



WELCOME!

California LifeLine Program

Workshop

February 8, 2017

10:00 a.m. to 4:30 p.m.



California **LIFELINE** program

California LifeLine Team
February 8, 2017
www.californialifeline.com





Introductions and Background





Workshop Agenda

ESTIMATED TIME	AGENDA ITEM
10:00 a.m.-12:00 p.m.	Exception for Failure to Provide Service
12:00 p.m.-1:00 p.m.	Lunch
1:00-2:00 p.m.	Exceptions for Violation of FCC Rules or for Violation of CPUC or California LifeLine Rules
2:00-2:30 p.m.	Summary of Comments on Exception for Failure to Provide Service with Court Reporter
2:30-3:30 p.m.	Consumer Education about Benefit Portability Freeze and Enrollment Request Freeze
3:30-4:15 p.m.	Summary of Comments on Exceptions for Violation of Rules and on Consumer Education with Court Reporter
4:15-4:30 p.m.	Wrap-up





Workshop's Purpose

- CPUC directed Staff to draft a resolution setting forth specific requirements and a process to implement the exception, failure to provide service
- Some parties to the proceeding recommended that Staff hold a workshop
- Workshops = a strategy for discussion, stakeholder collaboration, and clarifying operational topics
- This workshop is NOT to reconsider the requirements and policy objectives of which the CPUC recently adopted in Decision 1701032





Workshop's Three Main Topics

1. Exception: California LifeLine service provider fails to provide service
2. Exception: California LifeLine service provider is found to be in violation of the FCC's, CPUC's, or California LifeLine Program's rules, and the California LifeLine participant was impacted by such violation
3. Consumer education about both types of freezes





Five Types of Exceptions

- California LifeLine service provider ceases operation or **otherwise fails to provide service**
- Eligible telecommunications carrier (ETC) who is also a California LifeLine service provider is **found to be in violation of the FCC's rules** during the benefit year, and the participant is **impacted** by such violation
- California LifeLine service provider is **found to be in violation** of one or more of **the CPUC's or the California LifeLine Program's rules**, and the California LifeLine participant was **impacted** by such violation
- California LifeLine service provider imposes late fees for non-payment related to the supported service(s) greater than or equal to the monthly end-user charge for service
- California LifeLine participant changes residential address





Volume and Characteristics of Transfers (April 2016 to January 2017)

- Two types of transfers: (1) inter-carrier and (2) intra-carrier
- About 1.51 million inter-carrier and intra-carrier transfers
- A majority of transfers (about **76%**) occurred after 30 days while more than half (about **59%**) happened after 60 days
- Transfers predominantly comprised of...
 - Inter-carrier transfers (about **99%**)
 - Transfers between California LifeLine wireless telephone service providers only (about **97%**)
 - Transfers occurring after 7 days (about **94%**)
 - One and two time transfers (about **78%**)





Determining When to Start the Transfer Freeze

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Determining When to Start the Transfer Freeze

2017		February				
MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY	SUNDAY
30	31	01 -Consumer requests California LifeLine wireline telephone service -Consumer requests California LifeLine wireless telephone service	02 -California LifeLine provider requests application packet	03	04	05
06	07	08	09 -Consumer receives application packet	10	11	12
13	14	15	16	17	18	19
20	21 -Administrator receives application packet	22	23	24	25	26
27	28 -Administrator sends approval notifications	01	02	03	04	05





Failure to Provide Service Exception





Handling Requests for Exceptions for Failure to Provide Service

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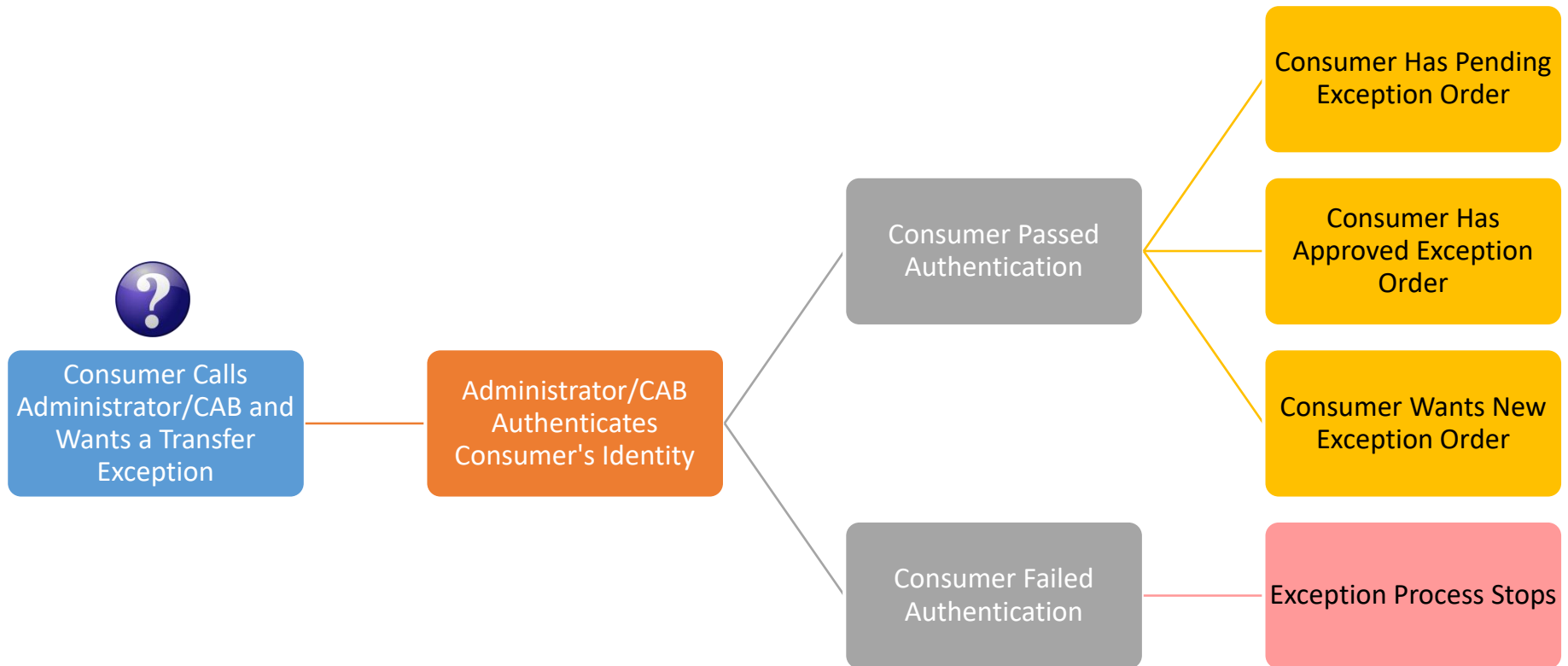


