

# California LifeLine Working Group Conference Call Minutes – Feb. 8, 2012

---

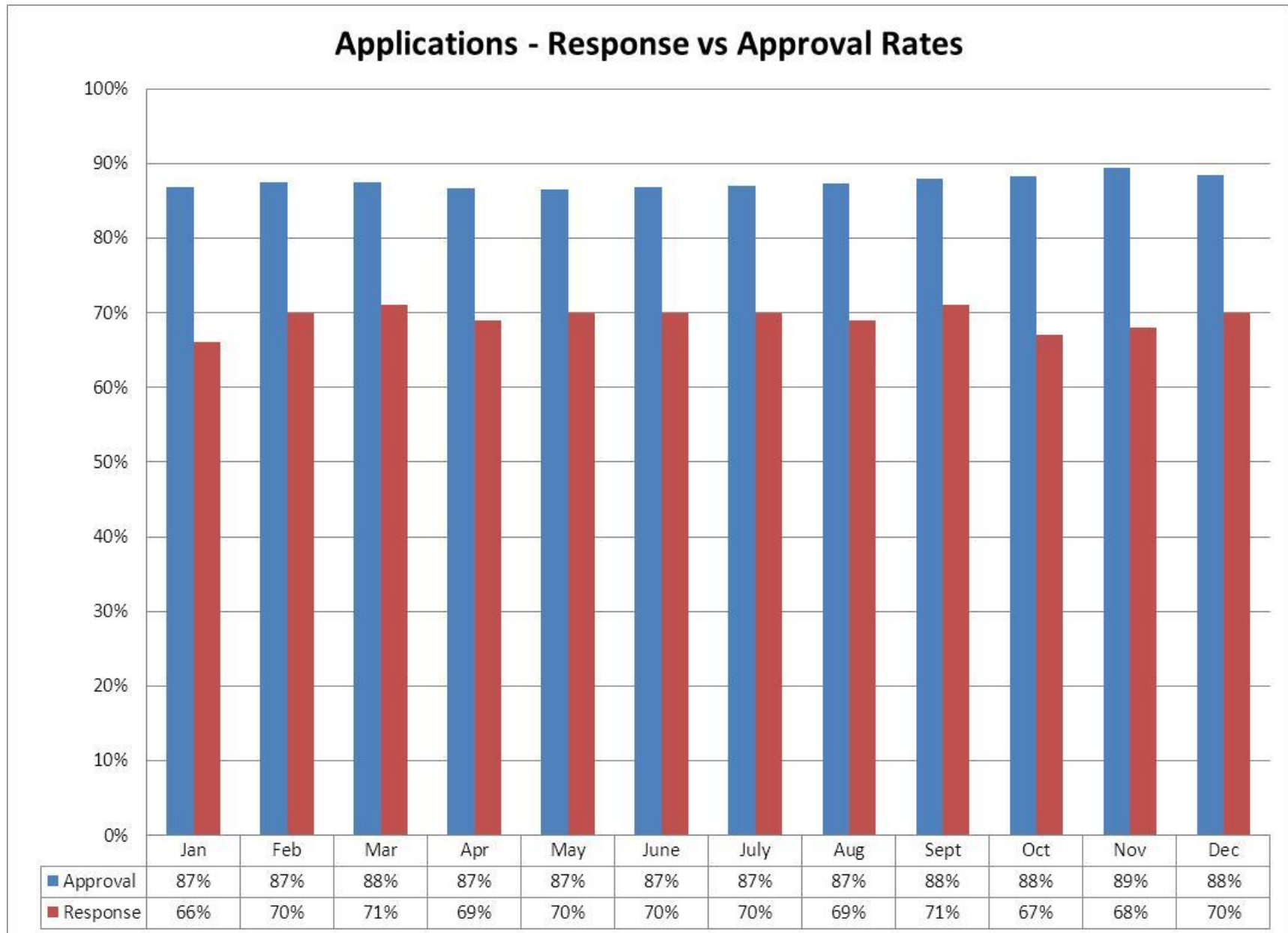
Agenda Item	Discussion	Action Items/Pending Issues
Outreach Contract	Exploring outreach activities with the Los Angeles Department of Social Services' CalFresh Program	
Call Center Contract	<p><b>Total number of calls received during operational hours = 10,242</b></p> <p><b>Top Reasons for not having a home phone:</b></p> <ol style="list-style-type: none"> <li>1. Too Expensive</li> <li>2. Just Moved In</li> <li>3. Didn't think I needed</li> </ol> <p><b>Top Five Caller Languages:</b></p> <ol style="list-style-type: none"> <li>1. English- 76%</li> <li>2. Spanish- 18%</li> <li>3. Mandarin- 2%</li> <li>4. Cantonese- 1%</li> <li>5. Vietnamese- 1%</li> </ol> <p><b>Cell Phone Data:</b></p> <ul style="list-style-type: none"> <li>• 69% of callers surveyed had a cell phone and no landline</li> <li>• 31% of callers surveyed had both a cell phone and a landline</li> </ul>	

