

	A	B	C
1	<b>LifeLine Subcategory Definitions</b>		
2	<i>SUBCAT</i>	<i>Proposed definition for public posting</i>	
3	LL Assignment Pending	Indicates the case has been received and is pending assignment for processing.	
4	LL Consumer Did Not Return Form	Refers to contacts where there is no evidence the Application Form (Form) was returned for processing; consumer alleges they did not receive the Form; the Form and/or documentation is received after the due date; or the consumer did not return the Household Worksheet with the Form.	
5	LL Documentation Not Provided/Does Not Meet Guidelines	Refers to contacts regarding LifeLine (LL) program participation denials due to the consumer not providing documentation/evidence of qualification for the program; the documentation/provided does not meet guidelines; or the consumer did not mark under which method (Program-Based or Income-Based) they are claiming to qualify for the program.	
6	LL Form Complexity	Refers to contacts in which the consumer finds the instructions on the LifeLine application (online or paper version) to be too complex; needs help filling out the application; or needs additional information.	
7	LL Identity Verification	Refers to contacts regarding Identity Verification or ID Authentication (IDV) issues, such as failure to provide documentation to support their identity.	
8	LL Initials Missing	Refers to contacts regarding program participation denials due to the consumer failing to initial, where required in the Application Form, to confirm no one else in the household receives LifeLine benefits with another carrier or telephone number.	
9	LL No Carrier Authority	Refers to contacts in which the service provider (telecommunications company) chosen by the consumer does not have authority to provide federal LifeLine at the consumer's address or does not have permission to recruit people into the LifeLine Program in that locality.	
10	LL Nondeliverable	Refers to cases in which the LifeLine Application Form, or other correspondence, was returned by the Post Office as non-deliverable.	
11	LL Policy/Practices	Refers to consumer contacts expressing dissatisfaction with or protesting against a LL-related action or practice of a service provider (regulated or non-regulated) by the CPUC.	

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12	LL Privacy	Refers to contacts where the consumer is concerned about providing personal identifying information, (e.g., SSN, Income, DOB or Program Documentation.	
13	LL Qualifying Method Not Selected	Refers to contacts regarding program participation denials due to the consumer not indicating which qualifying method (Program-Based or Income-Based method) is being used for program participation; consumer did not complete either the Program-Based or Income-Based step on the form; or the consumer did not identify the number of adults and children in the household.	
14	LL Signature/Printed Name Does Not Match/Missing	Refers to contacts where the consumer's application was denied due to a missing signature on the Application Form (Form) or the Household Worksheet; the signature on the Form does not match applicant's name; or the consumer did not print their first and last name at the end of the Form.	
15	LL SSN/DOB/ Tribal ID Not Provided	Refers to contacts where the consumer's Application Form (Form) was denied due to missing the last four digits of Social Security number, Tribal ID and/or date of birth on the returned Form.	
16	LL Tribal	Refers to contacts where the consumer resides on Tribal Lands but did not mark Tribal Land bubble, or provided documents proving eligibility under Tribal.	
17	LL TTY	Refers to contacts where the consumer did not identify the name of the person in the household who uses TTY (Text Telephone) equipment; did not attach a medical certificate indicating the person on the household who uses TTY equipment.	
18	LLB Address Error	Refers to contacts where the consumer claims to have provided the service provider with a correct address when requesting a LifeLine Application Form (Form); however, the address transmitted to the LifeLine Administrator is incorrect causing the consumer to not receive the Form preventing the consumer from enrolling in the LifeLine program.	
19	LLB Application Request	Refers to contacts where the consumer claims to have requested a new LifeLine Application Form (Form) from their service provider but has not received it.	
20	LLB Approved For Discount	Refers to consumer claims that he/she has attempted to request a new LifeLine application from their carrier but has not received it.	

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21	LLB Discount Switched To Other Carrier	Refers to contacts where the consumer claims their LifeLine discount on one phone service has been applied to another phone service without consent.	
22	LLB Federal Program/Equipment	Refers to contacts where the consumer claims of attempting to secure a free/discounted phone through their Federal LifeLine program but has not received the equipment or received a defective handset.	
23	LLB New Phone Service Not LL Eligible	Refers to contacts from consumer claiming loss of the LifeLine discount due to having a new service provider.	
24	LLF ADDRESS CHANGE <sup>1</sup>	Refers to contacts from consumer seeking exception to the Discount Transfer Freeze based on having moved to a new a new address.	
25	LLF Discount Transfer Freeze <sup>1</sup>	Refers to contacts from consumers subject to a discount transfer freeze period during which the participant may not transfer their California LifeLine Program Discount between providers.	
26	LLF ENROLLMENT FREEZE <sup>1</sup>	Refers to contacts from consumers subject to California LifeLine Program enrollment freeze, a period of time during which the consumer may not submit a request to participate in the LL program.	
27	LLF FAILURE TO PROVIDE SERVICE <sup>1</sup>	Refers to contacts from consumer seeking exception to the discount transfer freeze based their current provider ceasing operation or otherwise failing to provide service.	
28	LLF FEDERAL VIOLATION <sup>1</sup>	Refers to contacts from consumer seeking exception to the discount transfer freeze based on their provider having been found in violation of the Federal Communications Commission's (FCC) rules during the benefit year, and the participant is impacted by such violation.	
29	LLF LATE FEES <sup>1</sup>	Refers to contacts from consumer seeking exception to the discount transfer freeze based on their provider imposing late fees for non-payment related to the supported service(s) greater than or equal to the monthly end-user charge for service	

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30	LLF STATE VIOLATION <sup>1</sup>	Refers to contacts from consumer seeking exception to the discount transfer freeze based on their provider having been found in violation of one or more of the CPUC's or the California LifeLine Program's rules, and the participant was impacted by such violation.	
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32		<b><i>1 LifeLine Freeze Case Type and Subcategories have been deactivated to reflect changes in the LifeLine program effective April 1, 2018.</i></b>	