One Preferred Way to Submit Requests for Failure to Provide Service Exception



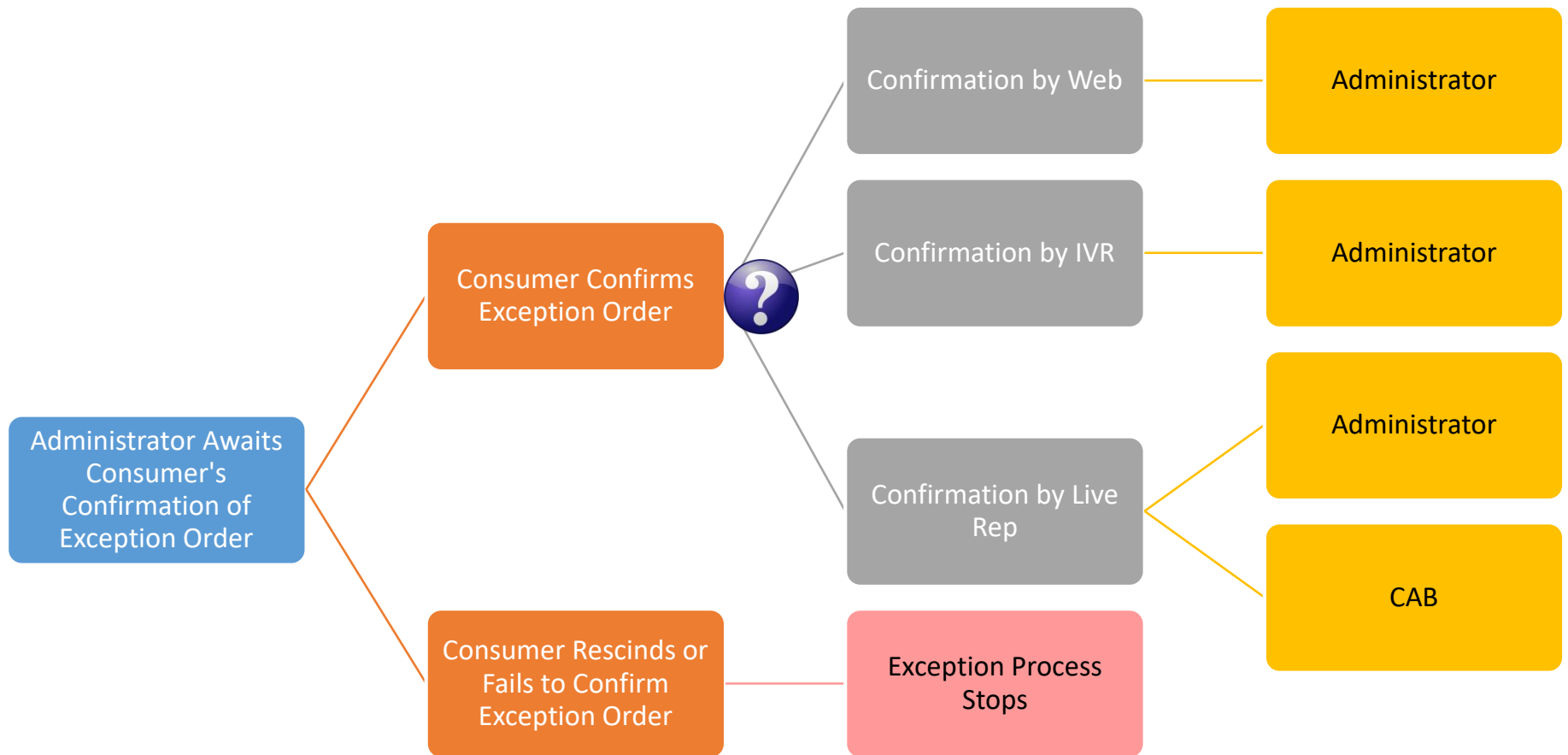


Exception = Failure to Provide Service





Exception = Failure to Provide Service





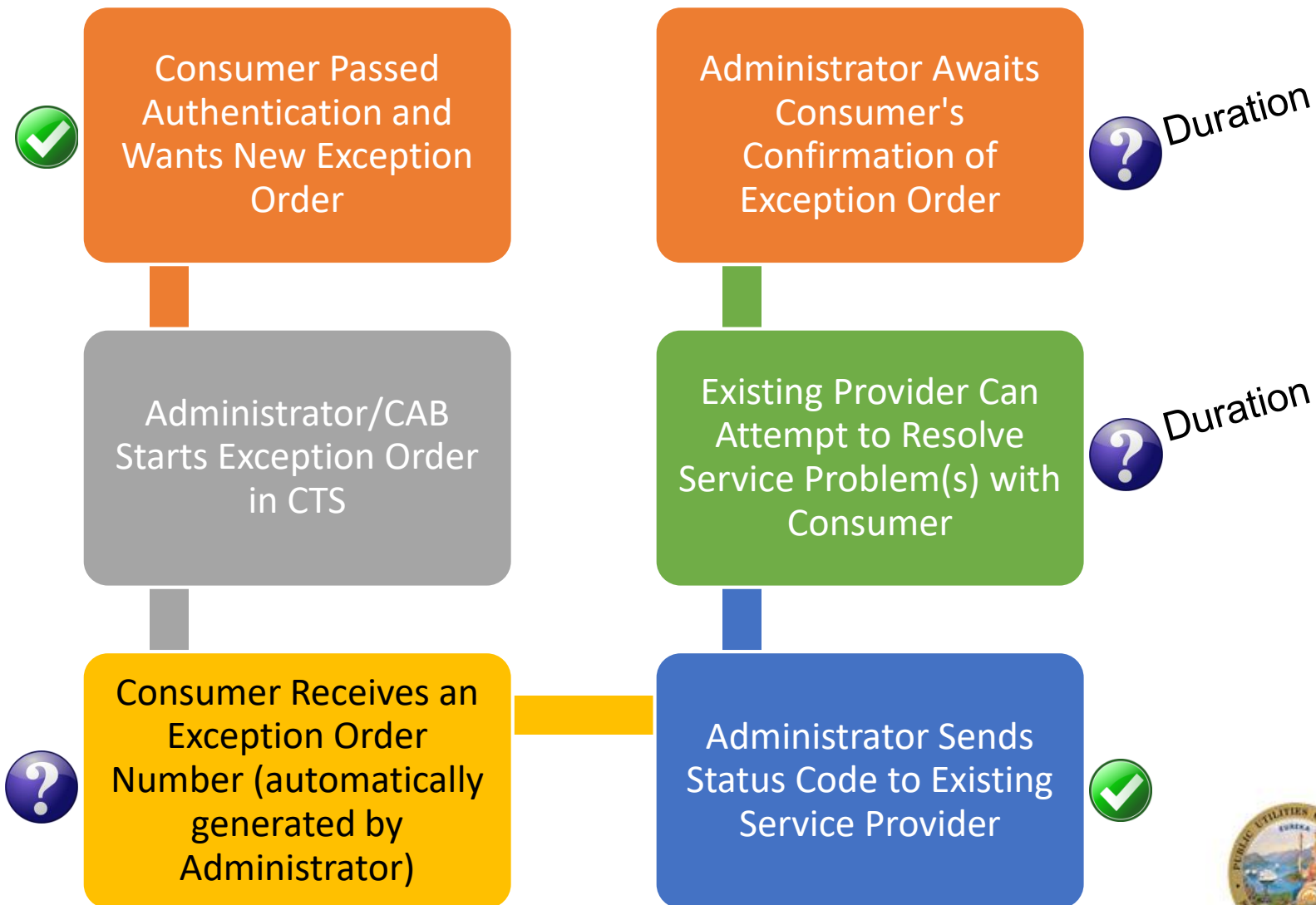
Primary Elements for the Exception: Failure to Provide Service

