



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

Data queried on: 060719

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

LifeLine Phone Contacts in CAB													
	May 18	Jun 18	Jul 18	Aug 18	Sep 18	Oct 18	Nov 18	Dec 18	Jan 19	Feb 19	Mar 19	Apr 19	May 19
Received and closed¹	144	155	154	207	162	185	133	154	153	148	175	128	131
LifeLine Appeals Subcategories													
LL Customer Did Not Return Form	5	6	2	1	3	4	5	5	8	2	4	4	2
LL Documents Not Provided/Does Not Meet Guidelines	0	1	5	2	1	2	0	2	2	1	0	1	1
LL Form Complexity	19	17	16	18	14	9	8	21	15	9	11	15	15
LL IDV Identity Verification	8	7	6	16	9	12	10	10	12	10	7	6	32
LL Initials Missing	0	1	1	3	0	3	0	1	3	0	2	0	0
LL No Carrier Authority	0	0	0	2	0	0	0	0	0	0	0	2	0
LL Nondeliverable	0	0	0	0	2	0	1	1	0	0	1	0	2
LL Policy/Practices	62	62	67	81	69	82	60	75	57	66	89	65	51
LL Privacy	0	0	0	0	0	0	0	0	0	0	1	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	2	1	2	0	0	0	0	1	0	0	0	0
LL SSN/DOB/Tribal ID Not Provided	0	2	4	1	0	3	1	0	4	2	3	2	0
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	94	98	102	126	98	115	85	115	102	90	118	95	103
LifeLine Billing Subcategories													
LLB Address Error	1	3	2	8	5	4	4	1	2	1	6	1	2
LLB Application Request	4	9	7	8	8	10	9	3	3	8	3	11	2
LLB Approved for Discount	15	6	14	15	11	15	10	5	12	12	8	5	5
LLB Discount Switched to Other Carrier	12	17	20	22	11	16	10	10	18	15	17	1	4
LLB Federal Program/Equipment	18	22	9	28	30	25	15	20	16	22	23	15	15
LLB New Phone Service Not LL Eligible	0	0	0	0	0	0	0	0	0	0	0	0	0
Total Billing	50	33	52	81	65	70	48	39	51	58	57	33	28

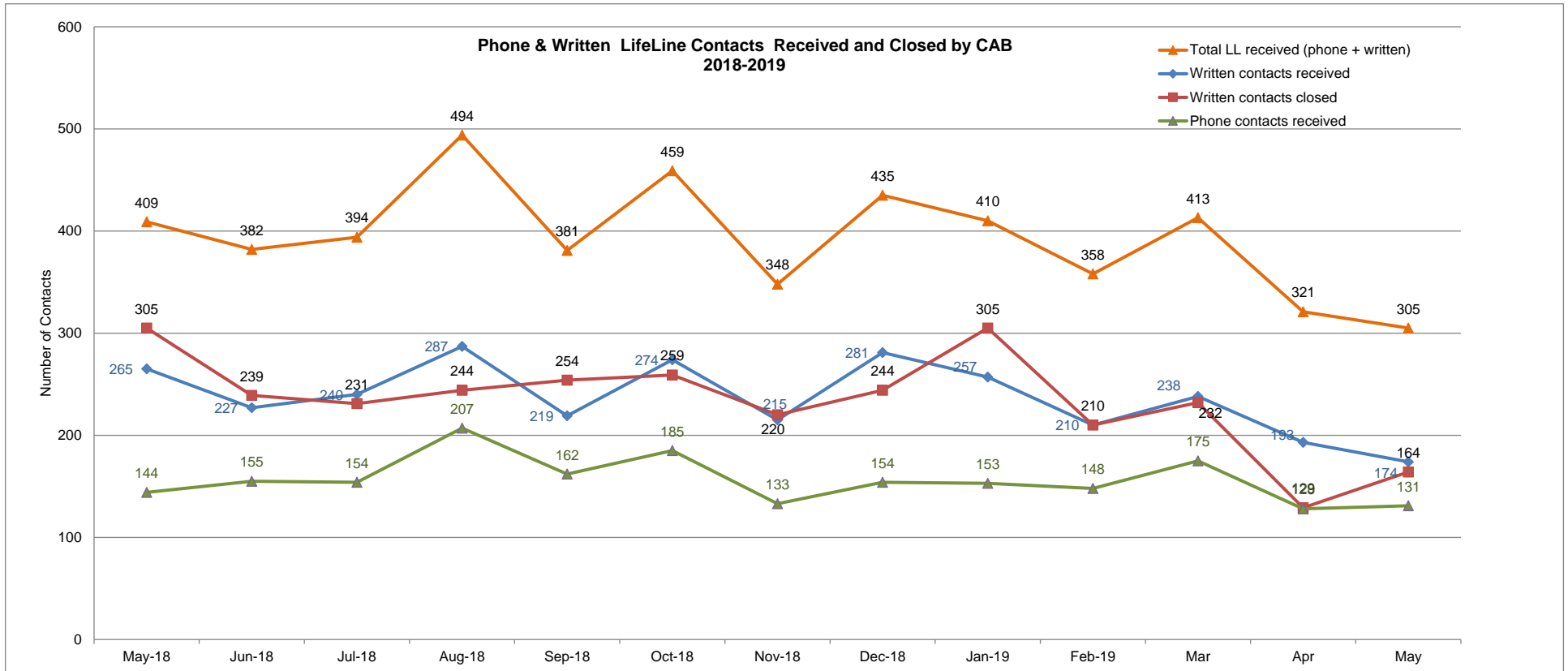
Section II - Written LifeLine Contacts Received and Closed by Case Type

