

California LifeLine Working Group Conference Call Notes August 22, 2017

Agenda Item	Discussion	Action Items/Pending Issues
<p>1 California LifeLine Program Rulemaking, R. 1103013, Enrollment Request Freeze and Discount Transfer Freeze Implementation</p> <p>A. Reports B. Seeking Input related to 60-Day Discount Transfer Freeze's Service Failure Exception</p> <p>Scenario: a service provider does not provide service to a particular zip code, but somehow still provided a device and phone number and accepted enrollment for the participant whose service address is in a zip code in which the service provider does not serve</p> <p>Question: is this an example of a scenario that does not constitute a service failure?</p> <p>C. Other</p>	<p>A. Reports) Communications Division received some freeze data from the California LifeLine Administrator (Administrator). Michaela will send potential templates to the Working Group later this week after review.</p> <p>B. Scenario) Kristine Lee suggested that it could be a service failure, but not necessarily. She suggested that the Program should handle on case-by-case basis because people can be on the edge of a zip code and have a different service experience. If the participant is in an area where the service provider does not provide service it should be a service failure, but if the service provider can show that participant is using the service then the exception request should be denied.) The Administrator should know if the service provider has full or partial coverage for zip code since the service providers provide this information, and the Administrator displays it on californialifeline.com. Service providers should be notifying the CPUC (via advice letter) when they change their ETC-designated service areas.</p> <p>C. The Administrator's Call Center has received service failure exception requests from participants with SIM cards that do not fit the phones that they were shipped with.) This issue will be discussed on the next call.) Question: Have these calls been for one service provider or spread across many?) Kristine Lee suggested that this should be handled like other device problems (i.e. bad battery) and give the service provider a chance to resolve the issue.</p>	<p>) Working Group should send suggestions for things that they want to see included in future freeze reports to Michaela Pangilinan (Done)) Michaela sent the templates to the Working Group on 08/25/17 (Done)</p>
<p>2 State Controller's Office Audit</p>	<p>) The CPUC has signed an Inter-Agency Agreement with the State Controller's Office (SCO) to audit California LifeLine wireless telephone service providers for compliance with the California LifeLine Program's rules.) The audit will start next month with two service providers. We have notified them via a letter.) We will also engage the CPUC's Consumer Protection and Enforcement Division to follow up with any non-compliance.) SCO is in control of the audit and sets the timeline.) Currently, the audit is just for service providers who offered service for the complete timeframe of Fiscal Year 15/16. Phase 2 may include the remaining California LifeLine wireless telephone service providers with the objective of auditing all of the California LifeLine wireless telephone service providers.</p>	<p>Service providers that have specific questions regarding the scope of the audit should email Anna Jew aml@cpuc.ca.gov.</p>

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3 Potential Next Steps to California LifeLine Service Providers Sending Disconnects Beyond the Deadline per General Order 153) Communications Division sent letters to the California LifeLine telephone service providers who submitted disconnect requests beyond the 30 days administrative allowance.	
4 Conduent's Processing Negatively Impacting Consumers and/or the California LifeLine Program) Languages stored incorrectly for more than 30,000 records) The California LifeLine Administrator incorrectly stored language preferences for 30,000+ records. For the duration of the problem, the Administrator sent materials in English instead of the language requested by the consumer.) We will discuss this issue during the Administrative Committee meeting this afternoon and on future Working Group calls.	
5 Conduent Update) Today's training has been postponed.	
6 Share Concerns regarding California LifeLine Telephone Service Providers' Marketing and/or Selling Practice) No discussion	
FYI: Transfer of Universal Service Funds to U.S. Treasury (http://www.usac.org/about/tools/news/default.aspx)		