



**CAB DATA FOR LifeLine**

**LifeLine contacts received and LifeLine cases closed by CAB during 2013**

New coding was implemented effective September 2013. The LL report was redesigned to reflect those changes.

| <b>LifeLine Phone Contacts in CAB</b> | <b>Jan</b> | <b>Feb</b> | <b>March</b> | <b>April</b> | <b>May</b> | <b>June</b> | <b>July</b> | <b>Aug</b> | <b>Sep</b> | <b>Oct</b> | <b>Nov</b> | <b>Dec</b> | <b>TOTAL</b> |
|---------------------------------------|------------|------------|--------------|--------------|------------|-------------|-------------|------------|------------|------------|------------|------------|--------------|
| Received                              | 186        | 142        | 210          | 187          | 173        | 131         | 117         | 138        | 94         | 104        | 89         | 52         | 1623         |
| Closed                                | 186        | 142        | 210          | 187          | 173        | 131         | 117         | 138        | 94         | 104        | 89         | 52         | 1623         |

| <b>LifeLine Written Contacts Received in CAB</b> | <b>Jan</b> | <b>Feb</b> | <b>March</b> | <b>April</b> | <b>May</b> | <b>June</b> | <b>July</b> | <b>Aug</b> | <b>Sep</b> | <b>Oct</b> | <b>Nov</b> | <b>Dec</b> | <b>TOTAL</b> |
|--------------------------------------------------|------------|------------|--------------|--------------|------------|-------------|-------------|------------|------------|------------|------------|------------|--------------|
| LL Appeals (Landline & Wireless) Received        | 68         | 198        | 591          | 148          | 236        | 132         | 234         | 409        | 431        | 290        | 232        | 246        | 3215         |
| LL Billing Received                              | 51         | 42         | 57           | 11           | 51         | 26          | 38          | 47         | 61         | 54         | 33         | 41         | 512          |
| LL Complaints Received <sup>1</sup>              |            |            |              |              |            |             |             |            | 3          | 5          | 2          | 0          | 10           |
| LL Inquiries Received                            | 31         | 18         | 70           | 13           | 16         | 6           | 23          | 4          | 16         | 1          | 2          | 0          | 200          |
| LL Assignment Pending                            | 239        | 6          | 556          | 369          | 280        | 278         | 182         | 109        | 28         | 11         | 15         | 42         | 2115         |
| <b>Total Written Contacts Received</b>           | <b>389</b> | <b>264</b> | <b>1274</b>  | <b>541</b>   | <b>583</b> | <b>442</b>  | <b>477</b>  | <b>569</b> | <b>539</b> | <b>361</b> | <b>284</b> | <b>329</b> | <b>6052</b>  |

| <b>LifeLine Written Contacts Closed in CAB</b> | <b>Jan</b> | <b>Feb</b> | <b>March</b> | <b>April</b> | <b>May</b> | <b>June</b> | <b>July</b> | <b>Aug</b> | <b>Sep</b> | <b>Oct</b> | <b>Nov</b> | <b>Dec</b> | <b>TOTAL</b> |
|------------------------------------------------|------------|------------|--------------|--------------|------------|-------------|-------------|------------|------------|------------|------------|------------|--------------|
| LL Landline & Wireless Appeals Closed          | 177        | 288        | 632          | 705          | 628        | 579         | 526         | 605        | 473        | 374        | 275        | 236        | 5498         |
| LL Billing Closed                              | 59         | 94         | 105          | 61           | 50         | 42          | 73          | 72         | 58         | 96         | 39         | 36         | 785          |
| LL Complaints Closed <sup>1</sup>              |            |            |              |              |            |             |             |            | 2          | 0          | 2          | 2          | 6            |
| LL Inquiries Closed <sup>1</sup>               |            |            |              |              |            |             |             |            | 23         | 9          | 0          | 4          | 36           |
| LL Unknown Closed <sup>1,5</sup>               |            |            |              |              |            |             |             |            | 12         | 14         | 7          | 3          | 36           |
| LL Inquiries/Unknown Closed <sup>2</sup>       | 18         | 72         | 80           | 22           | 38         | 19          | 29          | 20         |            |            |            |            | 298          |
| <b>Total written contacts closed</b>           | <b>254</b> | <b>454</b> | <b>817</b>   | <b>788</b>   | <b>716</b> | <b>640</b>  | <b>628</b>  | <b>697</b> | <b>568</b> | <b>493</b> | <b>323</b> | <b>281</b> | <b>6659</b>  |

