

June 23, 2017

California LifeLine Program

Administrative Committee Program Review

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Executive Summary

- January to May 2017 program subscriber growth rate of -14.2%
- Wireless subscriber growth rate has a positive trend (0.3%) through June 13, 2017.
- Wireline enrollment decreasing trend continues at a decelerated rate
 - March: -8,578 (-1.7%)
 - April: -7,415 (-1.5%)
 - May: -6,519 (-1.4%)
- Freeze projects – June 01, 2017 go-live
- Forms Processing turn-around-time is currently at ~2.4 days
- 219 participants on the NLAD broadband program

Program Changes and Drivers

Pending Projects

- Print mail transfer to OSP
- WES Phase 2
- SMS

Completed Projects by June 1

- Enrollment Request Freeze
- Discount Transfer Freeze
- Veterans bubble on paper/DAP forms
- Updated income guidelines
- Updated matching logic
- Revised anniversary date calculation

Program Process Changes

- Revised signature guidelines

Carrier Activities

- CuraTel>AT&T migration
- Frontier rate group correction

Enrollment Request Freeze Statistics

June 01 to 20

- 179,157 Placed in enrollment freeze
- 208 Canceled enrollment freeze
- 5,669 status checks performed by carriers (Blocked by freeze)
- 1,715 Actual application attempts by consumers (Already frozen)

Discount Transfer Freeze Statistics

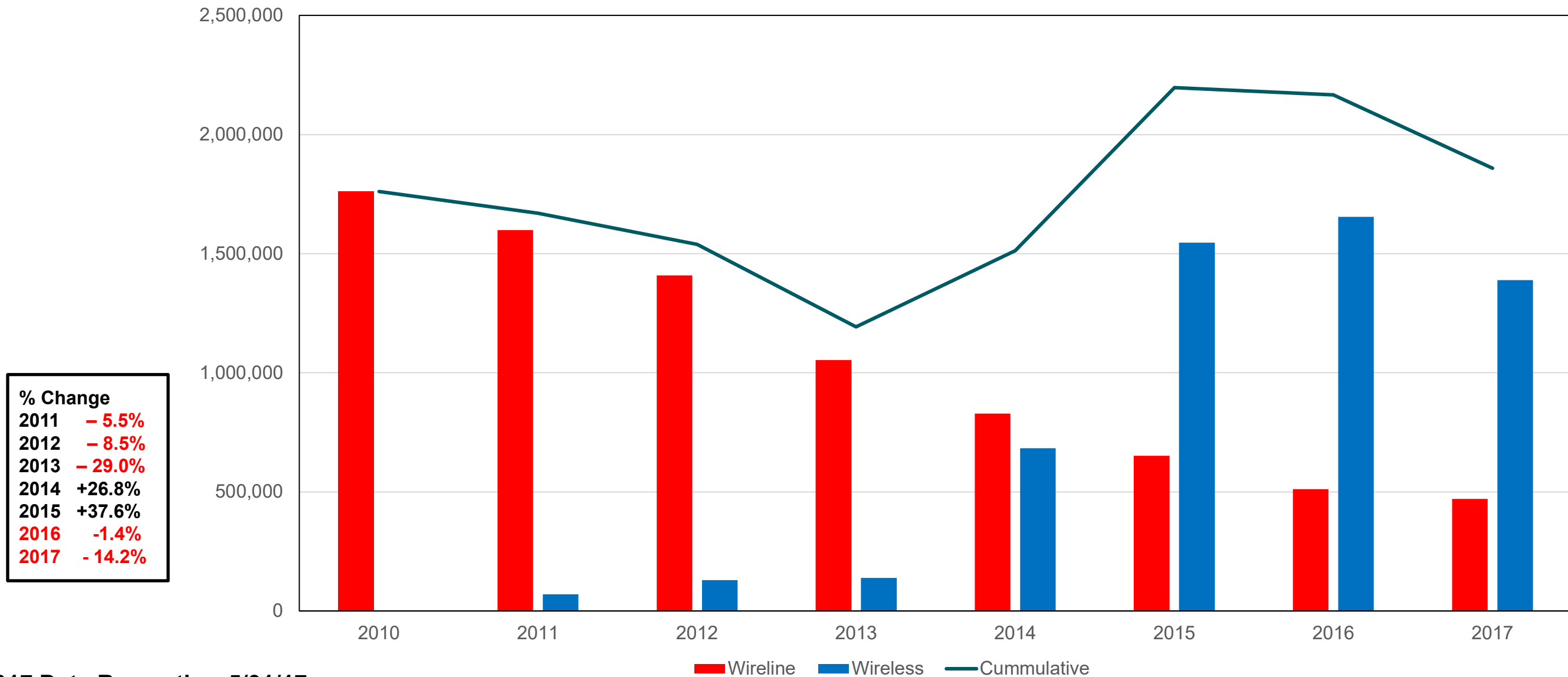
June 01 to 20

- 137,093 Placed in transfer freeze
- 4,681 Status checks performed by carriers (Blocked by freeze)
- 885 Actual application attempts by consumers (Already frozen)

