

California LifeLine Working Group Conference Call Notes
March 19, 2018

Agenda Item	Discussion	Action Items/Pending Issues
<p>1 Impromptu Working Group Call – Staff wanted to go over Assigned Commissioner Ruling issued on March 16, 2018.</p>	<ul style="list-style-type: none"> • Service Providers to file Tier 1 Advice letters: only delete the references to the 60 day freeze rule an exceptions. If a service provider wants to do anything else, then file a separate advice letter. Please redline the changes. • The Administrator changed the relevant print materials and www.CaliforniaLifeLine.com • The Administrator made the programming changes necessary to comply with the ruling • The Administrator trained its call center reps • WG members wanted to know if they should replace the freeze information with “24 hours”? Staff confirmed that Service Providers should delete the references, no replacements. • Service Providers should also delete the references in the marketing materials and send an email to CaLLmarketing@cpuc.ca.gov to notify staff of their removal. No need to submit materials. 	