



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

Data queried on: 070819

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

<b>LifeLine Phone Contacts in CAB</b>														
	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	Jun 19
<b>Received and closed<sup>1</sup></b>	144	155	154	207	162	185	133	154	153	148	175	128	131	98
<b>LifeLine Appeals Subcategories</b>														
LL Customer Did Not Return Form	5	6	2	1	3	4	5	5	8	2	4	4	2	1
LL Documents Not Provided/Does Not Meet Guidelines	0	1	5	2	1	2	0	2	2	1	0	1	1	0
LL Form Complexity	19	17	16	18	14	9	8	21	15	9	11	15	15	13
LL IDV Identity Verification	8	7	6	16	9	12	10	10	12	10	7	6	32	10
LL Initials Missing	0	1	1	3	0	3	0	1	3	0	2	0	0	0
LL No Carrier Authority	0	0	0	2	0	0	0	0	0	0	0	2	0	0
LL Nondeliverable	0	0	0	0	2	0	1	1	0	0	1	0	2	0
LL Policy/Practices	62	62	67	81	69	82	60	75	57	66	89	65	51	43
LL Privacy	0	0	0	0	0	0	0	0	0	0	1	0	0	0
LL Qualifying Method Not Selected	0	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	0
LL SSN/DOB/Tribal ID Not Provided	0	2	4	1	0	3	1	0	4	2	3	2	0	0
LL Tribal	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
<b>Total Appeals</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>103</b>	<b>67</b>
<b>LifeLine Billing Subcategories</b>														
LLB Address Error	1	3	2	8	5	4	4	1	2	1	6	1	2	3
LLB Application Request	4	9	7	8	8	10	9	3	3	8	3	11	2	9
LLB Approved for Discount	15	6	14	15	11	15	10	5	12	12	8	5	5	4
LLB Discount Switched to Other Carrier	12	17	20	22	11	16	10	10	18	15	17	1	4	5
LLB Federal Program/Equipment	18	22	9	28	30	25	15	20	16	22	23	15	15	10
LLB New Phone Service Not LL Eligible	0	0	0	0	0	0	0	0	0	0	0	0	0	0
<b>Total Billing</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>	<b>28</b>	<b>31</b>

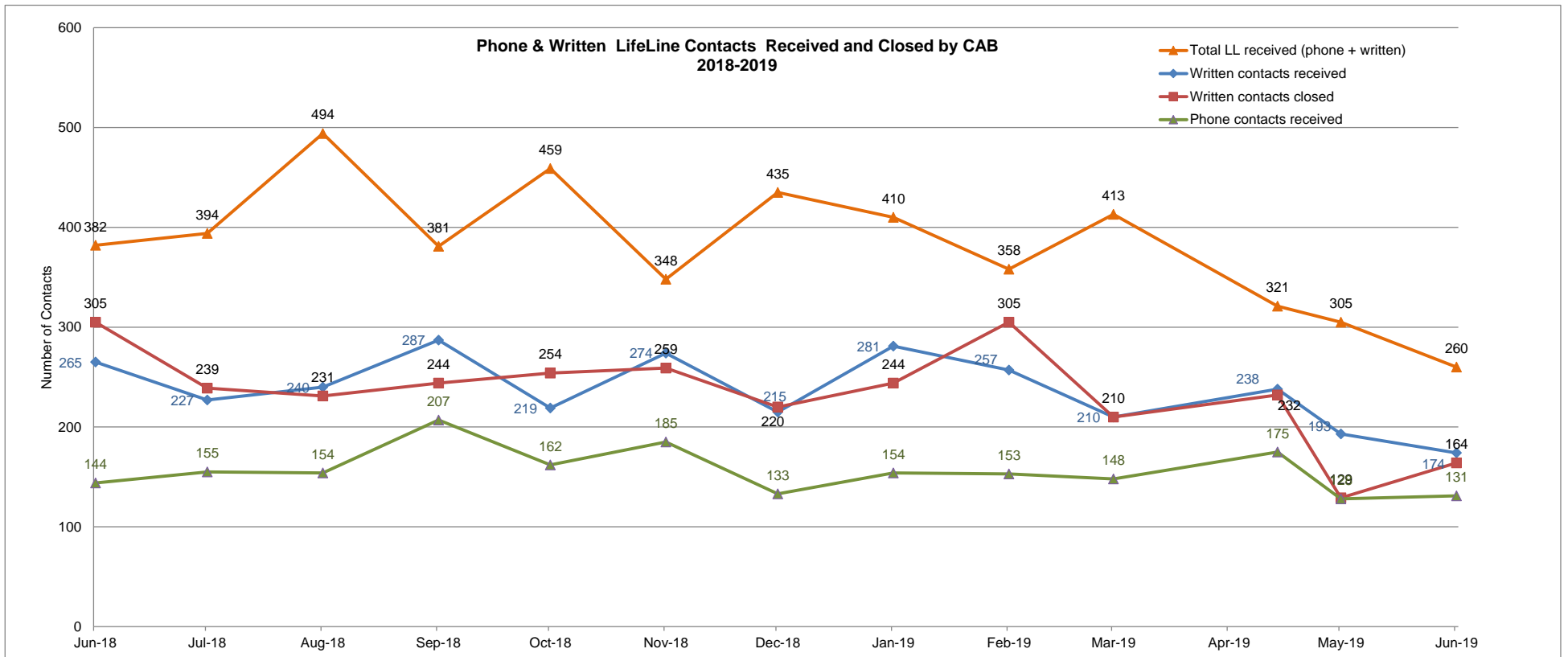
### Section II - Written LifeLine Contacts Received and Closed by Case Type