Agenda Item	Discussion	Action Items/Pending Issues
Solix Processes	<p>Solix, Inc. (Solix) is working on some carriers' Feb. 1, 2012 files, and may need another generation of their reports. Dan Marion will let the impacted carriers know if that is the case.</p> <p>Some Working Group participants requested a list of the issues raised with the Feb. 1, 2012 Weighted Average Count Report.</p> <p>In terms of Solix's processes, the Web site is the biggest differentiator between the California LifeLine Program and the federal Lifeline program along with the forms and letters. However, Solix's internal database does tie in the OCN to the federal logic if the carrier is a wireless carrier. The OCN dictates whether or not an applicant should be provided forms and other communications related to the federal Lifeline program. Therefore, if a carrier was approved by the CPUC to offer federal Lifeline wireless service, the carrier would have to provide Solix an OCN associated with the relevant wireless company.</p> <p>It is possible to comingle multiple OCNs in the same file that carriers send to Solix. Alternatively, the files can be separated to include information from just one OCN.</p> <p><b>The carrier's OCN dictates whether forms, other communications, consumers, etc. will go under federal Lifeline or California LifeLine.</b></p>	<p>On Feb. 9, 2012, Dan Marion informed the impacted carriers of the availability of their re-generated reports in the FTP Output folders or the Web interface.</p> <p>Dan also provided on Feb. 10, 2012 a document listing inquiries from carriers regarding the Weighted Average Count Report.</p>

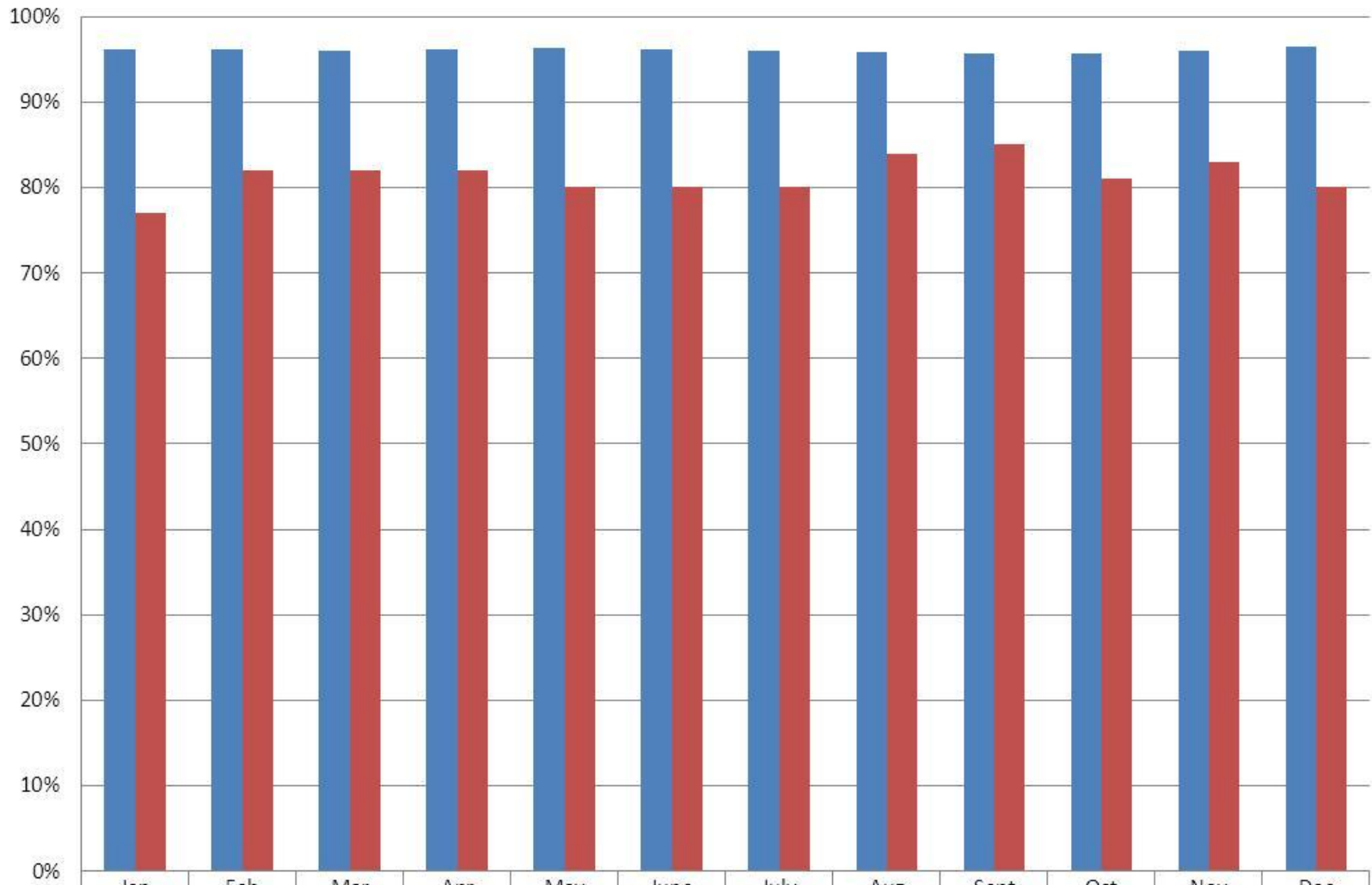
Agenda Item	Discussion	Action Items/Pending Issues
Solix Processes (continued)	<p>In terms of cross validation of federal Lifeline versus California LifeLine applicants and participants, the regular G.O. 153 rules apply so that each household gets only one discount.</p> <p>However, currently Solix is not performing a match or review of the zip codes as it is a ticket that is not currently in production. Communications Division staff have prioritized other tickets. Solix was previously directed to focus on the Weighted Average Count Report ticket.</p> <p>Wireless carriers under the federal Lifeline program in California are not supposed to offer these wireless services in the service territories of rural phone companies according to the rules.</p> <p>The federal Lifeline wireless carriers need to conduct their own match to see if the consumer is in a rural zip code.</p>	Ben will work with Dan Marion about the timeline for implementing the ticket for the zip code match.
Order Instituting Rulemakings	<p>No update for R. 11-03-013</p> <p>The CPUC has a draft decision for R. 09-06-019 regarding redefining the basic service elements up for a vote on Mar. 8, 2012.</p>	

