

**October 19, 2017**

**California LifeLine Program**

**Administrative Committee Program Review**

# Executive Summary

- January to September 2017 program subscriber growth rate of -15.13%
- After seven (7) months of decline Wireless subscriber growth rate was positive in both August and September (+1.0%)
- Wireline enrollment decreasing trend appears to be leveling off:
  - July: -7,581 (-1.6%)
  - August -6,164 (-1.3%)
  - September -5,937 (-1.3%)
- 357 participants on the NLAD broadband program as of October 11, 2017

# Program Changes and Drivers

## Pending Projects

- Print mail transfer to OSP – Go-live December 2017
- CTS Phase 2
- SMS
- CA LifeLine RFP Released on 10/05

## Completed Projects

- Blue Jay Wireless to Global Connection Inc. migration – 8/31/17

## Program Process Changes

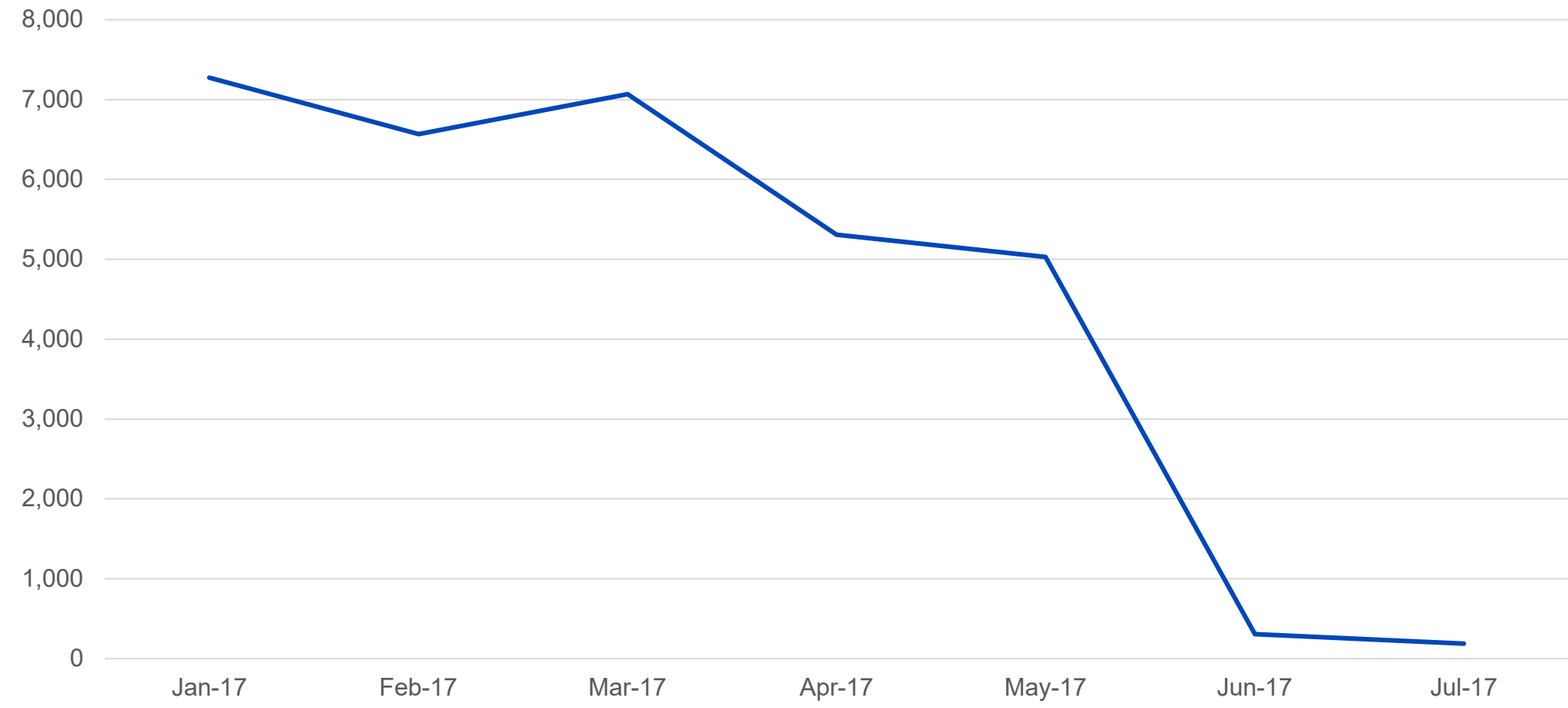
- Work on program eligibility changes (FCC 16-38) remove WIC, LiHEAP, NSLP and TANF from Federal program (target date 12/2/17)

