

CALIFORNIA LIFELINE PROGRAM

2012 Program Year Highlights

Presented By: Communications Division

Commissioner Catherine J.K. Sandoval All-Party Meeting
January 29, 2013

California LifeLine &
federal Lifeline

1,538,950 households

45 service providers

AT&T - 63.57%
Verizon - 18.25%
Nexus - 7.56%
Cox - 3.05%
Telscape - 2.57%

Top
5

*Based on December 2012 data

California LifeLine

- 1,422,541 households
- 42 service providers
- 12% decrease in participation

Federal Lifeline (wireless only)

- 116,409 households
- 3 service providers
- 48% increase in participation

*Based on December 2012 data

Fiscal Year 2012-2013

- Budget = \$280,000,000
- Expenditures* = about \$90,000,000
- Remaining Budget = about \$190,000,000

*As of December 31, 2012

California LifeLine	federal Lifeline (wireless only)
<p>monthly flat rate = up to \$6.84</p> <p>monthly measured rate = up to \$3.66</p>	<p>monthly rate plans = \$2.50, \$5.00, \$20.00, or \$21.50</p>
<p>service connection or conversion fee = up to \$10</p>	<p>service connection fee = \$0, \$32, or \$42</p>
<p>teletypewriter users may have a 2nd telephone line with the California LifeLine discount</p>	<p>N/A</p>
<p>For measured rate service, additional calls after the 60 local calls allocation will be billed at different rates</p>	<p>additional minutes and text fees = \$0.03, \$0.033, or \$0.10</p>
<ul style="list-style-type: none"> •deposit = not required •toll-blocking or toll-restriction = no charge •fees associated with public purpose program funds = no charge •CPUC user fee = no charge •pass-through taxes (federal excise, state, and local taxes) = no charge •911 surcharge = no charge 	<ul style="list-style-type: none"> •no deposit •nationwide long distance •has caller ID •has voicemail •call waiting and call forwarding features vary •three way calling varies with possible additional charges

California LifeLine

- monthly flat rate service discount = up to \$11.85*
- monthly measured rate service discount = up to \$11.85*
- service connection discount*** = up to \$39
- service conversion discount*** = up to \$39
- pass-through taxes discount = up to 13% of California LifeLine services
- administrative costs = \$0.50 per consumer per month

federal Lifeline

- monthly federal service discount = \$9.25
- no discounts for service connection or conversion**
- limited term monthly discount for toll limitation = \$2.00

*Does not account for Extended Area Service rates, which provides a higher support for service providers.

**There is a limited service connection discount for enhanced Lifeline participants.

***Additional discount for premise visits is available. Connection/conversion rates may change.

Forms/Letters

- completely redesigned forms
- redesigned envelopes – checklist, contact info., friendly message
- renewal approval letters incorporate the anniversary date
- mail back originals of supporting documentation to consumers
- automatically sends a 2nd form if the 1st form is not received
- uses meta-data structure allowing for faster processing time

