

California Lifeline Working Group Meeting Notes for May 13, 2015

1. XEROX Update

- Xerox last week sent out notes from WES workshop
- Call Center will be closed on 5/25 in observance of Memorial Day

2. Augmenting XEROX' Communication with renewing California LifeLine Participants

- Current proposal will include sending of text messages to renewing LifeLine participants in addition to additional outbound call for wireline customers. Message would include PIN for customer to use in online renewal. CPUC and administrator plan to start developing process in June and begin implementation in summer.
 - Right now, online form only asks for PIN. Updated plan would require additional authentication: name, address, SSN4, DOB, and phone number to access online account. Information would be collected via multiple-choice selection. Failing the multiple choice selection tentatively would not lock someone out of his/her PIN, but administrator is open to such a proposal.
 - Plan is only for renewals.
 - Text would be sent on day three of renewal process.
 - CPUC/administrator will provide documentation of process.

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

➤ **Continue brainstorming and sharing ideas to improve the messaging about the program to consumers**

- LifeLine program does not require carriers to explain one discount per household rule; FCC does. More improvement can be done to communicate this requirement.
- G.O. 153 requires annual notice for service providers to give information (rates, qualification information, and contact information) and can include discount rule. Wireline carriers typically send out around same time as income limit changes. CPUC will acquire a sample from a wireline carrier to disseminate. Annual notices are sent to both the CPUC and the Public Adviser. Wireless carriers should send draft annual notice and text messages to CPUC marketing team for review.

4. XEROX Direct Application Process Update - Data spans Nov. 5, 2012 to May 12, 2015

- Telrite launched today
- Platform is stable

TotalTransactions	Success	Failed	AppRequests	Approvals	Denials	Pending	Disconnected	CDs_to_date
2557324	2394906	162418	2029319	1325019	339803	312711	51786	307382

5. 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)