

California LifeLine Working Group Conference Call Minutes – Mar. 21, 2012



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Agenda Item	Discussion	Action Items/Pending Issues
Outreach Contract	No update	
Call Center Contract	No update	
Outreach	Commission staff will not be reviewing and approving California LifeLine related annual notices developed by service providers until June at the earliest to enable the inclusion of new rules and information from FCC 12-11.	Commission staff will draft a template for annual notices to share. Service providers will still need to submit their draft notices for review and approval to the Communications Division and Public Advisors Office even if they used the draft template.
Order Instituting Rulemakings	R.11-03-013: No update R.09-06-019: The Proposed Decision on Basic Service Elements is on the Commission’s agenda for April 19, 2012.	

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CAB Report	No discussion	
Solix Processes	<p>Dan Marion of Solix Inc. sent the zip+4 specifications document, and did not receive comments on the specifications document from service providers. Solix, Inc. is in the final stages of coding and testing.</p> <p>Travis Graff of TC Telephone, LLC asked whether the zip+4 ranges of the small Incumbent Local Exchange Carriers will be shared with the group. Travis is interested in this data because TC Telephone, LLC is in the process of filing a request to become a wireless eligible telecommunications carrier (ETC). Patrick Rosvall indicated he would not be opposed to sharing the small Incumbent Local Exchange Carriers' zip+4 ranges.</p> <p>Dan also sent the clarification e-mail regarding the Weighted Average Count Report (WACR). There are no current investigations going on. The totals for January and February 2012 changed. Dan expressed optimism about the last round of updates have been made. He believes they have taken care of all of the pending investigations.</p> <p>After receiving the latest WACR, if service providers see any changes compared to previous versions, then service providers may resubmit their claims based on the latest WACR.</p>	<p>The small Incumbent Local Exchange Carriers must send their zip codes ranges ASAP to Dan Marion.</p> <p>Communications Division staff will review the verbiage in the zip+4 specifications document.</p> <p>Dan sent the list of WACR inquiries on March 21, 2012 to the service providers.</p> <p>Communications Division staff plans on issuing payment letters for December 2011 claims soon, and then will review January 2012 claims.</p>

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ACS Transition Project	<p>Bill Allen of ACS indicated the transition is on schedule. He has reached out to all service providers with regards to the number of new IDs needed by each service provider.</p> <p>Bill sent out a meeting invite for weekly calls with service providers. ACS will be hosting these weekly calls to provide service providers another forum to discuss the implementation of the transition.</p>	<p>Service providers should inform Bill Allen about the number of IDs needed. The new IDs and IP address will be sent out before April 15, 2012.</p> <p>ACS held the first carrier weekly meeting on March 27, 2012.</p> <p>During May 2012, service providers will need to send their daily uploads to both Solix, Inc. and ACS.</p> <p>On March 22, 2012, Edy Tardeo of AT&T requested for Communications Division to issue an administrative letter.</p>

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FCC 12-11	<p>Communication Division staff had a conference call with the FCC on March 19, 2012 during which we discussed the possibility of requesting an extension to implement the new rule regarding temporary service addresses. Communication Division staff needs to figure out which entity will contact the consumer every 90 days, the method by which to contact the consumer, and how to track the progress. The FCC imposed this new rule on all ETCs offering federal Lifeline service, not just wireless service providers.</p> <p>Additionally, Communication Division staff informed the FCC staff about our renewal process after which we determined the denial letters will need to be revised. However, we do plan on also informing the FCC staff about our CAB appeals process.</p> <p>ACS will be in a position to disseminate the new application forms. However, the new renewal forms will not be available until August 2012 at the earliest. Therefore, Communications Division staff plans on requesting an extension to conduct the renewals. In connection with suspending renewals, we also do not plan on dropping participants who were due to renew. To address this issue, we will issue a Resolution, and if necessary an Administrative Letter.</p> <p>Service providers need the anniversary date in true-ups.</p> <p>Service provider scripts will need to include all of the new rules established in FCC 12-11, not just the de-enrollment rules.</p>	<p>Communications Division staff plans on submitting the comprehensive request for an extension to the FCC in April 2012.</p> <p>Communications Division staff will draft a template for scripts to share.</p> <p>Communications Division staff will inform the Working Group as to any further guidance it may have.</p>

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FCC 12-11 (continued)	<p>FCC staff confirmed that if an applicant fails to provide its Social Security Number (SSN) and date of birth (DoB), then the applicant must be denied participation in the program.</p> <p>Patrick Rosvall asked whether Communications Division staff pointed out the legal restrictions regarding denying federal benefits to consumers who do not provide their SSN. Communications Division staff did not discuss such restriction with the FCC staff.</p> <p>Communications Division staff's long-term solution is for service providers to collect the consumers' information such as the SSN, DoB, service address (temporary or permanent), etc. ACS will then pre-populate the forms with this information. From our perspective, acquiring the consumers' information when they establish their service will be more effective.</p> <p>Some service providers disagreed with Communications Division staff's long-term solution. The dissenters believed they should not be responsible for acquiring this information from consumers since California has an Administrator. Moreover, consumers are reluctant to give their SSN and DoB, which is why some service providers do require credit checks. Diana Aguirre of Telscape Communications, Inc. stated speculated consumers would be more willing to give their SSN and DoB to the California LifeLine Administrator instead of a business entity. The dissenters also indicated they had no interest in knowing the SSN and DoB. Communications Division staff also expressed disinterest in having that information.</p>	

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FCC 12-11 (continued)	<p>If service providers were required to collect this additional information, IT changes will be needed, which could take months and additional cost. Patrick Rosvall requested that this issue be resolved outside of the Working Group Conference Call, and instead in a formal process in which parties may comment and the Commission can vote on the appropriate direction to take.</p> <p>Communications Division staff also does not plan on verifying the accuracy of the SSN and DoB.</p>	

Administrator Statistics – click on the link below:

http://www.cpuc.ca.gov/PUC/Telco/Information+for+providing+service/FormNotices_Public+Program.htm

Upcoming Conference Call: Apr. 4, 2012 10:00 – 11:00 a.m. PST