

California LifeLine Working Group Conference Call Notes

May 23, 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	No update	
CAB Report	<p>CAB Report is available online at http://www.cpuc.ca.gov/PUC/Telco/Information+for+providing+service/CAB+LifeLine+Statistics+Reports.htm.</p> <p>CAB received about the average number of appeals. The top appeal reason was no documentation.</p>	
Order Instituting Rulemakings	<p>R.11-03-013: No update</p> <p>R.09-06-019: The Proposed Decision on Basic Service Elements is on the Commission’s agenda for May 24, 2012.</p>	

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Call Center Contract	<p>Quarterly information for February to April 2012</p> <p>Total number of calls received during operational hours: 9,437</p> <p>Top Reasons Cited for not having a home phone:</p> <ol style="list-style-type: none"> 1. Too Expensive 2. Just Moved In 3. Didn't think I needed <p>Top Five Caller Languages*:</p> <ol style="list-style-type: none"> 1. English- 78% 2. Spanish- 16% 3. Mandarin- 2% 4. Cantonese- 2% 5. Vietnamese- 1% <p>*rounded to the nearest percentage</p> <p>Cell Phone Data:</p> <ul style="list-style-type: none"> • 70% of callers stated that they had a cell phone and no landline • 30% of callers stated that they had a cell phone and a landline 	

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Solix Processes	<p>Solix, Inc. will go into production for the zip+4 project on May 11, 2012. Solix sent back to Nexus Communications, Inc. several error codes indicating they are trying to establish service in one of the small ILECs territories. Solix would send immediate denials (90-7) as a result of that type of scenario.</p> <p>There are individual tickets remaining that are small in nature. If there any that cannot be resolved, then they will be transitioned to the new Administrator.</p> <p>CPUC staff asked for the wireless data since the zip+4 was not running yet. If any of the current wireless participants are in a small ILEC territory, then they will be notified that their discounts will be cancelled.</p>	
Xerox/ACS Transition Project	<p>Xerox completed the data import. True-up files will be provided tomorrow. Xerox is on target for imports on May 24. Xerox is also still on schedule for the June 1, 2012 go live date. Xerox completed the 2nd WebEx session and the first training session on May 16, 2012.</p> <p>May 31, 2012 will be the last time Solix will process carrier files so carriers will need to send their files to Xerox instead.</p> <p>All carriers have been able to log on. Xerox is testing carrier files.</p>	<p>Xerox can get the headers by June 1, 2012.</p> <p>During May 2012, service providers will need to send their daily uploads to both Solix, Inc. and Xerox.</p> <p>On February 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>Communications Division issued Proposed Resolution T-17366 yesterday for the June 21, 2012 Commission meeting. Comments are due on June 6, 2012 while Reply Comments are due on June 11, 2012.</p> <p>Notice Of Availability: http://docs.cpuc.ca.gov/PUBLISHED/COMMENT_RESOLUTION/166992.htm</p> <p>Proposed Resolution: http://docs.cpuc.ca.gov/PUBLISHED/COMMENT_RESOLUTION/166981.htm</p> <p>The Commission filed on May 7, 2012 its opposition to the petitions for reconsideration. http://apps.fcc.gov/ecfs/document/view?id=7021916661</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

Upcoming Conference Call: May 30, 2012 10:00 – 11:00 a.m. PST