

Determining When to Start the Transfer Freeze







Handling Requests for Exceptions for Failure to Provide Service





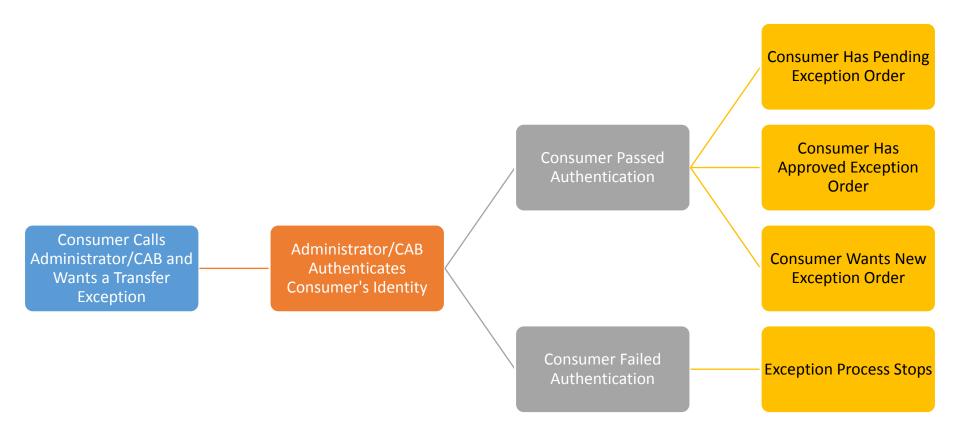


One Preferred Way to Submit Requests for Exceptions to Transfer Freeze













Consumer Passed
Authentication and
Wants New Exception
Order

Administrator Awaits
Consumer's
Confirmation of
Exception Order



Administrator/CAB
Starts Exception Order
in CTS

Existing Provider Can
Attempt to Resolve
Service Problem(s) with
Consumer

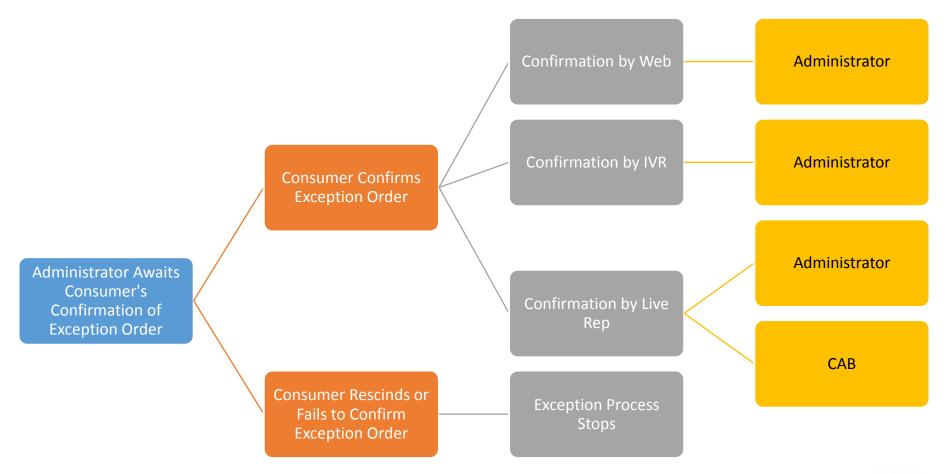


Consumer Receives an
Exception Order
Number (automatically
generated by
Administrator)

Administrator Sends
Status Code to Existing
Service Provider











Consumer Confirms
Exception Order

Administrator
"Approves"
Exception Order

Administrator Retains Approved Exception Order Administrator
Awaits Transfer
Request by Different
Service Provider

Consumer is No Longer Subject to Freeze





Defining a Failure to Provide Service







Keeping Track of Exception Requests







Exception = Violate FCC's Rules







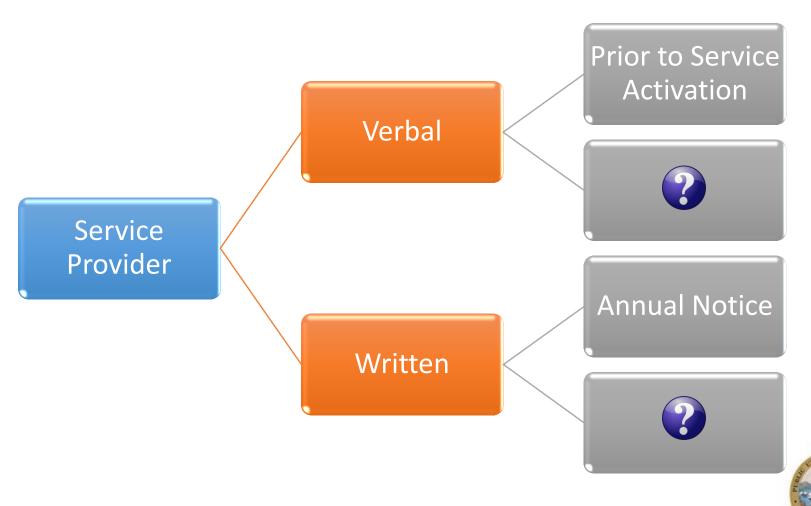
Exception = Violate CPUC's or California LifeLine's Rules





