



CAB DATA FOR LifeLine

LifeLine contacts received and LifeLine cases closed by CAB during 2014

New reporting was implemented effective September 2014. The LL report was redesigned to reflect those changes.

LifeLine Phone Contacts in CAB	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	TOTAL
Received	57	64	59	79	50	74	87	129	233	173	122	158	1285
Closed	57	64	59	79	50	74	87	129	233	173	122	158	1285

LifeLine Written Contacts Received in CAB	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	TOTAL
LL Appeals (Landline & Wireless) Received	301	255	210	234	215	192	145	143	151	201	143	205	2395
LL Billing Received	39	51	47	48	50	62	71	78	86	83	64	49	728
LL Complaints Received	1	0	0	0	1	0	0	0	2	0	0	1	5
LL Inquiries Received	10	6	3	9	7	6	11	10	8	9	12	21	112
LL Assignment Pending	1	3	7	13	5	0	7	1	1	2	9	24	73
Total Written Contacts Received	352	315	267	304	278	260	234	232	248	295	228	300	3313

LifeLine Written Contacts Closed in CAB	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	TOTAL
LifeLine Appeals Closed	331	250	257	243	193	222	155	155	133	168	143	122	2372
Landline Appeals									102	125	94	80	
Wireless Appeals									31	43	49	42	
LL Billing Closed	42	31	51	52	60	67	68	62	87	68	72	63	723
LL Complaints Closed	0	1	0	0	0	0	0	0	0	0	0	0	1
LL Inquiries Closed	7	6	7	8	10	6	10	12	5	12	9	10	102
LL Unknown ' Closed	4	0	0	0	2	0	0	1	2	0	0	0	9
Total Written Contacts Closed	384	288	315	303	265	295	233	230	227	248	224	195	3207

Written Closed LifeLine Contacts by Subcategory	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	TOTAL
LifeLine Appeals													
LL Customer Did Not Return Form	55	63	42	55	38	48	41	21	25	43	24	35	490
LL Documents Not Provided/Does Not Meet Guidelines	119	86	102	100	69	94	70	60	57	72	73	53	955
LL Form Complexity	17	17	17	10	10	6	4	5	14	5	7	11	123
LL Initials Missing	79	37	56	44	36	29	17	39	18	24	16	9	404
LL No Carrier Authority	0	0	0	0	0	0	0	0	0	0	0	0	0
LL Nondeliverable	1	0	0	1	0	0	0	0	0	0	1	0	3
LL Policy/Practices	0	0	0	0	0	0	0	0	0	0	0	0	0
LL Privacy	0	0	0	0	0	0	0	0	0	0	0	0	0
LL Qualifying Method Not Selected	14	6	10	8	17	19	4	6	2	5	2	2	95
LL Signature/Printed Name Does Not Match/Missing	18	13	8	9	7	8	11	8	6	5	5	3	101
LL SSN/DOB/Tribal ID Not Provided	28	28	22	16	16	18	8	16	11	14	15	9	201
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
Total Appeals	331	250	257	243	193	222	155	155	133	168	143	122	2372
LifeLine Billing													
LLB Address Error	2	2	5	2	2	4	5	1	1	3	2	2	31
LLB Application Request	18	12	26	29	31	38	23	30	39	32	24	16	318
LLB Approved for Discount	14	12	11	11	11	12	20	13	20	14	20	22	180
LLB Discount Switched to Other Carrier	4	2	0	0	1	1	2	3	3	4	9	9	38
LLB Federal Program/Equipment	4	3	8	8	15	12	18	15	23	15	17	14	152
LLB New Phone Service Not LL Eligible	0	0	1	2	0	0	0	0	1	0	0	0	4
Total Billing	42	31	51	52	60	67	68	62	87	68	72	63	723

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 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.

2 Denial Overturned and Denial Upheld may not add to the total number of cases closed for a particular category as there are other dispositions that might apply, such as Unresponsive Consumer-More Info Needed.