



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

Data queried on: 09/05/2019

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

LifeLine Phone Contacts in CAB														
	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	Aug-19
Received and closed¹	154	207	162	52	133	154	153	148	175	128	131	98	199	301
LifeLine Appeals Subcategories														
LL Consumer Did Not Return Form	2	1	3	0	5	5	8	2	4	4	2	1	7	20
LL Documents Not Provided/Does Not Meet Guidelines	5	2	1	0	0	2	2	1	0	1	1	0	4	1
LL Form Complexity	16	18	14	0	8	21	15	9	11	15	15	13	20	24
LL IDV Identity Verification	6	16	9	0	10	10	12	10	7	6	32	10	50	108
LL Initials Missing	1	3	0	0	0	1	3	0	2	0	0	0	1	1
LL No Carrier Authority	0	2	0	0	0	0	0	0	0	2	0	0	0	3
LL Nondeliverable	0	0	1	1	1	1	0	0	1	0	2	0	1	1
LL Policy/Practices	67	81	69	2	58	76	57	66	89	65	51	43	77	106
LL Privacy	0	0	0	0	0	0	0	0	1	0	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	1	2	0	0	0	0	1	0	0	0	0	0	0	1
LL SSN/DOB/Tribal ID Not Provided	4	1	0	0	1	0	4	2	3	2	0	0	5	4
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	102	126	97	3	83	116	102	90	118	95	103	67	165	269
LifeLine Billing Subcategories														
LLB Address Error	2	8	5	1	5	1	2	1	6	1	2	3	2	2
LLB Application Request	7	8	8	7	9	3	3	8	3	11	2	9	4	3
LLB Approved for Discount	14	15	11	11	10	5	12	12	8	5	5	4	13	5
LLB Discount Switched to Other Carrier	20	22	11	13	10	10	18	15	17	1	4	5	3	5
LLB Federal Program/Equipment	9	28	30	17	16	19	16	22	23	15	15	10	12	17
LLB New Phone Service Not LL Eligible	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Total Billing	52	81	65	49	50	38	51	58	57	33	28	31	34	32

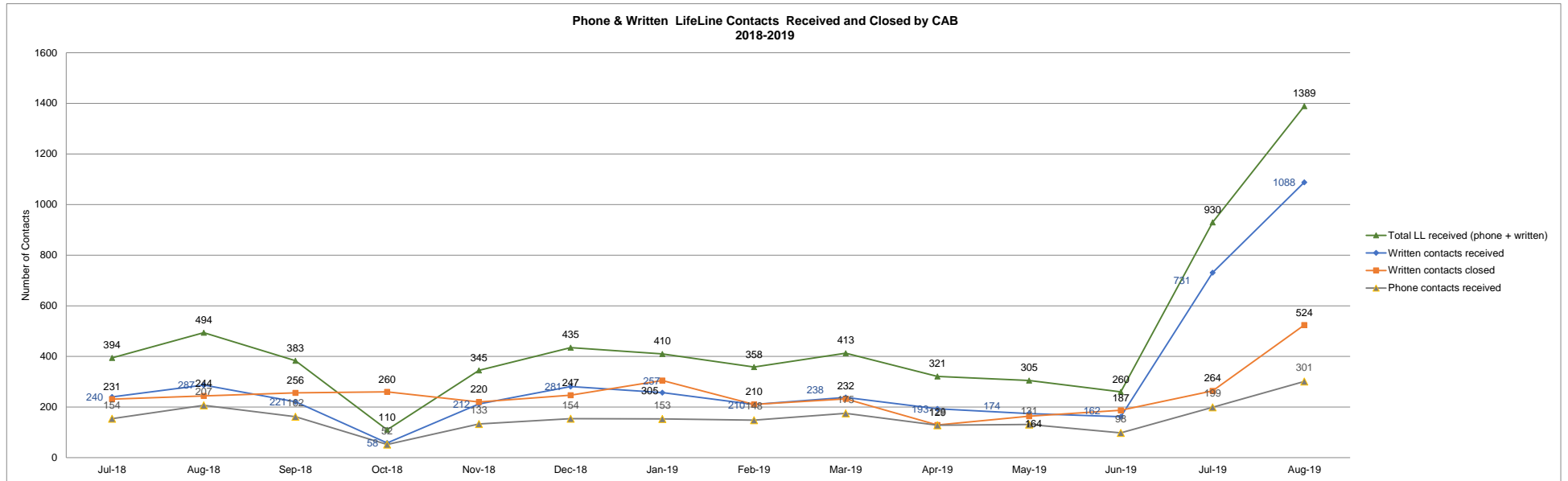
Section II - Written LifeLine Contacts Received and Closed by Case Type

