



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

Data queried on: 051019

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

<b>LifeLine Phone Contacts in CAB</b>													
	Apr 18	May 18	Jun 18	Jul 18	Aug 18	Sep 18	Oct 18	Nov 18	Dec 18	Jan 19	Feb 19	Mar 19	Apr 19
<b>Received and closed<sup>1</sup></b>	141	144	155	154	207	162	185	133	154	153	148	175	128
<b>LifeLine Appeals Subcategories</b>													
LL Customer Did Not Return Form	5	5	6	2	1	3	4	5	5	8	2	4	4
LL Documents Not Provided/Does Not Meet Guidelines	1	0	1	5	2	1	2	0	2	2	1	0	1
LL Form Complexity	16	19	17	16	18	14	9	8	21	15	9	11	15
LL IDV Identity Verification	7	8	7	6	16	9	12	10	10	12	10	7	6
LL Initials Missing	1	0	1	1	3	0	3	0	1	3	0	2	0
LL No Carrier Authority	1	0	0	0	2	0	0	0	0	0	0	0	2
LL Nondeliverable	0	0	0	0	0	2	0	1	1	0	0	1	0
LL Policy/Practices	70	62	62	67	81	69	82	60	75	57	66	89	65
LL Privacy	0	0	0	0	0	0	0	0	0	0	0	1	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	2	0	2	1	2	0	0	0	0	1	0	0	0
LL SSN/DOB/Tribal ID Not Provided	0	0	2	4	1	0	3	1	0	4	2	3	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
<b>Total Appeals</b>	<b>103</b>	<b>94</b>	<b>98</b>	<b>102</b>	<b>126</b>	<b>98</b>	<b>115</b>	<b>85</b>	<b>115</b>	<b>102</b>	<b>90</b>	<b>118</b>	<b>95</b>
<b>LifeLine Billing Subcategories</b>													
LLB Address Error	2	1	3	2	8	5	4	4	1	2	1	6	1
LLB Application Request	2	4	9	7	8	8	10	9	3	3	8	3	11
LLB Approved for Discount	6	15	6	14	15	11	15	10	5	12	12	8	5
LLB Discount Switched to Other Carrier	9	12	17	20	22	11	16	10	10	18	15	17	1
LLB Federal Program/Equipment	19	18	22	9	28	30	25	15	20	16	22	23	15
LLB New Phone Service Not LL Eligible	0	0	0	0	0	0	0	0	0	0	0	0	0
<b>Total Billing</b>	<b>38</b>	<b>50</b>	<b>33</b>	<b>52</b>	<b>81</b>	<b>65</b>	<b>70</b>	<b>48</b>	<b>39</b>	<b>51</b>	<b>58</b>	<b>57</b>	<b>33</b>

