

California LifeLine Working Group Conference Call Minutes – Mar. 7, 2012



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Agenda Item	Discussion	Action Items/Pending Issues
Outreach Contract	No update	
Call Center Contract	No update	
Order Instituting Rulemakings	<p>In light of FCC12-11, OIR 11-03-013 may need to be addressed before the Proposed Decision on Basic Service Elements.</p> <p>A third round of revisions of the Proposed Decision on Basic Service Elements was sent out on March 6, 2012. The Commission vote will likely be held again.</p>	The Commission held the Proposed Decision on Basic Service Elements for two more meetings.
CAB Report	In general, the numbers have stayed consistent. However, the number of billing complaints increased from 8 to 19 in February 2012. CAB is closing them as quickly as possible. The appeals were the same from month to month. The number of calls spiked in December 2011, but are now back to normal.	The February 2012 CAB Report is available at http://www.cpuc.ca.gov/PUC/Telco/Information+for+providing+service/CAB+LifeLine+Statistics+Reports.htm .

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FCC 12-11	<p>Service providers may file advice letters to change their tariffs at any time. However, if the Commission gives a different direction compared to what service providers have pursued then amended advice letters will be required. Communications Division does not recommend for service providers to file advice letters to change their tariffs.</p> <p>Communications Division's interim solutions may differ from what the Commission approves. Communications Division may be able to offer guidance on how the division thinks the stakeholders can move forward on an interim basis, but will be unable to answer all questions.</p> <p>G.O. 153 has specific rules on notifying consumers.</p> <p>The ACS transition cannot be dropped. The Department of General Services will not extend Solix, Inc.'s contract. Communications Division deems the transition as a higher priority.</p> <p>New federal reimbursements may change General Order 153. Communications Division is figuring out how General Order 153 is consistent with FCC 12-11.</p> <p>It is possible for the Commission to seek an extension. However, the extension may not be timely. Communications Division will pursue waivers consistent with Commission decisions and General Order 153, and cannot assume they will be granted.</p>	<p>Communications Division set up a separate conference call on March 14, 2012 to discuss FCC 12-11.</p>

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Solix Processes	<p>Solix, Inc. delivered the March 1, 2012 Weighted Average Count Reports, and received a few inquiries. Dan Marion of Solix, Inc. will send a bigger report of inquiries and resolutions.</p> <p>Dan will send the zip+4 specifications document and will schedule at least one Webcast to discuss the specifications. The Webcast will be for one hour, and should be a learning experience. Dan can offer a second Webcast if needed. The specifications document will accommodate ranges and specific zip codes. There will not be an interface change. This ticket will ensure some federal Lifeline wireless service providers do not offer federal Lifeline in small ILECs' territories.</p>	<p>Communications Division reviewed and approved the specifications document for the zip+4 implementation.</p> <p>Dan Marion sent the zip+4 specifications document to carriers.</p> <p>Dan sent the invite to the Webcast on the zip+4 specifications document on March 10, 2012. Solix, Inc. held the Webcast on March 13, 2012 to discuss the zip+4 specifications document.</p>

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ACS Transition Project	<p>ACS held the carrier kick-off meeting on March 6, 2012. The slides and notes will be disseminated.</p> <p>There will be a new login for ACS' ftp site. Additionally, there will be new interface agreements between ACS and the service providers.</p> <p>Service providers will only be reimbursed for information technology related expenses associated with transitioning between Solix, Inc. and ACS.</p> <p>There will be a status call specific to how the transition went after June 1, 2012. However, the Working Group calls will remain a forum during which transition related issues will be discussed.</p> <p>Weekly calls regarding the transition may be set up in May 2012 as we get closer to the cutover. Any additional calls will be scheduled as needed.</p>	<p>On March 22, 2012, Edy Tardeo of AT&T requested for Communications Division to issue an administrative letter.</p>

Administrator Statistics

Going forward, the Administrator will provide the approval and response rates on a monthly basis instead of a bi-weekly basis given the consistency in the rates. There will be approximately a two month lag e.g., January data will be provided in the end of

March/beginning of April. However, if there are anomalies in the data, these anomalies will be reported as necessary.

Response Rates (%)	February 2012	January 2012
Applications	52	71
Renewals	54	80
Renewals (DocReq)	40	71

Approval Rates (%)	February 2012
Applications	90
Renewals	96
Renewals (DocReq)	52

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. 14, 2012 12:30 – 2 p.m. PST