## Carrier Activities in Progress

- Frontier rate group correction
- AT&T Billing address change
- Onboarding of new wireless carrier – American Broadband

# Mismatch Signature– Correction to last meetings slide

Impact of revised signature guidelines – New guidelines implemented the first week of June 2017 includes both wireline and wireless



### Signature Guidelines

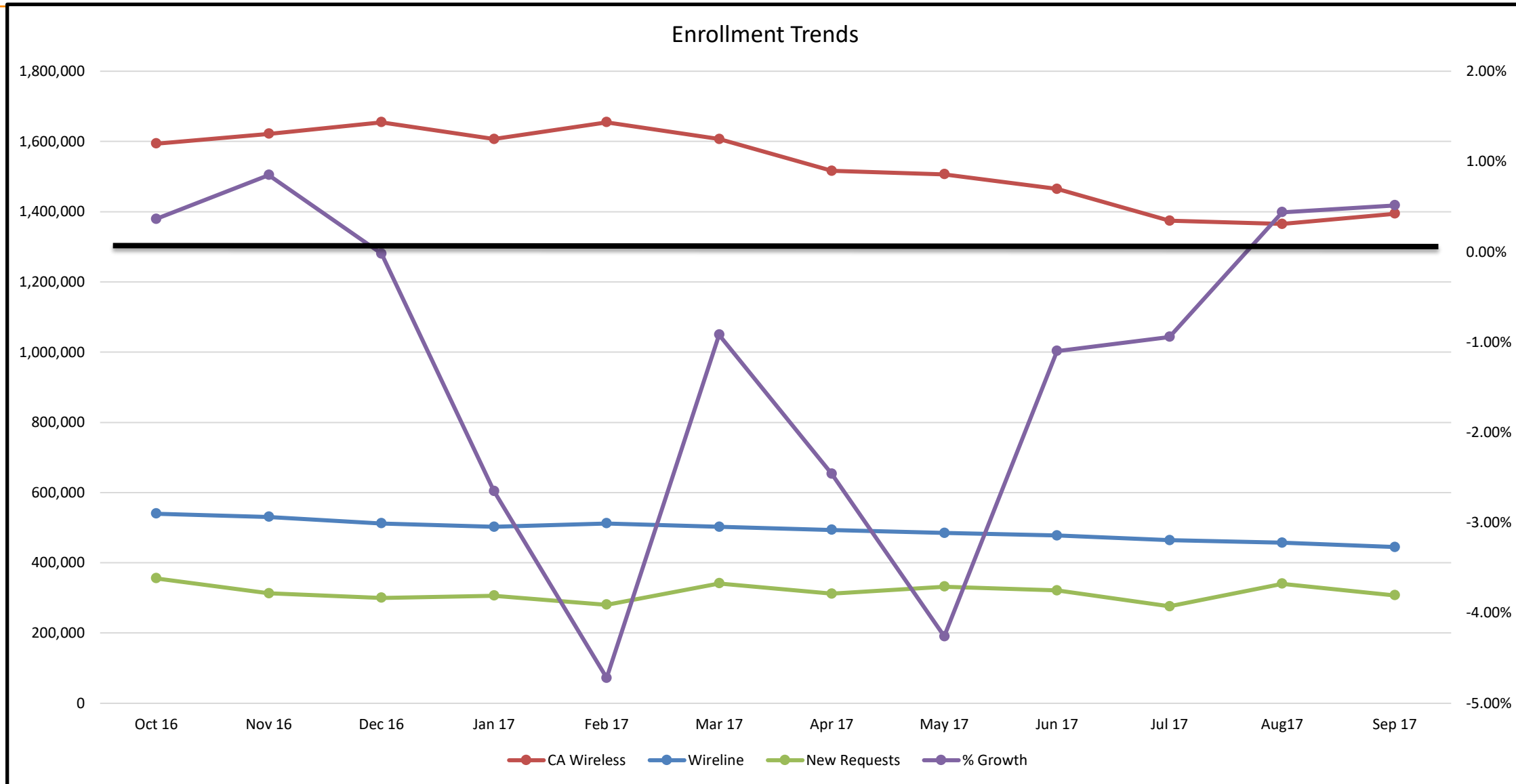
Step 1 – Is there a signature on the form? If yes, go to step 2. If no, deny the form.

