



LifeLine contacts received and closed by CAB during 2017

| LifeLine Phone Contacts in CAB | | | | | | | | | | | | | |
|---------------------------------------|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|------|
| | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Oct | Nov | Dec | YTD |
| Received | 96 | 101 | 86 | 82 | 90 | 100 | 75 | 88 | 75 | 96 | 98 | 68 | 1055 |
| Closed | 96 | 101 | 86 | 82 | 90 | 100 | 75 | 88 | 75 | 96 | 98 | 68 | 1055 |

| LifeLine Written Contacts in CAB | | | | | | | | | | | | | |
|---|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|-------------|
| Received | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Oct | Nov | Dec | YTD |
| LL Appeals (Landline & Wireless) Received | 204 | 146 | 181 | 148 | 202 | 159 | 118 | 130 | 110 | 112 | 105 | 100 | 1715 |
| LL Billing Received | 49 | 65 | 60 | 56 | 79 | 75 | 53 | 64 | 75 | 65 | 57 | 43 | 741 |
| LL Complaints Received | 2 | 2 | 2 | 2 | 0 | 2 | 3 | 1 | 1 | 4 | 1 | 1 | 21 |
| LL Inquiries Received | 19 | 14 | 26 | 13 | 51 | 22 | 21 | 29 | 34 | 24 | 32 | 29 | 314 |
| LL Assignment Pending | 50 | 34 | 30 | 43 | 8 | 45 | 35 | 27 | 2 | 24 | 9 | 16 | 323 |
| LL Enrollment Request Freeze | / | / | / | / | 0 | 0 | 1 | 0 | 0 | 1 | 0 | 0 | 2 |
| LL Discount Transfer Freeze | / | / | / | / | 0 | 0 | 0 | 1 | 0 | 1 | 0 | 0 | 2 |
| Total Written Contacts Received | 324 | 261 | 299 | 262 | 340 | 303 | 231 | 252 | 222 | 231 | 204 | 189 | 3114 |
| Closed | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Oct | Nov | Dec | YTD |
| LifeLine Appeals Closed | 247 | 184 | 216 | 129 | 196 | 215 | 147 | 130 | 157 | 115 | 95 | 100 | 1931 |
| <i>Landline Appeals</i> | 174 | 123 | 134 | 81 | 105 | 97 | 60 | 64 | 73 | 58 | 40 | 54 | 1063 |
| <i>Wireless Appeals</i> | 73 | 61 | 82 | 48 | 91 | 118 | 87 | 66 | 84 | 57 | 55 | 46 | 868 |
| LL Billing Closed | 56 | 49 | 85 | 79 | 71 | 64 | 101 | 66 | 73 | 64 | 69 | 59 | 836 |
| LL Complaints Closed | 0 | 0 | 1 | 1 | 1 | 0 | 1 | 0 | 0 | 1 | 2 | 0 | 7 |
| LL Inquiries Closed | 26 | 29 | 42 | 14 | 29 | 50 | 36 | 39 | 58 | 20 | 48 | 28 | 419 |
| LL Enrollment Request Freeze | / | / | / | / | / | 1 | 1 | 0 | 1 | 1 | 0 | 0 | 4 |
| LL Discount Transfer Freeze | / | / | / | / | / | 0 | 0 | 1 | 0 | 0 | 2 | 0 | 3 |
| LL Unknown Closed | 2 | 1 | 1 | 0 | 1 | 0 | 2 | 0 | 0 | 0 | 0 | 1 | 8 |
| Total Written Contacts Closed | 331 | 263 | 345 | 223 | 298 | 330 | 288 | 236 | 289 | 201 | 216 | 188 | 3208 |

