

California LifeLine Program Workshop
 CPUC Courtyard Room
 October 14, 2016
 9:30 A.M. – 4 P.M.
Revised Agenda

Toll-Free Phone Number: 866-770-6286

Passcode: 3817952

WebEx Meeting Number: 811 753 916

WebEx Meeting Password: Workshop@Oct14

WebEx Meeting link:

<https://van.webex.com/van/j.php?MTID=m055822ce4268fee9ddc140819c8a19f7>

ESTIMATED TIME	AGENDA ITEM
9:30-9:45 a.m.	Introductions
9:45-10:00 a.m.	Quick Overview of Relevant Rules <ol style="list-style-type: none"> 1) California Public Utilities Code § 878.5 2) General Order 153 § 4.2.1 3) General Order 153 § 4.2.1.1 4) General Order 153 § 5.4.5 5) 47 Code of Federal Regulations § 54.411 federal Lifeline benefit portability 6) FCC 16-38 ¶¶385-394
10:00-11:00 a.m.	Details of Implementing a California LifeLine Discount Transfer Freeze <ol style="list-style-type: none"> 1) Which consumers would be subject to the freeze? 2) When would the freeze start? 3) How could the California LifeLine Administrator inform a California LifeLine service provider that a California LifeLine participant is subject to the freeze? 4) How could the California LifeLine Administrator inform a California LifeLine participant that she/he is subject to the freeze? 5) Possible revisions to the matching logic 6) Information needed by the California LifeLine

ESTIMATED TIME	AGENDA ITEM
	Administrator to improve matches
11:00 a.m.-noon	<p>Mechanics of Implementing Exceptions to the California LifeLine Discount Transfer Freeze</p> <ol style="list-style-type: none"> 1) Modes of submitting requests for exceptions 2) Recipients and evaluators of request for exceptions 3) How could the California LifeLine Administrator or the Consumer Affairs Branch inform a California LifeLine participant that his/her request for an exception was pending, approved, or denied? 4) Which of the exceptions should require a consumer to demonstrate with documentation that she/he should not be subject to the freeze? 5) Which documents can a consumer use to demonstrate that she/he should not be subject to the freeze? 6) If the California LifeLine Administrator denies a California LifeLine participant's request for an exception, then can the consumer appeal the denial with the Consumer Affairs Branch? 7) If the Consumer Affairs Branch denies a California LifeLine participant's request for an exception, then is there another avenue for the consumer to appeal the denial? <p>Exception = Change of residential service address</p> <ol style="list-style-type: none"> 1) Methodology for matching residential service addresses 2) Explanation of the California LifeLine Administrator's existing practice of handling residential service addresses that do not exist in the United States Postal Service's data set 3) Stats regarding volume of validated residential service addresses 4) How should residential service addresses that do not exist in the United States Postal Service's data set be treated? 5) How should records with the bad address flag be treated?

ESTIMATED TIME	AGENDA ITEM
	<p>Exception = California LifeLine service provider fails to provide service</p> <ol style="list-style-type: none"> 1) If a California LifeLine service provider refuses to provide service, could this instance fall under the service provider's failure to provide service? <p>Exception = California LifeLine service provider ceases operations</p> <ol style="list-style-type: none"> 1) Communications Division staff can inform the California LifeLine Administrator and the Consumer Affairs Branch when a service provider ceases operations <p>Exception = California LifeLine service provider has imposed late fees for non-payment related to the supported service(s) greater than or equal to the monthly end-user charge for service</p> <ol style="list-style-type: none"> 1) Which California LifeLine service providers have late fees for non-payment? 2) Of those California LifeLine service providers with late fees for non-payment, are any of the fees greater than or equal to the monthly end-user charge for service? 3) Would a telephone bill be sufficient to show that a consumer would not be subject to the freeze? 4) Are there other possible documents that a consumer can use to demonstrate that she/he should not be subject to the freeze based on this type of exception? <p>Exception = California LifeLine service provider is found to be in violation of the Federal Communications Commission's (FCC) rules, and the California LifeLine participant is impacted by such violation</p> <ol style="list-style-type: none"> 1) Which document(s) from the FCC could be used to demonstrate that the FCC found that a service provider violated FCC rules? 2) How could the California LifeLine Program determine whether a California LifeLine participant was impacted by the violation?

ESTIMATED TIME	AGENDA ITEM
	<p>Exception = California LifeLine service provider is found in violation of California LifeLine rules, and the violation affects the California LifeLine participant</p> <ol style="list-style-type: none"> 1) Which document(s) from the CPUC could be used to demonstrate that the CPUC found that a service provider violated California LifeLine rules? 2) If an audit concluded that a service provider violated California LifeLine rules, would the audit's conclusions be sufficient to demonstrate a violation of one or more California LifeLine rules? 3) If Communications Division staff concludes that a service provider violated California LifeLine rules, would the Communications Division staff's conclusions be sufficient to demonstrate a violation of one or more California LifeLine rules? 4) How could the California LifeLine Program determine whether a California LifeLine participant was impacted by the violation?
noon-1:00 p.m.	Lunch
1:00-1:30 p.m.	Mechanics of Implementing Exceptions to the California LifeLine Discount Transfer Freeze (CONTINUED)
1:30-2:30 p.m.	<p>Challenges to Implementation</p> <ol style="list-style-type: none"> 1) Estimated implementation time 2) Consumer Affairs Branch 3) California LifeLine Service Providers 4) California LifeLine Administrator
2:30-4:00 p.m.	Summary of Parties' Comments on Issues with Court Reporter