

California Lifeline Working Group Meeting Notes for July 22, 2015

1. XEROX Update

-Upload issue last Sunday; service was restored, and all files are now posted. Xerox is currently investigating cause.

2. FCC's Second Further Notice of Proposed Rulemaking

➤ Paragraph 69

-Pre-approval refers to discounts beginning on date that service is requested (retroactive). Retroactive discounts are only implemented once applicant is approved. All California wireless LifeLine providers requested to be exempt from this process, so there are currently no discounts during the determination process. This process does not allow for double-dipping, as discounts are valid only after service activation.

-The description of the IDV/Duplicate Check is incorrect. We do all checks before notification.

-TC Telephone reports that most of all 90-5 customers did not know they would lose landline service when signing up for wireless LifeLine.

-Number is FCC 15-71

➤ FYI: White House Initiative=Connect Home

<https://www.whitehouse.gov/the-press-office/2015/07/15/fact-sheet-connecthome-coming-together-ensure-digital-opportunity-all>)

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

-Working group members assert that poor street team communication is not limited to Telscape. CAB has also received calls from customers claiming that salespeople did not mention losing their landline discount.

-Debbie from Sierra asks if such misinformed customers would be able to return to carrier and not miss out on discount, but CPUC confirms that such customers would be responsible for full bill.

-Consumer groups and carriers assert that some customers cannot reach certain carriers' customer service (notably Assurance and Budget)

-TURN says that 172 Chinese-speaking seniors in San Francisco have been dropped from landline LifeLine without knowing this would be the case.

-Verizon notes that the transfer process is new and that several customers are complaining. Bill has shared a contact list for each carrier.

-TURN has asked all customers to file their complaints with CAB.

-Maria from CAB points out that applicants often know they are eligible for only one discount but apply for wireless service anyway.

-TC Telephone says that switching back to wireline service is not always a smooth transition.

-Bill requests that all transfers that did not successfully go through be sent to him.

-CPUC emphasizes that customers should be consistent in the way they fill out their name on applications (so as to successfully implement transfer)

-Sebastian brings up concern that if a transfer is made back to wireline from wireless after 30 days, the effective dates will not match up with connection, and consumers may lose out on discounted connection fee. CAB insists there is no need for consumer to disconnect from wireless account before re-signing with wireline account. The approval comes 3-4 days after application, and conversion (not connection) benefit could be possible. As of now, customer could be liable for connection fee. Will discuss conversion fee on next call.

4. XEROX Direct Application Process Update - Data spans Nov. 5, 2012 to July 21, 2015

TotalTransactions	Success	Failed	AppRequests	Approvals	Denials	Pending	Disconnected	CDs_to_date
3571403	3405966	165437	2787807	1741324	475509	496675	74300	389081

5. FYI: CALTEL's Motion for an Emergency Order
6. FYI: Telrite Corporation's, i-wireless, LLC'S, and Total Call Moble, Inc.'s Motion for an Emergency Order
7. FYI: Telrite Corporation's Advice Letter 7 (PROTEST PERIOD ENDS July 29, 2015)
8. FYI: Wireless Telephone Service Providers with Pending Filed Advice Letters Seeking Authority to Offer California LifeLine Wireless Telephone Services Update
 - TracFone Wireless, Inc. (PENDING PROPOSED RESOLUTION)
 - Blue Jay Wireless, LLC (PROTEST PERIOD HAS ENDED)
 - Curatel, LLC (PROTEST PERIOD HAS ENDED)
 - TC Telephone, LLC (PROTEST PERIOD HAS ENDED)
 - American Broadband and Telecommunications Company (PROTEST PERIOD HAS ENDED)
 - SelecTel, Inc. (PROTEST PERIOD HAS ENDED)
 - Mobile Net POSA, Inc. (PROTEST PERIOD HAS ENDED)
 - Excess Telecom, Inc. (PROTEST PERIOD HAS ENDED)