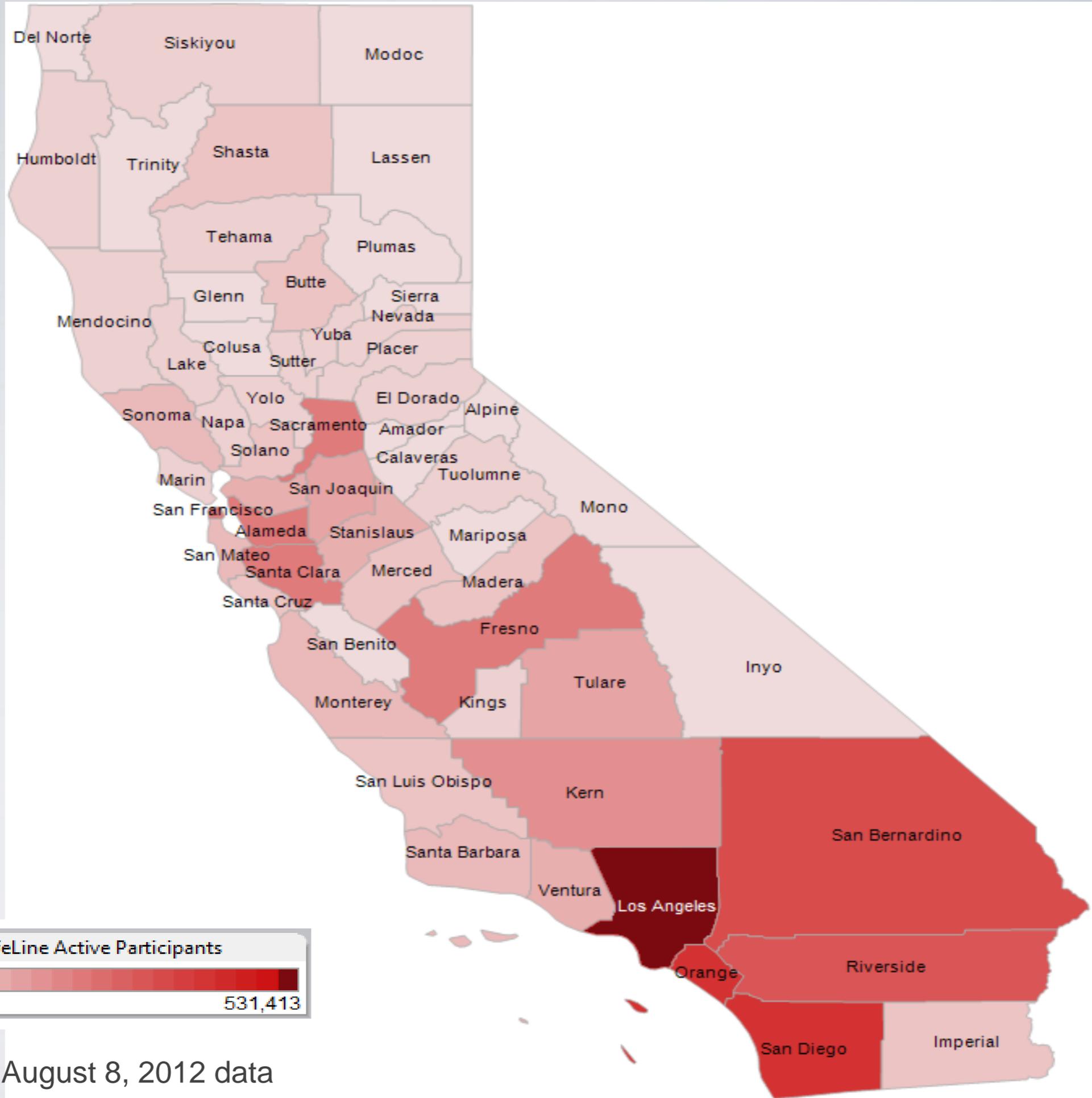
Interactive Voice Response (IVR) Phone System

- has a consistent dialing protocol
- callers have the ability to access a rep at any time
- does not hang up on callers due to dialing errors
- allows consumers with a form to access their Personal Identification Number (PIN)*
- outbound IVR leaves a message if answering machine's detected
- outbound IVR allows connection to a rep
- outbound IVR makes a 2nd call attempt

