

## California Lifeline Working Group Meeting Notes for June 10, 2015

### 1. XEROX Update

-Platforms are running well

-Experienced some delays on FTP processing last week, but issue is now resolved. Problems were related to internal processes, which have both been rescheduled to run at different times moving forward. No additional problems this week or coming up.

### 2. Augmenting XEROX' Communication with Renewing California LifeLine Participants

-CPUC is currently developing messages for renewal text messages to be sent to customers.

CPUC asked wireless carriers how many characters text messages allow for; general consensus is 160. iWireless and Total Call said that they may only be able to allow for 150.

-Wireless carriers on the call agree to test text messages before go-live.

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

#### ➤ Template of Annual Notice

-Template was sent out, but CPUC missed deleting Healthy Families from eligible programs list. Please make sure to delete Healthy Families in any annual notice.

#### ➤ Field visits

-CPUC has conducted field visits and recommends that providers emphasize asking applicants if they already receive LifeLine discounts. G.O. 153 requires providers to ask customers about enrollment; please check call center, web, and in-person scripts.

#### ➤ One Discounted Phone Service Per Household Message:

#### **ONLY ONE CALIFORNIA LIFELINE DISCOUNTED SERVICE PER HOUSEHOLD IS ALLOWED**

Each household must choose to get the discount either on a home phone or on a cell phone, but not on both. Households cannot get the discount from multiple phone companies. Households that do not follow the California LifeLine one discounted service per household rule will lose their discounts, and may be prosecuted by the U.S. government. Individuals can also be punished for giving false information to get the discounts. Penalties can include imprisonment, losing the discounts, monetary fines, and being banned from the California LifeLine Program. The discounts can only be for the primary residence. Discounts are non-transferable from one person to another.

California LifeLine participants may transfer their discounts from one phone company to another, but you may NOT have more than one phone line active with the California LifeLine discounts. If you choose to transfer your California LifeLine discounts from **COMPANY** to another California LifeLine provider, then **COMPANY** will charge retail rates for you to continue using your phone service.

**4. FYI: Administrative Letter regarding California LifeLine Program's Claim Payment Schedule per General Order 153 Section 9**

- Letter sent out Tuesday; please notify Michaela if you did not receive copy.
- Although claims had previously been paid as received, the new schedule emphasizes claims from the same period all be paid at the same time. The state controller cannot break payment amounts into smaller portions. Business will proceed as usual; the only difference is that claim payments will not be processed on expedited schedule moving forward. Payments are still consistent with G.O. 153.
- The October date referenced in letter is in regards to surcharge increase. If Commission approves surcharge increase, funds would be available in October.
- 120-day schedule includes controller cutting check.
- CPUC will still accept and process advice letters.

**5. XEROX Direct Application Process Update - Data spans Nov. 5, 2012 to June 9, 2015**

- No problems have arisen over the past two weeks.

| TotalTransactions | Success | Failed | AppRequests | Approvals | Denials | Pending | Disconnected | CDs_to_date |
|-------------------|---------|--------|-------------|-----------|---------|---------|--------------|-------------|
| 2992026           | 2828295 | 163731 | 2353554     | 1503261   | 390426  | 398444  | 61423        | 335482      |

**6. 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)