



LifeLine contacts received and LifeLine cases closed by CAB during 2015

LifeLine Phone Contacts in CAB													
	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	TOTAL
Received	190	186	183	160	131	186	133	174	202	154	126	103	1928
Closed	190	186	183	160	131	186	133	174	202	154	126	103	1928

LifeLine Written Contacts in CAB													
Received	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	TOTAL
LL Appeals (Landline & Wireless) Received	203	153	155	136	149	175	225	205	164	183	234	209	2191
LL Billing Received	100	61	110	99	62	103	120	120	106	113	90	103	1187
LL Complaints Received	1	0	3	1	0	1	1	0	0	3	1	3	14
LL Inquiries Received	25	26	20	23	17	32	24	28	25	21	31	28	300
LL Assignment Pending	31	22	22	20	6	3	15	7	1	11	14	14	166
Total Written Contacts Received	360	262	310	279	234	314	385	360	296	331	370	357	3858
Closed	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	TOTAL
LifeLine Appeals Closed	233	229	185	152	134	207	178	149	186	156	134	298	2241
Landline Appeals	132	154	130	99	79	131	107	81	88	78	71	141	1291
Wireless Appeals	101	75	55	53	55	76	71	68	98	78	63	157	950
LL Billing Closed	49	115	75	116	71	107	90	91	122	118	79	114	1147
LL Complaints Closed	0	0	0	0	0	1	0	0	0	0	0	1	2
LL Inquiries Closed	30	32	27	21	19	36	24	28	32	30	25	42	346
LL Unknown ¹ Closed	1	1	0	0	1	0	5	2	2	1	1	3	17
Total Written Contacts Closed	313	377	287	289	225	351	297	270	342	305	239	458	3753

Section II - Written Closed LifeLine Appeals and Billing Contacts by Subcategory

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	TOTAL
LifeLine Appeals (Landline & Wireless)													
LL Customer Did Not Return Form	67	58	44	35	30	55	43	31	49	51	41	71	575
LL Documents Not Provided/Does Not Meet Guidelines	96	94	74	61	57	86	85	52	70	61	57	95	888
LL Form Complexity	9	17	11	14	13	13	10	21	21	13	9	44	195
LL Initials Missing	23	26	21	20	13	24	17	15	16	9	5	18	207
LL No Carrier Authority	0	0	1	0	0	1	0	0	0	0	0	1	3
LL Nondeliverable	1	0	0	0	0	0	0	0	0	0	0	0	1
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	3	7	6	7	6	6	2	6	3	3	2	1	52
LL Signature/Printed Name Does Not Match/Missing	10	10	10	5	7	6	5	10	13	12	16	49	153
LL SSN/DOB/Tribal ID Not Provided	24	17	18	10	8	16	16	14	14	7	4	19	167
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	233	229	185	152	134	207	178	149	186	156	134	298	2241
LifeLine Billing													
LLB Address Error	1	2	2	0	2	4	3	1	3	3	2	5	28
LLB Application Request	10	26	24	28	18	30	15	24	32	26	19	29	281
LLB Approved for Discount	23	34	18	25	15	18	19	18	24	27	25	13	259
LLB Discount Switched to Other Carrier	8	12	18	16	18	20	16	22	18	21	10	4	183
LLB Federal Program/Equipment	6	41	12	46	18	35	37	26	44	41	23	62	391
LLB New Phone Service Not LL Eligible	1	0	1	1	0	0	0	0	1	0	0	1	5
Total Billing	49	115	75	116	71	107	90	91	122	118	79	114	1147

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.