

# California LifeLine Working Group Conference Call Notes

## June 20, 2012

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Working Group Conference Calls will be held on a **weekly basis** until we have resolved all of the issues associated with the transition to a new California LifeLine Administrator. Calls will be on Wednesdays from 10 to 11 a.m. PST.

Agenda Item	Discussion	Action Items/Pending Issues
New Team Member	<p>Charlotte Mister is a new California LifeLine team member. She will be working on carrier claims along with Ling Mu and Anna Lee.</p> <p>Cherrie Conner indicated these analysts will review each carrier's weighted average count, claim format, supporting worksheets, and all of the documents submitted for a claim. If carriers submitted all of the necessary documentation instead of waiting for an analyst to instruct them to turn in supporting documentation, then that would make the claims process more efficient.</p>	

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Outreach Contract	<p>Richard Heath and Associates, Inc. (RHA) is exceeding its performance objectives association conferences, consumer oriented resource events, and presentations to entities that enroll consumers into one of the approved public assistance programs. RHA is well on its way to meeting the objectives for educations, newsletters, and targeted mailings.</p> <p>The group did not indicate a preference about the frequency to receive updates on outreach efforts.</p>	<p>Link for Available Print-Ready Brochures: <a href="http://www.cpuc.ca.gov/PUC/Telco/Public+Programs/info.htm">http://www.cpuc.ca.gov/PUC/Telco/Public+Programs/info.htm</a></p> <p>The brochures are located near the top of the page.</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 June 21, 2012.</p>	
FCC 12-11	<p>The Proposed Resolution T-17366 is on the Commission's agenda for June 21, 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>

Agenda Item	Discussion	Action Items/Pending Issues
<p>Xerox/ACS Transition Project</p>	<p>Xerox agreed to send daily update reports to the Carrier List.</p> <p>Xerox posted the return files through June 17, 2012 in the ftp folders. Xerox will create a special return file for May 31<sup>st</sup>.</p> <p>Xerox received feedback from all of the carriers regarding their preference for file processing and completed its analysis.</p> <p>The online form is still under testing and review.</p> <p>The bar code in each form is unique to the form. Consumers will have various bar codes.</p> <p>Travis Graff of TC Telephone, LLC described a security issue whereby his company received the true-up files of another carrier. On June 10, 2012, Xerox manually uploaded true-up files for another carrier into TC Telephone LLC's folder. Xerox has since automated the process and incorporated a two-step verification process to prevent this problem from reoccurring. Additionally, Xerox's IT team has done an initial check to see if there were other occurrences, but will conduct a thorough analysis. The initial check yielded no other occurrence.</p>	<p>Bill Allen of Xerox sent the first daily update report this morning, June 20, 2012.</p> <p>Xerox posted the special return file for May 31<sup>st</sup> in all of the ftp based carrier output folders.</p> <p>Xerox will begin next week to make changes to the file processing (i.e., send activity and/or return files every day, send only when we receive an upload file).</p> <p>Xerox will provide a mock-up of the letters in English and Spanish for both the California LifeLine Program and federal Lifeline program.</p> <p>Xerox will provide a mock-up of the application form in Spanish.</p> <p>Bill Allen sent the updated language of the renewal postcard indicating the form will be sent to the billing address.</p> <p>Xerox provided Telscape a copy of the postcards in Spanish as requested. Additionally, Xerox sent them to Verizon and Blue Casa.</p>

Agenda Item	Discussion	Action Items/Pending Issues
Xerox/ACS Transition Project (continued)	<p>The security issue did not involve a comingling of carrier data. The problem was strictly with the upload. Xerox notified the other carrier. The issue made it appear like Xerox did not know the files TC Telephone, LLC had and did not have.</p> <p>Communications Division and Legal Division staff determined we did not need to notify anyone else of this security issue.</p> <p>Patrick Rosvall stated the individual carriers involved will need to determine whether there are Customer Proprietary Network Information (CPNI) related issues they need to consider.</p> <p>Carriers did not sign a non-disclosure agreement with Xerox.</p> <p>Travis Graff stated the other carrier's true-up files was deleted from TC Telephone, LLC's server, but needs to check whether they also should be deleted from the back-up server and mirror images.</p>	<p>If interested, one can learn about CPNI at <a href="http://www.fcc.gov/guides/protecting-your-telephone-calling-records">http://www.fcc.gov/guides/protecting-your-telephone-calling-records</a>.</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>On February 22, 2012, Edy Tardeo of AT&amp;T requested for Communications Division to issue an administrative letter.</p>

Agenda Item	Discussion
Brainstorming Session on Enhanced Lifeline form processing	<p data-bbox="451 222 1906 483">What is the problem with the form having the Enhanced Lifeline certification step as a variable field? Chris Henry of Siskiyou Telephone pointed out two types of problems. One problem is that at the time of the application, a carrier may not know if the customer wants Enhanced Lifeline. The second problem deals with providing an update and the customer not correctly and completely filling out the Enhanced Lifeline certification. How will the program separate out the eligibility for California LifeLine and Enhanced Lifeline?</p> <p data-bbox="451 537 1871 711">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. The benefit would be that the person will not get kicked off the program prematurely.</p> <p data-bbox="451 764 1892 889">Currently, applicants or current participants would still get a correctable denial letter and another form if they failed to fill out a step completely or properly. The letter would inform the consumer how he/she did not correctly fill out their first form.</p> <p data-bbox="451 943 1881 1066">Currently, if an applicant did not fill out the Enhanced Lifeline certification step by the end of the application process, he/she would be denied for both the California LifeLine and Enhanced Lifeline discounts.</p>

Agenda Item	Discussion
Brainstorming Session on Enhanced Lifeline form processing (continued)	<p>Sheila Romano of Frontier Communications Corporation (Frontier) briefly described Frontier’s Enhanced Lifeline process. Following up after the fact a consumer was approved for the California LifeLine discounts; Frontier would call the approved customer, say that she/he also qualified for Enhanced Lifeline, and ask whether she/he wanted it. When Frontier sent a Y/N to the Administrator for Tribal, it meant the consumer lived in a tribal land or not.</p> <p>Now, with the new Administrator, sending a Y/N to the Administrator designates whether the consumer wants Enhanced Lifeline or not. It is then up to the consumer to certify whether or not his/her household lived in a tribal land. The carrier would then not need to validate the territory of the consumer.</p> <p>AT&amp;T proposed using a different naming convention for Enhanced Lifeline to decrease potential confusion for carriers. The letter, “A”, for “Applying” could be used to tell the Administrator to send a form with the Enhanced Lifeline certification step. The letter, “N”, could continue to signify “Not Approved”, which is currently the default. The letter, “Y”, could signify the consumer as being “Approved” for Enhanced Lifeline. Xerox stated we could use any letter to designate situations. The letter, “A”, could be confused with being approved so perhaps, the letter, “T”, would be less confusing.</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)

**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 27, 2012 10:00 – 11:00 a.m. PST**