Web Site

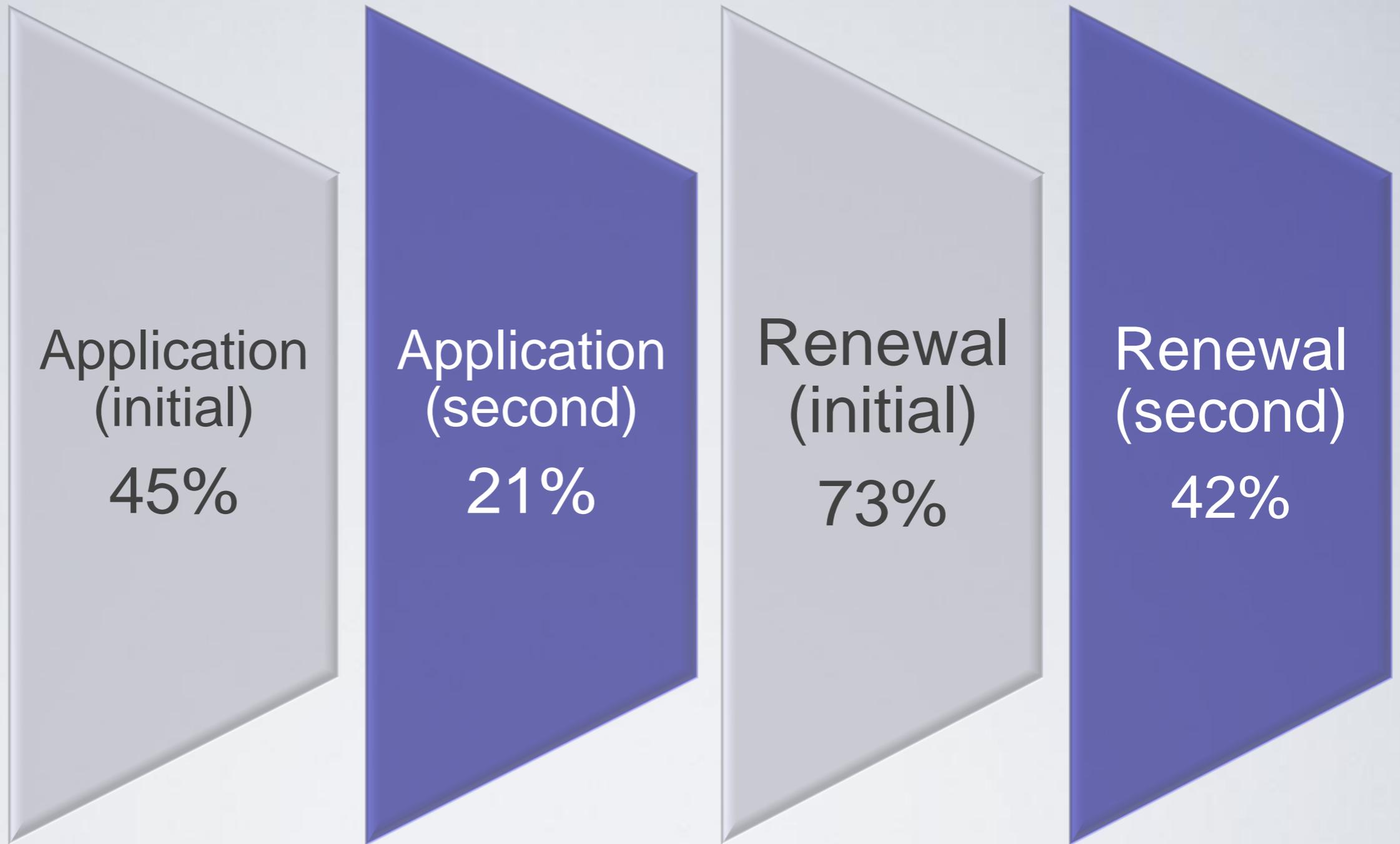
- has Web chat functionality
- enables all applicants and renewing participants to submit forms online
- accepts supporting documentation
- provides option to mail in the supporting documentation at a later time
- offers consumers the ability to check on their forms' status
- has feature to look up service providers within a zip code

*This functionality went live at the end of January 2013.

