



LifeLine contacts received and closed by CAB during 2018

Section I - Phone LifeLine Contacts Appeals and Billing Contacts by Subcategory

LifeLine Phone Contacts in CAB													
	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	YTD
Received and closed¹	78	50	115	141	144	155	154	207	162	185	133	154	1678
LifeLine Appeals Subcategories													
LL Customer Did Not Return Form	0	0	4	5	5	6	2	1	3	4	5	5	40
LL Documents Not Provided/Does Not Meet Guidelines	0	0	0	1	0	1	5	2	1	2	0	2	14
LL Form Complexity	10	6	11	16	19	17	16	18	14	9	8	21	165
LL IDV Identity Verification	2	0	3	7	8	7	6	16	9	12	10	10	90
LL Initials Missing	0	0	0	1	0	1	1	3	0	3	0	1	10
LL No Carrier Authority	1	0	5	1	0	0	0	2	0	0	0	0	9
LL Nondeliverable	1	0	2	0	0	0	0	0	2	0	1	1	7
LL Policy/Practices	37	17	51	70	62	62	67	81	69	82	60	75	733
LL Privacy	0	0	0	0	0	0	0	0	0	0	0	0	0
LL Qualifying Method Not Selected	0	0	0	0	0	0	0	0	0	0	0	0	0
LL Signature/Printed Name Does Not Match/Missing	0	0	1	2	0	2	1	2	0	0	0	0	8
LL SSN/DOB/Tribal ID Not Provided	0	0	0	0	0	2	4	1	0	3	1	0	11
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	51	23	77	103	94	98	102	126	98	115	85	115	1087
LifeLine Billing Subcategories													
LLB Address Error	1	2	1	2	1	3	2	8	5	4	4	1	34
LLB Application Request	4	2	4	2	4	9	7	8	8	10	9	3	70
LLB Approved for Discount	6	4	8	6	15	6	14	15	11	15	10	5	115
LLB Discount Switched to Other Carrier	3	4	7	9	12	17	20	22	11	16	10	10	141
LLB Federal Program/Equipment	13	15	17	19	18	22	9	28	30	25	15	20	231
LLB New Phone Service Not LL Eligible	0	0	0	0	0	0	0	0	0	0	0	0	0
Total Billing	27	27	37	38	50	33	52	81	65	70	48	39	567
LifeLine Freeze Subcategories⁴													
LLF Address Change	0	0	0	/	/	/	/	/	/	/	/	/	0
LLF Enrollment Freeze	0	0	0	/	/	/	/	/	/	/	/	/	0
LLF Failure to Provide Service	0	0	1	/	/	/	/	/	/	/	/	/	1
LLF Federal Violation	0	0	0	/	/	/	/	/	/	/	/	/	0
LLF Late Fees	0	0	0	/	/	/	/	/	/	/	/	/	0
LLF State Violation	0	0	0	/	/	/	/	/	/	/	/	/	0
Total Freeze	0	0	1	/	/	/	/	/	/	/	/	/	1

Section II - Written LifeLine Contacts Received and Closed by Case Type

LifeLine Written Contacts in CAB	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	YTD
Received													
LL Appeals (Landline & Wireless) Received	134	142	168	184	128	137	151	156	106	148	128	181	1763
LL Billing Received	64	67	108	61	66	54	70	79	71	52	39	46	777
LL Complaints Received	2	2	5	1	1	1	1	4	3	4	3	6	33
LL Inquiries Received	24	24	23	12	23	20	12	22	19	16	25	22	242
LL Assignment Pending	34	18	33	35	47	15	6	26	20	54	20	26	334
LL Enrollment Request Freeze ²	1	0	0	/	/	/	/	/	/	/	/	/	1
LL Discount Transfer Freeze ²	0	0	0	/	/	/	/	/	/	/	/	/	0
Total Written Contacts Received	259	253	337	293	265	227	240	287	219	274	215	281	3150
Closed													
LifeLine Appeals Closed	139	145	176	177	195	139	159	151	140	176	131	167	1895
Landline Appeals	74	107	117	113	128	84	95	95	94	92	77	101	1177
Wireless Appeals	65	38	59	64	67	55	64	56	46	84	54	66	718
LL Billing Closed	53	85	88	86	72	67	61	66	82	62	60	42	824
LL Complaints Closed	0	1	2	4	1	1	1	2	5	1	2	2	22
LL Inquiries Closed	37	36	31	25	36	30	9	24	25	20	26	31	330
LL Enrollment Request Freeze ²	1	0	0	/	/	/	/	/	/	/	/	/	1
LL Discount Transfer Freeze ²	0	0	0	/	/	/	/	/	/	/	/	/	0
LL Unknown ² Closed	1	1	0	2	1	2	1	1	2	0	1	2	14
Total Written Contacts Closed	231	268	297	294	305	239	231	244	254	259	220	244	3086

