



LifeLine contacts received and closed by CAB during the month of February 2019

Data queried on: 030619

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

LifeLine Phone Contacts in CAB													
	Feb 18	Mar 18	Apr 18	May 18	Jun 18	Jul 18	Aug 18	Sep 18	Oct 18	Nov 18	Dec 18	Jan 19	Feb 19
Received and closed¹	50	115	141	144	155	154	207	162	185	133	154	153	148
LifeLine Appeals Subcategories													
LL Customer Did Not Return Form	0	4	5	5	6	2	1	3	4	5	5	8	2
LL Documents Not Provided/Does Not Meet Guidelines	0	0	1	0	1	5	2	1	2	0	2	2	1
LL Form Complexity	6	11	16	19	17	16	18	14	9	8	21	15	9
LL IDV Identity Verification	0	3	7	8	7	6	16	9	12	10	10	12	10
LL Initials Missing	0	0	1	0	1	1	3	0	3	0	1	3	0
LL No Carrier Authority	0	5	1	0	0	0	2	0	0	0	0	0	0
LL Nondeliverable	0	2	0	0	0	0	0	2	0	1	1	0	0
LL Policy/Practices	17	51	70	62	62	67	81	69	82	60	75	57	66
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	1	2	0	2	1	2	0	0	0	0	1	0
LL SSN/DOB/Tribal ID Not Provided	0	0	0	0	2	4	1	0	3	1	0	4	2
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	23	77	103	94	98	102	126	98	115	85	115	102	90
LifeLine Billing Subcategories													
LLB Address Error	2	1	2	1	3	2	8	5	4	4	1	2	1
LLB Application Request	2	4	2	4	9	7	8	8	10	9	3	3	8
LLB Approved for Discount	4	8	6	15	6	14	15	11	15	10	5	12	12
LLB Discount Switched to Other Carrier	4	7	9	12	17	20	22	11	16	10	10	18	15
LLB Federal Program/Equipment	15	17	19	18	22	9	28	30	25	15	20	16	22
LLB New Phone Service Not LL Eligible	0	0	0	0	0	0	0	0	0	0	0	0	0
Total Billing	27	37	38	50	33	52	81	65	70	48	39	51	58
LifeLine Freeze Subcategories⁴													

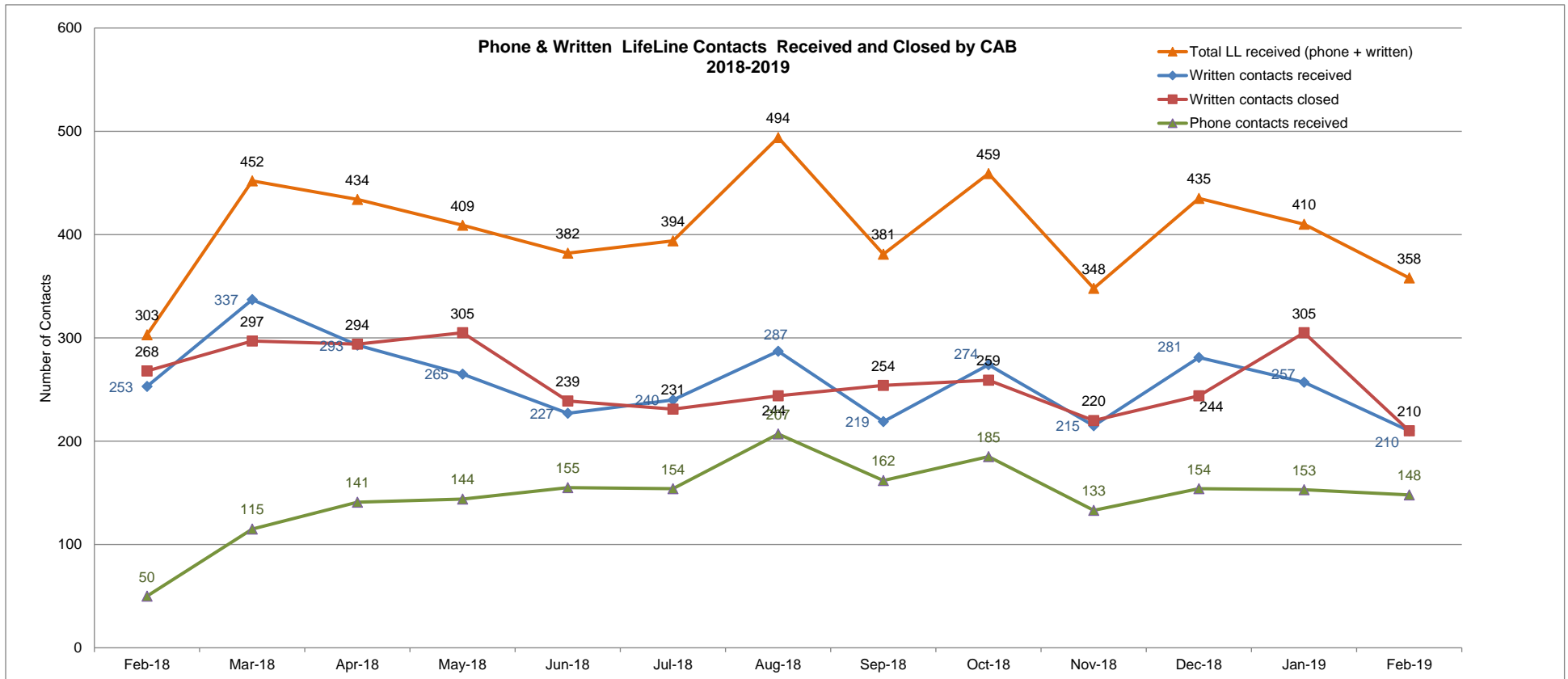
Section II - Written LifeLine Contacts Received and Closed by Case Type