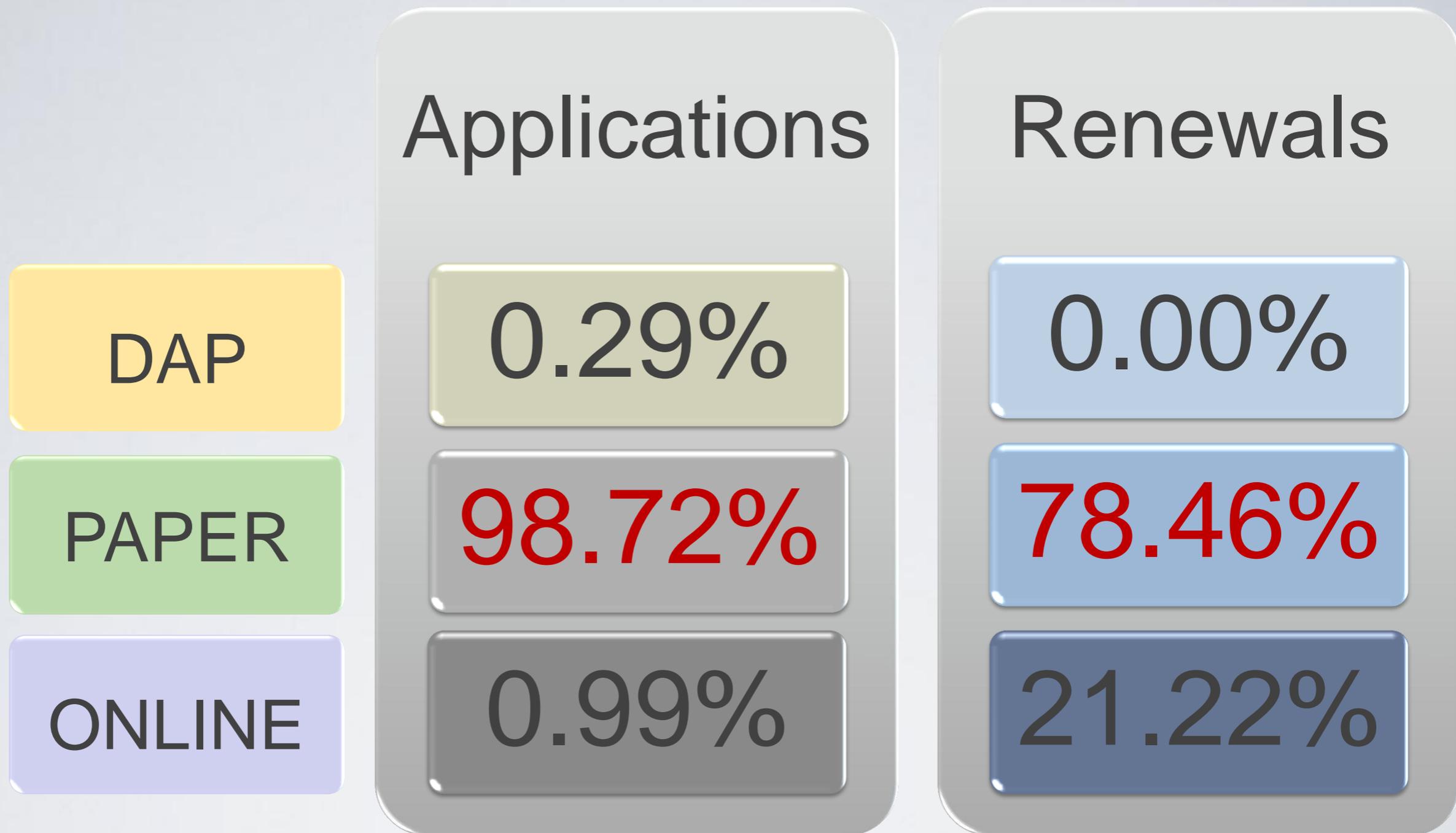


*Based on August 8, 2012 data

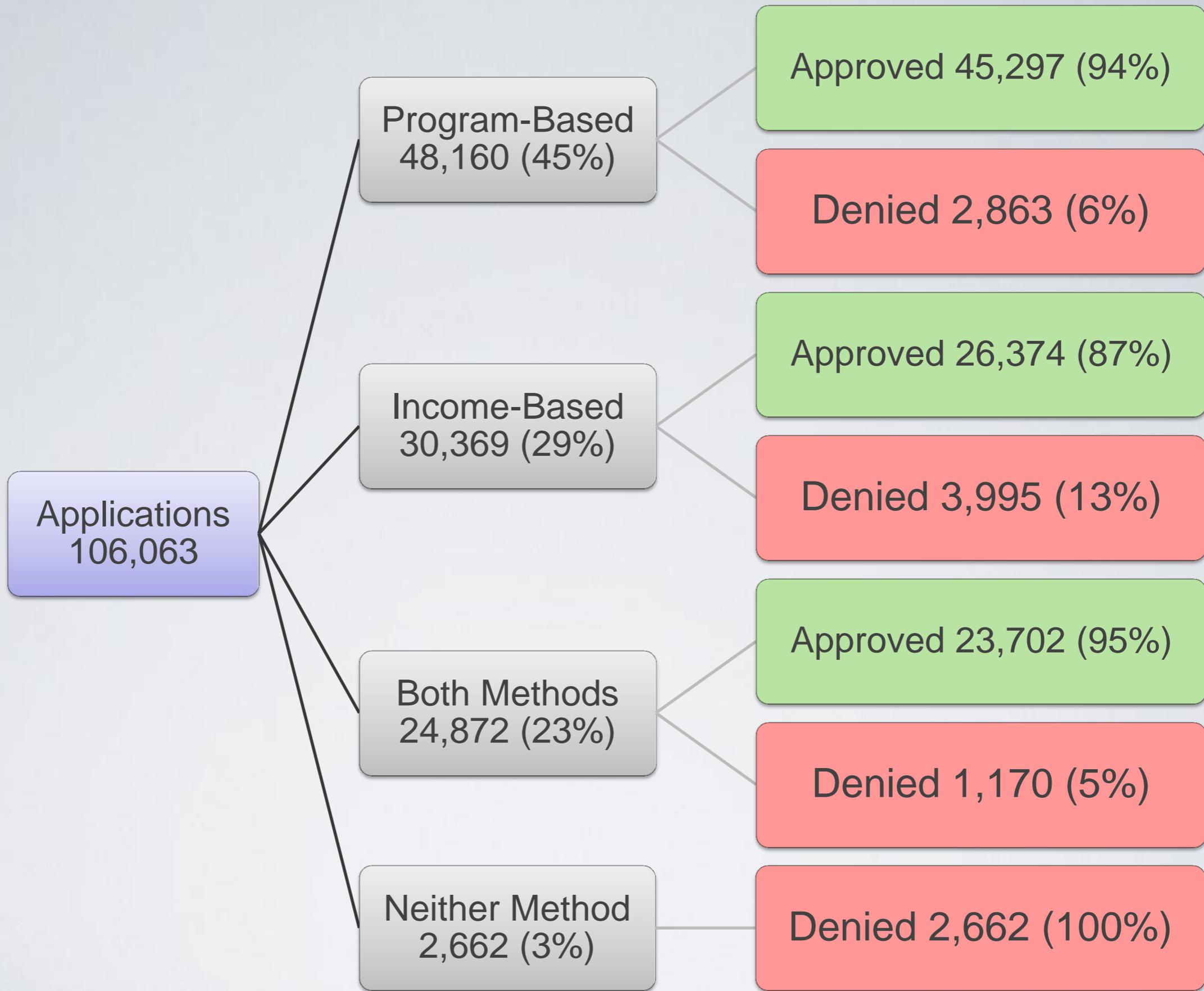
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