

California LifeLine Working Group Conference Call Notes May 2, 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 May 24, 2012.	

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Solix Processes	<p>Audit forms will no longer be disseminated by the end of the first week in May 2012.</p> <p>The zip+4 project is in place.</p> <p>There were no open questions associated with the Weighted Average Count Report (WACR).</p> <p>New renewal forms will be disseminated by October 2012.</p> <p>The existing California LifeLine Administrator toll-free lines will be transferred from Solix, Inc. to Xerox/ACS. There will be no planned down time as this transition occurs.</p> <p>Solix Inc.'s call center had been experiencing longer than usual wait times due to a flu bug caught by its customer service representatives. The wait times on the English and Spanish lines were more than ten minutes. However, they are back to regular staffing levels.</p>	<p>If service providers have any issues with their WACR, please e-mail Dan, and he would be happy to investigate them.</p>

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Xerox/ACS Transition Project	<p>Bill Allen of ACS indicated the transition is still on schedule for June 1, 2012.</p> <p>Training Schedule: May 16, 2012 in Sacramento – carriers May 17, 2012 in San Francisco – CPUC staff May 18, 2012 in Los Angeles – CPUC staff</p> <p>The carrier training sessions will also be available via WebEx. Another possible carrier training session may be scheduled.</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>Communications Division is still drafting a Resolution associated with the new rules from FCC 12-11. Communications Division staff does not have a timeframe for when the draft Resolution will be complete.</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>

Administrator Statistics – click on the link below:

[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: May 22, 2012 10:00 – 11:00 a.m. PST