

California LifeLine Working Group Conference Call Minutes – Feb. 22, 2012



REMINDER: When passively participating on the conference call, please **do not** press the “HOLD” button. Also, kindly **do** press the “MUTE” option. Thank you for your cooperation.

Agenda Item	Discussion	Action Items/Pending Issues
Outreach Contract	Implementing partnership with the Deaf and Disabled Telecommunications Program – co-attending events, sharing information, and training staff	
FCC 12-11	<p>Communications Division has not made any determinations regarding the FCC changes from FCC 12-11. ACS has not been asked to make any changes pursuant to FCC 12-11. Communications Division hopes to have carriers’ cooperation when implementing the FCC’s changes.</p> <p>The Commission will have to determine how to address the impact of the Link-Up support being eliminated.</p>	Communications Division can set up a separate conference call to discuss FCC 12-11.
Order Instituting Rulemakings	No discussion	
CAB Report	No discussion	

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Call Center Contract	<p>Travis Graff of TC Telephone, LLC alleged that Richard Heath and Associates, Inc.'s (RHA) call center does not randomize the list of carriers presented to consumers, and instead simply alphabetizes the list. Additionally, he claimed bringing up this concern from previous Working Group calls, but had not received any resolution of the issue.</p> <p>Julie Weigand of RHA indicated a carrier's identification of whether it fully or partially covers a zip code can affect the order due to a prioritization of zip codes that are fully covered. Julie also committed to researching this issue.</p> <p>RHA's call center contract will last up to May 31, 2012 after which it will end.</p>	<p>On Feb. 22, 2012, RHA completed its research regarding the claim that the list of carriers is alphabetized instead of being randomized. Its research confirmed the randomization is working properly and the list of carriers outputted is in random order.</p> <p>Michaela Pangilinan also reviewed the complete history of meeting minutes from all of 2011 and 2012 of which none displayed this concern being brought up during the Working Group calls, which confirms Communications Division's and RHA's recollection.</p> <p>To conclude, RHA has provided and will continue to provide information to consumers in a competitively neutral and accurate manner in conformance with its contract requirements.</p>

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Solix Processes	<p>Dan Marion of Solix indicated there was one last outstanding item. Dan will be maintaining a list, and will send out another one today with information of the issue, resolution, and date resolved.</p> <p>When making a change to the Weighted Average Count Report (WACR) system, all carriers may benefit from the change. Additionally, if the change impacts previous reports, then new reports will be generated. Carriers may revise claims based on the most current reports.</p> <p>Chris Henry of Siskiyou indicated he still had a pending item, but all open issues were indicated as being resolved.</p> <p>Experiencing difficulty validating information based on the FCC's rules, which uses service addresses instead of billing addresses from the WACR. Fallouts occur in transfers and the difference between billing address and service address. Specifications for the WACR were explored last April 2011, but this concern was not brought up at the time.</p> <p>Dan indicated Solix has issued Ticket 255 to start implementing the zip+4 check. Programming has gone on quite significantly. Solix has provided the specifications document (15 pages) with the Communications Division of which needs approval.</p> <p>Federal Lifeline wireless carriers are supposed to do their own check, and the Solix check is secondary.</p>	<p>On Feb. 22, 2012 as promised, Dan sent out the carrier inquiries related to the WACR. If a carrier believes it should be on the list, please inform Dan.</p> <p>The WACR will be distributed on March 1, 2012.</p> <p>Communications Division will explore the possibility of changing the WACR to include the service address.</p> <p>Communications Division needs to review and approve the specifications document.</p>

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Solix Processes (continued)	<p>Solix will be requesting a standard naming format. Carriers will need to follow the naming conventions. Solix will not accept zip code ranges. Carriers will need to give each specific zip code, not a range.</p> <p>It is possible to upload zip+4 information from the U.S.P.S. Subscription to the U.S.P.S. mailing list is needed to look up the database.</p> <p>Dan stated Solix's software can derive the +4 if it was not provided.</p> <p>There are many active customers for which the +4 could not be derived. If there is no +4, then the check will be bypassed.</p> <p>There are service addresses with no zip codes.</p> <p>The main issue is to pre-populate or not to pre-populate.</p> <p>Physical address may not have a zip+4.</p> <p>Zip codes can be split.</p> <p>The zip+4 issue only pertains to the small ILECs and federal Lifeline wireless carriers.</p>	<p>Dan Marion will send the specifications document to carriers.</p> <p>The small ILECs will need to very carefully review the specifications document and will need to do something about the zip code ranges it has provided.</p> <p>A conference call will be set up to discuss the specifications document. If there are further questions or concerns, the conference call will be an opportune time to bring them up.</p>

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ACS Transition Project	<p>The kick-off meeting for carriers will be on March 6 in Sacramento. Bill Allen of ACS sent the meeting invite, agenda, and slides. Bill is also working on securing a conference line and Web access. The format of the meeting will be a presentation, not a workshop.</p> <p>Communications Division is working on including Enhanced Lifeline in the forms amongst other improvements. ACS will have access to the revised forms.</p> <p>Jarrett Thiesen of ACS reiterated their intent is to make the transition as seamless as possible for the carriers, and will do everything in their power to do so. ACS will accept and send out the same files in the current formats used by carriers. ACS and Communications Division do not anticipate there being much work for carriers to perform with regards to the transition. ACS will ask carriers to start providing files in May 2012, which will be the biggest task. The carriers will direct their files to ACS and Solix in the month of May. Solix will still process the files so there will not be an opportunity to conduct a match between what Solix has and what ACS has. However, ACS can possibly do a sample, which it can share.</p>	<p>Edy Tardeo of AT&T requested for Communications Division to issue an administrative letter.</p> <p>Communications Division staff will revisit the option to extend Solix's contract at a later date, if necessary.</p>

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ACS Transition Project (continued)	Concerns were brought up regarding whether there will be sufficient time to complete the transition and to deal with any problems given previous experiences with the length of time it has taken for the Consumer Affairs Branch to produce the requested reports and the issues with the WACR. Solix's contract will not be extended after May 31, 2012 at this point in time. The transition's end date is still scheduled to be May 31, 2012.	

Administrator Statistics

Response Rates (%)	December 2011	January 2012
Applications	70	66
Renewals	82	73
Renewals (DocReq)	72	61

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

Upcoming Conference Call: Mar. 7, 2012 10 – 11 a.m. PST