

## California LifeLine Working Group Meeting Notes for September 17, 2014

(Special Meeting to Discuss the Dummy Telephone Number Process)

The Dummy Telephone Number process is offered as a solution for Pre-Paid carriers choosing to waive the pre-qualification requirement. A consumer would therefore not necessarily possess a handset to immediately make calls. The dummy number is assigned to the customer during the transition from the losing carrier, but the service start date does not occur until the customer makes the first outbound call from the new phone.

Currently, the California LifeLine third-party administrator locks the losing carrier out from updating a customer's information after he or she acquires a dummy telephone number from the winning carrier but before the official service start date. The CPUC and the third-party administrator are attempting to create a new mechanism for a customer's record to remain open for editing during such a transfer. A potential solution would be to keep the record open for the losing carrier. The winning carrier must still submit the real telephone number following the outbound call, at which point the transfer is complete.

For situations in which a customer jumps amongst various carriers (and switches to a third or fourth carrier before the previous winning carrier can even process the customer), the third-party administrator gives credit for the customer to the first carrier to submit a real phone number for the customer.

By allowing losing carrier to make changes to customer information (name, address, etc.), the winning carrier will have to check the customer's record and manually reflect said changes in the winning carrier's records. Both the winning and losing carriers would be able to access the customer's record during the transition.

The proposal being considered would prolong the period for a winning carrier to send the service start date to the California LifeLine administrator from 10 days to 30 days. The CPUC staff supports extending this time frame for various reasons that may come up, including the time it may take to ship handsets, the time it may take for customers to complete an outbound call, and the time that it may take for numbers to be successfully ported.

People on the call appear to be supportive of extending this timeframe, so long as the customer's information can still be updated by the losing carrier during the 30 days and so long as the customer is not left without LifeLine service for any period of time. If the 30 days goes by without the winning carrier submitting the real phone number, the customer then remains with the losing carrier.

The CPUC staff does not want to extend the period beyond 30 days. This change will impact only pre-paid carriers that waive the prequalification requirement.

The verification denial for the losing carrier occurs one day before the winning carrier's service start date.

The CPUC does not regulate handsets and does not have an opinion regarding carriers' policies of providing handsets with their California LifeLine plans.

The CPUC is not considering extending the period.

The CPUC will write up the proposed process and solicit further feedback. The CPUC will send out further information before any sort of change in process would take place.