

## California LifeLine Working Group Meeting Notes for February 26, 2014

1. XEROX Update
  - Pre-paid model has been introduced to carriers. Xerox plans on implementing process on March 19.
2. Pre-paid Wireless Service Providers Exercising Pre-Qualification Waiver Choosing to Exclude the Telephone Number in the New Customer Request (See attached document)
  - Purpose is to decide process for pre-qualified customers. Process will provide opportunity to use “dummy” phone number before actual number is issued.
  - Process detailed in attached document
3. California LifeLine Program Proceeding
  - Guidance for Advice Letter Components regarding California LifeLine Wireless Telephone Services: [http://www.cpuc.ca.gov/NR/rdonlyres/AEBD2120-0BE4-4811-B545-64AF0349382F/0/CDAdvice\\_Letter\\_Filing\\_Components\\_CaLLWireless\\_APPROVED\\_021414.pdf](http://www.cpuc.ca.gov/NR/rdonlyres/AEBD2120-0BE4-4811-B545-64AF0349382F/0/CDAdvice_Letter_Filing_Components_CaLLWireless_APPROVED_021414.pdf)
  - Have received two advice letters from carriers seeking to provide wireless California LifeLine
  - CPUC still working on implementing E-signature
4. XEROX Direct Application Process Update

Data spans Nov. 5, 2012 to Feb. 18, 2014.

TotalTransactions	Success	Failed	AppRequests	Approvals	Denials	Pending	Disconnected	CDs_to_date
135057	108179	26878	105312	70815	28627	4255	1615	44746

## OVERVIEW

This document describes the process for a service provider exercising the pre-qualification waiver for pre-paid wireless telephone services and choosing to exclude sending the telephone number with its new customer request. If a service provider does not send the telephone with the new customer request, then it must use a dummy telephone number following the criteria and process set forth below.

## REQUEST PROCESSING USING DUMMY TELEPHONE NUMBERS

The service provider transmits its new customer request with Name, Service Address, other consumer information e.g., date of birth (DoB) and last four digits of the SSN (SSN4), and a dummy telephone number (TN) such as XXX0000001, where XXX is a unique numeric code assigned to each service provider. The first digit of this unique numeric code will always be 0 or 1; and will allow 200 unique codes. The remaining seven numbers will act as a counter allowing the service provider to generate unique dummy TNs for every customer or transaction, up to 9,999,999 times, before restarting with the same number. As a safeguard, the Administrator will not use the same ten-digit dummy number and personal identification number (PIN) combination more than once.

The Administrator will process the request by matching the unique XXX code to the code associated with the service provider, perform the first duplicate check (based on [Name and Address] or [Name, SSN4, and DoB]), and also apply the transfer request logic currently in place.

- If the unique XXX code does not match the service provider submitting the request, then the Administrator will send the new error code (pre-qualification waiver mismatch).
- The first duplicate check will be comprised of either the name and service address or the name, SSN4 and DoB.
- If the applicant is active within the past 30 days, then the Administrator will perform the transfer. The Administrator will send the new status code (TN and service start date updates pending) via the daily return file to the service provider, which will create a pending event in the system. The system will wait for the service provider to update the TN and service start date. Once the service provider submits the updated TN with the proper service start date, the Administrator will perform the second duplicate check (based on the updated TN), remove the dummy TN flag from the applicant's TN, replace the dummy TN with the updated TN, and notify the service provider and the consumer about the approval with the effective date as the transfer date or the service start date, whichever is **LATER**.
- If the applicant is not in the database or is inactive within the past 30 days, then the Administrator will not perform a transfer. Instead, the Administrator will generate and disseminate the application form to the consumer (via mail) or to the service provider (via Direct Application Process (DAP)). The Administrator will also check for multiple discounts at the same service address and include the multiple household worksheet as needed. The Administrator will send the status code for a new customer request in the return file.

## **FORMS PROCESSING**

The application processing maximum duration remains the same at 83 days whereby Day 82 is the last day for the Administrator to transmit its decisions in the return file. The Administrator will perform another duplicate check while processing the form.

- The second duplicate check will comprise of the SSN4 and DoB.
  - If the duplicate check (SSN4 and DoB) yields any matches of active participants, then the application will be placed in the call center supervisor's queue for additional review. The call center supervisor will review the application and decide if the matching participants are identical or different people.
  - If the duplicate check (SSN4 and DoB) fails, then the Administrator will notify the service provider and resolve the issue manually, if needed.
  - The next duplicate check will occur when the service provider updates the TN, if the SSN4 and DoB duplicate check does not yield any duplicates.