Section III - 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	38	34	37	41	48	38	40	29	34	53	32	43	467
LL Documents Not Provided/Does Not Meet Guidelines	19	21	21	13	20	14	29	23	17	18	12	18	225
LL Form Complexity	4	4	9	5	3	8	3	3	4	4	8	8	63
LL IDV Identity Verification	45	57	67	83	94	64	54	69	62	63	57	70	785
LL Initials Missing	17	10	14	12	9	5	16	11	9	10	8	12	133
LL No Carrier Authority	0	0	0	0	0	0	0	0	0	0	0	0	0
LL Nondeliverable	0	1	0	0	0	0	1	0	0	0	0	1	3
LL Policy/Practices	2	7	4	1	4	1	3	4	3	3	0	2	34
LL Privacy	0	0	0	0	0	0	0	0	0	0	0	0	0
LL Qualifying Method Not Selected	1	1	2	2	1	0	1	1	1	1	0	1	12
LL Signature/Printed Name Does Not Match/Missing	6	4	15	13	10	5	4	3	4	6	6	5	81
LL SSN/DOB/Tribal ID Not Provided	7	6	7	7	6	3	7	8	6	18	8	7	90
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	139	145	176	177	195	138	158	151	140	176	131	167	1893
LifeLine Billing													
LLB Address Error	4	7	5	7	2	2	1	2	3	1	7	1	42
LLB Application Request	18	43	47	57	32	32	29	31	48	36	19	23	415
LLB Approved for Discount	11	12	13	6	17	9	5	13	11	7	7	10	121
LLB Discount Switched to Other Carrier	9	10	9	7	7	6	7	9	5	8	14	5	96
LLB Federal Program/Equipment	11	13	14	9	14	18	19	11	15	10	13	6	153
LLB New Phone Service Not LL Eligible	0	0	0	0	0	0	0	0	0	0	0	0	0
Total Billing	53	85	88	86	72	67	61	66	82	62	60	45	827
LifeLine Freeze ⁴													
LLF Address Change	0	0	0	/	/	/	/	/	/	/	/	/	0
LLF Enrollment Freeze	1	0	0	/	/	/	/	/	/	/	/	/	1
LLF Failure to Provide Service	0	0	0	/	/	/	/	/	/	/	/	/	0
LLF Federal Violation	0	0	0	/	/	/	/	/	/	/	/	/	0
LLF Late Fees	0	0	0	/	/	/	/	/	/	/	/	/	0
LLF State Violation	0	0	0	/	/	/	/	/	/	/	/	/	0
Total Freeze	1	0	0	/	/	/	/	/	/	/	/	/	1

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.

