

## California LifeLine Working Group Meeting Notes for January 21, 2015

### 1. XEROX Update

- Carriers should submit Form 555 by Feb. 2. All data was sent by yesterday. Almost all questions were answered during yesterday's call.
- There was an issue with the public website last week, due to the load on storage system. Issue was handled after business hours, and problem is resolved.
- Most carriers welcomed a change from daily reports to weekly reports. Such reports will be sent out every Friday morning, but major updates and/or changes will continue to be sent out as they arise.

### 2. Virgin Mobile's Proposed Change

- Virgin Mobile would like to revisit 30-day rule implemented late last year. As of now, customer must activate phone within 30 days of preapproval, and failure to program results in a denial. Virgin would like group to explore a soft denial being sent after the 30-day period, allowing for a 30-day grace period. According to Virgin, a double-digit percentage of customers are not programming within 30 days, as the programming process may be more difficult than it appears. The alternatives would include sending a pre-programmed phone, which opens up possibility to phone falling into the wrong hands. Customers are not obligated to stay with the carrier during this period, so each would be welcome to move during the 30 days. Virgin's input comes directly from impact on consumers.
- FCC has two terms: For a carrier to seek reimbursement, a consumer must activate service or make an outbound call. The other term is continued usage, which the FCC defines as 60 days.
- Late last year, FCC sent out counts to carriers of people who would be denied under the 30 day-rule. Two carriers had a majority of the volume.
- Most other carriers did not report similar problems with the 30-day rule.
- Will continue conversation in later calls. Further questions can be sent to Michaela.

### 3. Share Concerns regarding California LifeLine Telephone Service Providers' Marketing and/or Selling Practices

- No concerns shared. Please feel free to email concerns to Michaela.

### 4. XEROX Direct Application Process Update

- Platform has been stable for several weeks

Data spans Nov. 5, 2012 to January 13, 2015

TotalTransactions	Success	Failed	AppRequests	Approvals	Denials	Pending	Disconnected	CDs_to_date
1323369	1165840	157531	1050679	719842	184099	128909	17833	190112

5. **Wireless Telephone Service Providers with Pending Filed Advice Letters Seeking Authority to Offer California LifeLine Wireless Telephone Services Update**

- TracFone Wireless, Inc.
- Blue Jay Wireless, LLC
- Curatel, LLC
- TC Telephone, LLC
- TQ Avenger Telecom, LLC
- SelecTel, Inc.
- Mobile Net POSA, Inc.
- Telrite Corporation
- AmeriMex Communications Corp.
- Global Connection Inc. of America