Once the Administrator receives the application form from the consumer or the DAP service provider, the Administrator will review the application form and any supporting documents received. If the Administrator determines the application form and supporting documents to be complete and valid, then the Administrator will either generate a denial or perform the duplicates check (SSN4 and DoB). If the Administrator determines the application form and supporting documents to be incomplete and/or invalid, then the Administrator will generate a correctable denial.

- If the application passes the duplicate check (SSN4 and DoB), then the Administrator will send the new status code (TN and service start date updates pending) via the daily return file to the service provider, which will create a pending event in the system. The system will wait for the service provider to update the TN within 10 business days from the date the Administrator transmitted the new status code update of the application process.
- If the application does not pass the duplicate check (SSN4 and DoB), then the Administrator will notify the service provider of the duplicate situation. The Administrator's service provider liaison may contact the service provider directly to potentially resolve the situation.

## **DECISIONS PENDING ON TELEPHONE NUMBER AND SERVICE START DATE UPDATES**

If the service provider does not send an update record with the valid TN i.e., not a dummy telephone number, and the proper service start date of the application process, then the Administrator will generate a denial using a new denial code. The update must be received within 10 business days from the date the Administrator transmitted the new status code requesting the update. If the service provider sends an update record with the valid telephone number i.e., not a dummy telephone number and the proper service start date within 10 business days from the date the Administrator transmitted the new status code update of the application process, then the Administrator will process the update record and perform the third duplicate check based on the updated TN.

- If the update request passes the duplicate check (Updated TN), then the Administrator will remove the dummy TN flag from the applicant's TN, replace the dummy TN with the

updated TN, and notify the service provider and the consumer about the approval. The discounts will start on the service start date or the approval notification date, whichever is **LATER**. The approval notification date is based upon the date when the Administrator transmits the certification approval in the return file and sends the approval letter to the applicant.

- If the update request does not pass the duplicate check (Updated TN), then the Administrator will send an error code. If the service provider does not resolve the error code within 10 business days from the date the Administrator transmitted the new status code update, then the Administrator will generate a denial using another new denial code. If the service provider sends other update records with the valid TN i.e., not a dummy telephone number, and the proper service start date within 10 business days from the date the Administrator transmitted the new status code update, then the Administrator will process the update record and perform the another duplicate check based on the updated TN.

In the update record, the service provider must use the same Name, place the dummy phone number in the Prior Telephone Number (PTN) field, and then valid TN in the ULTS Telephone Number field.

## Examples of Scenarios

### Scenario 1 – Highly Optimistic, No Error, and Approved (new certification) timeline

02/10/14 Service provider submits the new customer request with a dummy phone number.

02/10/14 Xerox performs the first duplicate check.

02/10/14 Xerox posts the pre-populated application form to the DAP folder on the ftp site.

02/10/14 Service provider downloads the application form, acquires the applicant's completed and signed application form, and then uploads the application form and supporting document.

02/11/14 Xerox reviews the application form and supporting document and performs the second duplicate check.

02/12/14 Xerox sends the new status code (TN update request) via the daily return file to the service provider.

02/13/14 Service provider sends an update record with the telephone number and service start date.

02/13/14 Xerox processes the update record and performs the third duplicate check.

02/13/14 Xerox sends the **certification approval notification** to the service provider via the daily return file and to the consumer via the approval letter.

**DISCOUNTS START ON OR AFTER 02/13/14.** If the service provider selected a service start date of 2/14/14, then the discounts will start on 2/14/14 instead of 2/13/14. If the service provider selected a service start date prior to 02/13/14, then the discounts will start on 2/13/14.

### Scenario 2 – Highly Optimistic, Normal i.e., no error, Approved (transfer) timeline

02/10/14 Service provider submits the new customer request with dummy phone number.

02/10/14 Xerox performs the first duplicate check. If Xerox identifies the customer in the database as active within the past 30 days, then Xerox will treat the request as a transfer. Xerox will send the new status code (TN update request).

02/11/14 Service provider sends an update record with the telephone number and service start date.

02/11/14 Xerox processes the update record and performs the second duplicate check.

02/11/14 Xerox sends **verification approval notification** to the service provider via the daily return file and to the consumer via the transfer letter.

