

California LifeLine Working Group Conference Call Notes March 20, 2018

	Agenda Item	Discussion	Action Items/Pending Issues
1	<p>California LifeLine Program Rulemaking, R.1103013</p> <ul style="list-style-type: none"> ➤ Testing Finalized Weighted Average Report and True-up Report ➤ Draft Claim Form ➤ Decision 18-02-006 Revising California LifeLine Eligibility Criteria (provided link to Decision) <ul style="list-style-type: none"> a) Additional Status Codes for Daily Return Feed b) Advice Letters 	<ul style="list-style-type: none"> • Still planning to provide test reports on 4/1/2018 for March data. • Every record will show California and federal eligibility criteria, and status codes for the daily return feed. • WG member wanted to clarify if the eligibility criteria is not retro-active. Staff confirmed that it is effective 5/1/2018 and not retroactive. • WG member wanted to know about information on funding type. On April 1st, Conduent will provide 2 sets of reports. 1 current version of reports and 1 revised version of the reports. • Testing period will be 2 months • On June 1, Conduent will only send out one set of reports. • New Status Codes will also start on April 1, 2018. • Claim form – training is completed. Staff has received feedback and will make some minor changes to the claim form. 	<ul style="list-style-type: none"> • Staff still researching ARC and federal universal charge – will get back to WG.
2	<p>Emergency Protections for October and December 2017 Fire Victims</p> <ul style="list-style-type: none"> ➤ Content for Outbound Dialer Message ➤ Additional Text Messages from the California LifeLine Administrator ➤ Outreach by California LifeLine Service Providers ➤ Next Steps pursuant to FCC's Response 	<ul style="list-style-type: none"> • Will launch outbound dialer message on 4/4/2018. • If carriers want to assist, they can send the same text messages • Participants still have to be in the renewal process in order to renew over the phone. 	<ul style="list-style-type: none"> • Will send the message and timing
3	<p>Federal Lifeline Program's Elimination of the Transfer Freezes Effective March 19, 2018.</p> <ul style="list-style-type: none"> ➤ March 16, 2018 Assigned Commissioner's Ruling (provided link to ruling) <ul style="list-style-type: none"> a) File Tier 1 Advice Letter b) Send E-mail Confirmation to CaLLMarketing@cpuc.ca.gov 	<ul style="list-style-type: none"> • No discussion 	

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	c) Train Sales Reps and Other Employees		
4	Conduent's Revitalized Efforts to Proactively Improve Consumers' and Participants' Experiences and to More Expediently Resolve Past Issues <ul style="list-style-type: none"> ➤ Wireless transfers with incorrect Program Start Dates ➤ Missing Anniversary Dates 	<ul style="list-style-type: none"> • Staff did not have time to look into this issue. 	<ul style="list-style-type: none"> • Gather more data and then share
5	Draft Disclosure for Text Messages from the California LifeLine Program	<ul style="list-style-type: none"> • Staff is still working on this issue and will update the WG as soon as possible. 	
6	Share concerns regarding California LifeLine Telephone Service Providers' Marketing and/or Selling Practice	<ul style="list-style-type: none"> • None. 	
7	Partnerships with the California LifeLine Program <ul style="list-style-type: none"> • Alameda Alliance for Health (provide website) send email to CaLLMarketing@cpuc.ca.gov if interested 	<ul style="list-style-type: none"> • Staff explained the potential partnership and told interested carriers to send an email to address provided. 	

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8	FYI: Wireless Telephone Service Providers with Pending Filed Advice Letters Seeking Authority to Offer CA LL Wireless Telephone Services Update <ul style="list-style-type: none"> • SelecTel, Inc. • Mobile Net POSA, Inc. • Excess Telecom, Inc. • EZ Reach Mobile, LLC • TC Telephone, LLC • Red Pocket, Inc. 	<ul style="list-style-type: none"> • No discussion 	
9	Administrator/Service Provider/DAP Part of Working Group Agenda <ul style="list-style-type: none"> ➤ Administrator Update ➤ Service Provider Technical Topics ➤ DAP Topics 	<ul style="list-style-type: none"> • No updates provided. 	