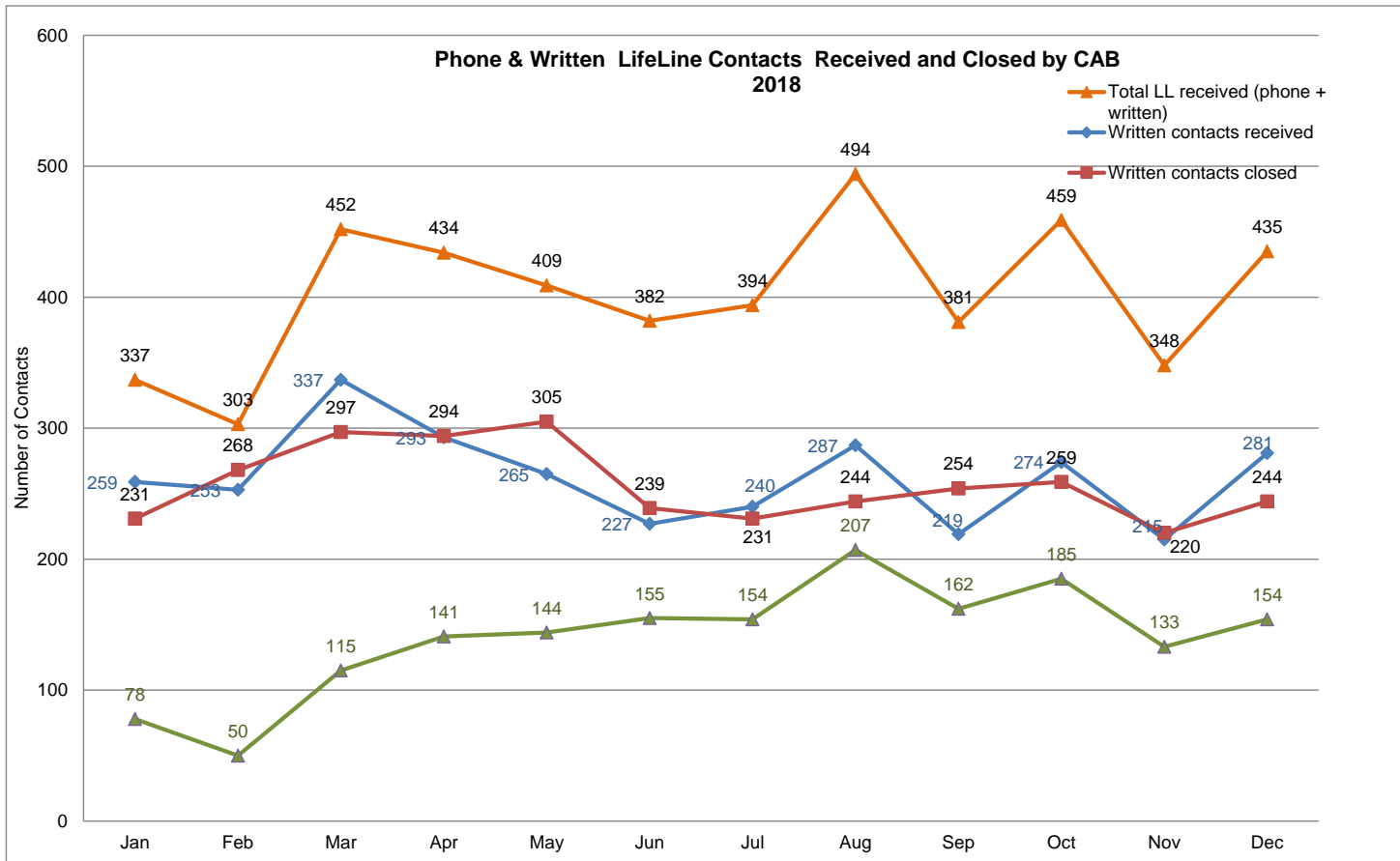
1 Phone contacts are closed the same day they are received.

2 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.

3 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.

4 LifeLine Freeze Case Type and Subcategories have been deactivated to reflect changes in the LifeLine program effective April 1, 2018.

LifeLine Consumer Contacts Received and Closed by CAB - 2018



	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	YTD
Phone contacts received	78	50	115	141	144	155	154	207	162	185	133	154	1678
Written contacts received	259	253	337	293	265	227	240	287	219	274	215	281	3150
Total LL received (phone + written)	337	303	452	434	409	382	394	494	381	459	348	435	4828
Written contacts closed	231	268	297	294	305	239	231	244	254	259	220	244	3086