- ✔ A California LifeLine participant must confirm the California LifeLine service provider has failed to provide service
- ✔ The California LifeLine service provider shall be afforded the opportunity to resolve the service failure with the California LifeLine participant that asserted his/her California LifeLine service provider failed to provide California LifeLine discounted service
- ✔ A California LifeLine participant must confirm the choice to change to another California LifeLine service provider
- ✔ The Program Administrator or the Commission's Consumer Affair Branch (CAB) must have this information to permit the change in California LifeLine service providers prior to the completion of the benefit portability freeze duration
- ✔ If the California LifeLine service provider is unable to fix the service failure, the Administrator or CAB shall allow the California LifeLine participant to switch to a new California LifeLine service provider prior to the completion of the benefit portability freeze duration



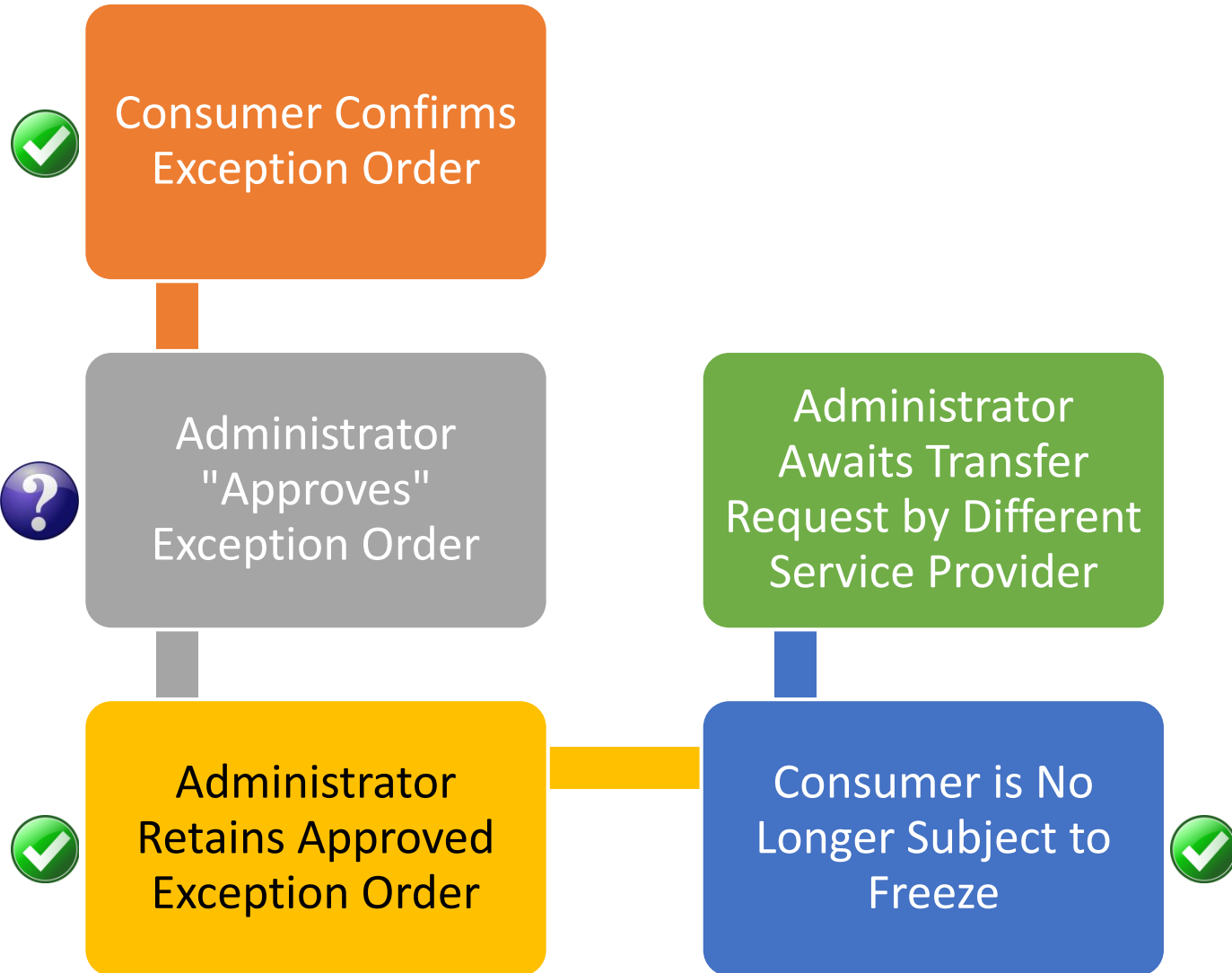


Exception = Failure to Provide Service



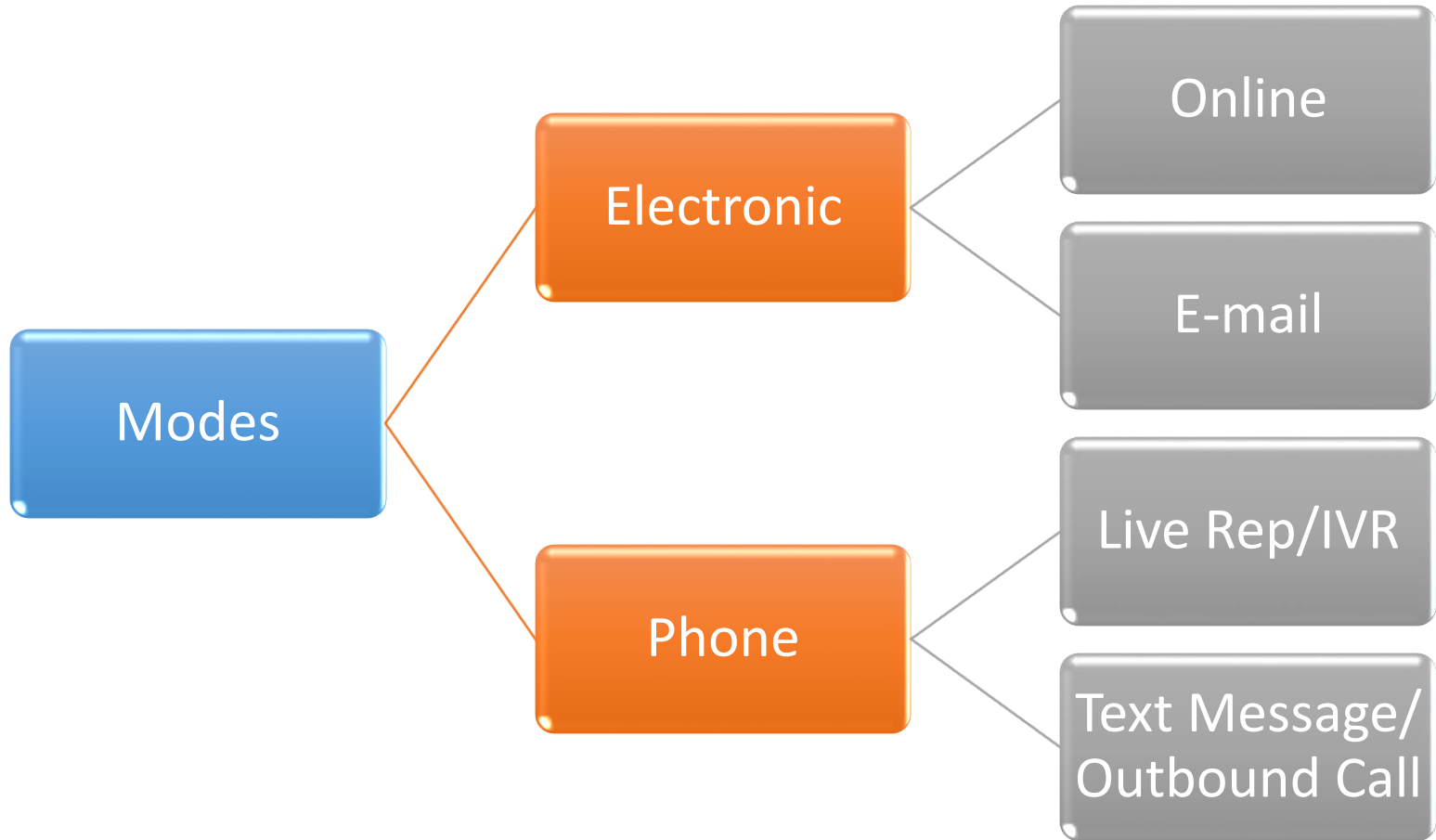


Exception = Failure to Provide Service





Possible Modes of Communicating the Status (Pending, Granted, Rejected) to Consumers





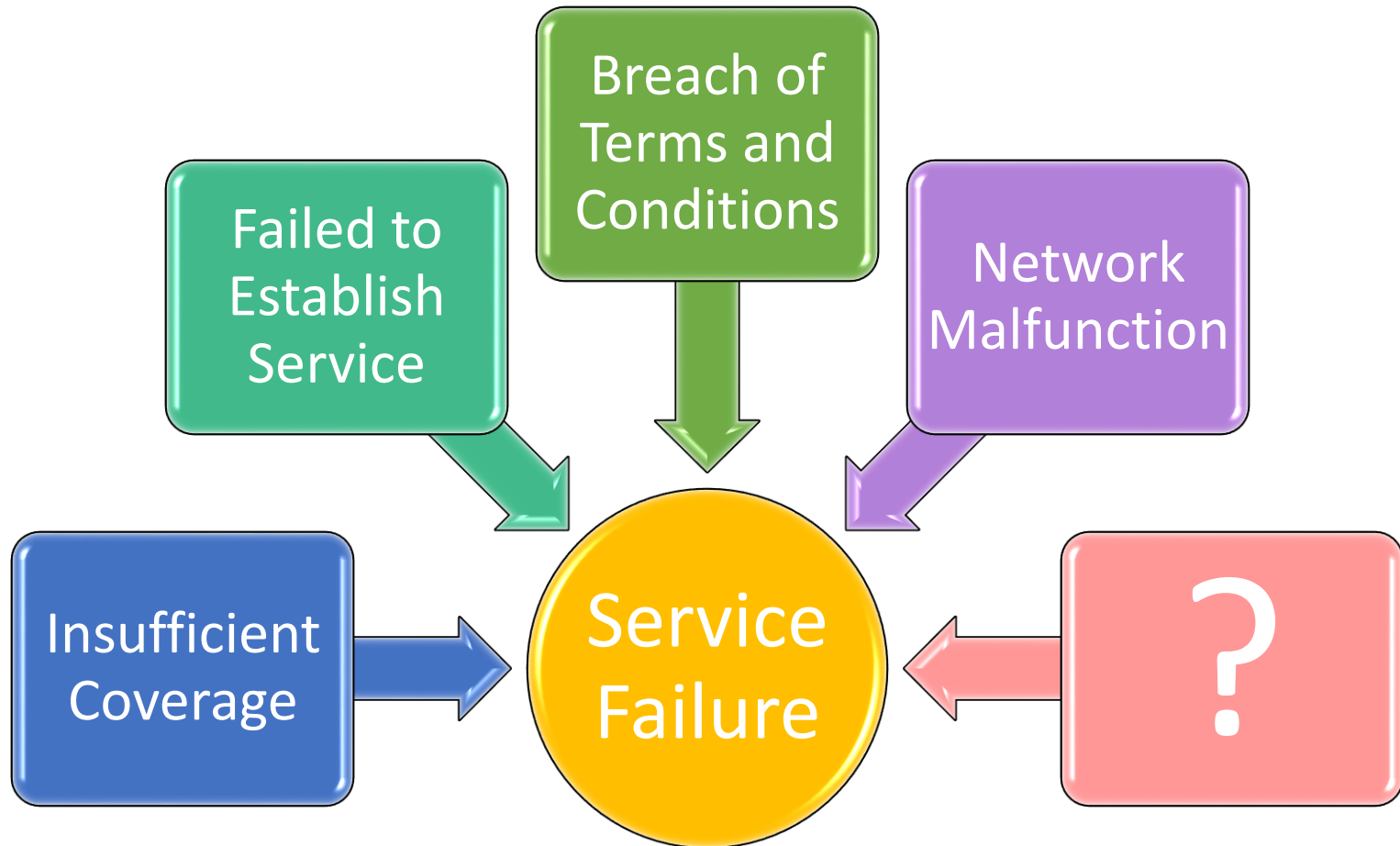
Defining a Failure to Provide Service

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Possible Types of Failure to Provide Service





