

California LifeLine Working Group Conference Call Notes February 21, 2017

Agenda Item		Discussion	Action Items/Pending Issues
1	CPUC/USAC Dupes Check	<ul style="list-style-type: none"> The California LifeLine Administrator is still manually sharing data with USAC through weekly reports. We are still working with USAC to set up the API. Reports from USAC for past several weeks have shown 19 federal Lifeline subscribers in CA. These subscribers are all with wireline companies that are offering broadband-only plans. None of the subscribers were with the LBPs that lost their designation. There are no duplicates between the USAC and California databases. A consumer can only be in 1 database at a time. Conduent sends an error code if a California LifeLine service provider tries to sign up a consumer who is already in the USAC database. There has been a request for an Administrative Letter or Resolution to document the process. This is under consideration. 	
2	California LifeLine Program Rulemaking, R. 1103013 <ul style="list-style-type: none"> 	<ul style="list-style-type: none"> A Resolution is in process and will likely be published at the end of March. 	If you have additional input regarding the failure to provide service exception or consumer education, please contact Michaela Pangilinan wow@cpuc.ca.gov within the next 2 weeks.
3	Conduent's Processing Negatively Impacting Consumers and/or the California LifeLine Program <ul style="list-style-type: none"> Missing SSN4 and/or DoB for renewing participants leading to possible non-response 	<ul style="list-style-type: none"> The CPUC is not ready to share data regarding this issue. 	
4	Enrollment Request Freeze	<ul style="list-style-type: none"> Suggestions from service providers for changes to the matching logic: <ul style="list-style-type: none"> Break the address into multiple pieces and include matches with each piece separately in the matching logic. Use the zip code and not the city when matching addresses. Publish a definition of how address matches are performed. 	

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5	Proposal by i-wireless, LLC to Increase the Frequency and to Alter the Scheduling of Reminder Text Messages to Renewing Participants	<ul style="list-style-type: none"> • I-Wireless' proposal is to change the schedule and increase the frequency of renewal reminder text messages. Currently, Conduent sends renewal texts on Day 3 and Day 21. I-Wireless proposes that the 1st message is sent on Day 1 and after that a message is sent every 5 days. The reminder texts sent every 5 days would all have the same generic message, which would include the PIN and either the phone number or web address. From Day 40-44, the message would change to inform the consumer that they are at risk of losing their California LifeLine discounts and include the phone number and PIN. • The proposal was only intended for wireless, but i-Wireless agrees that it would make sense to make similar changes for wireline for consistency. • Conduent: The SMS project is still a pilot, not all wireless telephone service providers are participating in the SMS reminders. Therefore, they cannot tell yet if it has improved renewal rates. • One of the WG participants agrees to increase the frequency of reminder texts at some level, but every 5 days is too much. Assume that once the participant renews the text reminders will stop. • There would be a cost for adding outbound calls. There might not be a cost increase for increasing the frequency of texts. • WG participants requested for updated renewal rate data. 																			
6	Conduent Update	<ul style="list-style-type: none"> • Working on documentation for enrollment request freeze, will have training in next few weeks (unless Commission ruling causes changes) 																			
7	Share Concerns regarding California LifeLine Telephone Service Providers' Marketing and/or Selling Practices	<ul style="list-style-type: none"> • No comments 																			
8	FYI: FCC Revokes All 9 LBP Designations (http://transition.fcc.gov/Daily_Releases/Daily_Business/2017/db0203/DA-17-128A1.pdf)																				
9	FYI: Direct Application Process - Data spans Nov. 5, 2012 to February 11, 2017																				
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10	FYI: Wireless Telephone Service Providers with Pending Filed Advice Letters Seeking Authority to Offer California LifeLine Wireless Telephone Services Update <ul style="list-style-type: none"> • 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 HAS ENDED) 																				

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- Cellspan Inc. (**PROTEST PERIOD HAS ENDED**)
- Assist Wireless, LLC (**PROTEST PERIOD HAS ENDED**)
- EZ Reach Mobile, LLC (**PROTEST PERIOD HAS ENDED**)
- TC Telephone, LLC (**PROTEST PERIOD HAS ENDED**)
- Ignition Wireless, LLC (**PROTEST PERIOD HAS ENDED**)