

October 30, 2013 Working Group Conference Call Notes

New California LifeLine Team Member = Andrew Lomeli

Xerox Overview Update

- The new private Web site will launch on October 31, 2013. Training will be held on October 30 and November 1, 2013.
- Xerox shared some transfer scenarios with the service providers and is awaiting feedback.

Online Enrollment Problem

- A service provider notified Xerox of an issue with processing applications.
- The system did not tie the proof the applicants submitted online with the record in the database.
- Corrupt documents triggered the problem.
- Xerox has fixed the bug in the code and processed any relevant overturns.
- Impacted only applications, not renewals online
- Unrelated to DAP in any way

XEROX Mail Forwarding Cost Analysis

- Some service providers suggested taking into account any applicable service connection/conversion discounts and the service providers' cost of processing returning applicants, but the latter is already accounted for in the monthly administrative fee per participant.

Status of California LifeLine Program Related Legislative Bills

- On August 30, 2013, the Appropriations Committee held Assembly Bill 1407
- On October 10, 2013, Governor Brown vetoed Assembly Bills 1409 and 300. The Governor agreed the Commission should finish its proceeding. He also agreed that the proposed process in Assembly Bill 300 was inefficient.

FCC Related Items

- New Chief = Tom Wheeler
- Image Exchange Process = Staff will file a progress update to the FCC

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- Inter-company Household Duplicates Elimination Pilot = USAC to conduct in Michigan. Consumers can reply by submitting the Household Worksheet to the service provider or calling USAC's IVR
- Launch of National Lifeline Accountability Database = December 2103 in Arkansas, Louisiana, Maryland, Oklahoma, and Washington. Service providers will be transmitting the applicant's last four digits of the social security number, date of birth, full name, etc. to USAC.

DAP

- Performing very well
- 3 active service providers
- 4 wireless service providers are testing before the Commission approves their resolutions
- Xerox is analyzing the e-signature guidance from Staff

Multiple Names on a Record

- Staff will release an Administrative Letter