



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

Data queried on: 08/15/2019

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

LifeLine Phone Contacts in CAB														
	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	Jul-19
Received and closed¹	155	154	207	162	52	133	154	153	148	175	128	131	98	199
LifeLine Appeals Subcategories														
LL Consumer Did Not Return Form	6	2	1	3	0	5	5	8	2	4	4	2	1	7
LL Documents Not Provided/Does Not Meet Guidelines	1	5	2	1	0	0	2	2	1	0	1	1	0	4
LL Form Complexity	17	16	18	14	0	8	21	15	9	11	15	15	13	20
LL IDV Identity Verification	7	6	16	9	0	10	10	12	10	7	6	32	10	50
LL Initials Missing	1	1	3	0	0	0	1	3	0	2	0	0	0	1
LL No Carrier Authority	0	0	2	0	0	0	0	0	0	0	2	0	0	0
LL Nondeliverable	0	0	0	1	1	1	1	0	0	1	0	2	0	1
LL Policy/Practices	62	67	81	69	2	58	76	57	66	89	65	51	43	77
LL Privacy	0	0	0	0	0	0	0	0	0	1	0	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	2	1	2	0	0	0	0	1	0	0	0	0	0	0
LL SSN/DOB/Tribal ID Not Provided	2	4	1	0	0	1	0	4	2	3	2	0	0	5
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
Total Appeals	98	102	126	97	3	83	116	102	90	118	95	103	67	165
LifeLine Billing Subcategories														
LLB Address Error	3	2	8	5	1	5	1	2	1	6	1	2	3	2
LLB Application Request	9	7	8	8	7	9	3	3	8	3	11	2	9	4
LLB Approved for Discount	6	14	15	11	11	10	5	12	12	8	5	5	4	13
LLB Discount Switched to Other Carrier	17	20	22	11	13	10	10	18	15	17	1	4	5	3
LLB Federal Program/Equipment	22	9	28	30	17	16	19	16	22	23	15	15	10	12
LLB New Phone Service Not LL Eligible	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Total Billing	33	52	81	65	49	50	38	51	58	57	33	28	31	34

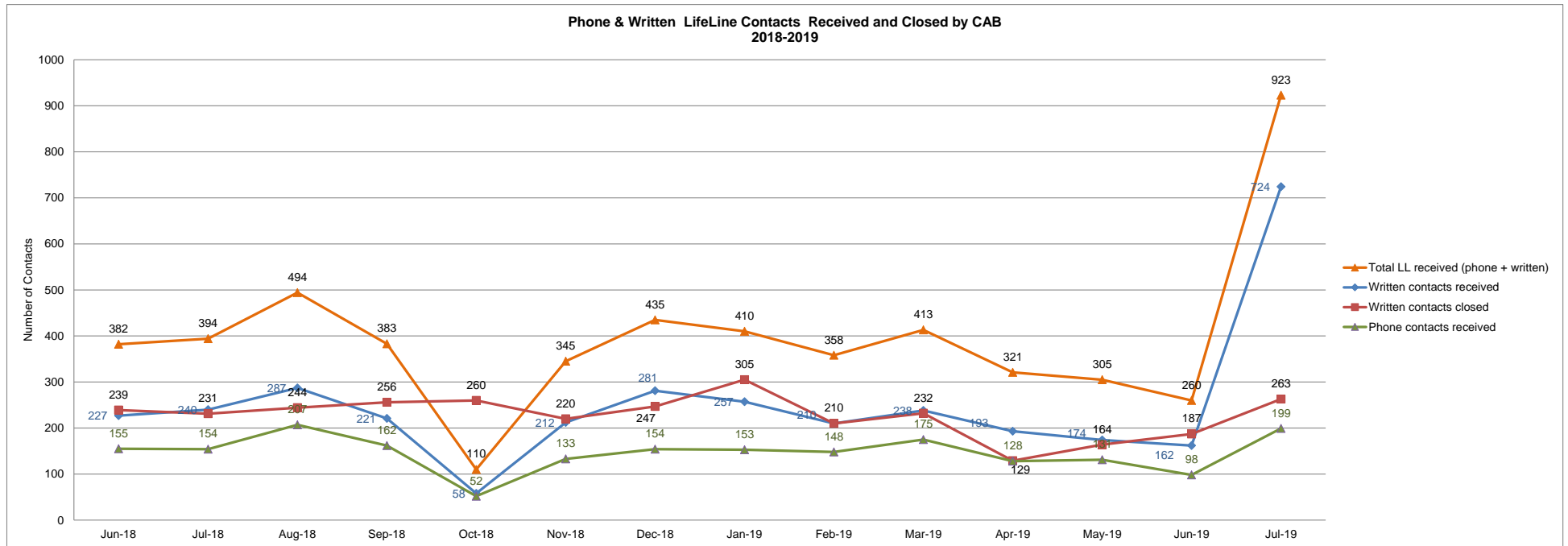
Section II - Written LifeLine Contacts Received and Closed by Case Type

