Process Update

- Last week, there was a problem on platform, due to denial of service attack. Xerox is working to put process in place to minimize impact on platform. Xerox asked DAP providers to provide IP addresses so that Xerox can provide list, limiting access to pulling files.

Data spans Nov. 5, 2012 to November 18, 2014

TotalTransactions	Success	Failed	AppRequests	Approvals	Denials	Pending	Disconnected	CDs_to_date
1037068	881403	155666	808622	545323	116282	134522	12498	153204

6. Wireless Telephone Service Providers with Pending Filed Advice Letters Seeking Authority to Offer California LifeLine Wireless Telephone Services Update

- TracFone Wireless, Inc.
- Blue Jay Wireless, LLC
- Curatel, LLC
- Total Call Mobile, Inc.
- Air Voice Wireless, LLC
- TC Telephone, LLC
- i-wireless, LLC
- TQ Avenger Telecom, LLC
- SelectTel, Inc.