

## California LifeLine Working Group Conference Call Notes December 28, 2016

Agenda Item	Discussion	Action Items/Pending Issues
<p>1 Special Process and Arrangement with USAC for Broadband-Only Services (CPUC/USAC Dupes Check)</p>	<ul style="list-style-type: none"> <li>The data exchange with USAC has begun. The California LifeLine Administrator has provided one monthly True-Up report to USAC. USAC provides weekly reports, one of which included six records, which were all duplicates.</li> <li>Staff is requesting input regarding the error code for duplicates identified through the CPUC/USAC Dupes Check. The proposed options are to create a new error code or to use the existing 40079 error code. The 40079 error code is currently used during the pre-validation process to identify duplicates.</li> <li>Staff is also requesting input regarding which process (California's enrollment process or CPUC/USAC Dupes Check) should be used for consumers receiving bundled services (telephone service and broadband service) from service providers of whom the FCC designated as an LBP, but the CPUC has neither designated as an ETC nor authorized to be a California LifeLine provider. None of the LBPs have launched yet in California.</li> </ul>	<ul style="list-style-type: none"> <li>Submit suggestions to Michaela Pangilinan <a href="mailto:wow@cpuc.ca.gov">wow@cpuc.ca.gov</a></li> </ul>
<p>2 Implementing the Addition of the Federal Veterans and Survivors Pension Benefit Program</p>	<ul style="list-style-type: none"> <li>The California LifeLine Administrator is ready to evaluate proof of eligibility for the Federal Veterans and Survivors Pension Benefit Program.</li> <li>The timeframe to update applications to add the Federal Veterans and Survivors Pension Benefit Program varies by application method. Only the online form will be updated immediately (launch by January 4, 2017). Changes to the IVR and paper form will take additional time to implement. There will be an insert mailed with the application packets to inform consumers about the addition of the Federal Veterans and Survivors Pension Benefit Program. The inserts may be ready during the first half of January.</li> <li>Consumers can submit proof of eligibility for the Federal Veterans and Survivors Pensions Benefit program along with their application forms; and the California LifeLine Administrator will review the proof and accept if valid.</li> <li>The Proposed Decision issued 12/15/2016 allows consumers qualifying via the Federal Veterans and Survivors Pension Benefit Program to be eligible for the California LifeLine discounts, which would be effective 12/02/2016.</li> <li>We added the Federal Veterans and Survivors Pension Benefit Program on the CPUC website (<a href="http://cpuc.ca.gov/lifeline/">http://cpuc.ca.gov/lifeline/</a>).</li> </ul>	