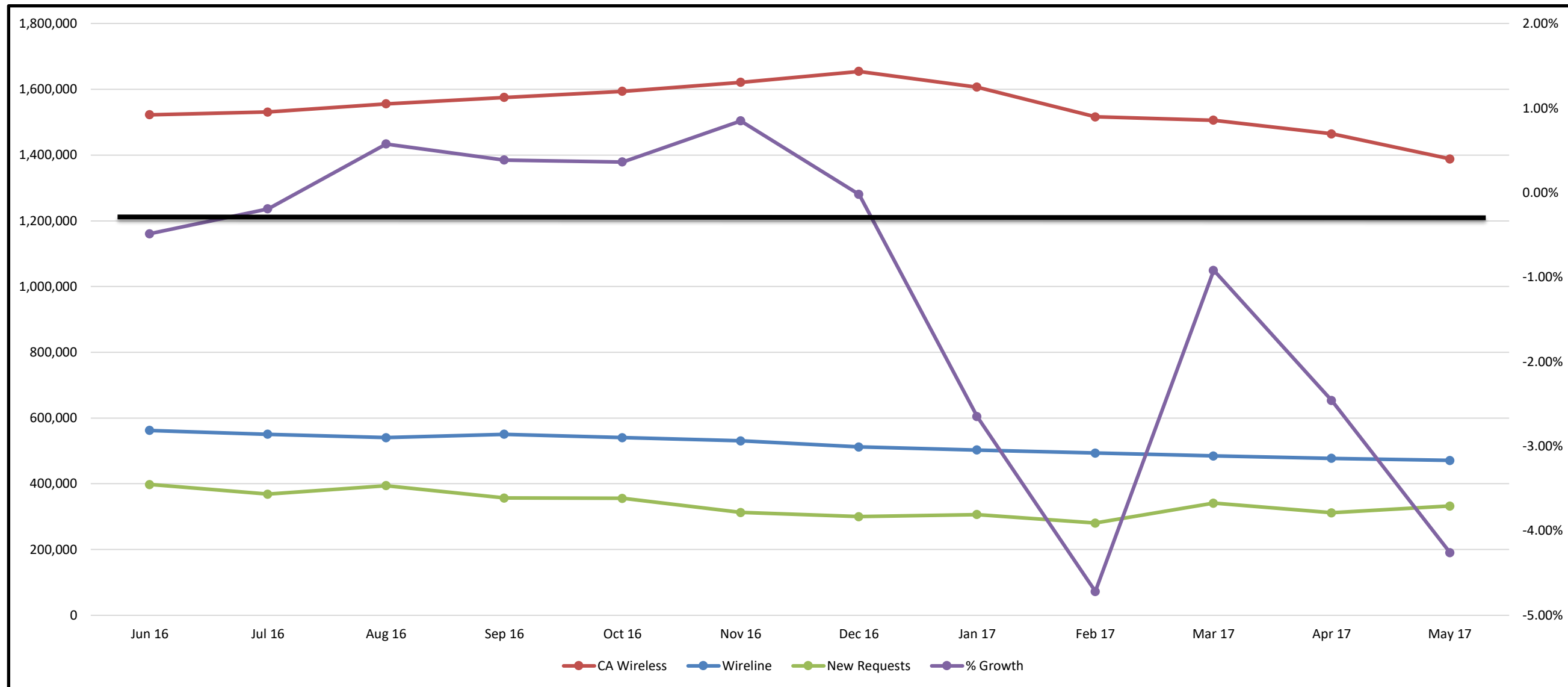
Exceptions

- 20 Requested exceptions (service failure related) with 1 Approved exception order
- 1,680 Granted exceptions for address changes

Program Participation: 2010 - 2017



Program Subscriber Trends



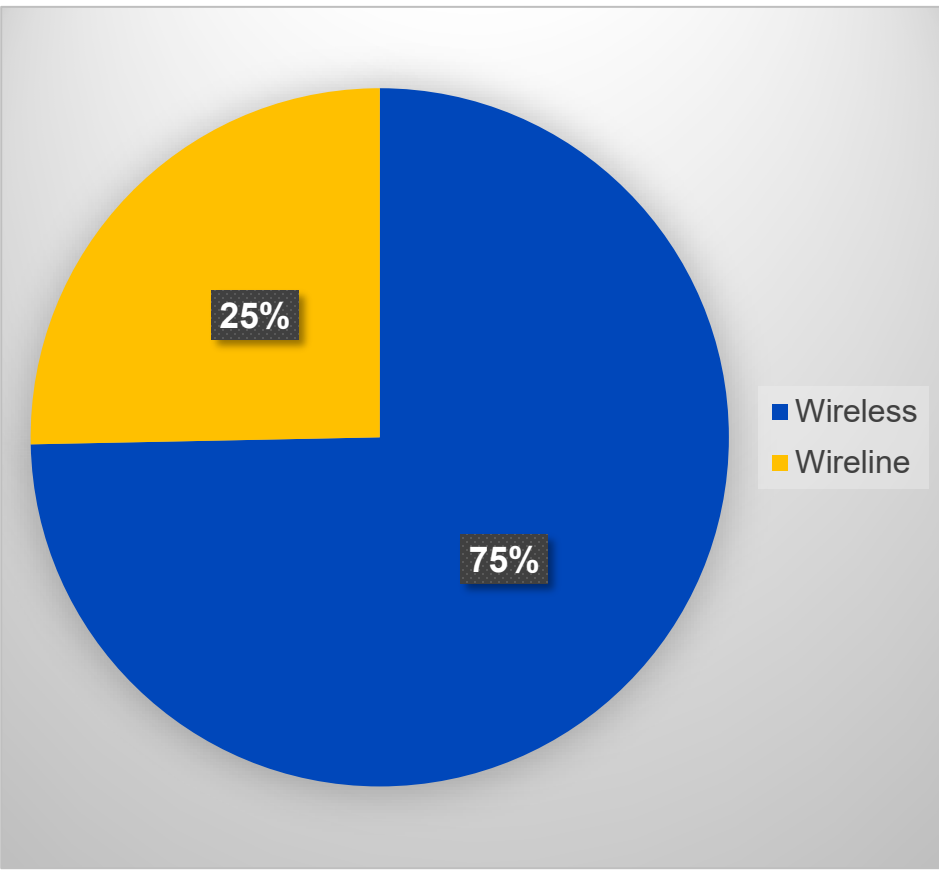
Enrollment Breakdown – May 2017

Growth Rates

Wireless rate: -76,287 or -5.2%
 Wireline rate: - 6,519 or -1.4%
 Program rate: -82,806 or -4.3%