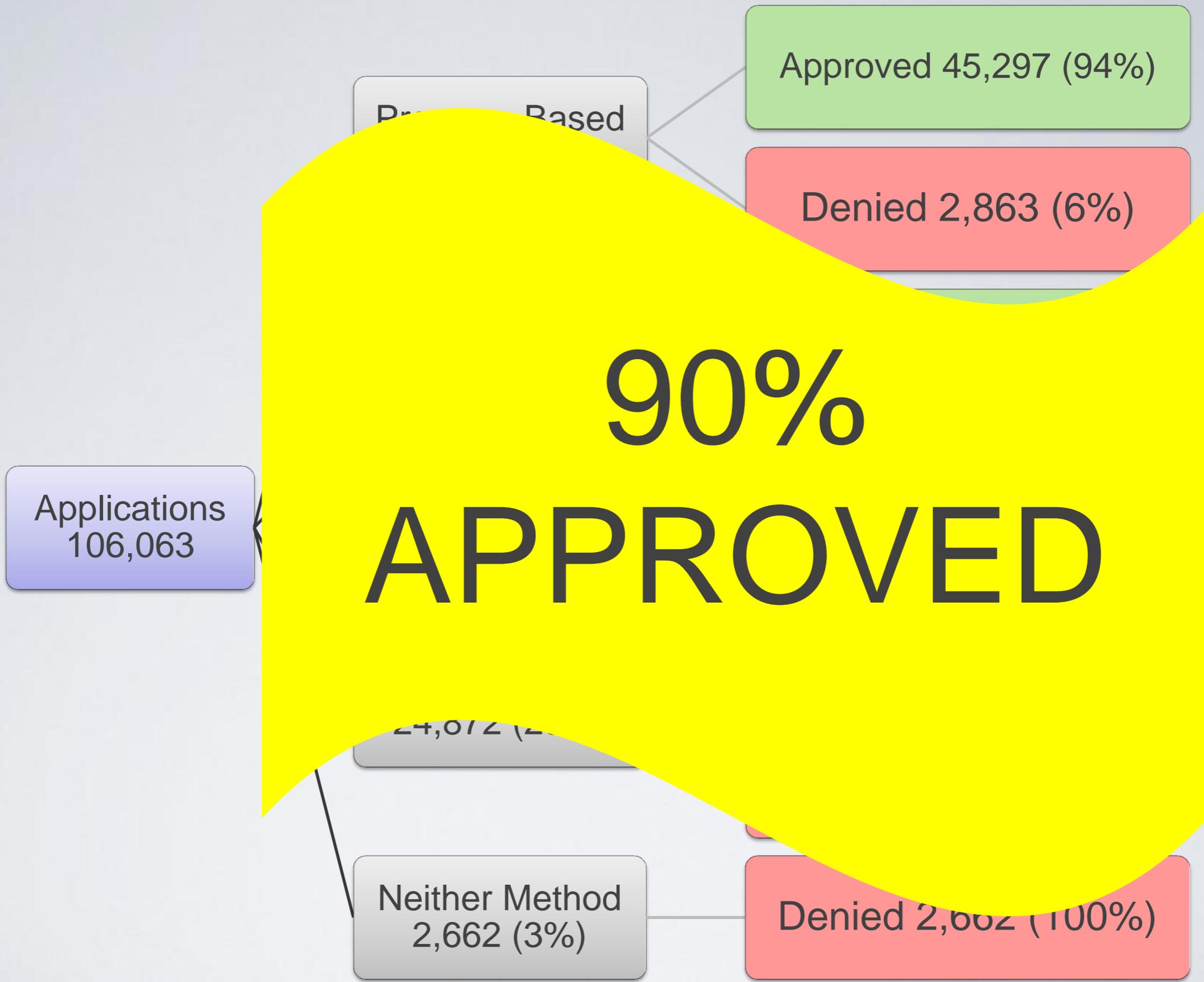
*Based on submissions between June and December 2012, and only includes newly designed forms