Consumer Affairs Branch (CAB) Data

	2014	2015	2016
Equipment Problem	21% (152)	34% (391)	38% (390)
Unfulfilled Application Request	44% (318)	24% (281)	27% (277)
Unfulfilled Discounted Service	25% (180)	23% (259)	19% (197)
Unauthorized Transfer	5% (38)	16% (183)	9% (95)

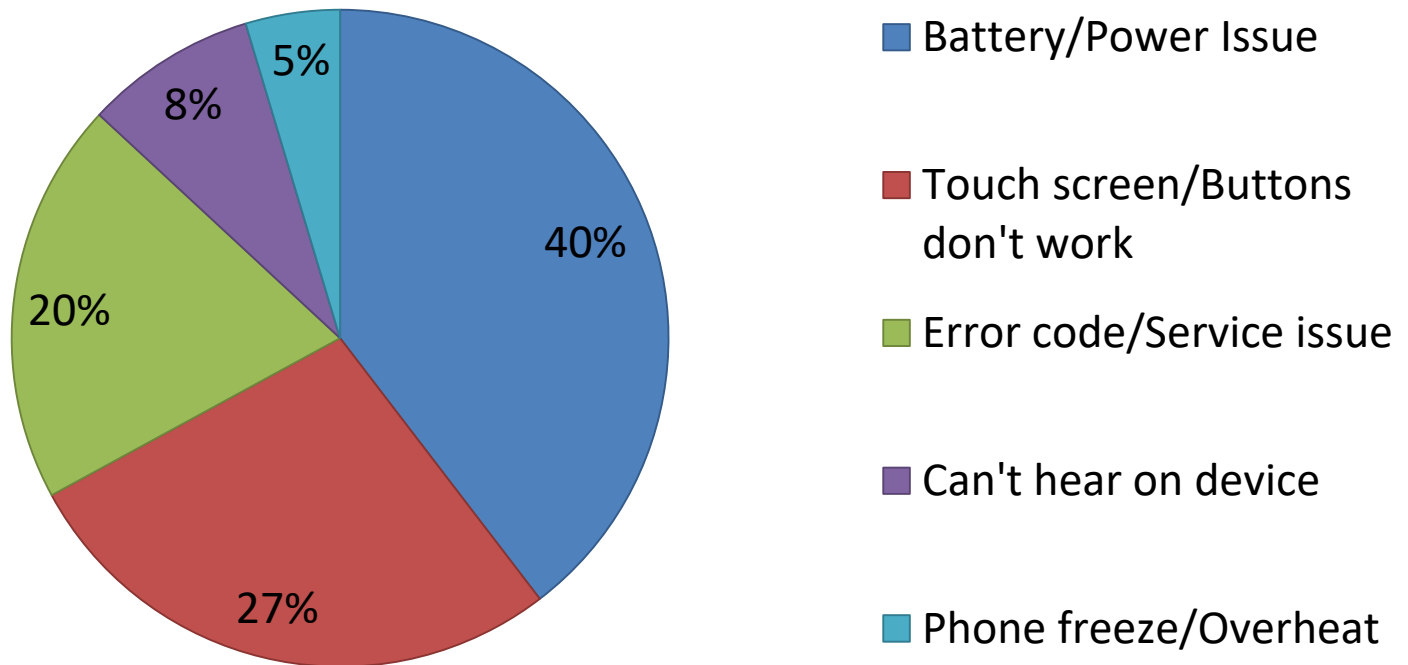




Administrator Data About Equipment Problems

(January 18, 2016 to February 1, 2017)

