California LifeLine Working Group Meeting Notes for January 15, 2014

1. XEROX Overview Update:

- New Error code and transfer dates are effective as of this morning.
- Image Exchange/ID Verification: Xerox will release certification documents by first week of February and schedule a call with carriers.
- Xerox is looking for clarification from carriers and will get back to carriers regarding revising Form 555.

2. California LifeLine Program Proceeding:

- The latest version (version 3) will be emailed out as soon as it is ready. Latest version eliminates reference/discussion about VOIP providers.
- Proceeding is on Commission agenda for Jan.16, but it is unclear as to whether or not it will be held.

3. CAB Report:

- Changes have been made to database, expanding some subcategories. Areas that have been greyed-out have been cycled out of the system. Calls peaked last March/April, and written contacts peaked around July/August, with both declining toward the end of the year. There is currently no backlog, and we are working on current dates. We have also eliminated the "inquiry" and unknown" categories.
- If you have any questions, please feel free to email Patricia.Cassaro@cpuc.ca.gov.

4. XEROX Direct Application Process Update:

- DAP is running well. There are currently three live carriers, with others still applying.
- E-Signature options are also being analyzed now.