

# California LifeLine Working Group Conference Call Notes

## November 12, 2015

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| Agenda Item                                   | Discussion   | Action Items/<br>Pending Issues  |
|---|--|--|
| XEROX Update                                  | <p>We are estimating launch of the IVR Renewal in January 2016.</p> <p>CPUC staff has the draft workshop notes for their review.</p>   | <p>CPUC staff will review the draft workshop notes</p> <p>XEROX will disseminate the workshop notes after receiving approval from the CPUC</p> |
| September 2015 Consumer Affairs Branch Report | <p>Calls in the month of September calls were up – it was the most number of calls for the year.</p> <p>Written appeals and complaints received were down; CAB processed more written appeals due to the decreased volume. Our current back log is only 2 weeks back.</p> <p>Break down of appeals followed CAB averages with “Docs Not Provided or Does Not Meet Guidelines” being the number one appeal reason. For billing related issues we saw an increase with “Federal Program/Equipment” (for wireless carriers) as the number one reason.</p> | N/A  |

| <b>Agenda Item</b>   | <b>Discussion</b>   | <b>Action Items/<br/>Pending Issues</b>   |
|--|---|---|
| <p>Error Code(s) for Addresses Associated with Enhanced Lifeline Participants Are Within Federally Recognized Tribal Lands</p> | <p>CPUC staff sought suggestions regarding how the program can ensure that only authorized service providers serve consumers on federally recognized Tribal lands. CPUC staff proposed using an error code similar to the zip+4 error code, but for federally recognized Tribal lands and another error code associated with the enhanced Lifeline flag.</p> <p>Debbie Beighey expressed concern regarding approved California LifeLine wireless telephone service providers' ability to receive state support for enhanced Lifeline plans. She wanted equal reimbursement rights for both approved California LifeLine wireline and wireless telephone service providers.</p> <p>CPUC staff confirmed that the California LifeLine Program will not be funding any part of the potential additional reimbursement of up to \$25 for enhanced Lifeline plans; this would solely be funded by the federal government. Moreover, CPUC staff noted that the pending advice letters demonstrate the appropriate sources and reimbursement amounts.</p> <p>Debbie Beighey also expressed concern about the land allotments being considered as federally recognized Tribal lands. CPUC staff indicated that we intend to use the Bureau of Indian Affairs' assessment of what is a federally recognized Tribal lands. However, if there is a different, reliable government-based source upon which CPUC staff should use, then it will be considered.</p> | <p>CPUC staff will share Bureau of Indian Affairs' map and shape files.</p> <p>Working Group members will submit feedback about other ideas to ensure only authorized service providers serve consumers on federally recognized Tribal lands.</p> <p>Working Group members will submit feedback about other reliable government-based sources upon which CPUC staff may base the location of federally recognized Tribal lands.</p> |

| <b>Agenda Item</b>   | <b>Discussion</b>  | <b>Action Items/<br/>Pending Issues</b>  |
|--|--|--|
| Augmenting XEROX' Communication with Renewing California LifeLine Participants                               | <p>CPUC staff stated that based on renewal percentages and survey results from years ago, CPUC staff looked into adding a third method for renewing participants to use to renew their California LifeLine discounts. CPUC staff indicated that the third renewal method via an Interactive Voice Response system is estimated to be ready in January 2016.</p> <p>Christine Mailloux suggested that the program consider sending text messages to renewing participants. She also believed that consumers have the ability to go online and have access to computers.</p> | CPUC staff will share data of how XEROX is receiving renewal forms from renewing participants. |
| Share Concerns regarding California LifeLine Telephone Service Providers' Marketing and/or Selling Practices | <p>Desiree Neal stated there has been a decrease in the number of complaints from consumers complaining that they were not informed properly about the one discounted phone service rule.</p> <p>Christine Mailloux suggested that the decrease in the number of DAP transactions may be impacting the number of complaints.</p>   | N/A  |
| XEROX Direct Application Process Update  | Platform is working fine.  | N/A  |

## Completion of Staff's Promised Deliverables

- XEROX Workshop Notes
- Bureau of Indian Affairs (Pacific Region) - <http://www.bia.gov/WhoWeAre/RegionalOffices/Pacific/index.htm>
- Map - <http://www.bia.gov/cs/groups/xregpacific/documents/document/idc1-028537.pdf>
- GIS Files - <http://www.bia.gov/cs/groups/xregpacific/documents/document/idc1-028539.zip>
- Data showing how XEROX receives the renewal forms (see table below)

| <b>BREAKDOWN OF METHOD OF RECEIPT FOR RENEWAL FORMS</b> | <b>YEAR 2013</b> | <b>YEAR 2014</b> |
|---|------------------|------------------|
| Number of Renewal Forms Received                        | 1,644,038        | 1,063,023        |
| Percentage of Renewal Forms Received by Mail            | 77%              | 73%              |
| Percentage of Renewal Forms Received Online             | 23%              | 27%              |