Volume of Reported Equipment Problem = 1,336





Tracking a Failure to Provide Service

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LUNCH





Consumer Education about Benefit Portability Freeze





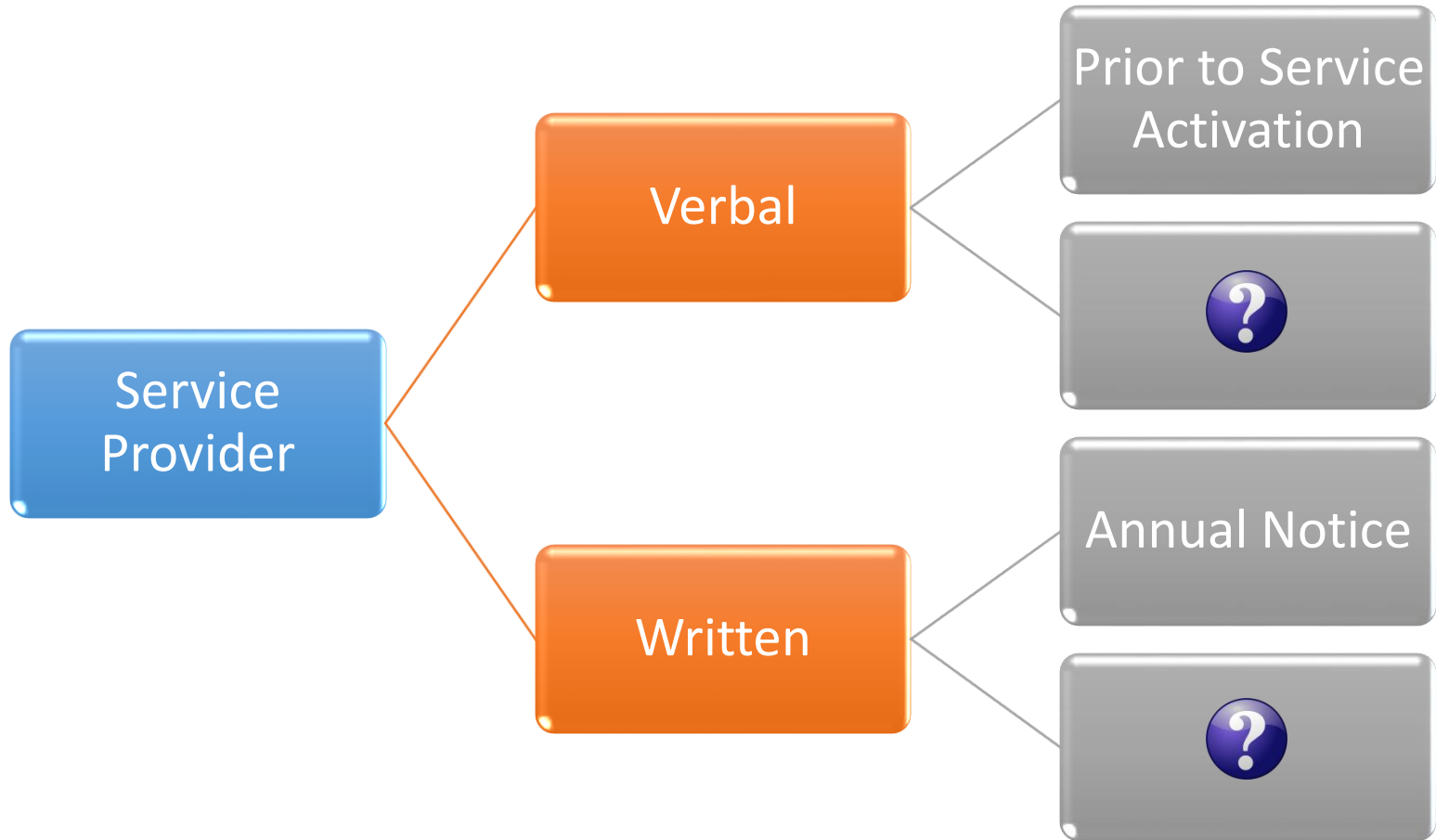
CPUC's Objective

Ensure that consumers receive information they need regarding our benefit portability policies to enable them to change their California LifeLine providers, when justified



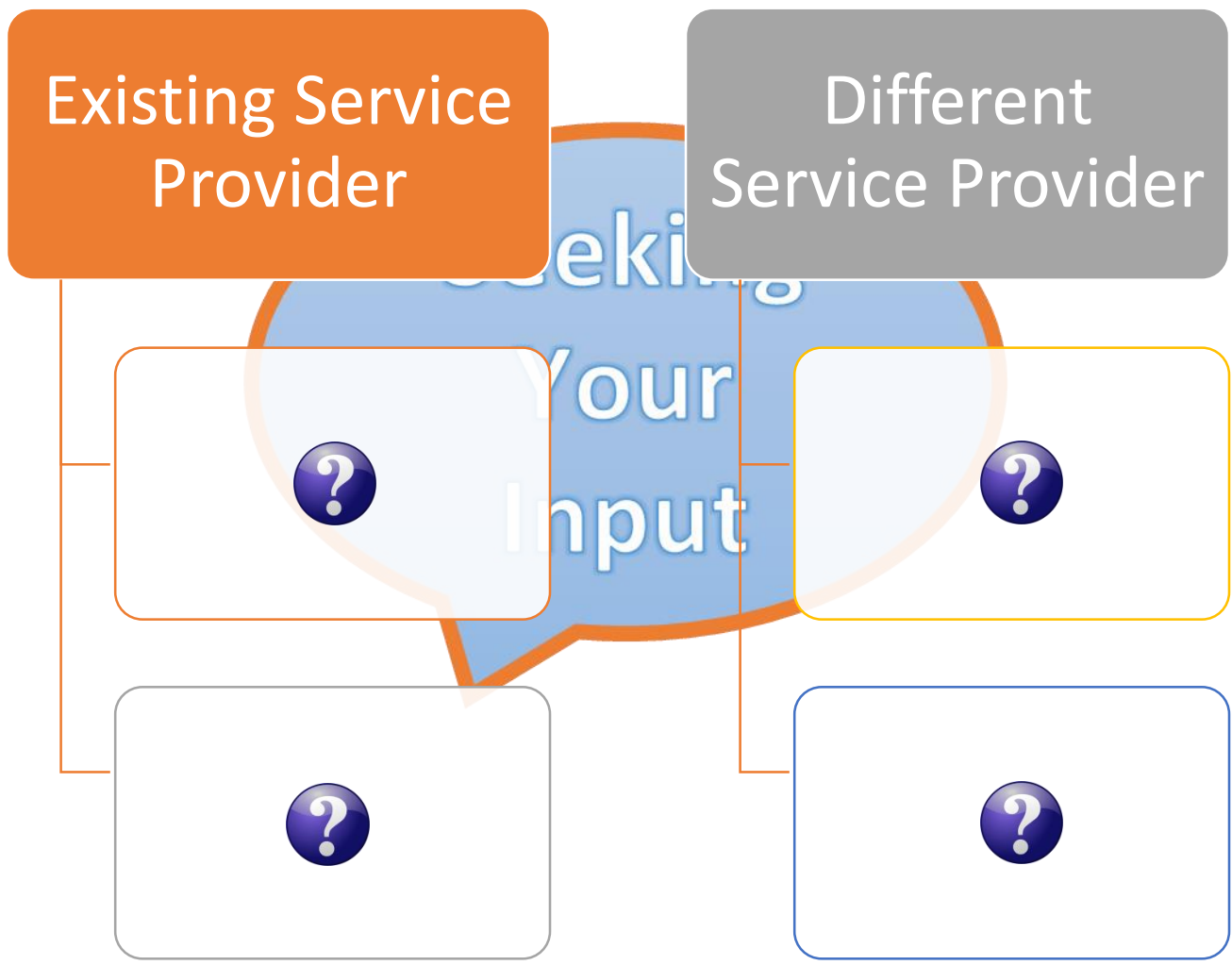


Sources and Modes of Communicating Transfer Freeze and Possibility of Exceptions





Possible Content for Service Providers to Convey





Sources and Modes of Communicating Transfer Freeze and Possibility of Exceptions





Possible Content for Administrator to Convey





Sources and Modes of Communicating Transfer Freeze and Possibility of Exceptions





Possible Content for CAB to Convey

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Consumer Education about Enrollment Request Freeze





Transfer Freeze Versus Request Freeze

	Transfer Freeze	Request Freeze
TYPE OF SERVICE PROVIDER	All	Wireless
FREEZE DURATION	60 Days	30 Days
TRIGGER TO START	?	Application or Transfer
TRIGGERS TO STOP	5 Types of Exceptions	3 Types of Activities