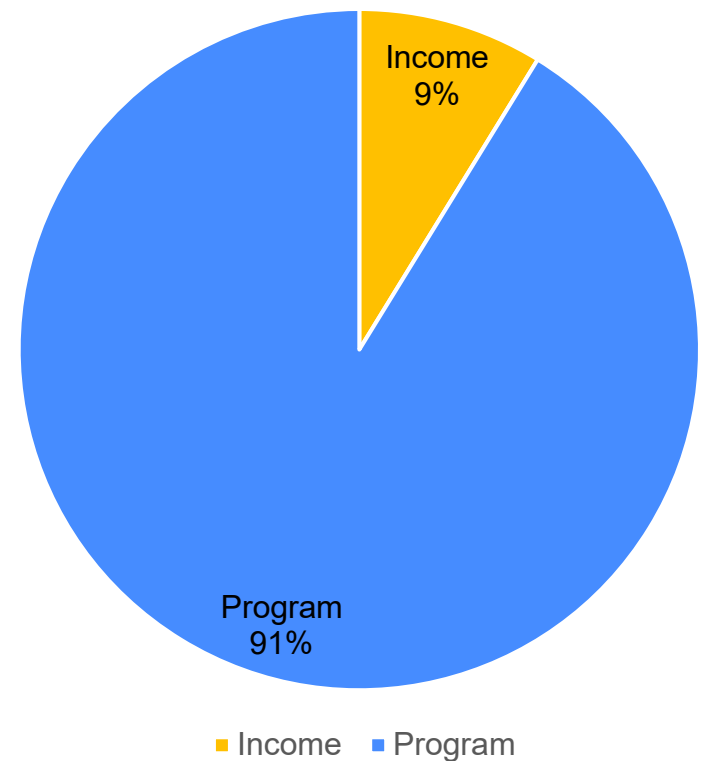
Program Statistics

CA Wireless: 1,388,421
 Wireline: 470,765
 Total: 1,859,186



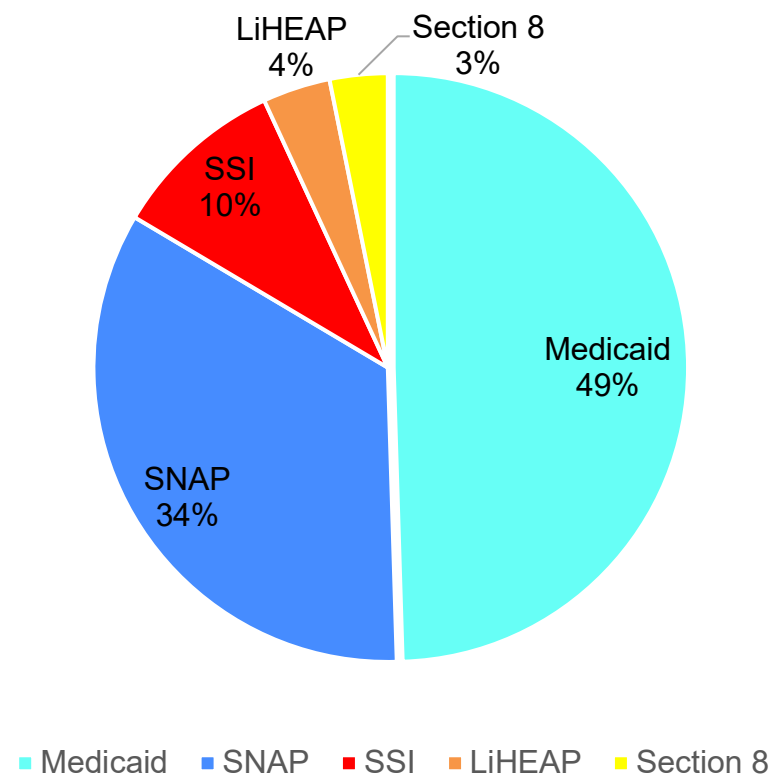
Enrollment Eligibility Mechanism – May 2017

Enrollment Eligibility Mechanism



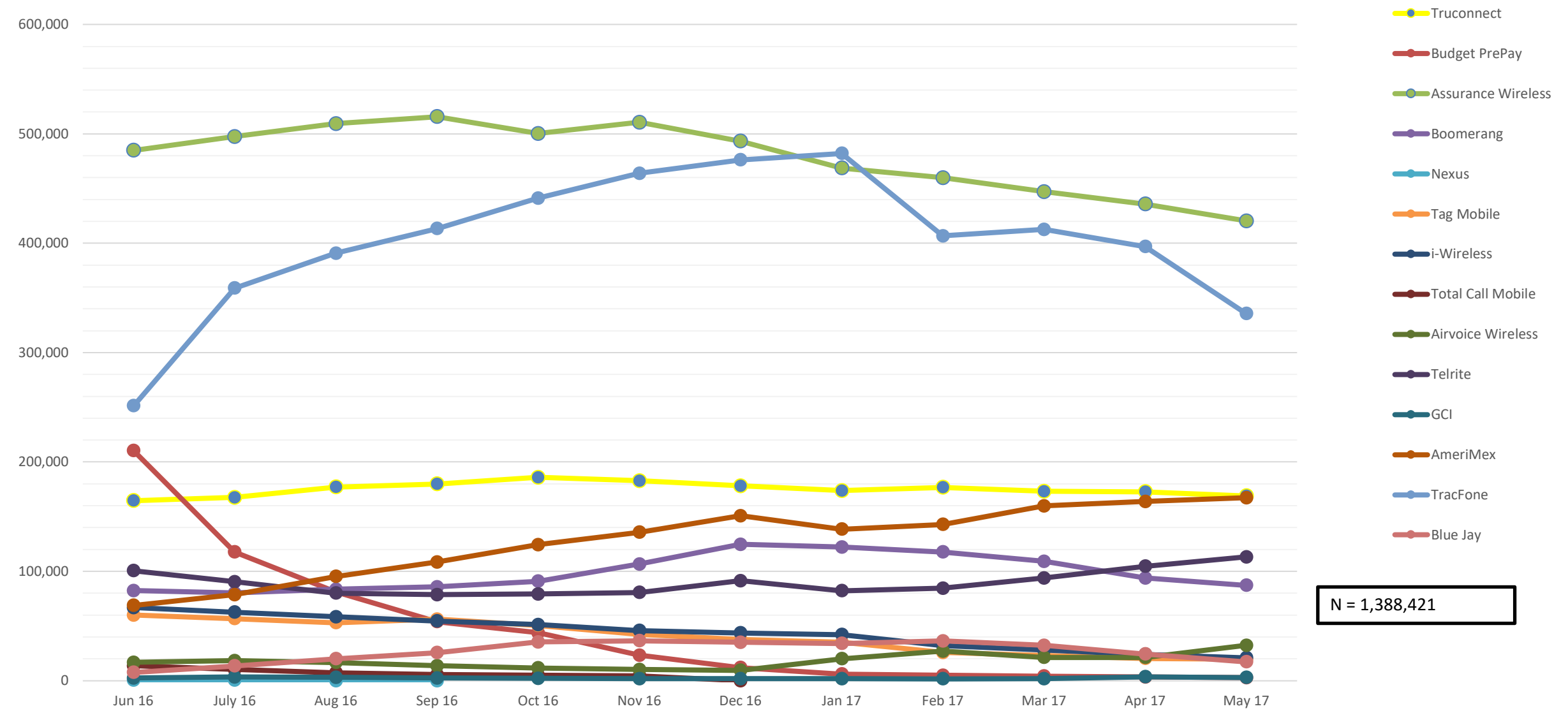
129 participants qualified under the Veterans program as of 5/31/17