LifeLine Written Contacts in CAB	Feb 18	Mar 18	Apr 18	May 18	Jun 18	Jul 18	Aug 18	Sep 18	Oct 18	Nov 18	Dec 18	Jan 19	Feb 19
Received													
LL Appeals (Landline & Wireless) Received	142	168	184	128	137	151	156	106	148	128	181	157	104
LL Billing Received	67	108	61	66	54	70	79	71	52	39	46	49	49
LL Complaints Received	2	5	1	1	1	1	4	3	4	3	6	6	7
LL Inquiries Received	24	23	12	23	20	12	22	19	16	25	22	21	22
LL Assignment Pending	18	33	35	47	15	6	26	20	54	20	26	24	28
Total Written Contacts Received	253	337	293	265	227	240	287	219	274	215	281	257	210
Closed													
LifeLine Appeals Closed	145	176	177	195	139	159	151	140	176	131	167	218	143
<i>Landline Appeals</i>	107	117	113	128	84	95	95	94	92	77	101	146	91
<i>Wireless Appeals</i>	38	59	64	67	55	64	56	46	84	54	66	72	52
LL Billing Closed	85	88	86	72	67	61	66	82	62	60	42	56	37
LL Complaints Closed	1	2	4	1	1	1	2	5	1	2	2	4	8
LL Inquiries Closed	36	31	25	36	30	9	24	25	20	26	31	27	21
LL Unknown ² Closed	1	0	2	1	2	1	1	2	0	1	2	0	1
Total Written Contacts Closed	268	297	294	305	239	231	244	254	259	220	244	305	210

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

	Feb 18	Mar 18	Apr 18	May 18	Jun 18	Jul 18	Aug 18	Sep 18	Oct 18	Nov 18	Dec 18	Jan 19	Feb 19	February		
LifeLine Appeals (Landline & Wireless)														Denial Overturned ³	Denial Upheld ³	
LL Customer Did Not Return Form	34	37	41	48	38	40	29	34	53	32	43	49	38	2	36	
LL Documents Not Provided/Does Not Meet Guidelines	21	21	13	20	14	29	23	17	18	12	18	22	13	5	6	
LL Form Complexity	4	9	5	3	8	3	3	4	4	8	8	8	2	0	2	
LL IDV Identity Verification	57	67	83	94	64	54	69	62	63	57	70	100	73	32	34	
LL Initials Missing	10	14	12	9	5	16	11	9	10	8	12	14	5	1	4	
LL No Carrier Authority	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
LL Nondeliverable	1	0	0	0	0	1	0	0	0	0	1	0	0	0	0	
LL Policy/Practices	7	4	1	4	1	3	4	3	3	0	2	4	1	0	1	
LL Privacy	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
LL Qualifying Method Not Selected	1	2	2	1	0	1	1	1	1	0	1	0	1	0	1	
LL Signature/Printed Name Does Not Match/Missing	4	15	13	10	5	4	3	4	6	6	5	7	5	0	5	
LL SSN/DOB/Tribal ID Not Provided	6	7	7	6	3	7	8	6	18	8	7	14	5	4	1	
LL Tribal	0	0	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	0	0	
Total Appeals	145	176	177	195	138	158	151	140	176	131	167	218	143			
LifeLine Billing														Service Provider Type		
														VoIP	Wireless	Wireline
LLB Address Error	7	5	7	2	2	1	2	3	1	7	1	2	1	0	1	0
LLB Application Request	43	47	57	32	32	29	31	48	36	19	23	23	21	0	6	15
LLB Approved for Discount	12	13	6	17	9	5	13	11	7	7	10	9	3	0	1	2
LLB Discount Switched to Other Carrier	10	9	7	7	6	7	9	5	8	14	5	9	3	0	2	1
LLB Federal Program/Equipment	13	14	9	14	18	19	11	15	10	13	6	13	9	0	9	0
LLB New Phone Service Not LL Eligible	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Total Billing	85	88	86	72	67	61	66	82	62	60	45	56	37			

LifeLine Consumer Contacts Received and Closed by CAB - Thirteen months trend



	Feb-18	Mar-18	Apr-18	May-18	Jun-18	Jul-18	Aug-18	Sep-18	Oct-18	Nov-18	Dec-18	Jan-19	Feb-19
Phone contacts received	50	115	141	144	155	154	207	162	185	133	154	153	148
Written contacts received	253	337	293	265	227	240	287	219	274	215	281	257	210
Total LL received (phone + written)	303	452	434	409	382	394	494	381	459	348	435	410	358
Written contacts closed	268	297	294	305	239	231	244	254	259	220	244	305	210

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.