

California LifeLine Working Group Conference Call Notes March 06, 2018

	Agenda Item	Discussion	Action Items/Pending Issues
1	<p>California LifeLine Program Rulemaking, R.1103013</p> <ul style="list-style-type: none"> ➤ Testing Finalized Weighted Average Report and True-up Report ➤ Draft Claim Form ➤ Decision 18-02-006 Revising California LifeLine Eligibility Criteria (provided link to Decision) <ul style="list-style-type: none"> a) Additional Status Codes for Daily Return Feed b) Advice Letters 	<ul style="list-style-type: none"> • Administrator still working on finalizing WAR and True-up reports. Sometime this month, Administrator will provide the test reports. • Hannah sent out revised draft claim forms. There will be training on how to complete the forms on March 19th and 20th. Carriers should fill out form before training to make sure they understand the changes. • Several of the WG members want to know about the Access Recovery Charge (ARC), will the program fund make up this charge? The federal Lifeline program exempts participants from paying ARC. • Some carriers have asked if they to need make changes to their tariffs, terms and conditions, rates. Staff suggested that carriers should look at their advice letters, tariffs, etc., to see if anything may be impacted with the elimination. 	<ul style="list-style-type: none"> • Staff will research ARC issue and get back to WG.
2	<p>Emergency Protections for October and December 2017 Fire Victims</p> <ul style="list-style-type: none"> ➤ Draft Content for Outbound Dialer Message ➤ Additional Text Messages from the California LifeLine Administrator ➤ Outreach by California LifeLine Service Providers ➤ Next Steps pursuant to FCC's Response 	<ul style="list-style-type: none"> • Will finalize the outbound message this week. WG members wanted stats on the Renewal over the Phone process. What's the increase in renewals? How long will we continue the over the phone process? At this time, there is no end date to over the phone renewals. • In providing the waiver, FCC encourages ETCs not to send disconnects for non-usage in the census tracts provided • For the temporary waiver on the delayed renewal process, staff does not plan to issue a resolution for the fire victims. Given the timing of the response from the FCC, it does not make sense to make any changes to the renewal process since the waiver period is coming to an end. 	<ul style="list-style-type: none"> • Staff will send to the final message with an ETA of launch.
3	<p>Federal Lifeline Program's Elimination of the Transfer Freezes Effective March 19, 2018.</p> <ul style="list-style-type: none"> ➤ California LifeLine Service Providers' Operations ➤ FYI: CPUC Petition for a Temporary Waiver (provided link to waiver) 	<ul style="list-style-type: none"> • WG members sought guidance on what to do 	

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4	<p>Conduent's Revitalized Efforts to Proactively Improve Consumers' and Participants' Experiences and to More Expeditiously Resolve Past Issues</p> <ul style="list-style-type: none"> ➤ Wireless transfers with incorrect Program Start Dates ➤ Missing Anniversary Dates 	<ul style="list-style-type: none"> • Conduent is still looking into the issue and is not ready to provide more information yet. • One of the carriers asked about the 555 form. Conduent stated that it would be sent out mid-march, and then possibly conduct a webinar after. Details to come. 	
5	Draft Disclosure for Text Messages from the California LifeLine Program	<ul style="list-style-type: none"> • Staff did not receive much feedback. Will let carriers know when we will include the message on the forms. • I-Wireless suggested that the message be included on both the renewal and application form. 	
6	State Controller's Office Audit	<ul style="list-style-type: none"> • SCO has completed the first round of audits on 3 carriers. We should expect to see reports around May 2018. Next round of carriers should expect to see engagement letters from SCO soon. 	
7	Share Concerns regarding California LifeLine Telephone Service Providers' Marketing and/or Selling Practice	<ul style="list-style-type: none"> • No discussion 	
8	<p>FYI: Wireless Telephone Service Providers with Pending Filed Advice Letters Seeking Authority to Offer CA LL Wireless Telephone Services Update</p> <ul style="list-style-type: none"> • SelectTel, Inc. • Mobile Net POSA, Inc. • Excess Telecom, Inc. • EZ Reach Mobile, LLC • TC Telephone, LLC • Red Pocket, Inc. 	<ul style="list-style-type: none"> • No discussion 	

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9	Administrator/Service Provider/DAP Part of Working Group Agenda <ul style="list-style-type: none"> ➤ Administrator Update ➤ Service Provider Technical Topics ➤ DAP Topics 	<ul style="list-style-type: none"> • No updates provided. 	