

California Lifeline Working Group Meeting Notes for April 29, 2015

1. XEROX Update

- Return and Activity files were delayed this morning; Xerox will provide an update on status after the call
- Verification Denial Problem: discussed during yesterday's carrier call. Issue is that losing carrier is not being notified of transfer if customer has multiple transfers in one day. Xerox is working to contact affected carriers.

2. Acceptable Types of Identification Documents for Expanded Exceptions Process for the ID Check

- CPUC has deemed following documents acceptable and is prepared to move forward in implementing ID exception process. Logic required CPUC to recognize intake process could be done over the mail, and that we do not have the personnel to conduct interview process as does DMV. Ideally looked for documents that are not easily duplicable and that provided a photo and at least three pieces of data:
 - U.S. Driver License
 - Certificate of U.S. Citizenship
 - Certificate of Naturalization or Citizenship
 - U.S. Passport/U.S. Territory Passport
 - Foreign Passport
 - U.S. government, military, state or Tribal-issued ID, which includes DOB and/or SSN and/or Tribal ID
 - U.S. Military ID cards (active or reserve duty, dependent of a military member, retired member, discharged from service, medical/religious personnel)
 - Common Access Card (only if designated as Active Military or Active Reserve or Active Selected Reserve)
 - Military Discharge documentation, which includes DOB and/or SSN and/or Tribal ID
 - Northern Mariana Card
 - Permanent Resident Card
 - Permanent Resident Alien Card
 - Permanent Resident Re-Entry Permit
 - Temporary Resident Identification Card
 - Employment Authorization Card
- Ana Montes from TURN brought up potential for Matricula or other documents accepted by DMV. CPUC requested that further information be provided as to how such documents could be integrated into a non-interview-based intake process. CPUC is open to using Matricula but needs more information. TURN will put CPUC in contact with knowledgeable community organizations.

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

- Continue brainstorming and sharing ideas to improve the messaging about the program to consumers
 - Some consideration for making one line/household language bolder on carrier materials
 - TURN and CAB have been receiving complaints from customers claiming carrier reps had not explained loss of landline benefits by signing up for wireless LifeLine
 - All wireless entrants are required to include disclaimer in terms and conditions as well as in all marketing materials. Special emphasis would theoretically be placed on highlighting rule up front, possibly with one-pager
 - Both iWireless and Budget PrePay say that their reps are instructed to make disclaimer explicit.
 - Alex from Xerox proposes making transferring from landline to wireless less attractive. Also proposes requiring applicants to sign document whenever they transfer.
 - CPUC does not believe problem is unique to certain carriers. CPUC will continue to conduct visits of street teams to observe intake process and provide feedback to carriers.

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

- TracFone Wireless, Inc. (PENDING PROPOSED RESOLUTION)
- Blue Jay Wireless, LLC (PROTEST PERIOD HAS ENDED)
- Curatel, LLC (PROTEST PERIOD HAS ENDED)
- TC Telephone, LLC (PROTEST PERIOD HAS ENDED)
- American Broadband and Telecommunications Company (PROTEST PERIOD HAS ENDED)
- SelecTel, Inc. (PROTEST PERIOD HAS ENDED)
- Mobile Net POSA, Inc. (PROTEST PERIOD HAS ENDED)
- Telrite Corporation (PROTEST PERIOD HAS ENDED)
- AmeriMex Communications Corp. (PROTEST PERIOD HAS ENDED)
- Global Connection Inc. of America (PROTEST PERIOD HAS ENDED)
- Excess Telecom, Inc. (PROTEST PERIOD ENDS ON MAY 6, 2015)