

## NOTES

### 1. Introduction of New California LifeLine Team Member

- Tina Lee who will be processing claims.
- Llela Tan-Walsh will handle review of new *and revised* marketing materials submitted. Please submit them to [CaLLmarketing@cpuc.ca.gov](mailto:CaLLmarketing@cpuc.ca.gov).

### 2. XEROX Update

- California LifeLine providers need to regularly update XEROX of their contact information.
- XEROX will be changing the time by which it will post the daily files. The new time will be 9 a.m. (Pacific). The file job start time will remain at 2 a.m. (Pacific).
- During last fall, XEROX did not send the denial code, 90-5, to service providers that lost a participant due to a transfer. XEROX is now in the process of sending the catch-up denial notifications. XEROX provided a list of the impacted consumers to the relevant providers. Once XEROX receives feedback regarding the status of the impacted consumers, XEROX will create a special return file.
- XEROX will be holding a workshop during the week of October 19<sup>th</sup>. If there are any suggested agenda items, please send them to Bill Allen.
- XEROX has begun planning the IVR Renewal and Mail Forwarding projects.

### 3. Consumer Affairs Branch Report

- June 2015 had an increase in phone contacts and appeals received from the previous month, but the volume is still consistent with other months.
- The Consumer Affairs Branch is current with handling appeals.

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

- Staff randomly observes marketing and selling practices of service providers throughout the state.

5. XEROX Direct Application Process Update - Data spans Nov. 5, 2012 to August 29, 2015

TotalTransactions	Successes	Failed	AppRequests	Approvals	Denials	Pending	Disconnected	CDs_to_date
4013398	3846208	167360	3118592	1911316	550001	568987	88327	438613

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**)
- 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**)
- Excess Telecom, Inc. (**PROTEST PERIOD HAS ENDED**)
- Prepaid Wireless Retail, LLC (**PROTEST PERIOD ENDS 09/13/15**)