Step 2a – Check to see if the applicant’s signature shows a name that is definitively not the applicant’s. For example, the applicant’s name is Elsa Olaf. However, the signature definitively indicates Prince Hans. Deny the form if the applicant’s signature shows a name that is definitively not the applicant’s.

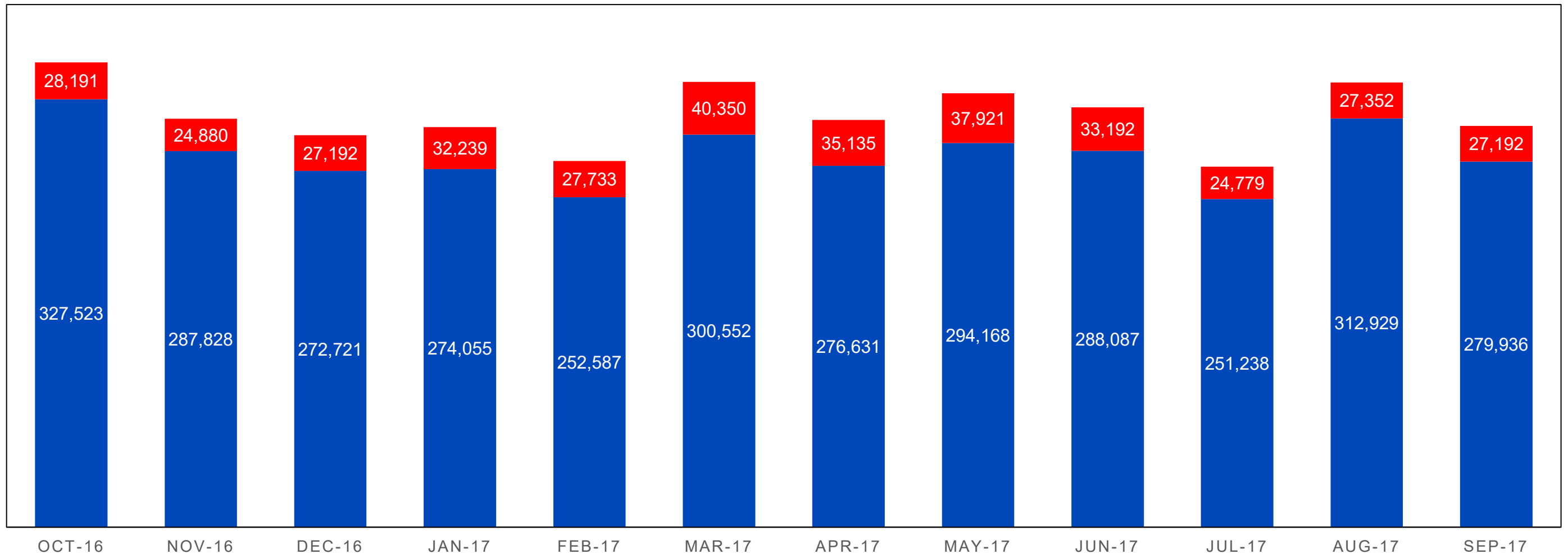
Step 2b – If there is documentation in addition to the form, check to see if the applicant’s signature definitively conflicts the applicant’s signature on the additional documentation, as applicable. If we have historical documentation that can help in the review, we can use it as a resource. Deny the form if the applicant’s signature definitively conflicts with the applicant’s signature on the additional documentation.