**DISCOUNTS WILL CONTINUE ACCORDING  
TO TRANSFER SPECIFICATIONS DOCUMENT.**

### Scenario 3 – Highly Optimistic, Has Error(s), Approved (new certification) timeline

02/10/14 Service provider submits new customer request with a dummy phone number.

02/10/14 Xerox performs the first duplicate check.

02/10/14 Xerox posts the pre-populated application form to the DAP folder on the ftp site.

02/10/14 Service provider downloads, acquires the applicant's completed and signed application form, and then uploads the application form and supporting document.

02/11/14 Xerox reviews the application form and supporting document and performs the second duplicate check.

02/11/14 Xerox mails out a correctible denial due to the failure of the eligibility or duplicate check and sends out the corresponding error codes.

If Xerox receives the completed and signed second application form, then the process will resume with the following remaining steps:

- Xerox reviews the application form and supporting document and performs the second (and possibly third) duplicate check.
- Xerox sends the new status code (TN update request) via the daily return file to the service provider with [ULTS Action Taken Date and Time].
- Service provider sends an update record with the telephone number and service start date.
- Xerox processes the update record and performs the third duplicate check.
- Xerox sends the **certification approval notification** to the service provider via the daily return file and to the consumer via the approval letter.

DISCOUNTS WILL START ON THE CERTIFICATION APPROVAL NOTIFICATION DATE OR THE SERVICE START DATE, **WHICHEVER IS LATER.**

**Scenario 4 – Lacking Update Record for Telephone Number, Denied (new certification) timeline**

02/10/14	Service provider submits the new customer request a dummy phone number.
02/10/14	Xerox performs the first duplicate check.
02/10/14	Xerox posts the pre-populated application form to the DAP folder on the ftp site.
02/10/14	Service provider downloads, acquires the applicant's completed and signed application form, and then uploads the application form and supporting document.
02/11/14	Xerox reviews the application form and supporting document and performs the second duplicate check.
02/12/14	Xerox sends the new status code (TN update request) via the daily return file to the service provider].

If within 10 business days from the date the Administrator transmitted the new status code update of the application process, the service provider has not sent an update record with the telephone number and service start date, Xerox sends a certification denial notification to the service provider via the daily return file and to the consumer via a denial letter.

**Scenario 5 – Highly Optimistic, Failed Third Duplication Check (new certification) timeline**

02/10/14	Service provider submits the new customer request a dummy phone number
02/10/14	Xerox performs the first duplicate check
02/10/14	Xerox posts pre-populated application form to the DAP folder on the ftp site.
02/10/14	Service provider downloads, acquires the applicant's completed and signed application form, and then uploads the application form and supporting document.
02/11/14	Xerox reviews the application form and supporting document and performs the second duplicate check.
02/12/14	Xerox sends the new status code (TN update request) via the daily return file to the service provider].
02/13/14	Service provider sends an update record with the telephone number and service start date.
02/13/14	Xerox processes the update record and performs the third duplicate check.
02/13/14	Xerox finds a duplicate and sends error code, 40070, as duplicate check failed.

If within 10 business days from the date the Administrator transmitted the new status code update of the application process, the service provider has not resolved the duplicate, Xerox

sends a certification denial notification to the service provider via the daily return file and to the consumer via a denial letter.

**Scenario 6 – Highly Optimistic, Has Error(s), Approved (new certification) timeline**

02/10/14	Service provider submits new customer request with a dummy phone number.
02/10/14	Xerox performs the first duplicate check.
02/10/14	Xerox posts the pre-populated application form to the DAP folder on the ftp site.
02/10/14	Service provider downloads, acquires the applicant's completed and signed application form, and then uploads the application form and supporting document.
02/11/14	Xerox reviews the application form and supporting document and performs the second duplicate check.
02/11/14	Xerox places duplicates of SSN4 and DoB in Call Center Supervisors queue for review and resolution.
02/11/14	Xerox notifies carrier about duplicates and works with the carrier to resolve the issues

Once the carrier resolves the duplicate issues:

- Xerox sends the new status code (TN update request) via the daily return file to the service provider with [ULTS Action Taken Date and Time].
- Service provider sends an update record with the telephone number and service start date.
- Xerox processes the update record and performs the third duplicate check.
- Xerox sends the **certification approval notification** to the service provider via the daily return file and to the consumer via the approval letter.

DISCOUNTS WILL START ON THE CERTIFICATION APPROVAL NOTIFICATION DATE OR THE SERVICE START DATE, **WHICHEVER IS LATER.**