| Written Closed LifeLine Contacts by Subcategory     | Jan | Feb | March | April | May | June | July | Aug | Sep | Oct | Nov | Dec | TOTAL |
|-----------------------------------------------------|-----|-----|-------|-------|-----|------|------|-----|-----|-----|-----|-----|-------|
| <b>LifeLine Appeals</b>                             |     |     |       |       |     |      |      |     |     |     |     |     |       |
| LL Customer Did Not Return Form                     | 26  | 55  | 234   | 299   | 195 | 131  | 104  | 99  | 74  | 80  | 40  | 31  | 1368  |
| LL Documents Not Provided/Does Not Meet Guidelines  | 83  | 77  | 126   | 118   | 149 | 194  | 183  | 215 | 185 | 160 | 141 | 118 | 1749  |
| LL Form Complexity                                  | 51  | 109 | 60    | 34    | 34  | 47   | 47   | 39  | 30  | 7   | 6   | 6   | 470   |
| LL Initials Missing                                 | 10  | 40  | 196   | 232   | 217 | 178  | 142  | 193 | 131 | 90  | 62  | 53  | 1544  |
| LL No Carrier Authority                             | 0   | 1   | 0     | 1     | 0   | 0    | 0    | 1   | 1   | 0   | 1   | 0   | 5     |
| LL Nondeliverable <sup>3</sup>                      |     |     |       |       |     |      |      |     | 1   | 0   | 0   | 0   | 1     |
| LL Policy/Practices <sup>3</sup>                    |     |     |       |       |     |      |      |     | 7   | 1   | 0   | 0   | 8     |
| LL Privacy                                          | 0   | 0   | 0     | 0     | 2   | 0    | 0    | 0   | 0   | 0   | 0   | 0   | 2     |
| LL Qualifying Method Not Selected <sup>3</sup>      |     |     |       |       |     |      |      |     | 4   | 3   | 2   | 5   | 14    |
| LL Signature/Printed Name Does Not Match/Missing    | 7   | 5   | 10    | 11    | 17  | 11   | 9    | 14  | 6   | 9   | 7   | 7   | 113   |
| LL SSN/DOB/Tribal ID Not Provided                   | 0   | 1   | 6     | 10    | 14  | 18   | 41   | 44  | 34  | 24  | 16  | 16  | 224   |
| LL Tribal                                           | 0   | 0   | 0     | 0     | 0   | 0    | 0    | 0   | 0   | 0   | 0   | 0   | 0     |
| LL TTY                                              | 0   | 0   | 0     | 0     | 0   | 0    | 0    | 0   | 0   | 0   | 0   | 0   | 0     |
| LifeLine: Inquiry <sup>4</sup>                      | 15  | 67  | 76    | 18    | 21  | 14   | 23   | 8   |     |     |     |     | 242   |
| Unknown <sup>4,5</sup>                              | 3   | 5   | 4     | 4     | 17  | 5    | 6    | 12  |     |     |     |     | 56    |
| <b>Total Appeals</b>                                | 195 | 360 | 712   | 727   | 666 | 598  | 555  | 625 | 473 | 374 | 275 | 236 | 5796  |
| <b>LifeLine Billing</b>                             |     |     |       |       |     |      |      |     |     |     |     |     |       |
| LifeLine Billing Dispute <sup>4</sup>               | 59  | 94  | 105   | 61    | 50  | 42   | 73   | 72  | 48  | 16  | 0   | 1   | 621   |
| LLB Address Error <sup>3</sup>                      |     |     |       |       |     |      |      |     | 1   | 9   | 1   | 5   | 16    |
| LLB Application Request <sup>3</sup>                |     |     |       |       |     |      |      |     | 5   | 41  | 17  | 12  | 75    |
| LLB Approved for Discount <sup>3</sup>              |     |     |       |       |     |      |      |     | 2   | 19  | 13  | 10  | 44    |
| LLB Discount Switched to Other Carrier <sup>3</sup> |     |     |       |       |     |      |      |     | 2   | 8   | 2   | 0   | 12    |
| LLB Federal Program/Equipment <sup>6</sup>          |     |     |       |       |     |      |      |     |     | 2   | 4   | 5   | 11    |
| LLB New Phone Service Not LL Eligible <sup>3</sup>  |     |     |       |       |     |      |      |     | 0   | 1   | 2   | 3   | 6     |
| <b>Total Billing</b>                                | 59  | 94  | 105   | 61    | 50  | 42   | 73   |     | 58  | 96  | 39  | 36  | 785   |

*Disclaimer: The LL data provided above is a snapshot in time; that is, there may be slight variations in numbers reported for past periods due to factors including but not limited to cases being reopened and updates to coding based on quality assurance audits.*

1 New Case Type effective September 2013

2 Prior to September 2013 *Inquiries* and *Unknowns* were reported jointly. Effective September 2013 they will be reported separately

3 New Subcategory effective September 2013

4 Eliminated effective September 2013. There will be residual cases received prior to this date that may use this code.

5 Unknown are cases for which insufficient information is available (e.g. insufficient customer information to identify customer such as no address, a more information letter that received no response), which prevents their specific assignment. These cases are normally closed/autoclosed with a category and/or subcategory of unknown, and/or a disposition of Unresponsive consumer-More info needed.

6 New Subcategory effective October 2013