

**PUBLIC UTILITIES COMMISSION**505 VAN NESS AVENUE  
SAN FRANCISCO, CA 94102-3298

February 11, 2019

**NOTICE TO ALL WIRELINE CARRIERS OFFERING LIFELINE IN CALIFORNIA**

RE: LifeLine Claims – Implementation Costs relating to transition to a new Third-Party Administrator, Maximus

The Communications Division (CD) is currently in the process of switching to a new third-party administrator for the California LifeLine Program. Due to this transition, some carriers may have to make certain changes to their information technology (IT) systems. Wireline service providers may claim these incremental LifeLine related costs as a one-time implementation cost on Line 13 of the claim form.

Implementation cost for the transition is for any IT changes (software/hardware) upgrades/changes/testing that were necessary because of the LifeLine administrator change to Maximus. Other incremental LifeLine related expenses may be reported as administrative expenses (Line 11 or 12) on the claim form as allowed by G.O. 153. Note that conference calls and training related to the administrator change to Maximus, cannot be recovered under implementation costs because they are not IT related.

Wireline Service Providers participating in the California LifeLine Program may claim reimbursement for the IT changes necessary because of the transition. Service Providers claiming reimbursement for Implementation Costs must submit supporting documentation to justify the expenses and all costs must be reasonable.

If you have any questions, please contact Tina Lee at 415-703-2285, [U17@cpuc.ca.gov](mailto:U17@cpuc.ca.gov), or Hannah Steiner at 415-703-1638, [HS3@cpuc.ca.gov](mailto:HS3@cpuc.ca.gov).

A handwritten signature in blue ink, appearing to read "Jonathan Lakritz".

Jonathan Lakritz, Program Manager  
Communications Division