LifeLine Written Contacts in CAB	May 18	Jun 18	Jul 18	Aug 18	Sep 18	Oct 18	Nov 18	Dec 18	Jan 19	Feb 19	Mar 19	Apr 19	May 19
Received													
LL Appeals (Landline & Wireless) Received	128	137	151	156	106	148	128	181	157	104	123	82	70
LL Billing Received	66	54	70	79	71	52	39	46	49	49	84	56	46
LL Complaints Received	1	1	1	4	3	4	3	6	6	7	7	11	5
LL Inquiries Received	23	20	12	22	19	16	25	22	21	22	12	16	17
LL Assignment Pending	47	15	6	26	20	54	20	26	24	28	12	28	36
Total Written Contacts Received	265	227	240	287	219	274	215	281	257	210	238	193	174
Closed													
LifeLine Appeals Closed	195	139	159	151	140	176	131	167	218	143	142	28	70
Landline Appeals	128	84	95	95	94	92	77	101	146	91	94	21	43
Wireless Appeals	67	55	64	56	46	84	54	66	72	52	48	7	27
LL Billing Closed	72	67	61	66	82	62	60	42	56	37	75	74	66
LL Complaints Closed	1	1	1	2	5	1	2	2	4	8	3	6	2
LL Inquiries Closed	36	30	9	24	25	20	26	31	27	21	12	20	21
LL Unknown ² Closed	1	2	1	1	2	0	1	2	0	1	0	1	5
Total Written Contacts Closed	305	239	231	244	254	259	220	244	305	210	232	129	164

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

	May 18	Jun 18	Jul 18	Aug 18	Sep 18	Oct 18	Nov 18	Dec 18	Jan 19	Feb 19	Mar 19	Apr 19	May 19	May		
LifeLine Appeals (Landline & Wireless)														Denial Overturned ³	Denial Upheld ³	
LL Customer Did Not Return Form	48	38	40	29	34	53	32	43	49	38	38	6	22	1	19	
LL Documents Not Provided/Does Not Meet Guidelines	20	14	29	23	17	18	12	18	22	13	15	4	9	6	3	
LL Form Complexity	3	8	3	3	4	4	8	8	8	2	5	2	7	0	5	
LL IDV Identity Verification	94	64	54	69	62	63	57	70	100	73	61	12	27	12	13	
LL Initials Missing	9	5	16	11	9	10	8	12	14	5	12	2	0	0	0	
LL No Carrier Authority	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
LL Nondeliverable	0	0	1	0	0	0	0	1	0	0	0	0	0	0	0	
LL Policy/Practices	4	1	3	4	3	3	0	2	4	1	0	0	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	0	1	1	1	1	0	1	0	1	0	0	1	1	0	
LL Signature/Printed Name Does Not Match/Missing	10	5	4	3	4	6	6	5	7	5	0	0	1	0	1	
LL SSN/DOB/Tribal ID Not Provided	6	3	7	8	6	18	8	7	14	5	11	2	2	0	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	195	138	158	151	140	176	131	167	218	143	142	28	70			
LifeLine Billing														Service Provider Type		
														VoIP	Wireless	Wireline
LLB Address Error	2	2	1	2	3	1	7	1	2	1	4	6	3	0	3	0
LLB Application Request	32	32	29	31	48	36	19	23	23	21	37	39	40	0	17	23
LLB Approved for Discount	17	9	5	13	11	7	7	10	9	3	6	9	9	0	3	6
LLB Discount Switched to Other Carrier	7	6	7	9	5	8	14	5	9	3	7	9	5	0	3	2
LLB Federal Program/Equipment	14	18	19	11	15	10	13	6	13	9	21	11	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	72	67	61	66	82	62	60	45	56	37	75	74	66			

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



	May-18	Jun-18	Jul-18	Aug-18	Sep-18	Oct-18	Nov-18	Dec-18	Jan-19	Feb-19	Mar	Apr	May
Phone contacts received	144	155	154	207	162	185	133	154	153	148	175	128	131
Written contacts received	265	227	240	287	219	274	215	281	257	210	238	193	174
Total LL received (phone + written)	409	382	394	494	381	459	348	435	410	358	413	321	305
Written contacts closed	305	239	231	244	254	259	220	244	305	210	232	129	164

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.