

# Nov. 13, 2013 Working Group Conference Call Notes

## Introduction of New California LifeLine Team Member

- Andy Lomeli can be reached at (415) 703-2854

## XEROX Overview Update

- Carriers will need to recertify service at the new address for any enhanced Lifeline participant who changes his or her service address.
- Private website screen time-out: The standard website time-out is 5 minutes. Carriers who would prefer a longer time-out of 15 minutes can email a list of their trusted IP ranges.
- Denial Letter edit: Carriers must provide feedback by the next carrier call.
- Form 555 data: data for Columns J, K, L, M, N, O, and P will be made available by Jan. 10, 2014.
- Denial and then Disconnect: there is no definitive timeline for appeals.

## California LifeLine Program Proceeding

- Commissioner Catherine J.K. Sandoval issued the proposed decision on Oct. 30. Comments will be due Nov. 19, and reply comments will be due Nov. 25. The proposed decision is scheduled to be voted on during the Dec. 5 commission voting meeting.
- The proposed decision establishes minimum service elements for California LifeLine fixed-VOIP, wireless, and wireline services. It also sets up an interim process by which new and existing providers can participate in California LifeLine.

## FCC Related Items

- The FCC issued notices of apparent liability for forfeiture on Sep. 30. None of the carriers are federal Lifeline or California LifeLine providers in California.

## XEROX Direct Application Process Update

- DAP appears to be running fine with no issues. Still working on e-signature guidelines. Xerox should have an update for staff next week.
- Still looking for a wireline carrier interested in participating in the process. If you are interested, please contact Bill.