

California Lifeline Working Group Meeting Notes for June 24, 2015

1. XEROX Update

- Platform is running fine.
- On track for Identity Authentication implementation on Monday (denial codes would be sent to carriers on Tuesday)
- List of codes were sent out to carriers yesterday

2. CPUC's Continued Efforts to Prevent Waste, Fraud, and Abuse

- The CPUC reviewed the list of participants thoroughly and developed new denial codes to communicate violations of program rules. Xerox will send out approximately 3400 letters today, eliminating these customers' discounts, effective today. Provider will be notified via status code. Customers include both existing customers and new applicants.
- Customers losing discount will have chance to appeal through standard CAB process.
- Potential violations include breaking the one discount/household rule, receiving discounts from multiple providers, inconsistent personal information across different documents.
- CPUC will provide a list of violations and denial codes to Working Group.
- If CAB overturns, the billing will be retroactive, removing any potential gap in service.
- If subscriber is de-enrolled today, written appeal deadline is July 9. Carrier would be notified only via code if decision is overturned.
- Concern is raised that Supreme Court decision requires benefit recipient to have rights heard before losing benefit: CPUC emphasizes that those losing discounts are not likely to be accidental but will look into this matter further. CPUC intends to send written update to Working Group by end of day.
- All lines connected to violating participant will be cut. CPUC gave customers benefit of the doubt as much as possible.
- CPUC is still deciding whether or not a de-enrolled customer can enroll in the program again.
- There should not be any back-billing issues, since de-enrollments will be effective today and should not impact past payments. CPUC may pursue action against customers later.
- Breakdown by California LifeLine telephone service provider does not include those carriers with less than 1% of letters. A more thorough breakdown will be provided by CPUC

3. Milestone of June 30, 2015

- Expiration of *Rate Caps* for California LifeLine Wireline Telephone Services
 - Rate cap can only change on January 1.
- Expiration of *Maximum California LifeLine Specific Support Amount* for Monthly Recurring Charges
 - CPUC intends to share administrative letter with updated SSA (\$13.20) effective July 1 within the next few days.

-Some carriers convey they would not be able to adjust in short time frame. We will hold another call on Monday morning to discuss timing of SSA changes. Please be prepared to discuss. Most wireless carriers express no problem with July 1 effective date.

- Expiration of Reimbursement for Non-Recurring Charges for California LifeLine Wireless Telephone Services
 - Information can be found in footnote 57 of Decision 11-03-013, as well as page 7 of claim form instructions. Issue can be discussed in further detail in phase 2 of proceeding.

4. Revised Timelines for Application and Renewal Process

-Attached to agenda email

5. Share Concerns regarding California LifeLine Telephone Service providers' Marketing and/or Selling Practices

-No comments

6. FYI: Proposed Resolution Granting, In Part, Air Voice Wireless, LLC's Request to Expand its Service Areas

<http://docs.cpuc.ca.gov/PublishedDocs/Published/G000/M152/K878/152878009.PDF>

7. FYI: FCC Released its Second Further Notice of Proposed Rulemaking, Order on Reconsideration, Second Report and Order, and Memorandum Opinion and Order

http://transition.fcc.gov/Daily_Releases/Daily_Business/2015/db0622/FCC-15-71A1.pdf

8. Reminder: ALL California LifeLine Providers are Welcome to Use the Direct Application process.

9. XEROX Direct Application Process Update - Data spans Nov. 5, 2012 to June 23, 2015

TotalTransactions	Success	Failed	AppRequests	Approvals	Denials	Pending	Disconnected	CDs_to_date
3216436	3052087	164349	2519406	1606207	415627	431683	65889	359544

10. 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)
- AmeriMex Communications Corp. (PROTEST PERIOD HAS ENDED)
- Global Connection Inc. of America (PROTEST PERIOD HAS ENDED)
- Excess Telecom, Inc. (PROTEST PERIOD HAS ENDED)