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	Jun 19
<b>Received</b>														
LL Appeals (Landline & Wireless) Received	128	137	151	156	106	148	128	181	157	104	123	82	70	60
LL Billing Received	66	54	70	79	71	52	39	46	49	49	84	56	46	44
LL Complaints Received	1	1	1	4	3	4	3	6	6	7	7	11	5	1
LL Inquiries Received	23	20	12	22	19	16	25	22	21	22	12	16	17	4
LL Assignment Pending	47	15	6	26	20	54	20	26	24	28	12	28	36	53
<b>Total Written Contacts Received</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>174</b>	<b>162</b>
<b>Closed</b>														
LifeLine Appeals Closed	195	139	159	151	140	176	131	167	218	143	142	28	70	98
<i>Landline Appeals</i>	128	84	95	95	94	92	77	101	146	91	94	21	43	72
<i>Wireless Appeals</i>	67	55	64	56	46	84	54	66	72	52	48	7	27	26
LL Billing Closed	72	67	61	66	82	62	60	42	56	37	75	74	66	56
LL Complaints Closed	1	1	1	2	5	1	2	2	4	8	3	6	2	6
LL Inquiries Closed	36	30	9	24	25	20	26	31	27	21	12	20	21	27
LL Unknown <sup>2</sup> Closed	1	2	1	1	2	0	1	2	0	1	0	1	5	0
<b>Total Written Contacts Closed</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>	<b>164</b>	<b>187</b>

### 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	Jun 19	June		
<b>LifeLine Appeals (Landline &amp; Wireless)</b>															Denial Overturned <sup>3</sup>	Denial Upheld <sup>3</sup>	
LL Customer Did Not Return Form	48	38	40	29	34	53	32	43	49	38	38	6	22	11	5	6	
LL Documents Not Provided/Does Not Meet Guidelines	20	14	29	23	17	18	12	18	22	13	15	4	9	14	14	0	
LL Form Complexity	3	8	3	3	4	4	8	8	8	2	5	2	7	10	7	2	
LL IDV Identity Verification	94	64	54	69	62	63	57	70	100	73	61	12	27	52	46	5	
LL Initials Missing	9	5	16	11	9	10	8	12	14	5	12	2	0	3	1	2	
LL No Carrier Authority	0	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	0	
LL Policy/Practices	4	1	3	4	3	3	0	2	4	1	0	0	1	3	0	3	
LL Privacy	0	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	0	0	0	
LL Signature/Printed Name Does Not Match/Missing	10	5	4	3	4	6	6	5	7	5	0	0	1	2	0	1	
LL SSN/DOB/Tribal ID Not Provided	6	3	7	8	6	18	8	7	14	5	11	2	2	3	2	1	
LL Tribal	0	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	0	
<b>Total Appeals</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>70</b>	<b>98</b>			
<b>LifeLine Billing</b>															<b>Service Provider Type</b>		
															VoIP	Wireless	Wireline
LLB Address Error	2	2	1	2	3	1	7	1	2	1	4	6	3	0	0	0	0
LLB Application Request	32	32	29	31	48	36	19	23	23	21	37	39	40	28	0	3	20
LLB Approved for Discount	17	9	5	13	11	7	7	10	9	3	6	9	9	11	0	3	8
LLB Discount Switched to Other Carrier	7	6	7	9	5	8	14	5	9	3	7	9	5	4	0	2	2
LLB Federal Program/Equipment	14	18	19	11	15	10	13	6	13	9	21	11	9	13	0	0	13
LLB New Phone Service Not LL Eligible	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
<b>Total Billing</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>	<b>66</b>	<b>56</b>			

## 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-19	Apr-19	May-19	Jun-19
Phone contacts received	144	155	154	207	162	185	133	154	153	148	175	128	131	98
Written contacts received	265	227	240	287	219	274	215	281	257	210	238	193	174	162
<b>Total LL received (phone + written)</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>	<b>305</b>	<b>260</b>
Written contacts closed	305	239	231	244	254	259	220	244	305	210	232	129	164	187

**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.