Program Eligibility – Top 5 programs



The top 5 programs account for 94% of all enrollments

California LifeLine Wireless Subscriber Trends



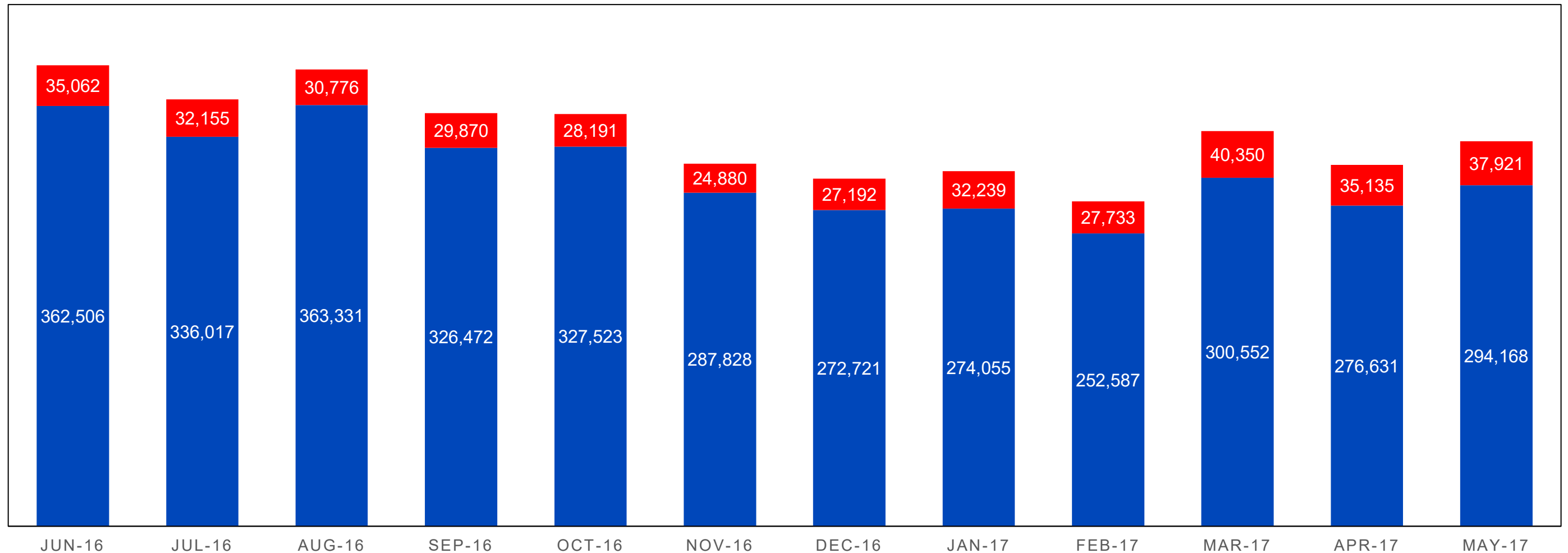
N = 1,388,421

Growing/Contracting Carrier Statistics – May 2017

Carrier	Growth/Contraction	Enrolled Subscribers	Growth/Loss %
Top 3 Growing Carriers			
Air Voice	10,966	32,296	33.95%
Telrite	8,529	113,174	7.54%
AmeriMex	3,398	167,310	2.03%
Top 3 Contracting Carriers			
TracFone	-61,186	335,704	-18.23%
Assurance Wireless	-15,412	420,354	-3.67%
Blue Jay Wireless	-7,235	17,180	-42.11%

**TracFone, Assurance Wireless and Blue Jay Wireless reductions are a result of disconnects for non-usage
The Air Voice growth is due to increased distribution in preparation for the freeze implementations**

New Application Requests – Rolling YTD

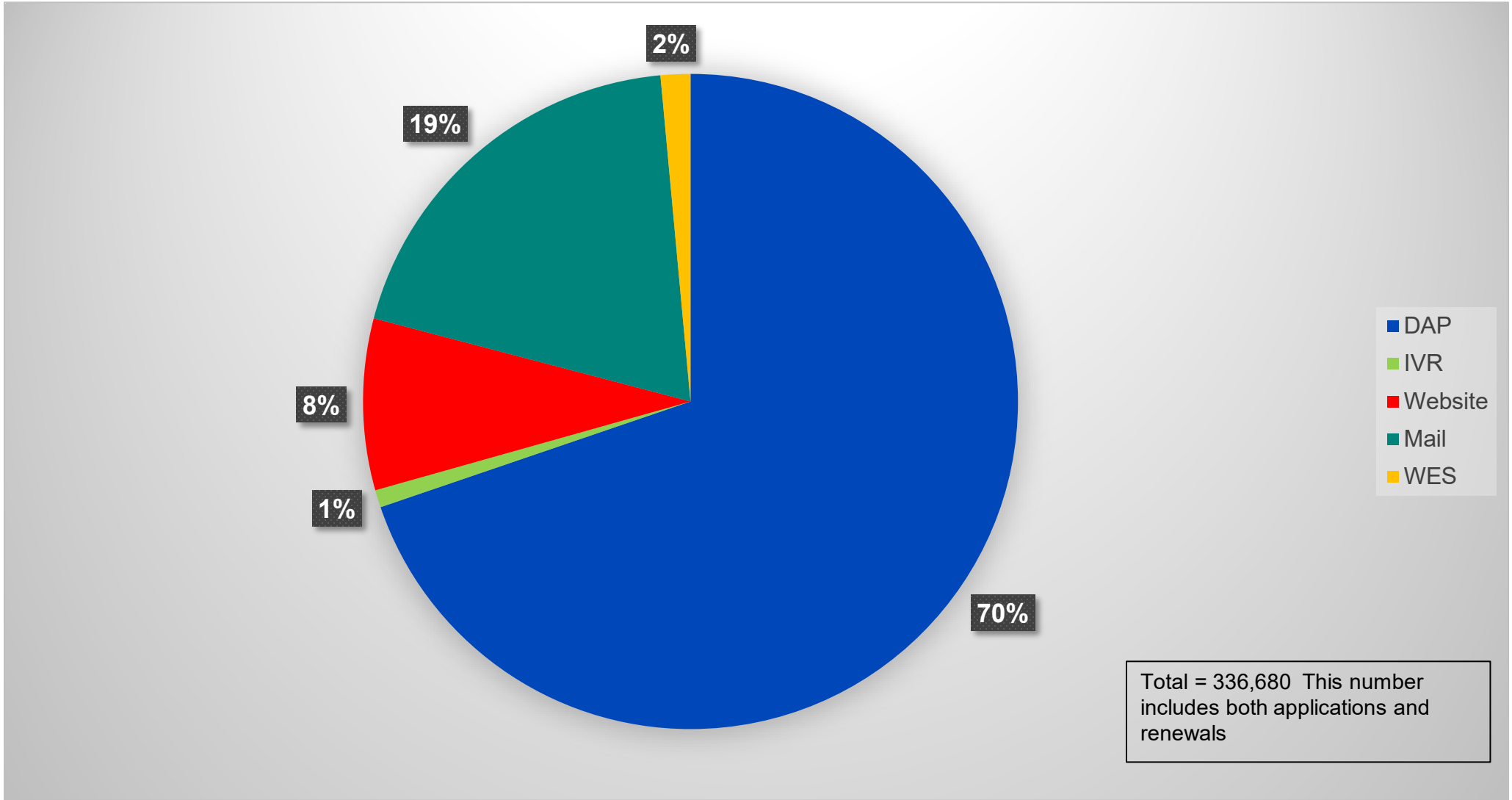


New Requests Breakdown:

