

California Lifeline Working Group Meeting Notes for March 4, 2015

1. XEROX Update

- The WES workshop will be held at the Hyatt Regency in Sacramento on March 25 from 12 p.m. to 5 p.m. Please RSVP to Bill Allen. Carriers are encouraged to attend in person.
- Xerox had an issue sending daily files to FTP carriers yesterday and this past Friday and is resolving matter.
- Bill will send out notes from yesterday's call, including valuable information on temporary address discussion. California follows all federal rules re: temporary address.

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

- Michaela sent out two lists: documents currently accepted by USAC and those accepted by California DMV. The CPUC is seeking out which documents can be used as part of the exception process.
- TURN proposed including the Consular card, which is accepted nationwide by agencies and financial institutions. TURN will follow up with additional research and info on the identification.
- The flowchart detailing the exception process was sent out last year. A correctable denial would be sent to ineligible applicants, allowing to respond with one of the forms of identification.
- The CPUC is not considering implementing the identification check at the beginning of the sign-up process.
- Will continue to discuss next week

3. Virgin Mobile USA, L.P.'s Proposed Change

- There exists some support for the proposed change.
- Virgin explained that they provide detailed information on how to program phone when it is delivered to customer. No other carrier on the call provided further descriptions. Michaela will follow up with written proposal.
- Xerox will look into customers receiving English documents despite selecting Spanish as language.

4. Administrative Letter and Spreadsheet regarding Catch-Up Renewals Verification Denials Issue

- Responses were due back to CPUC by Feb. 27th. CPUC has received only a handful of responses; carriers please respond to request by Friday, March 6. CPUC will begin addressing carriers next week for issuing of credits
- Carriers who have not submitted data will receive a notification. Please direct questions to Anna Jew at AML@cpuc.ca.gov.

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

- No updates

6. XEROX Direct Application Process Update - Data spans Nov. 5, 2012 to February 24, 2015

-DAP outage occurred Saturday from about 6 a.m. to 1 p.m. System accepted requests but did not create PDF files. One of the main switches died, and it took seven hours to resolve.

-Yesterday had similar outages. Two-hour issue in morning and two-hour issue in afternoon; Xerox is currently evaluating.

TotalTransactions	Success	Failed	AppRequests	Approvals	Denials	Pending	Disconnected	CDs_to_date
1661110	1501133	159981	1331854	906523	228302	167687	29351	221925

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

- TracFone Wireless, Inc. (PROTEST PERIOD HAS ENDED)
- Blue Jay Wireless, LLC (PROTEST PERIOD HAS ENDED)
- Curatel, LLC (PROTEST PERIOD HAS ENDED)
- TC Telephone, LLC (PROTEST PERIOD HAS ENDED)
- TQ Avenger Telecom, 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)