

California LifeLine Working Group Conference Call Notes

April. 4, 2012



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Agenda Item	Discussion	Action Items/Pending Issues
Outreach Contract	No update	
Call Center Contract	No update	
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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Solix Processes	<p>Dan Marion of Solix, Inc. (Solix) indicated they are production ready for the zip+4 project and are just waiting on some text changes for the associated letter for consumers. However, they still need to work with their printing subcontractor to implement the project. They are targeting the first week in may for completing the implementation. They have processed all of the zip code files of which some of the small Incumbent Local Exchange Carriers (ILECs) submitted. Although, there are some small ILECs that have done sent their zip code files to Solix.</p> <p>Solix generated the April 2012 Weighted Average Count Report (WACR) for March activity. Solix discovered a technical issue regarding some of the records not being inserted into the historical table, thus making some of the reports inaccurate.</p>	<p>The small Incumbent Local Exchange Carriers must send their zip codes ranges ASAP to Dan Marion to avoid missing the May rollout of the zip+4 project.</p> <p>Communications Division staff will review the text for the associated zip+4 letter for consumers.</p> <p>Solix resolved the technical issue connected to the WACR report. Solix rerun the April 2012 WACR report for the affected service providers of which are available on the FTP server. Please refer to Dan Marion's 04/05/12 e-mail he sent to his service provider distribution list.</p>

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ACS Transition Project	<p>Bill Allen of ACS indicated the transition is still on schedule. He has received the information he needs from all of the service providers to develop the new IDs for each service provider.</p>	<p>ACS will send all IDs and passwords for access to the sFTP and HTTPS sites by Friday, April 13th. In a separate email, ACS will also send the URLs by April 13th.</p> <p>During May 2012, service providers will need to send their daily uploads to both Solix, Inc. and ACS.</p> <p>On February 22, 2012, Edy Tardeo of AT&T requested for Communications Division to issue an administrative letter.</p>
FCC 12-11	<p>Regarding the new data collection elements in FCC 12-11, Communications Division staff's position 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. If service providers do not currently have these data fields, then they will need to be created. Staff understands this activity would take time and IT changes.</p> <p>Some service providers posited that if the forms can collect the data from consumers directly, then there is no reason for service providers to collect the new data.</p>	<p>Communications Division staff plans on submitting the comprehensive request for an extension to the FCC in April 2012.</p> <p>On March 21, 2012, Communications Division staff indicated they will draft a template for scripts to share.</p> <p>On March 21, 2012, Communications Division staff stated they will inform the Working Group as to any further guidance it may have.</p>

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FCC 12-11 (continued)	<p>There are differing opinions about which method will be more effective – e.g., if carriers collect the data and the Administrator pre-populates the information then that may decrease the possibility of the consumers missing those requirements; if consumers know they are filling out public assistance program related documents, then that may increase the possibility they will provide their information.</p> <p>Service providers will need to provide the California LifeLine Administrator accurate service addresses of which the USPS will accept.</p> <p>There will be a need to develop new denial codes associated with the new rules from FCC 12-11.</p> <p>There is currently no timeframe for when the draft Resolution will be complete. Therefore, there is no expectation that the collection of these new data elements would be required by June 1, 2012.</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. 18, 2012 10:00 – 11:00 a.m. PST