

**California LifeLine Working Group Conference Call Notes**  
**January 10, 2017**

<b>Agenda Item</b>	<b>Discussion</b>	<b>Action Items/Pending Issues</b>
1 CPUC/USAC Dupes Check	<ul style="list-style-type: none"> <li>• Staff continues to request input regarding which process (California’s enrollment process or CPUC/USAC Dupes Check) should be used for consumers receiving bundled services (telephone service and broadband service) from service providers that the FCC designated as an LBP, but the CPUC has neither designated as an ETC nor authorized to be a California LifeLine provider.</li> <li>• This would apply to bundled plans offered by LBPs that do not meet California LifeLine’s minimum service elements.</li> <li>• There are no wireless telephone service providers that have been approved as California LifeLine service providers without being designated as ETCs. Some wireless telephone service providers that are not ETCs have filed advice letters to become California LifeLine service providers, but none have been approved at this time.</li> <li>• One of the WG participants stated that they would prefer if LBPs use the California enrollment process because it will be easier to identify participants who should not be claimed for federal or state discounts.</li> <li>• One of the WG participants stated that this decision is dependent on whether a 60-day or 12-month port freeze applies.</li> <li>• Several service providers requested a forum to provide written comments on this issue.</li> <li>• The API will be set up with USAC this month. The California LifeLine Administrator has already provided USAC access for testing.</li> <li>• The California LifeLine Administrator has begun considering changes to the matching logic pursuant to the PD. We estimate that it will be completed during the 1<sup>st</sup> quarter of this year.</li> </ul>	<ul style="list-style-type: none"> <li>• Submit suggestions to Michaela Pangilinan <a href="mailto:wow@cpuc.ca.gov">wow@cpuc.ca.gov</a></li> </ul>

Agenda Item	Discussion	Action Items/Pending Issues
2 Implementing the Addition of the Federal Veterans and Survivors Pension Benefit Program	<ul style="list-style-type: none"> <li>• The <a href="#">CPUC website</a> has been updated to reflect the addition of the Federal Veterans and Survivors Pension Benefit Program.</li> <li>• The California LifeLine Administrator is evaluating proof of eligibility for this program. To date, the California LifeLine Administrator has reviewed approximately 30 applications that included this proof of eligibility and 18 applications were approved.</li> <li>• The Public Website has been updated and WES will be updated this week to reflect the addition of this program. The California LifeLine Administrator will begin inserting the flyer into the workflow today, and begin mailing on Thursday (1/12/2017). The flyer will be light orange and inserted into the packet before the eligibility guidelines. There is no timeframe yet for the update of the IVR and printed forms.</li> <li>• Anna Jew will contact carriers who have filed advice letters individually with instructions regarding their tariff filings.</li> <li>• The change in income limits in the PD is not in effect. The only change that has gone into effect was the addition of the Federal Veterans and Survivors Pension Benefit Program.</li> </ul>	Service Providers requested to receive a copy of the flyer.
3 Conduent's Processing Negatively Impacting Consumers and/or the California LifeLine Program ➤ Missing SSN4 and/or DoB for renewing participants leading to possible non-response	<ul style="list-style-type: none"> <li>• CAB found records of wireline participants who called because they were not able to renew online or via the IVR. The error message they received indicated that their SSN4 or DOB was incorrect. After investigation, it was found that the fields for SSN and DOB were actually missing. This issue could have led to consumers receiving the non-response denial code. The California LifeLine Administrator indicated that this problem has been fixed. Only wireline customers were affected, but we do not yet know the number. Conduent estimated that no more than 1,000 customers were affected.</li> </ul>	Notify staff of any observed irregularities in the process.
4 Conduent Update	<ul style="list-style-type: none"> <li>• Xerox has split; the California LifeLine Administrator is now part of Conduent. Therefore, the email addresses have changed to @Conduent.</li> <li>• Numbers for the Form 555 will be available next week.</li> <li>• Service Providers should remember to pay attention to the error codes. If the error code is for a bad address, service providers should update the address. A new list with contacts for the error codes has been sent out.</li> </ul>	
Other	<ul style="list-style-type: none"> <li>• Commission meeting is 1/19/17, the PD will be up for vote.</li> </ul>	