

California LifeLine Working Group Meeting Notes for September 10, 2014

1. XEROX Update

- PO Boxes cannot be used as a service address (an issue was raised in the case of special exceptions, and the CPUC will research the matter).
- There have been reports of underage applicants (specifically in conjunction with a parent's DOB/SSN). Carriers are reminded that parents can use a child's enrollment in a qualifying program to prove eligibility but must provide own personal information to enroll in LifeLine.
- For cases in which an applicant is between 14 and 18, a correctable denial is sent, asking for document to prove status as emancipated minor.
- FTP migration update: One-half of carriers have been moved to Pittsburgh site.
- Enhanced LifeLine business document has been reviewed and will be posted to private site

2. Consumer Affairs Branch Report

- There is a slight slowdown in contacts in July. Largest reason for overturns is documents not provided. Please direct questions regarding report to Allan Rayo or Patricia Cassaro at CPUC.
- Report will be posted online.

3. Dummy Telephone Number Process

- CPUC is considering prolonging transfer process from 10 days to 30 days.
- There exist concerns that customers may be left off LifeLine service and that a burden of work would be placed on losing carrier.
- Staff will continue to consider prolonging timeframe.

4. Continued Proactive Efforts to Eliminate Waste, Fraud, and Abuse

- On September 2, denial letters were sent to customers considered duplicates. Denials will be effective as of letter date.
- CPUC seeks to develop new tier to identification check by year's end, per its filing with the FCC: <http://apps.fcc.gov/ecfs/document/view?id=7521750631>

5. New Regular Agenda Item = Share Concerns regarding California LifeLine Telephone Service Providers' Marketing and/or Selling Practices

- Please feel welcome to share concerns you have regarding carriers' marketing/selling practices regularly.

6. XEROX Direct Application Process Update – Data spans Nov. 5, 2012 to September 2, 2014

TotalTransactions	Success	Failed	AppRequests	Approvals	Denials	Pending	Disconnected	CDs_to_date
505043	449479	55564	429613	271632	69236	83417	5330	99415

- 7. Administrative Committee Meeting will take place on September 18, 2014**
- 8. Approved California LifeLine Cell Phone Plans temporarily located at <http://www.cpuc.ca.gov/PUC/Telco/Public+Programs/ults.htm>**
- 9. 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
- Nexus Communications, Inc.
- TAG Mobile, LLC
- Curatel, LLC
- Total Call Mobile, Inc.