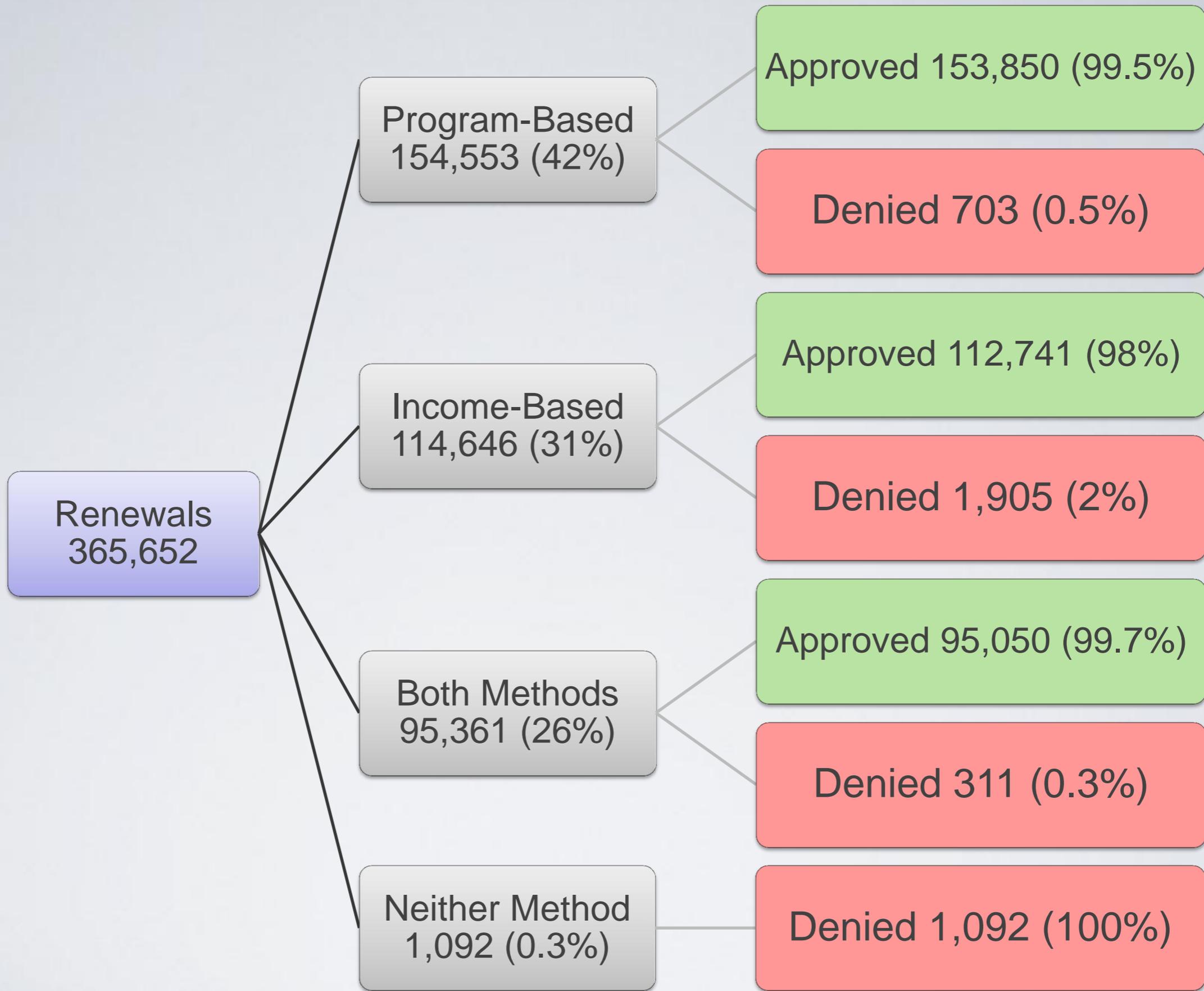
*Based on submissions between June and December 2012, and includes old and newly designed forms. The online form went live on November 9, 2012.