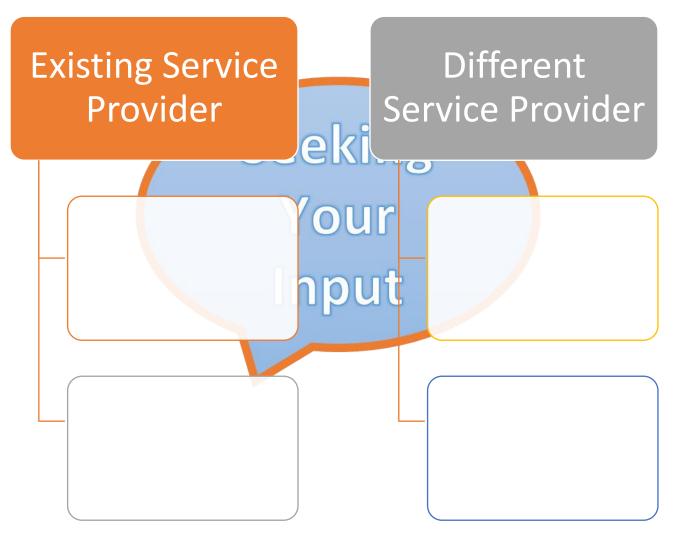


Sources and Modes of Communicating Transfer Freeze and Possibility of Exceptions





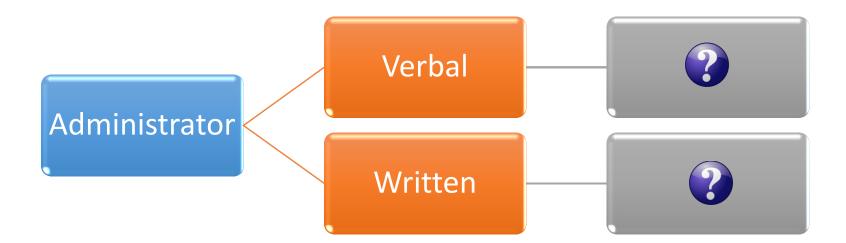
Possible Content for Service Providers to Convey







Sources and Modes of Communicating Transfer Freeze and Possibility of Exceptions







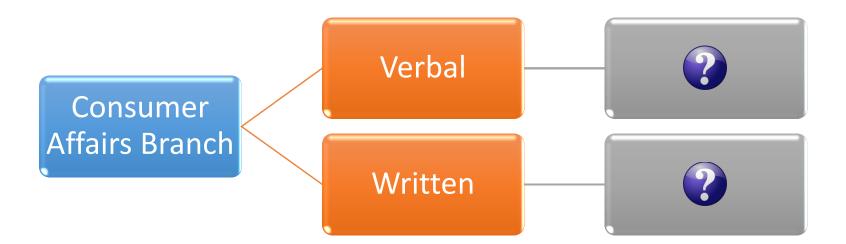
Possible Content for Administrator to Convey







Sources and Modes of Communicating Transfer Freeze and Possibility of Exceptions







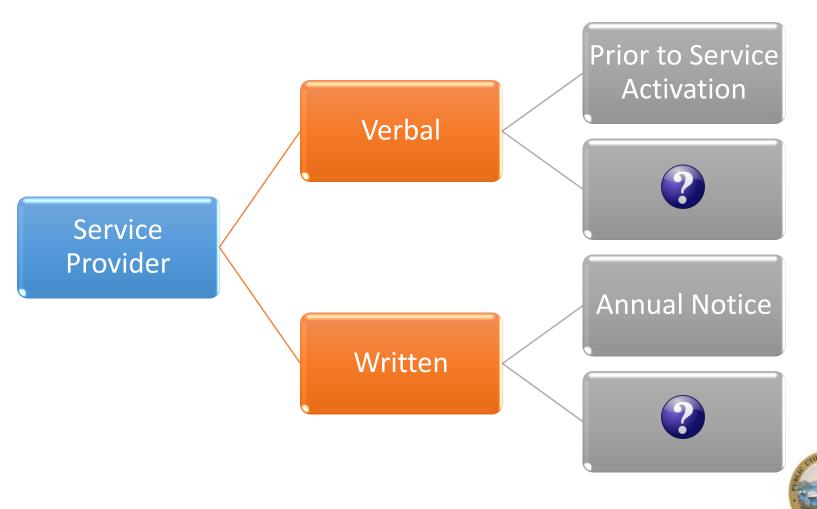
Possible Content for CAB to Convey







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





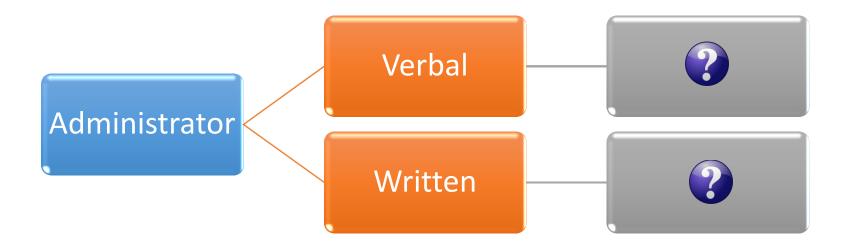
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Sources and Modes of Communicating Enrollment Request Freeze and Ways to Cancel a Request







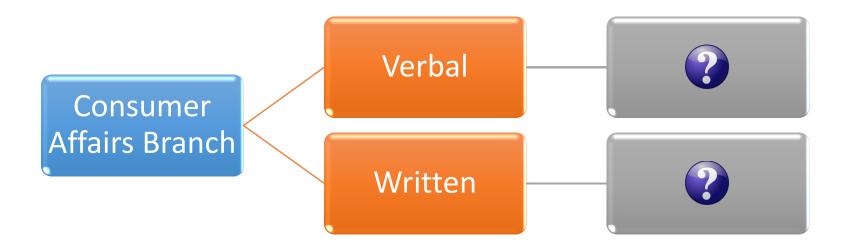
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Sources and Modes of Communicating Enrollment Request Freeze and Ways to Cancel a Request







Possible Content for CAB to Convey



