

**California LifeLine Working Group Conference Call Notes  
December 9, 2016**

<b>Agenda Item</b>	<b>Discussion</b>	<b>Action Items/Pending Issues</b>
<p>1 FCC'S Response to the CPUC's Temporary Waiver</p>	<ul style="list-style-type: none"> <li>• The FCC denied request to delay adding Veterans and Survivors Pension Benefit Program as qualifying program. ETCs must enable participants of Veterans and Survivors Pension Benefit Program to receive federal Lifeline discounts. The Veterans and Survivors Pension Benefit Program is not currently a qualifying program for California LifeLine.</li> <li>• Commission action is necessary to allow the California LifeLine Administrator to determine the eligibility of consumers qualifying under the Veterans and Survivors Pension Benefit Program. According to the federal Lifeline rules in instances whereby neither the National Verifier nor the state is going to determine the eligibility then the responsibility falls on the ETCs.</li> <li>• Regarding the duplicates check, we received the suggestion that USAC perform the duplicate check for consumers qualifying under the Veterans and Survivors Pension Benefit Program. We are still trying to determine how to move forward.</li> <li>• We received the suggestion that the Assigned Commissioner or ALJ could issue a ruling to include the Veterans and Survivors Pension Benefit Program as a qualifying program for the California LifeLine Program and to require the California LifeLine Administrator to determine the eligibility of consumers qualifying under that program. We are looking into the possibility of this suggestion.</li> <li>• We received the suggestion for the California LifeLine Administrator to include an insert in the application packets to inform consumers about the Veterans and Survivors Pension Benefit Program. We are looking into the possibility of this suggestion. Xerox indicated that it would take 2 weeks to include this insert in the application packets.</li> <li>• It would take at least 1 month for Xerox to make the necessary changes to add the Veterans and Survivors Pension Benefit Program to the website, IVR, and WES.</li> <li>• Broadband-only plans are not affected because these would still go through the special process that we set up with USAC.</li> <li>• For consumers qualifying under the Veterans and Survivors Pension Benefit Program (eligible for federal support only), the plans/rates that carriers are allowed to offer depend on what is in their approved terms and conditions.</li> </ul>	

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<p>2 Special Process and Arrangement with USAC for Broadband-Only Services</p>	<ul style="list-style-type: none"> <li>• USAC will do duplicates check for broadband-only plans, while the California LifeLine Administrator will do for bundled plans (voice and data). The distinction is the service, not the designation of the service provider. LBPs offering bundles will use the CA enrollment process. If an ETC in CA offers a bundled plan (voice and data), they must use the CA enrollment process even if they are offering plans that don't meet the CA LifeLine service elements. As a condition of receiving ETC designation from the CPUC, the ETC must use the CA enrollment process.</li> <li>• When USAC does the duplicates check, they will deny the enrollment request if the consumer appears on the monthly True-up report received from CA.</li> <li>• When the California LifeLine Administrator does the duplicates check, the California LifeLine Administrator will deny the request if the consumer is on USAC's weekly report. The California LifeLine Administrator will most likely use an existing error code to deny the request.</li> <li>• We also created a new denial reason to deny applicants/renewing California LifeLine participants if they are dupes.</li> <li>• CA and USAC will each conduct the duplicate check according to their own processes. If a consumer wants to transfer from a voice or bundled plan to a broadband-only plan (or vice-versa), he/she must de-enroll or end services with their current service provider before they switch to the new service provider. Service providers should explain this process to consumers.</li> <li>• Until the API is set up, there will be a timing gap for the results of the duplicate check.</li> <li>• CA will check every record in USAC weekly reports. There may be records that are approved and then denied after the next (weekly) USAC report.</li> <li>• CA and federal reimbursement rules are different. If CA approves an applicant for 1 week and then denies them, then that participant will be included in the Weighted Average Report so the service provider can potentially receive reimbursement for that 1 week. The federal Lifeline program pays based on the subscriber count on a specific date. If an ETC does not have the subscriber on that specific date, then the ETC won't receive reimbursement for that particular subscriber.</li> <li>• The FCC granted CA a temporary waiver of benefit freeze rules, until CA approves and implements policy there is no benefit freeze in CA.</li> </ul>	