- 88.6% DAP
- 11.4% Mail

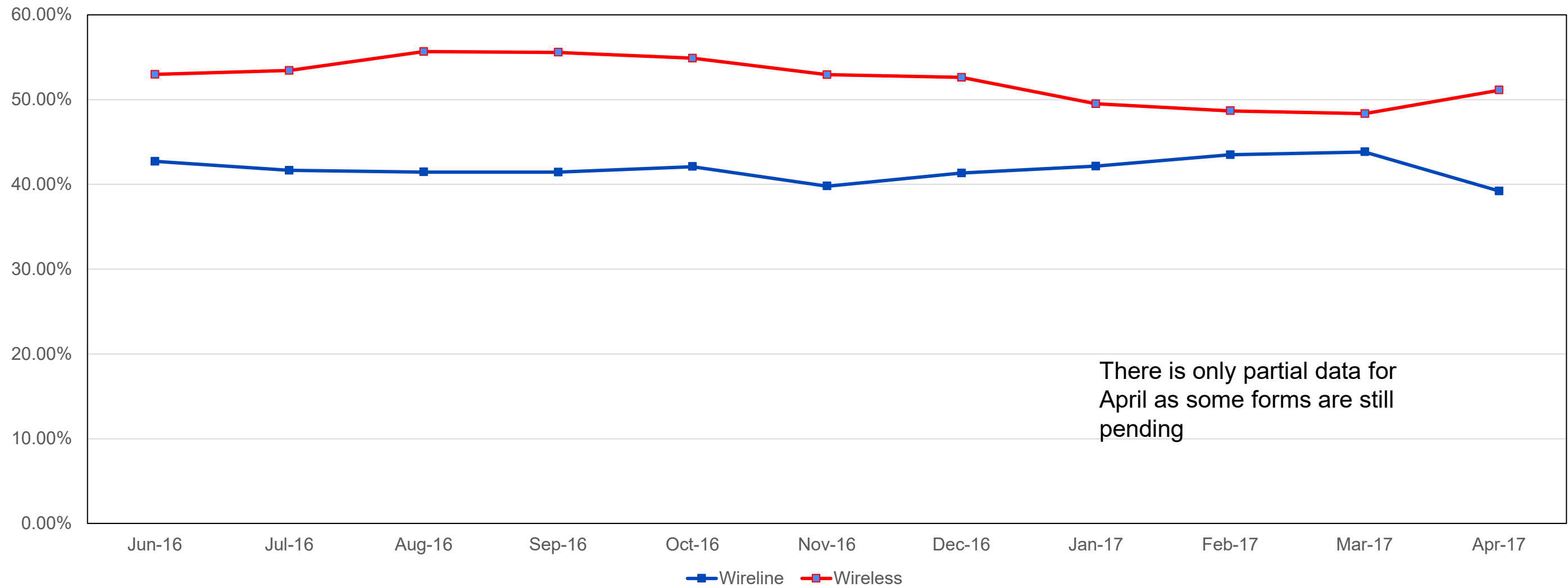
■ DAP ■ Mail

Enrollment Method – May 2017



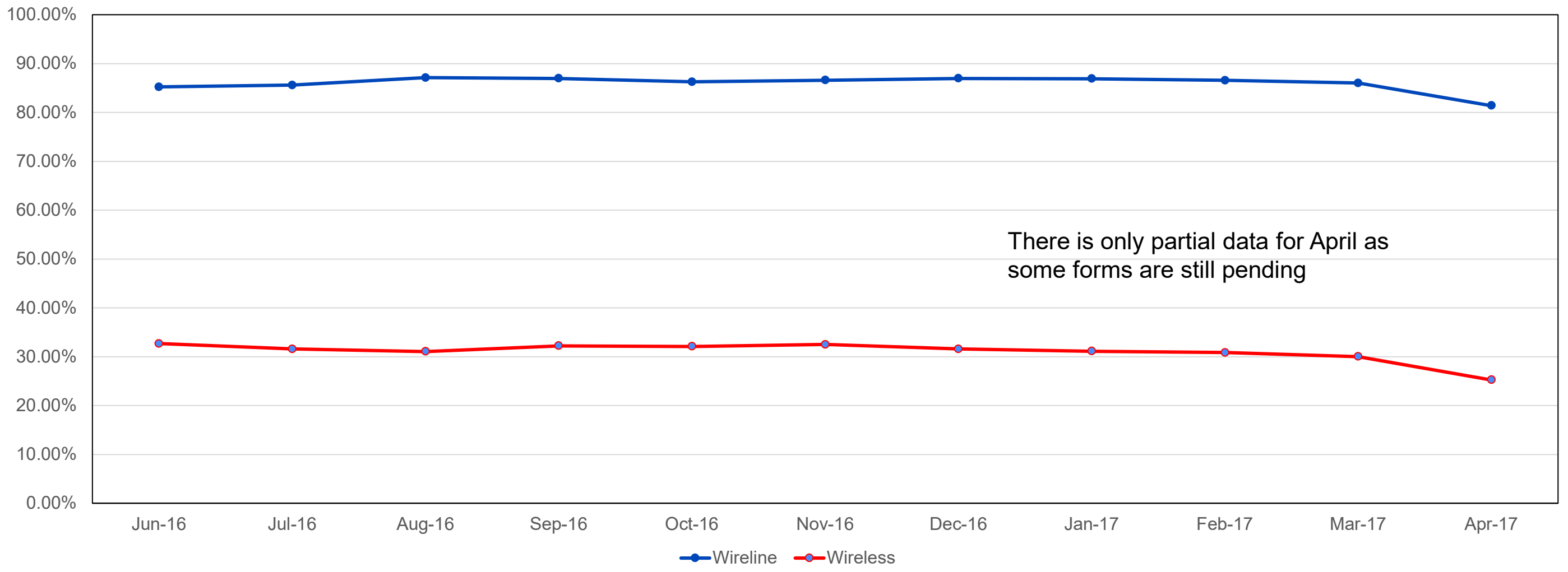
*Enrollment method indicates the mechanisms a consumer used to submit completed applications or renewal packages.

