

## California LifeLine Working Group Meeting Notes for November 5, 2014

**1. XEROX Update**

- Dummy telephone number process update delayed until Nov. 17
- Xerox noticed trend of parents applying with children’s information. Parents should fill out documents with personal information and use only the child’s documents as proof of program eligibility, when applicable. Applicants younger than 14 will receive a hard denial; applicants between 14 and 17 receive a soft denial with the opportunity to prove emancipation.
- Effective date of transfer is when valid phone number is submitted
- Global Verification Denials administrative letter is being finalized by CPUC

**2. Specific email address for submitting California LifeLine Program related marketing materials**

- Carriers asked to submit marketing materials for approval can send documents to [CaLLmarketing@cpuc.ca.gov](mailto:CaLLmarketing@cpuc.ca.gov). CPUC has thirty days to suspend/approve. Andrew Lomeli will handle approval process moving forward.

**3. Consumer Affairs Branch Report**

- Will discuss during next call

**4. Share Concerns regarding California LifeLine Telephone Service Providers’ Marketing and/or Selling Practices**

- Nothing reported

**5. XEROX Direct Application Process Update**

- Issue yesterday trying to pick up PDFs (vendor issue). Xerox conducting root cause analysis.

**Data spans Nov. 5, 2012 to November 4, 2014**

TotalTransactions	Success	Failed	AppRequests	Approvals	Denials	Pending	Disconnected	CDs_to_date
927634	792639	134995	731923	491318	107858	121932	10815	143402

**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
- Curatel, LLC
- Total Call Mobile, Inc.
- Air Voice Wireless, LLC
- TC Telephone, LLC
- i-wireless, LLC
- TQ Avenger Telecom, LLC

**7. Other Items**

-CPUC has posted revised phone plan comparison chart on LifeLine website