

California LifeLine Working Group Conference Call Notes

June 13, 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 June 21, 2012.	
FCC 12-11	Reply Comments were due on June 11, 2012 for the Proposed Resolution T-17366. The Proposed Resolution T-17366 is on the Commission's agenda for June 21, 2012.	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.

Agenda Item	Discussion	Action Items/Pending Issues
Xerox/ACS Transition Project	<p>Xerox fixed the transposed address bug. Update is being made to the service address. True-up files will only go to the carriers that asked for them to be resent. Files will be uploaded in respective folders.</p> <p>Xerox fixed the program end date so it will be clean moving forward.</p> <p>Xerox is working on the return feed problem with a target completion of Thursday.</p> <p>Some carriers noted that the renewal postcard indicated the form will be sent to the service address. However, Xerox did not provide the updated language of the postcard to the service providers for their records.</p>	<p>Carriers are to inform Xerox whether they want the daily return file as one file or separate files.</p> <p>Xerox uploaded on June 18, 2012 the corrected return feeds after resolving the program end date issue. The newly uploaded return files for June to 4, 2012 replaces the previous return files for the same timeframe.</p> <p>Bill Allen of Xerox sent the updated language of the renewal postcard indicating the form will be sent to the billing address.</p> <p>Xerox to provide Telscape a copy of the letters.</p> <p>Carriers need to stop sending files to Solix. Instead, they should send their files to Xerox. Only production live files should be sent to Xerox.</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>

Agenda Item	Discussion	Action Items/Pending Issues
<p>Brainstorming Session on Enhanced Lifeline form processing</p>	<p>Brainstorming participants discussed the three major scenarios brought to Communications Division staff by Chris Henry and Jeff Mondon.</p> <p>Some proposed for all application forms associated with service providers that offer Enhanced Lifeline discounts to always contain the Enhanced Lifeline certification step. Verizon, Sierra, Ponderosa, Winterhaven, Siskiyou, and AT&T offer Enhanced Lifeline discounts.</p> <p>Focus group participants, especially the Spanish speaking people, when testing the forms had a difficult time understanding the Enhanced Lifeline and TTY certification steps despite the correct translations. People did not know what these terms and programs meant.</p> <p>A consumer's lack of understanding may increase the likelihood that the form will not be correctly filled out. Additionally, consumers may fill out the Enhanced Lifeline certification step unknowingly and result in the inappropriate receipt of the Enhanced Lifeline discounts.</p> <p>Some expressed concern with including the Enhanced Lifeline certification step in all of the forms.</p>	<p>These brainstorming sessions will continue as necessary after each Working Group conference call.</p>

Agenda Item	Discussion	Action Items/Pending Issues
<p>Brainstorming Session on Enhanced Lifeline form processing (continued)</p>	<p>Dianna Aguirre pointed out how there is a larger number of people who would not fall in the Enhanced Lifeline eligibility.</p> <p>Some proposed that if an applicant received an application form with the Enhanced Lifeline certification step, but failed to complete this particular step while correctly fulfilling the rest of the application would be approved for California LifeLine and be denied for Enhanced Lifeline. Cherrie Conner pointed out that there would be a disconnect between what a service provider offered the consumer and what the consumer would eventually get in terms of service. According to the Federal Communications Commission, consumers must assert they want the phone discounts.</p> <p>Some proposed to send a separate Enhanced Lifeline certification form instead of a renewal form to those upgrading his/her phone discounts from California LifeLine to Enhanced Lifeline during the participant's eligible year. Additionally, some proposed to update the anniversary date if the upgrade occurred. Some expressed concern that if the person incorrectly filled out the renewal form, then the person would lose her/his California LifeLine discounts.</p>	

Administrator Statistics – click on the link below:

<http://www.cpuc.ca.gov/PUC/Telco/Information+for+providing+service/FormNotices+Public+Program.htm>

Consumer Affairs Branch Statistics – click on the link below:

<http://www.cpuc.ca.gov/PUC/Telco/Information+for+providing+service/CAB+LifeLine+Statistics+Reports.htm>

Working Group Conference Call Notes – click on the link below:

<http://www.cpuc.ca.gov/PUC/Telco/Information+for+providing+service/LifeLine+Meeting+Minutes.htm>

Working Group Conference Call Agendas – click on the link below:

<http://www.cpuc.ca.gov/PUC/Telco/Information+for+providing+service/LifeLine+Meeting++Agendas.htm>

Upcoming Conference Call: June 20, 2012 10:00 – 11:00 a.m. PST