Application Approval Rates – Rolling YTD



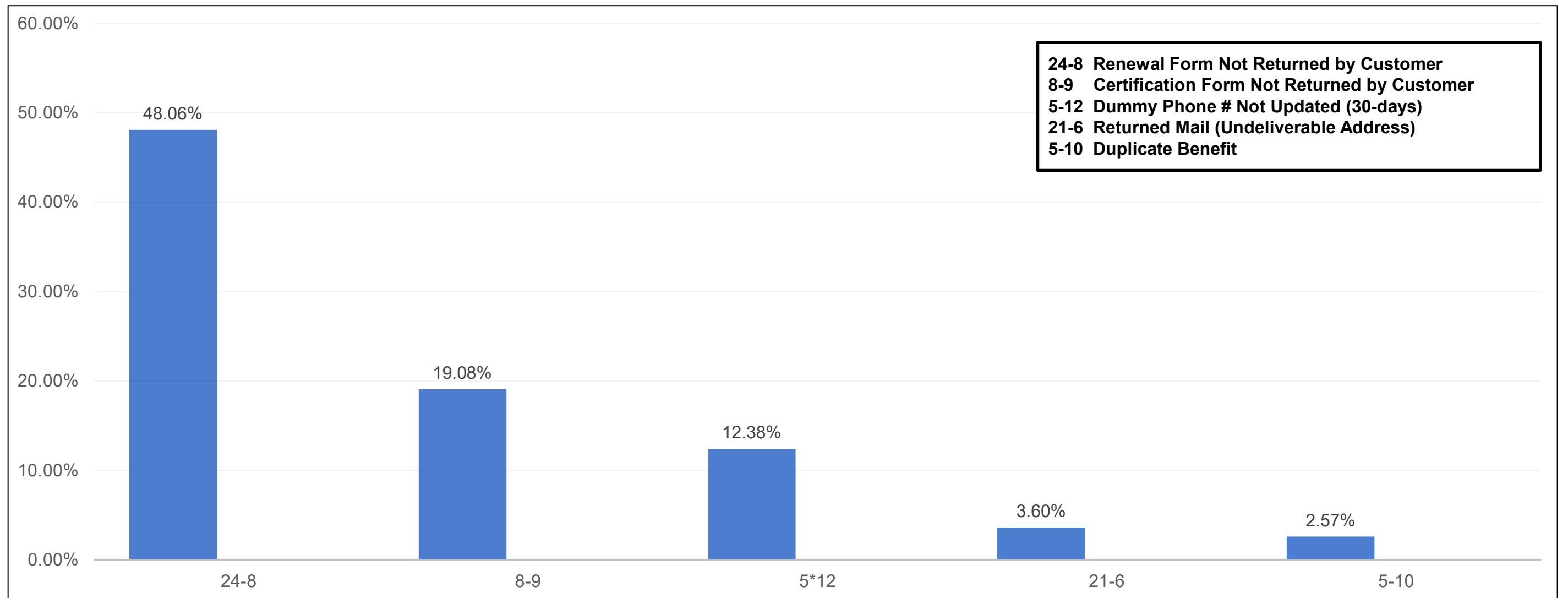
Average approval rates for 2017 YTD – Wireless – 49.41% and Wireline – 42.17%

Renewal Approval Rates – Rolling YTD



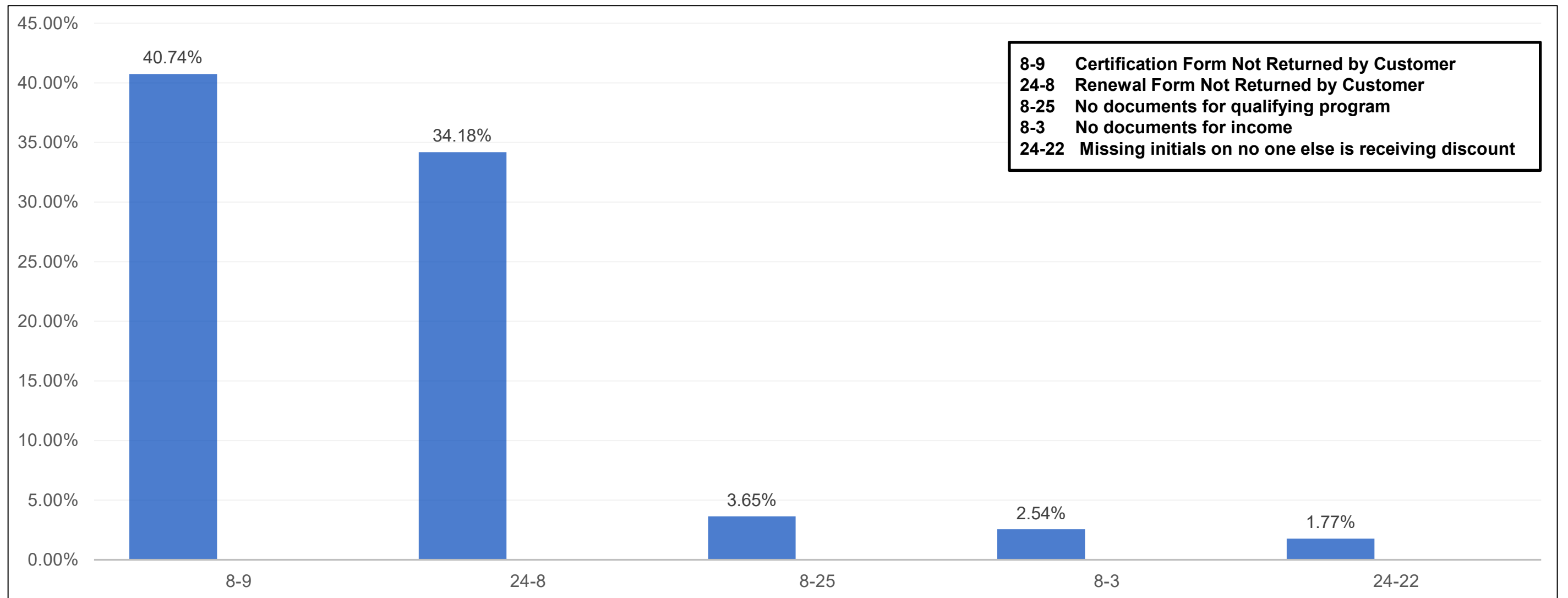
Average approval rates for 2017 YTD – Wireless – 29.32% and Wireline – 85.22%