LifeLine Written Contacts in CAB	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	Jul-19
Received														
LL Appeals (Landline & Wireless) Received	137	151	156	121	31	128	181	157	104	123	82	70	60	368
LL Billing Received	54	70	79	73	16	39	46	49	49	84	56	46	44	80
LL Complaints Received	1	1	4	3	1	3	6	6	7	7	11	5	1	4
LL Inquiries Received	20	12	22	23	2	25	22	21	22	12	16	17	4	37
LL Assignment Pending	15	6	26	1	8	17	26	24	28	12	28	36	53	235
Total Written Contacts Received	227	240	287	221	58	212	281	257	210	238	193	174	162	724
Closed														
LifeLine Appeals Closed	139	159	151	140	176	131	167	218	143	142	28	70	98	162
Landline Appeals	84	95	95	94	92	77	101	146	91	94	21	43	72	122
Wireless Appeals	55	64	56	46	84	54	66	72	52	48	7	27	26	40
LL Billing Closed	67	61	66	84	63	60	45	56	37	75	74	66	56	72
LL Complaints Closed	1	1	2	5	1	2	2	4	8	3	6	2	6	2
LL Inquiries Closed	30	9	24	25	20	26	31	27	21	12	20	21	27	26
LL Unknown ² Closed	2	1	1	2	0	1	2	0	1	0	1	5	0	1
Total Written Contacts Closed	239	231	244	256	260	220	247	305	210	232	129	164	187	263

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

	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	Jul-19	July		
LifeLine Appeals (Landline & Wireless)															Denial Overturned ³	Denial Upheld ²	
LL Customer Did Not Return Form	38	40	29	34	53	32	43	49	38	38	6	22	11	15	3	12	
LL Documents Not Provided/Does Not Meet Guidelines	14	29	23	17	18	12	18	22	13	15	4	9	14	16	12	3	
LL Form Complexity	8	3	3	4	4	8	8	8	2	5	2	7	10	4	2	2	
LL IDV Identity Verification	64	54	69	62	63	57	70	100	73	61	12	27	52	118	96	14	
LL Initials Missing	5	16	11	9	10	8	12	14	5	12	2	0	3	3	0	3	
LL No Carrier Authority	0	0	0	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	0	0	0	0	0	
LL Policy/Practices	1	3	4	3	3	0	2	4	1	0	0	1	3	2	0	2	
LL Privacy	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
LL Qualifying Method Not Selected	0	1	1	1	1	0	1	0	1	0	0	1	0	0	0	0	
LL Signature/Printed Name Does Not Match/Missing	5	4	3	4	6	6	5	7	5	0	0	1	2	3	0	2	
LL SSN/DOB/Tribal ID Not Provided	3	7	8	6	18	8	7	14	5	11	2	2	3	1	0	0	
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	
Total Appeals	138	158	151	140	176	131	167	218	143	142	28	70	98	162			
LifeLine Billing															Service Provider Type		
															VoIP	Wireless	Wireline
LLB Address Error	2	1	2	3	1	7	1	2	1	4	6	3	0	3	0	1	2
LLB Application Request	32	29	31	49	35	19	23	23	21	37	39	40	28	35	0	9	26
LLB Approved for Discount	9	5	13	11	7	6	10	9	3	6	9	9	11	12	0	1	11
LLB Discount Switched to Other Carrier	6	7	9	5	8	14	5	9	3	7	9	5	4	4	0	1	3
LLB Federal Program/Equipment	18	19	11	16	11	14	6	13	9	21	11	9	13	18	0	18	0
LLB New Phone Service Not LL Eligible	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Total Billing	67	61	66	84	62	60	45	56	37	75	74	66	56	72			

Lifeline Consumer Contacts Received and Closed by CAB - 13-month trend



	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	Jul-19
Phone contacts received	155	154	207	162	52	133	154	153	148	175	128	131	98	199
Written contacts received	227	240	287	221	58	212	281	257	210	238	193	174	162	724
Total LL received (phone + written)	382	394	494	383	110	345	435	410	358	413	321	305	260	923
Written contacts closed	239	231	244	256	260	220	247	305	210	232	129	164	187	263