Agenda Item	Discussion	Action Items/Pending Issues
ACS Transition Project	<p>Bill Allen is ACS' carrier liaison. He is based in Sacramento. Bill previously worked at Sprint and served in the US Air Force.</p> <p>ACS will maintain the necessary files for audit purposes.</p> <p>Some Working Group participants expressed a preference of the kick-off meeting's location to be in Sacramento.</p>	<p>Bill will be contacting carriers this month. His phone number is 916-730-4943.</p> <p>Communications Division staff will consider organizing a kick-off meeting in February for the carriers and ACS. We will provide Working Group participants at least one week's notice of the kick-off meeting.</p>
CAB Report		<p>January 2012 monthly CAB report is available at <a href="http://www.cpuc.ca.gov/PUC/Teleco/Information+for+providing+service/CAB+LifeLine+Statistics+Reports.htm">http://www.cpuc.ca.gov/PUC/Teleco/Information+for+providing+service/CAB+LifeLine+Statistics+Reports.htm</a>.</p>
Claim Form	<p>For questions, please contact Nancy Rodriguez at 415-703-5032 or at <a href="mailto:nancy.rodriquez@cpuc.ca.gov">nancy.rodriquez@cpuc.ca.gov</a>.</p> <p>Cherrie Conner (415-703-2767) can also assist if Nancy is unavailable.</p>	<p>Remove this item from future WG agendas.</p>
FCC 11-12	<p>Communications Division staff will determine the feasibility of meeting the requirements in FCC 11-12. There is no target date for when we will complete our feasibility analysis.</p>	<p>Communications Division staff will try to research, time permitting, the impacts of FCC 11-12 on the California LifeLine Program.</p>

**Administrator Statistics** - Matthew Perkins of Solix, Inc. created the following three charts to graphically depict the response and approval rates by form for the year, 2011.