Top Denial Codes – Wireless: May 2017



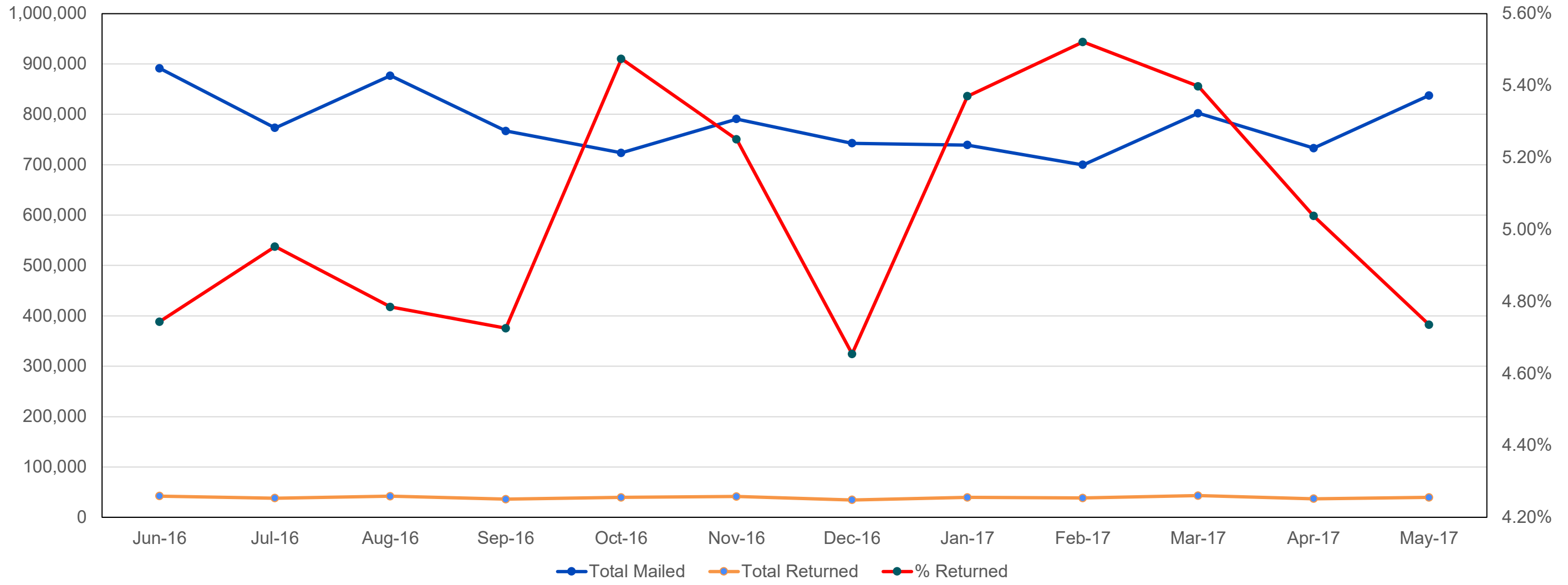
The top 5 account for 85.7% of all denials