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

| | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Oct | Nov | Dec | YTD |
|--|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|-----------|------------|-------------|
| LifeLine Appeals (Landline & Wireless) | | | | | | | | | | | | | |
| LL Customer Did Not Return Form | 68 | 50 | 64 | 33 | 56 | 59 | 50 | 46 | 69 | 49 | 34 | 28 | 606 |
| LL Documents Not Provided/Does Not Meet Guidelines | 46 | 38 | 33 | 20 | 46 | 41 | 27 | 22 | 24 | 25 | 22 | 22 | 366 |
| LL Form Complexity | 9 | 4 | 8 | 8 | 10 | 6 | 1 | 7 | 8 | 5 | 4 | 3 | 73 |
| LL IDV Identity Verification | 26 | 26 | 35 | 15 | 27 | 23 | 9 | 5 | 7 | 6 | 10 | 15 | 204 |
| LL Initials Missing | 21 | 11 | 14 | 15 | 15 | 20 | 21 | 15 | 16 | 10 | 16 | 11 | 185 |
| LL No Carrier Authority | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| LL Nondeliverable | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 2 |
| LL Policy/Practices | 5 | 3 | 9 | 5 | 4 | 12 | 12 | 6 | 10 | 11 | 2 | 2 | 81 |
| LL Privacy | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| LL Qualifying Method Not Selected | 2 | 3 | 6 | 5 | 2 | 3 | 0 | 3 | 0 | 0 | 3 | 0 | 27 |
| LL Signature/Printed Name Does Not Match/Missing | 62 | 42 | 40 | 24 | 30 | 41 | 16 | 20 | 14 | 6 | 1 | 10 | 306 |
| LL SSN/DOB/Tribal ID Not Provided | 8 | 7 | 6 | 4 | 6 | 10 | 11 | 6 | 8 | 3 | 3 | 9 | 81 |
| 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 | 247 | 184 | 216 | 129 | 196 | 215 | 147 | 130 | 157 | 115 | 95 | 100 | 1931 |

| | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Oct | Nov | Dec | YTD |
|--|-----------|-----------|-----------|-----------|-----------|-----------|------------|-----------|-----------|-----------|-----------|-----------|------------|
| LifeLine Billing | | | | | | | | | | | | | |
| LLB Address Error | 6 | 7 | 5 | 7 | 6 | 5 | 12 | 5 | 7 | 4 | 7 | 12 | 83 |
| LLB Application Request | 14 | 9 | 27 | 27 | 19 | 22 | 28 | 19 | 25 | 16 | 16 | 11 | 233 |
| LLB Approved for Discount | 10 | 10 | 10 | 17 | 12 | 9 | 21 | 14 | 12 | 15 | 11 | 9 | 150 |
| LLB Discount Switched to Other Carrier | 7 | 3 | 5 | 5 | 6 | 3 | 8 | 7 | 10 | 8 | 17 | 13 | 92 |
| LLB Federal Program/Equipment | 17 | 20 | 38 | 23 | 28 | 25 | 32 | 21 | 19 | 21 | 15 | 14 | 273 |
| LLB New Phone Service Not LL Eligible | 2 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 3 | 0 | 5 |
| Total Billing | 56 | 49 | 85 | 79 | 71 | 64 | 101 | 66 | 73 | 64 | 69 | 59 | 836 |

| | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Oct | Nov | Dec | YTD |
|------------------------------------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|
| LifeLine Freeze³ | | | | | | | | | | | | | |
| LLF Address Change | / | / | / | / | / | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| LLF Enrollment Freeze | / | / | / | / | / | 1 | 1 | 0 | 1 | 1 | 0 | 0 | 4 |
| LLF Failure to Provide Service | / | / | / | / | / | 0 | 0 | 1 | 0 | 0 | 2 | 0 | 3 |
| LLF Federal Violation | / | / | / | / | / | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| LLF Late Fees | / | / | / | / | / | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| LLF State Violation | / | / | / | / | / | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Total Billing | 0 | 0 | 0 | 0 | 0 | 1 | 1 | 1 | 1 | 1 | 2 | 0 | 7 |

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

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.

³ New case type and subcategories added to reflect changes in the LL program effective June 1, 2017.