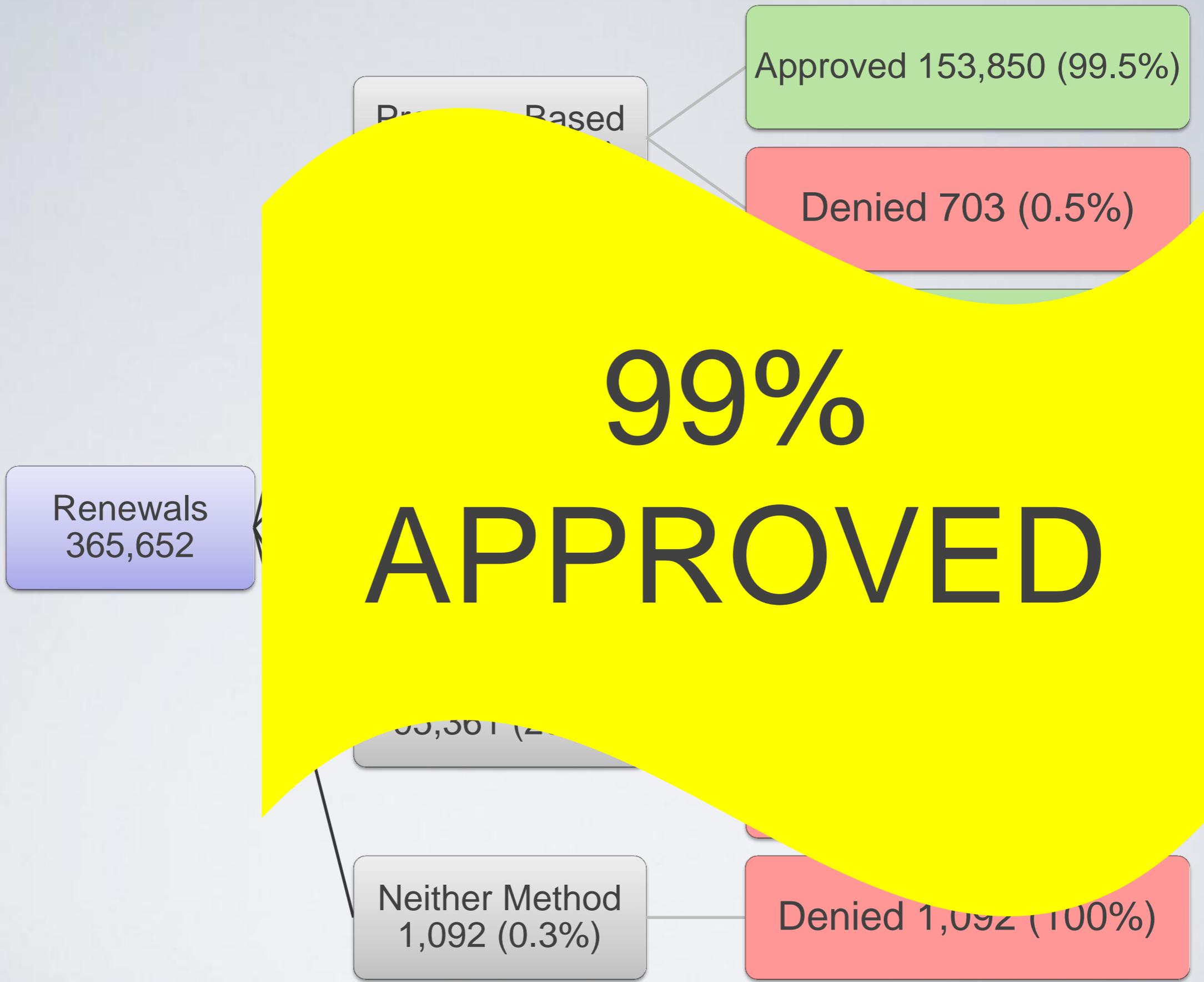
*Based on decisions rendered between June and December 2012. Excludes forms not received.