If, at any time, we suspect that there may be a violation of a program rule, then we can flag the record for additional review.

# Program Subscriber Trends



# New Application Requests – Rolling YTD



**New Requests Breakdown:**

- 91.1% DAP
- 8.9% Mail

■ DAP ■ Mail

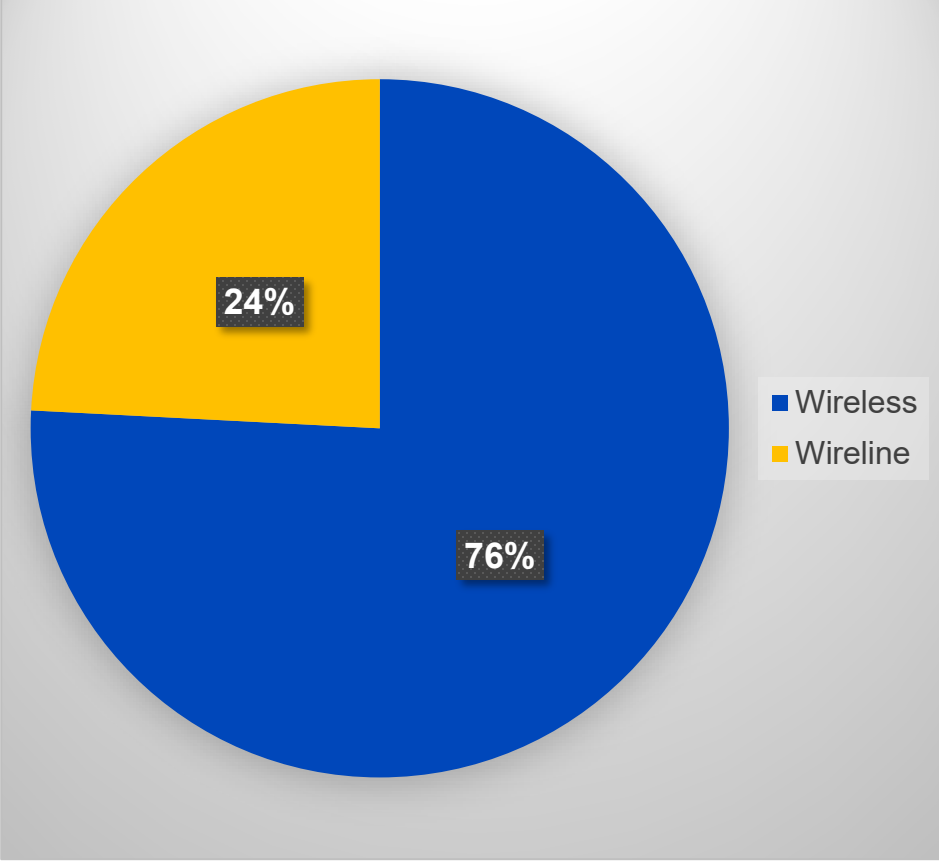
# Enrollment Breakdown – September 2017

## Growth Rates

Wireless rate: +15,354 or +1.1%  
 Wireline rate: - 5,937 or -1.3%  
 Program rate: +9,417 or +0.5%

## Program Statistics

CA Wireless: 1,394,155  
 Wireline: 444,666  
 Total: 1,838,821



**CONDUENT**

