

California LifeLine Working Group Meeting Notes for August 13, 2014

1. XEROX Update

- Duplicate list from cleanup of ID verification process: Xerox will have instructions for carriers by next Tuesday, at the latest
- Dummy Telephone Number/Carrier Transition: Xerox and CPUC are discussing solutions and will resolve issue soon
- Intermittent Authentication Issue: Xerox continuously working on solution and plans to have resolution soon. Times of effect are random and could impact any carrier

2. California LifeLine Awareness Week = September 8-14, 2014

- People can request brochures from Michaela
- Please forward ideas/suggestions re: Awareness Week to CPUC team

3. Advertising of California LifeLine Wireless Telephone Service Providers

- After approving a provider, the CPUC conducts a detailed review of all proposed advertisements
- CPUC cannot manage what is being said by actual salespeople/call centers. CPUC does, however, conduct field work to audit sales procedures.
- Please contact CPUC if you observe any inappropriate advertising

4. XEROX Direct Application Process Update – Data spans Nov. 5, 2012 to August 12, 2014

- Process is running well
- Field update allows carriers to input SSN (began last Monday morning)
- Currently testing with both Boomerang and Tag Mobile; will begin testing with Total Call Mobile soon

TotalTransactions	Success	Failed	AppRequests	Approvals	Denials	Pending	Disconnected	CDs_to_date
418919	369015	49904	358587	239285	61002	54059	4243	89340

5. Verification Denial Global Issues

- CPUC and Xerox are working on write-up of situation, which will be sent out ASAP.

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

- TracFone Wireless, Inc.

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