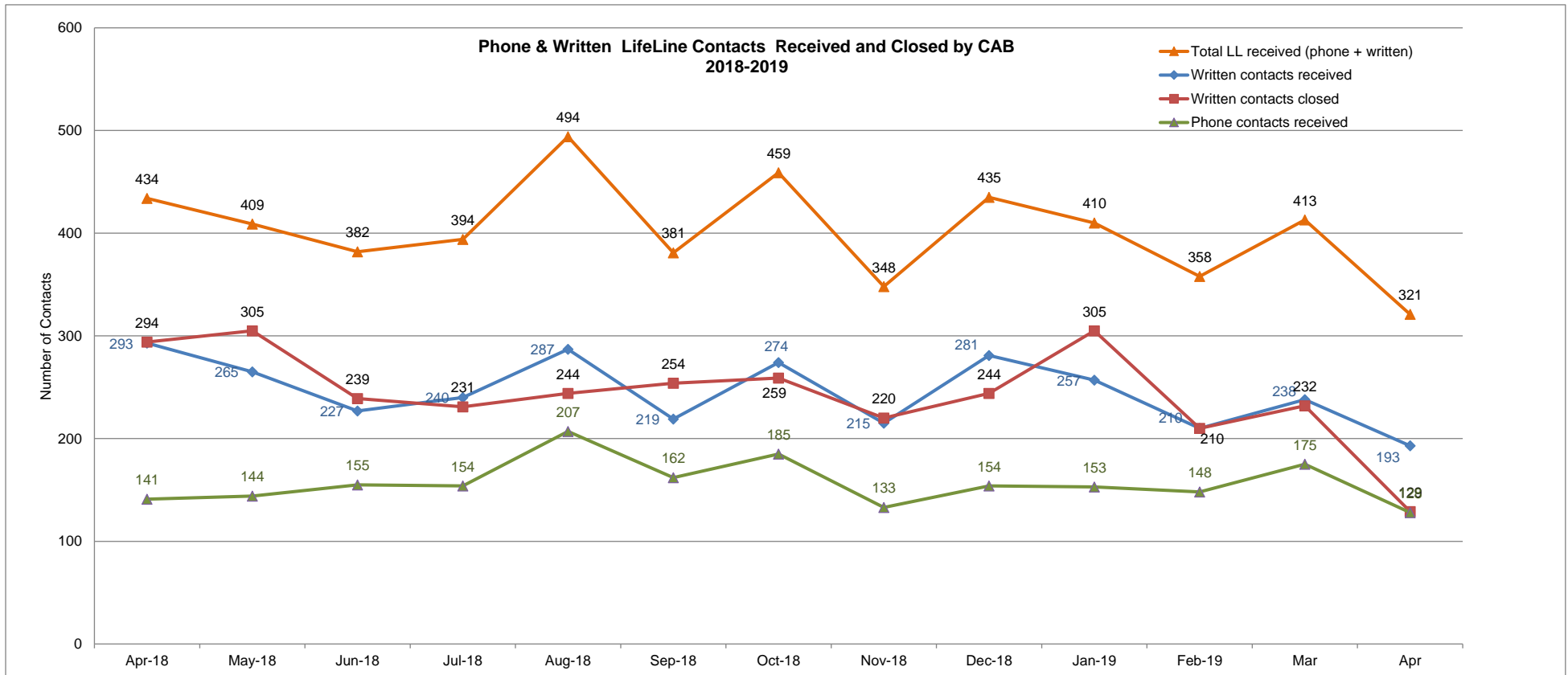
**Section II - Written LifeLine Contacts Received and Closed by Case Type**

<b>LifeLine Written Contacts in CAB</b>	Apr 18	May 18	Jun 18	Jul 18	Aug 18	Sep 18	Oct 18	Nov 18	Dec 18	Jan 19	Feb 19	Mar 19	Apr 19
<b>Received</b>													
LL Appeals (Landline & Wireless) Received	184	128	137	151	156	106	148	128	181	157	104	123	82
LL Billing Received	61	66	54	70	79	71	52	39	46	49	49	84	56
LL Complaints Received	1	1	1	1	4	3	4	3	6	6	7	7	11
LL Inquiries Received	12	23	20	12	22	19	16	25	22	21	22	12	16
LL Assignment Pending	35	47	15	6	26	20	54	20	26	24	28	12	28
<b>Total Written Contacts Received</b>	<b>293</b>	<b>265</b>	<b>227</b>	<b>240</b>	<b>287</b>	<b>219</b>	<b>274</b>	<b>215</b>	<b>281</b>	<b>257</b>	<b>210</b>	<b>238</b>	<b>193</b>
<b>Closed</b>													
LifeLine Appeals Closed	177	195	139	159	151	140	176	131	167	218	143	142	28
<b>Landline Appeals</b>	113	128	84	95	95	94	92	77	101	146	91	94	21
<b>Wireless Appeals</b>	64	67	55	64	56	46	84	54	66	72	52	48	7
LL Billing Closed	86	72	67	61	66	82	62	60	42	56	37	75	74
LL Complaints Closed	4	1	1	1	2	5	1	2	2	4	8	3	6
LL Inquiries Closed	25	36	30	9	24	25	20	26	31	27	21	12	20
LL Unknown <sup>2</sup> Closed	2	1	2	1	1	2	0	1	2	0	1	0	1
<b>Total Written Contacts Closed</b>	<b>294</b>	<b>305</b>	<b>239</b>	<b>231</b>	<b>244</b>	<b>254</b>	<b>259</b>	<b>220</b>	<b>244</b>	<b>305</b>	<b>210</b>	<b>232</b>	<b>129</b>