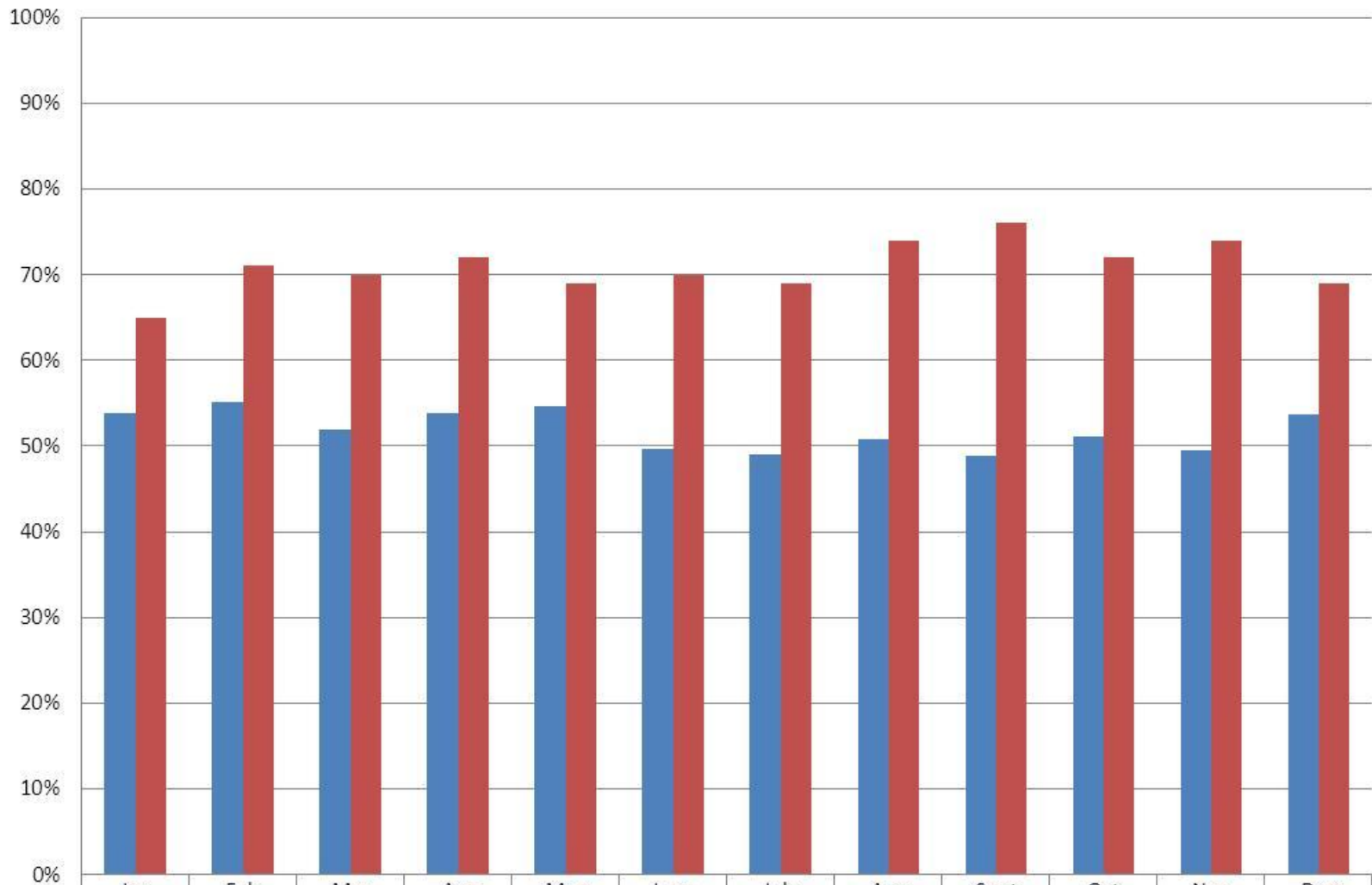


## Renewals - Response vs Approval Rates



	Jan	Feb	Mar	Apr	May	June	July	Aug	Sept	Oct	Nov	Dec
■ Approval	96%	96%	96%	96%	96%	96%	96%	96%	96%	96%	96%	96%
■ Response	77%	82%	82%	82%	80%	80%	80%	84%	85%	81%	83%	80%

## Renewals - Response vs Approval Rates



If there are any comments or questions regarding these visually appealing charts, they can be addressed on the next Working Group Conference Call.

January 2012	Response Rates (%)	Approval Rates (%)
Applications	51	90
Renewals	52	96
Renewals (DocReq)	38	53

The top 5 denial reasons and number of California LifeLine and federal Lifeline participants are available at [http://www.cpuc.ca.gov/PUC/Telco/Information+for+providing+service/FormNotices\\_Public+Program.htm](http://www.cpuc.ca.gov/PUC/Telco/Information+for+providing+service/FormNotices_Public+Program.htm)

Upcoming Conference Call: Feb. 22, 2012 10 – 11 a.m. PST