30-Day Enrollment Request Freeze

- Applicable to California LifeLine wireless telephone services only
- Occurs when the California LifeLine Administrator (Administrator)...
 - 1) generates an application packet
 - 2) evaluates an inter-carrier transfer whereby the portability freeze duration does not apply
- 30-day clock starts when the Administrator...
 - 1) generates an application packet
 - 2) confirms request as an inter-carrier transfer whereby the portability freeze duration does not apply
- Administrator must have the consumer's personal information, i.e., name, residential address, date of birth, and last four digits of the social security number (or Tribal ID) at the time of the request, otherwise the enrollment request freeze duration shall not be imposed





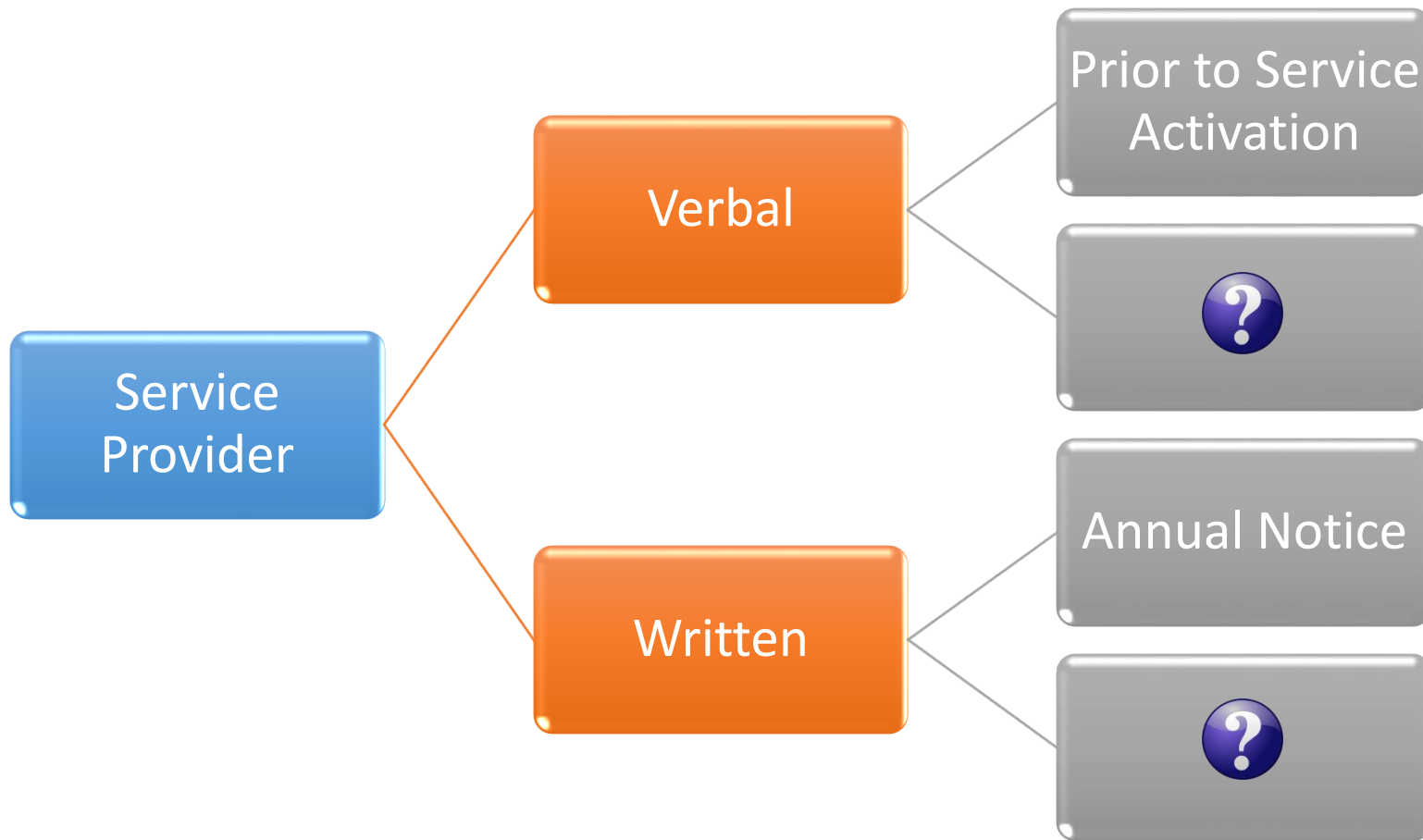
Three Types of Activities to Stop 30-Day Enrollment Request Freeze Duration

- Administrator sends the final eligibility decision to the consumer
- Consumer or California LifeLine service provider cancels the request
- 30 days have passed since the Administrator generated the application packet or confirmed that the request is an inter-carrier transfer request whereby the portability freeze duration does not apply





Sources and Modes of Communicating Enrollment Request Freeze and Ways to Cancel a Request





Possible Content for Service Providers to Convey

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Sources and Modes of Communicating Enrollment Request Freeze and Ways to Cancel a Request





Possible Content for Administrator to Convey





Sources and Modes of Communicating Enrollment Request Freeze and Ways to Cancel a Request