Top Denial Codes – Wireline: May 2017

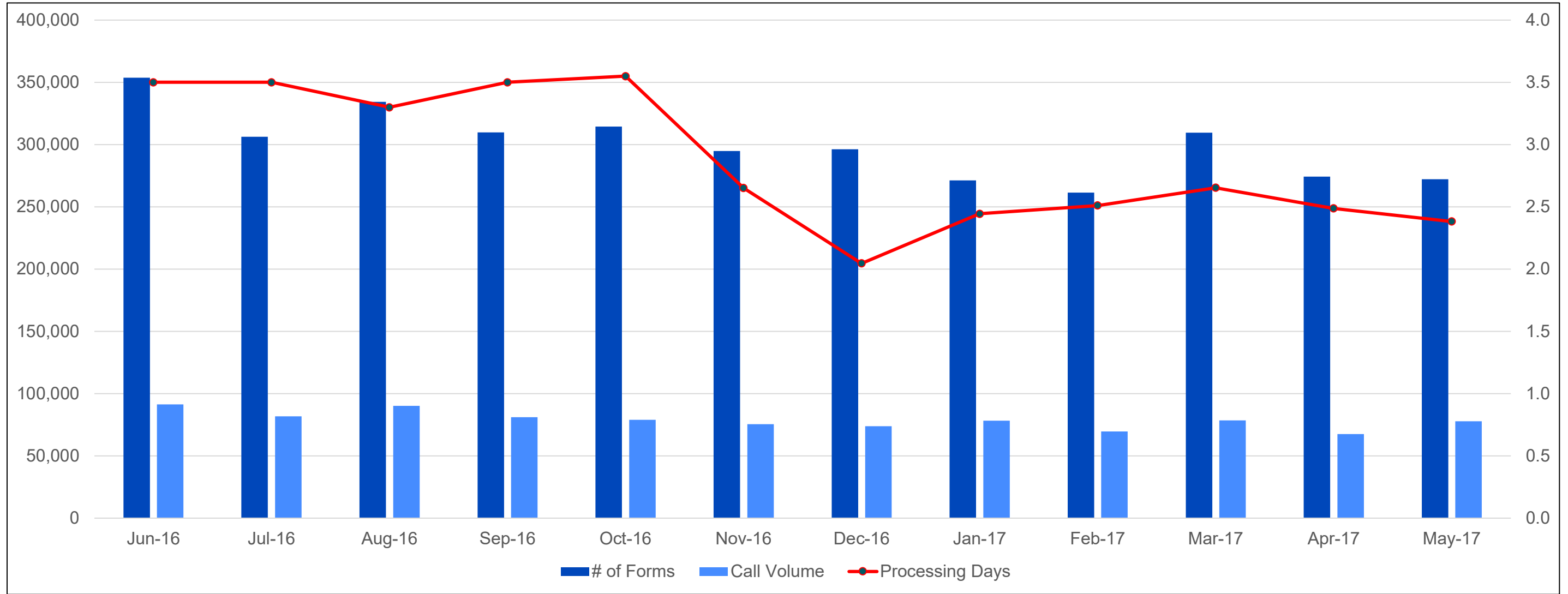


The top 5 account for 82.3% of all wireline denials

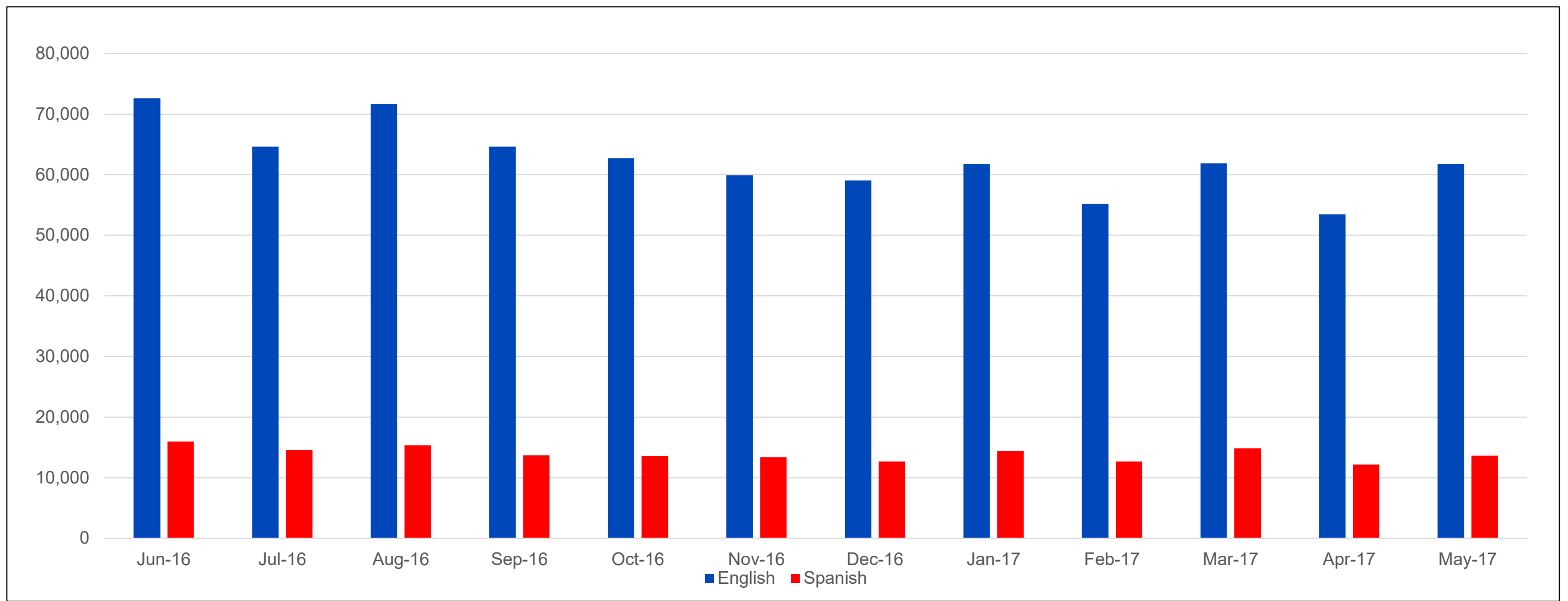
Return Mail Trends – Rolling YTD



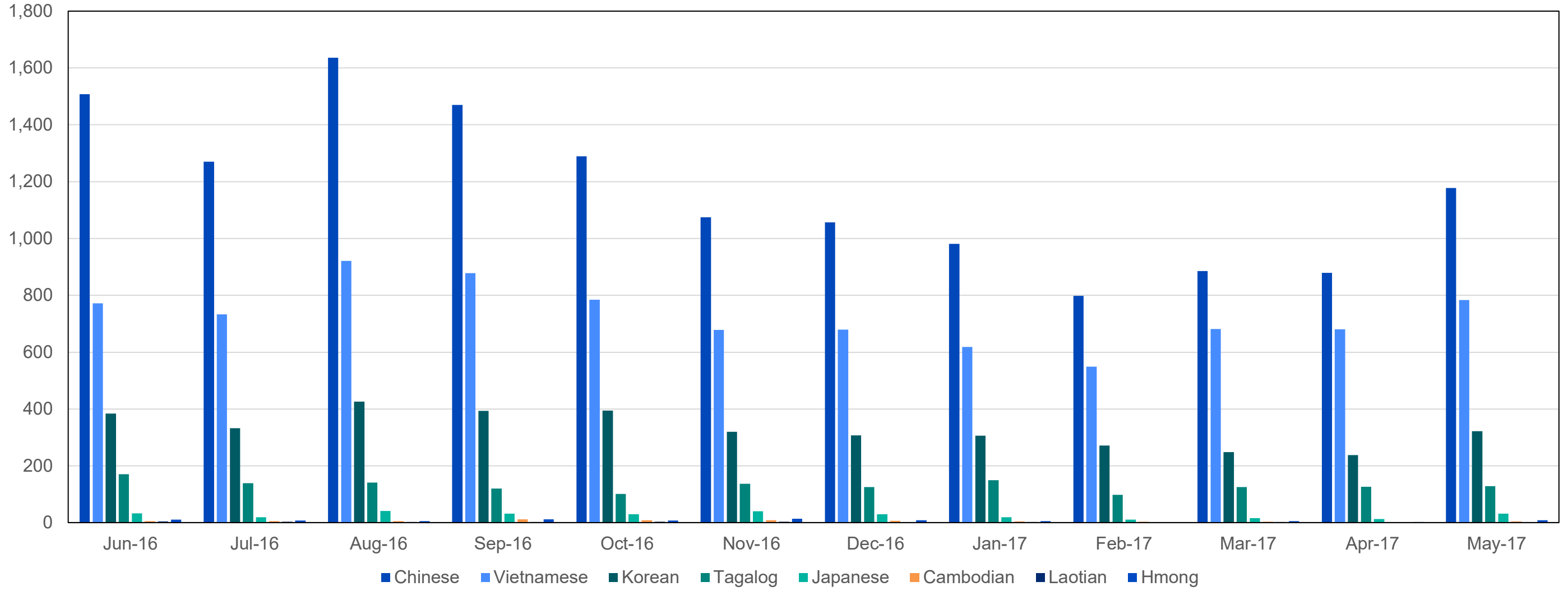
Call Center Throughput – Rolling YTD



Call Center Volumes – English and Spanish – Rolling YTD



Call Center Volumes – Asian Languages – Rolling YTD



Top Call Reasons

1. Check Status
2. Device/Service Issues – phone doesn't work/battery doesn't charge, etc.
3. Customer calls requesting to be transferred (referred by Carrier)
4. Information needs to be updated – name/address change
5. Customer states they didn't sign up for cell phone and lost previous discount or are receiving letters of others using their address, etc.

CONDUENT

