

California LifeLine Working Group Meeting Notes for July 16, 2014

1. XEROX Update

- Verification denial Global issue has been resolved. Xerox will send details to eight carriers affected this morning.
- Issues with Weighted Average Report have been resolved.
- ID Verification: New denial codes were created and sent to carriers yesterday.

2. Catch-Up Renewal Process' (Year 2012) Effective Date of Denials

- Xerox will provide a detailed explanation of issue and well as details on how numbers were calculated for carrier review.
- Threshold of affect for customer impact is one day.
- A call will be scheduled with FTP carriers to resolve issues, as well as a separate call to involve advocacy groups.

3. E-Signature Workshop and New California LifeLine Telephone Providers Training on July 24 from 11 a.m. to 5 p.m. in Sacramento

- Will be a public event (on CPUC calendar)
- Training will be for new carriers; E-Signature portion will allow for carrier feedback

4. XEROX Direct Application Process Update – Data spans Nov. 5, 2012 to July 8, 2014

TotalTransactions	Success	Failed	AppRequests	Approvals	Denials	Pending	Disconnected	CDs_to_date
326157	277426	48731	270801	187111	50541	31126	2026	75025

5. Additional Wireless Telephone Service Providers with Filed Advice Letters Seeking Authority to Offer California LifeLine Wireless Telephone Services

- TracFone Wireless, Inc.
- Blue Jay Wireless, LLC
- Nexus Communications, Inc.
- TAG Mobile, LLC
- Curatel, LLC
- Boomerang Wireless, LLC