LifeLine Written Contacts in CAB	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	Aug-19
Received														
LL Appeals (Landline & Wireless) Received	151	156	121	31	128	181	157	104	123	82	70	60	428	267
LL Billing Received	70	79	73	16	39	46	49	49	84	56	46	44	89	65
LL Complaints Received	1	4	3	1	3	6	6	7	7	11	5	1	4	9
LL Inquiries Received	12	22	23	2	25	22	21	22	12	16	17	4	46	28
LL Assignment Pending	6	26	1	8	17	26	24	28	12	28	36	53	164	719
Total Written Contacts Received	240	287	221	58	212	281	257	210	238	193	174	162	731	1088
Closed														
LifeLine Appeals Closed	159	151	140	176	131	167	218	143	142	28	70	98	162	413
Landline Appeals	95	95	94	92	77	101	146	91	94	21	43	72	122	332
Wireless Appeals	64	56	46	84	54	66	72	52	48	7	27	26	40	81
LL Billing Closed	61	66	84	63	60	45	56	37	75	74	66	56	73	54
LL Complaints Closed	1	2	5	1	2	2	4	8	3	6	2	6	2	1
LL Inquiries Closed	9	24	25	20	26	31	27	21	12	20	21	27	26	56
LL Unknown* Closed	1	1	2	0	1	2	0	1	0	1	5	0	1	0
Total Written Contacts Closed	231	244	256	260	220	247	305	210	232	129	164	187	264	524

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

LifeLine Appeals (Landline & Wireless)	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	Aug-19	August		
															Denial Overturned ¹	Denial Upheld ³	
LL Customer Did Not Return Form	40	29	34	53	32	43	49	38	38	6	22	11	15	52	15	37	
LL Documents Not Provided/Does Not Meet Guidelines	29	23	17	18	12	18	22	13	15	4	9	14	16	23	20	2	
LL Form Complexity	3	3	4	4	8	8	8	2	5	2	7	10	4	7	1	1	
LL IDV Identity Verification	54	69	62	63	57	70	100	73	61	12	27	52	118	302	274	7	
LL Initials Missing	16	11	9	10	8	12	14	5	12	2	0	3	3	9	3	6	
LL No Carrier Authority	0	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	0	0	0	1	1	0	
LL Policy/Practices	3	4	3	3	0	2	4	1	0	0	1	3	2	11	2	9	
LL Privacy	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
LL Qualifying Method Not Selected	1	1	1	1	0	1	0	1	0	0	1	0	0	0	0	0	
LL Signature/Printed Name Does Not Match/Missing	4	3	4	6	6	5	7	5	0	0	1	2	3	4	1	3	
LL SSN/DOB/Tribal ID Not Provided	7	8	6	18	8	7	14	5	11	2	2	3	1	4	1	3	
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	158	151	140	176	131	167	218	143	142	28	70	98	162	413			
LifeLine Billing															Service Provider Type		
															VoIP	Wireless	Wireline
LLB Address Error	1	2	3	1	7	1	2	1	4	6	3	0	3	2	0	0	2
LLB Application Request	29	31	49	35	19	23	23	21	37	39	40	28	35	29	0	13	16
LLB Approved for Discount	5	13	11	7	6	10	9	3	6	9	9	11	12	11	0	1	10
LLB Discount Switched to Other Carrier	7	9	5	8	14	5	9	3	7	9	5	4	4	1	0	0	1
LLB Federal Program/Equipment	19	11	16	11	14	6	13	9	21	11	9	13	18	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	0
Total Billing	61	66	84	62	60	45	56	37	75	74	66	56	72	54			

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



	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	Aug-19
Phone contacts received	154	207	162	52	133	154	153	148	175	128	131	98	199	301
Written contacts received	240	287	221	58	212	281	257	210	238	193	174	162	731	1088
Total LL received (phone + written)	394	494	383	110	345	435	410	358	413	321	305	260	930	1389
Written contacts closed	231	244	256	260	220	247	305	210	232	129	164	187	264	524