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

	Apr 18	May 18	Jun 18	Jul 18	Aug 18	Sep 18	Oct 18	Nov 18	Dec 18	Jan 19	Feb 19	Mar 19	Apr 19	April		
<b>LifeLine Appeals (Landline &amp; Wireless)</b>														Denial Overturned <sup>3</sup>	Denial Upheld <sup>3</sup>	
LL Customer Did Not Return Form	41	48	38	40	29	34	53	32	43	49	38	38	6	0	6	
LL Documents Not Provided/Does Not Meet Guidelines	13	20	14	29	23	17	18	12	18	22	13	15	4	1	0	
LL Form Complexity	5	3	8	3	3	4	4	8	8	8	2	5	2	1	0	
LL IDV Identity Verification	83	94	64	54	69	62	63	57	70	100	73	61	12	2	5	
LL Initials Missing	12	9	5	16	11	9	10	8	12	14	5	12	2	0	2	
LL No Carrier Authority	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
LL Nondeliverable	0	0	0	1	0	0	0	0	1	0	0	0	0	0	0	
LL Policy/Practices	1	4	1	3	4	3	3	0	2	4	1	0	0	0	0	
LL Privacy	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
LL Qualifying Method Not Selected	2	1	0	1	1	1	1	0	1	0	1	0	0	0	0	
LL Signature/Printed Name Does Not Match/Missing	13	10	5	4	3	4	6	6	5	7	5	0	0	0	0	
LL SSN/DOB/Tribal ID Not Provided	7	6	3	7	8	6	18	8	7	14	5	11	2	1	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	
<b>Total Appeals</b>	<b>177</b>	<b>195</b>	<b>138</b>	<b>158</b>	<b>151</b>	<b>140</b>	<b>176</b>	<b>131</b>	<b>167</b>	<b>218</b>	<b>143</b>	<b>142</b>	<b>28</b>			
<b>LifeLine Billing</b>														<b>Service Provider Type</b>		
														VoIP	Wireless	Wireline
LLB Address Error	7	2	2	1	2	3	1	7	1	2	1	4	6	0	5	1
LLB Application Request	57	32	32	29	31	48	36	19	23	23	21	37	39	0	11	28
LLB Approved for Discount	6	17	9	5	13	11	7	7	10	9	3	6	9	0	3	6
LLB Discount Switched to Other Carrier	7	7	6	7	9	5	8	14	5	9	3	7	9	0	4	5
LLB Federal Program/Equipment	9	14	18	19	11	15	10	13	6	13	9	21	11	0	11	0
LLB New Phone Service Not LL Eligible	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
<b>Total Billing</b>	<b>86</b>	<b>72</b>	<b>67</b>	<b>61</b>	<b>66</b>	<b>82</b>	<b>62</b>	<b>60</b>	<b>45</b>	<b>56</b>	<b>37</b>	<b>75</b>	<b>74</b>			

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



	Apr-18	May-18	Jun-18	Jul-18	Aug-18	Sep-18	Oct-18	Nov-18	Dec-18	Jan-19	Feb-19	Mar	Apr
Phone contacts received	141	144	155	154	207	162	185	133	154	153	148	175	128
Written contacts received	293	265	227	240	287	219	274	215	281	257	210	238	193
<b>Total LL received (phone + written)</b>	<b>434</b>	<b>409</b>	<b>382</b>	<b>394</b>	<b>494</b>	<b>381</b>	<b>459</b>	<b>348</b>	<b>435</b>	<b>410</b>	<b>358</b>	<b>413</b>	<b>321</b>
Written contacts closed	294	305	239	231	244	254	259	220	244	305	210	232	129

**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.