

California LifeLine Working Group Conference Call Notes

June 6, 2012



Working Group Coordinator and Liaison: Michaela Pangilinan

Michaela's contact information: (415) 703-1890 and michaela.pangilinan@cpuc.ca.gov

| 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 June 21, 2012. | |
| FCC 12-11 | We received the Federal Communications Commission's decision our petition for waiver on May 31, 2012. http://hraunfoss.fcc.gov/edocs_public/Query.do;jsessionid=P_HkGywTyqTBq4lkvBp5l4JZtZfsH5v25h3SMSfmxbkzclsrvGvG!1645597108!2038806529?numberFld=12-863&numberFld2=&docket=&dateFld=&docTitleDesc Opening Comments are due today for the Proposed Resolution T-17366. | On March 21, 2012, Communications Division staff indicated they will draft a template for scripts to share. On March 21, 2012, Communications Division staff stated they will inform the Working Group as to any further guidance it may have. |

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| <p>Xerox/ACS Transition Project</p> | <p>Xerox took over the call center operations on June 1, 2012. The call center is fully operational.</p> <p>CRM exported today. Xerox will post files later today.</p> <p>Xerox ran into a server issues so it could not upload files. Xerox uncovered an issue with the records being rejected – inherited from previous the previous Administrator. Xerox is getting new records of consumers being rejected because they are showing up as active consumers instead of new consumers. Xerox is holding off on processing yesterday’s files. If the problem gets resolved, then it will process yesterday’s and today’s files. Xerox cannot send feeds to carriers at the moment. However, consumers are getting letters in all languages. Xerox staff is working around the clock to try to resolve all of the problems.</p> <p>Aside from some of the small ILECs, Verizon, Cox, and Telscape have experienced problems too.</p> <p>The private Web site is working. Xerox provided a new URL.</p> <p>Outbound mail, including postcards, went out today.</p> <p>Day 21 reminder calls began yesterday.</p> <p>Xerox ran the daily uploads yesterday and is looking into the problem.</p> | <p>Carriers are to inform Xerox whether they want the daily return file as one file or separate files.</p> <p>Xerox to provide Telscape a copy of the letters.</p> <p>Carriers need to stop sending files to Solix. Instead send files to Xerox. Only production live files should be sent to Xerox for May 31, 2012.</p> <p>Xerox can get the headers by June 1, 2012.</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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| Xerox/ACS Transition Project (continued) | <p>In the new application form, the Enhanced Lifeline part is a variable field. Carriers are to mark in their feeds whether the consumer wants Enhanced Lifeline discounts, and then the Administrator will send the application with the Enhanced Lifeline certification step.</p> <p>Communications Division Proposed Process: If a current participant wants Enhanced Lifeline, then the carrier provides an update so the Administrator can send a renewal form with the Enhanced Lifeline certification step.</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: June 13, 2012 10:00 – 11:00 a.m. PST