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- On Dec. 30, 2011, began contract with Xerox State & Local Solutions, Inc. (Xerox) as the new California LifeLine Administrator.
- On June 1, 2012, Xerox went live with its operations.
- On October 31, 2012, Xerox resumed the renewal process.
- On November 5, 2012, the direct application process went live.
- On November 9, 2012, the online form went live within www.californialifeline.com.
- Between October 15 and December 31, 2012, Xerox disseminated renewal forms to those California LifeLine and federal Lifeline participants that were entitled to or scheduled to receive a renewal form from June 1 thru October 31, 2012. (Catch-Up Renewals)

On the Web

www.californialifeline.com

www.hellosavings.org

<http://www.cpuc.ca.gov/puc/telco/public+programs/ults.htm>

By phone

- California LifeLine service providers & federal Lifeline service providers
- Administrator

English/Spanish	1-877-858-7463
Chinese (Mandarin/Cantonese)	1-888-765-1566
Korean	1-888-765-1567
Japanese	1-888-765-1568
Vietnamese	1-888-765-1569
Tagalog	1-888-765-1577
TTY	1-888-858-7889

- Public Call Center

English	1-866-272-0349
Spanish	1-866-272-0350
Lao/Hmong	1-866-272-0351
Khmer (Cambodian)	1-866-272-0352
Tagalog	1-866-272-0353
Korean	1-866-272-0354
Vietnamese	1-866-272-0355
Chinese (Mandarin/Cantonese)	1-866-272-0356
All Languages	1-866-272-0357
Japanese	1-866-296-0860

- Consumer Affairs Branch 1-800-649-75701

“HELLO, SAVINGS!”

Unlimited Local Phone Calls for less than \$7 a Month

The California LifeLine Program provides discounted basic home phone service to qualified households. You could have unlimited local calls in your home for less than \$7 a month. You can qualify if someone in your household is on a public assistance program such as Medi-Cal, WIC, SSI or SNAP. You can also qualify if you meet the income rules. It's so easy to apply. Contact your local phone company and ask for the California LifeLine discounts. Then just complete, sign, and submit your application to the California LifeLine Administrator. Once approved, the California LifeLine discounts will start saving you money so you can say, "Hello, Savings!"

HelloSavings.org
866-272-0349