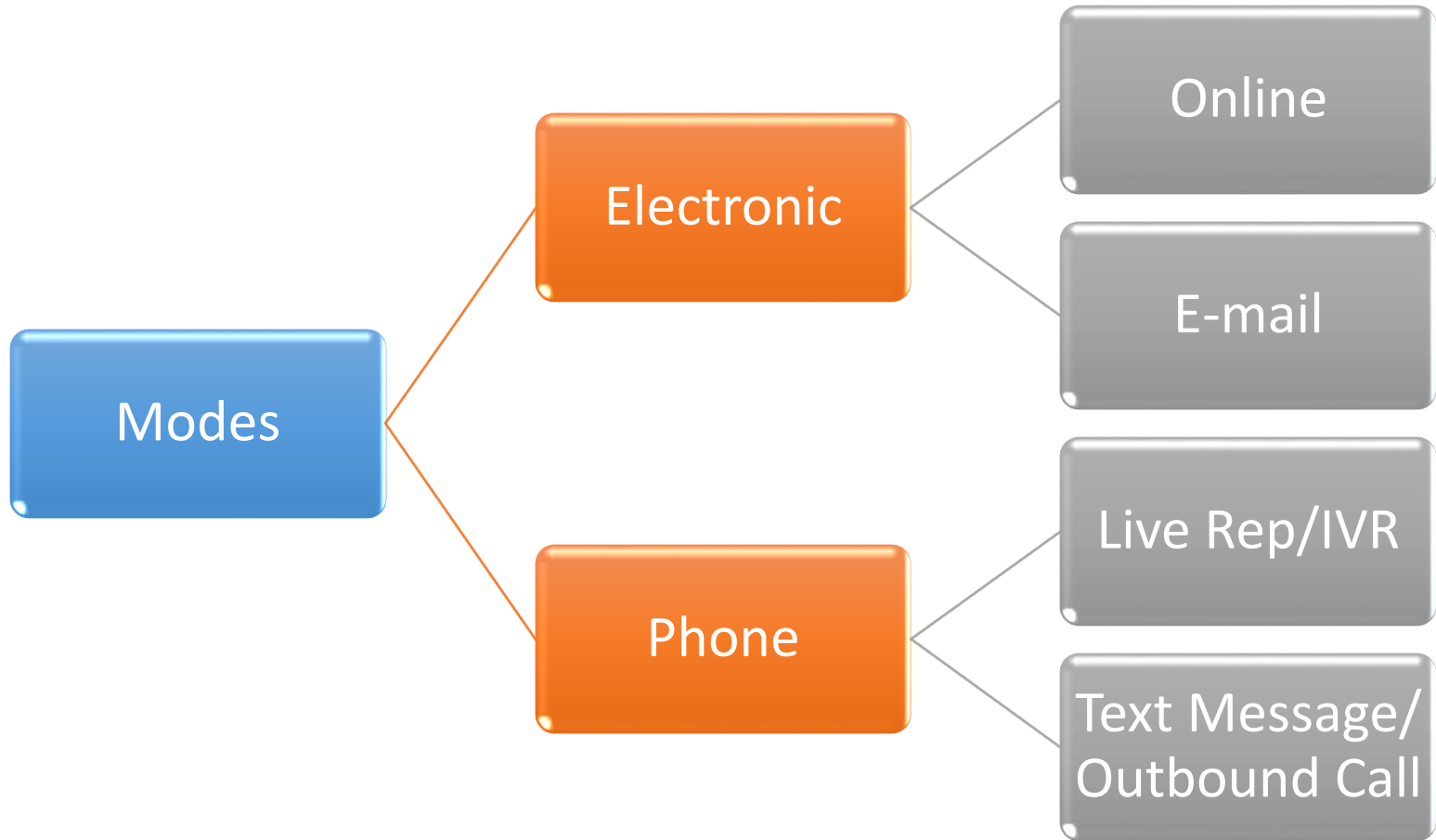


Possible Content for CAB to Convey





Possible Modes of Communicating the Status (Pending, Completed, Rejected) to Consumers



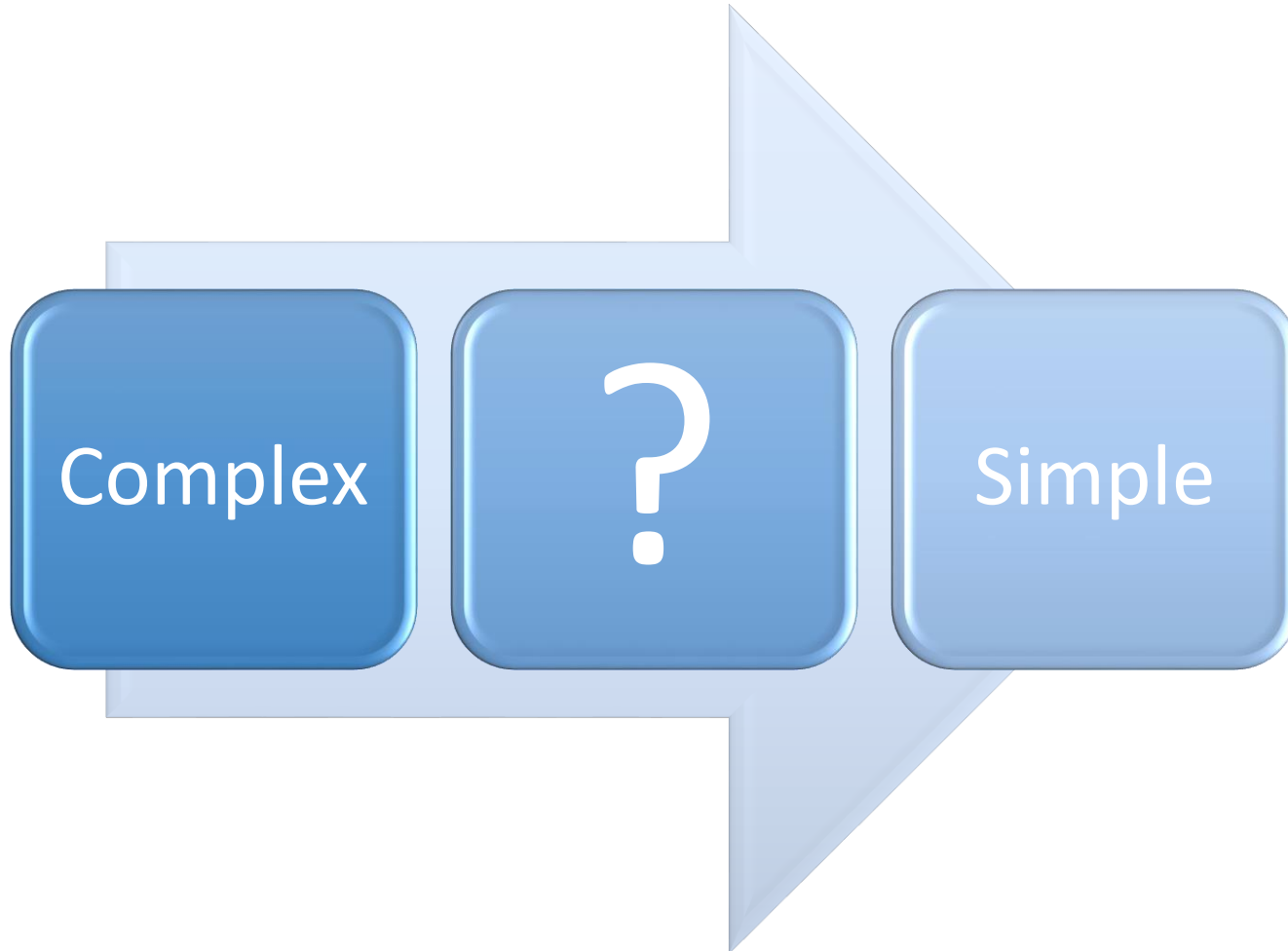


Violations of Rules Exceptions





Handling Requests for Exceptions for Violation(s) of Rule(s)





Handling Requests for Exceptions for Violation(s) of Rule(s)

