

California LifeLine Working Group Conference Call Notes

December 9, 2015

Agenda Item	Discussion	Action Items/ Pending Issues
XEROX Update	XEROX is in the process of developing two new status codes for renewals. XEROX is still in the planning stage for the renewal text campaign.	XEROX will update and share the spreadsheet with the new status codes.
Enhanced Lifeline Participation Data	XEROX discussed its analysis of enhanced Lifeline participation data, which Anna Jew provided to the Low Income Oversight Board in October 2015. Data shows that there are California LifeLine participants living within federally recognized Tribal lands who are not receiving enhanced Lifeline services. There are also some instances in which the mapping shows enhanced Lifeline participants' service addresses did not plot within federally recognized Tribal lands.	N/A

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<p>Error Code(s) for Addresses Associated with Ensuring Potential Enhanced Lifeline Participants Are Within Federally Recognized Tribal Lands</p>	<p>Staff is still seeking feedback about potential error codes to use.</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>
<p>Acceptable Types of Identification Documents</p>	<p>Staff completed its evaluation of whether to accept the Mexican Consular Card as an acceptable type of identification document. The California LifeLine Program will accept the Mexican Consular Card, but will limit the versions to the same versions accepted by the California Department of Motor Vehicles. Staff also indicated that it will issue an Administrative Letter regarding the acceptable types of identification documents.</p> <p>Marcie Evans and Debbie Beighey expressed concerns about the ability of service providers to receive reimbursements from the federal government for California’s acceptance of the Mexican Consular Card as an acceptable type of identification document.</p>	<p>Staff will issue an Administrative Letter regarding the acceptable types of identification documents.</p> <p>Staff will confirm whether service providers’ ability to receive reimbursements from the federal government will be impacted.</p>

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Augmenting XEROX' Communication with Renewing California LifeLine Participants	See XEROX update	N/A
Share Concerns regarding California LifeLine Telephone Service Providers' Marketing and/or Selling Practices	A couple of the California LifeLine wireline providers asked about the California LifeLine brochure. Staff indicated that we only have the new handout directing consumers to the California LifeLine Program's toll-free and Web site for more information. However, if California LifeLine providers would like to create their own brochure, then that would be ok. Staff instructed California LifeLine providers to send draft materials to CaLLmarketing@cpuc.ca.gov for review and approval.	N/A
XEROX Direct Application Process Update	Platform is working fine.	N/A

Completed Promised Deliverables

- XEROX shared the updated spreadsheet with the new status codes on December 10, 2015.
- Staff issued the Administrative Letter regarding the acceptable types of identification documents on December 11, 2015.
- Staff confirmed that the California LifeLine Program's acceptance of the Mexican Consular Card will not negatively impact the ability of eligible telecommunications carriers that are also California LifeLine Program providers to receive reimbursements from the federal government for offering federal Lifeline services in conjunction with California LifeLine services.