

**CALIFORNIA PUBLIC UTILITIES COMMISSION
CALIFORNIA LIFELINE PROGRAM ALL PARTY MEETING**

**Compliance with GO 153 and Decision 06-11-017
March 8, 2007 10 a.m. to Noon**

AGENDA

Time

- 10:00 - 10:10* Introduction by Commissioner Grueneich
- Objectives of Meeting
 - Expectations
 - Definition of Roles
- 10:10 - 10:20* Overview of Lifeline and Certification Process Problems – (Staff)
- Verification and Certification Process Problems:
 - Requirements of D. 05-04-026
 - Commission Response
 - ACR (November 1, 2006) Suspending Portions GO 153
 - D.06-11-017 Modifying and Confirming ACR
 - ACR (Feb. 28, 2007) Requiring Carriers to Comply with GO 153 and D.06-11-017
- 10:20 - 10:30* Carrier Responsibilities under GO 153 and D.06-11-117 – (Staff)
- 10:30 - 10:40* Summary from CAB on Continuation of Complaints – (Staff)
- Levels of Complaints
 - Incorrect Customer Billings
 - Misinformation and /or Lack of Information from Carriers
- 10:40 - 11:10* AT&T's and Verizon's Responses to the Commission
- Compliance with GO 153, D.06-11-017, and February 28, 2007 ACR
 - Status of Conversion/Regrade charges and refunds
 - Steps or Plans to Address Problems
- 11:10 - 11:25* Solix Presentation
- Solix Responsibilities under Third Party Verification Contract
 - Response to Process Issues to Date
 - Ongoing Process Reform
- 11:25 - 11:35* Questions from Commission
- 11:35 - 11:45* Next Steps
- 11:45 - 12:00* Public Comment