California LifeLine Working Group Conference Call Notes
October 10, 2012

REMINDER: When passively participating on the conference call, kindly **do** press the "MUTE" option. Please **do not** simply press the "HOLD" button. Thank you for your cooperation.

Agenda Item	Discussion	Action Items/Pending Issues
Xerox Transition Project	On yesterday's carrier call, the group discussed some scenarios related to transfers. In addition to the transfer scenarios, the group discussed the possibility of Xerox programming the service provider notifications for transfers in two phases. The first phase will be for the service provider notifications for verified approved. The second phase will entail the service provider notifications for the denied. Xerox plans on completing the first phase next week and the second phase on November 1, 2012. Xerox is still working on the true-ups.	Section 54.401(a) of FCC 12-11 does not allow for transfers of the discount from one person to another person. Moreover, the application and renewal packets inform consumers of this new rule. Communications Division staff will provide guidance on the transfer issue. Xerox will program the returned mail logic within the next two to three weeks. The first phase will involve sending the status code 30, which should happen next week. Then Xerox will make a list of those consumers flagged as having a bad address and share this list with each appropriate carrier. The list will be in a special file.

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Xerox Transition Project (continued)	Xerox posted the August 2012 Weighted Average Count Reports (WACR) on 10/03/12. Xerox is still working with six different service providers regarding the duplicate records. The June and July 2012 WACRs will not be final until such time as these duplicate records are resolved.	Service providers should review the August 2012 WACR and provide Xerox its feedback. If service providers have questions regarding their claims, they should contact the California LifeLine claims team.
Xerox Direct Application Process	Xerox distributed version 15 of the specs doc last week. The pilot carriers received version 16 of the specs doc. The Web service is up for testing. The due date for the call back services is today. 10/15/12 is the official start date for the testing. 10/19/12 is the training date for the pilot carriers. Xerox is coordinating with the pilot carriers for this training session. Xerox is on track to deploy the Web service on 11/01/12. However, it is unclear whether any of the pilot carriers will be ready for implementation. Xerox holds a weekly call with the pilot carriers on Fridays.	Xerox will share version 16 of the specs doc to all carriers this week. Xerox will hold a training session in Sacramento for the pilot carriers.

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Catch-Up Renewal Process	Communications Division staff discussed the catch-up renewal process with Xerox this past Monday. We have decided to start the catch-up renewal process on 10/15/12. It will end on 12/28/12. For the approved renewals, Xerox will maintain the existing anniversary date. For the denied renewals, Xerox will program Field 41 to be equal to Field 44 in the return feed to eliminate the possibility of the backbilling issue. The scope of the catch-up renewal process will span from June 1 to October 21, 2012. The on time/non-catch-up renewal process will begin on 10/22/12. Xerox is researching the possibility of programming the service provider notifications as soon as they determine the final eligibility for those consumers falling in the catch-up renewal process. Additionally, Xerox is researching whether it will be possible to implement a special approval letter specifically for the catch-up renewal process.	Xerox will disseminate the needed business rules, documentation, etc. associated with the catch-up renewal process.

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Enhanced Lifeline	On 10/09/12, Communications Division staff held the conference call describing the enhanced Lifeline certification process if Xerox no longer conducted the enhanced Lifeline certification. Xerox is currently performing the enhanced Lifeline certifications. Communications Division will not switch the responsibility of the enhanced Lifeline certification process from the California LifeLine Administrator to the service providers until such time as we have developed an iron clad process.	Communications Division staff plans to consult with the staff from the Universal Service Administrative Company or the Federal Communications Commission regarding some facets of switching the responsibility of the enhanced Lifeline certification process from the California LifeLine Administrator to the service providers. We will provide an update if we have further information and/or guidance to share.

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: October 17, 2012   10:00 – 11:00 a.m. PST