

## **California Lifeline Working Group Meeting Notes for April 15, 2015**

### **1. XEROX Update**

- Xerox has drafted up notes from WES workshop; CPUC is currently reviewing. Once it is approved, CPUC will send out to Working Group.
- All other Xerox processes are working well.
- Whenever an issue with any of Xerox' systems (files not getting processed, server issues, etc.) arises, Bill communicates immediately to all carriers.

### **2. Acceptable Types of Identification Documents for Expanded Exceptions Process for the ID Check**

- We received some feedback: some commented that we should accept all possible types of government-issued ID documents. The list we provided only encompasses documents used by USAC and DMV. We received recommendation to exclude foreign government-issued ID documents. CPUC will take into consideration.
- The CPUC wants to know from carriers participating in NLAD how the USAC-approved document list is working. Alex from CGM shares that the list is adequate but that USAC previously accepted employer IDs, which can be difficult to evaluate. CGM had asked that Matricula's be accepted, but USAC does not want to accept non US-issued ID.
- Desiree from Verizon shares that because this is a California government-based program we should stick with US forms of ID. Yvonne agreed. Chris from Telscape shares that exclusively accepting US IDs would help companies because customers are re-applying with different spellings of the same name. Dan from iWireless agrees because there is no way of verifying foreign IDs. Robin from Budget agrees.
- CPUC would like thoughts on the minimum amount of info required from a government document. Desiree shares that we should require more than merely a name. Rob from ORA suggests limiting ID to state-issued ID and utility bills. The group would like to know what forms of documentation are accepted by other California programs: PGE discount requires driver license/state ID and physical address.

### **3. Share Concerns regarding California LifeLine Telephone Service Providers' Marketing and/or Selling Practices**

- Continue brainstorming and sharing ideas to improve the messaging about the program to consumers
  - Desiree from Verizon says that we must have a font requirement on disclaimers. Also encourages a one-pager saying that wireless service would be transferred from wireline. Eric from iWireless agrees.

### **4. XEROX Direct Application Process Update - Data spans Nov. 5, 2012 to April 7, 2015**

- Process working well

TotalTransactions	Success	Failed	AppRequests	Approvals	Denials	Pending	Disconnected	CDs_to_date
2105055	1943816	161192	1685556	1124184	281631	238840	41023	275147

**5. FYI: Wireless Telephone Service Providers with Pending Filed Advice Letters Seeking Authority to Offer California LifeLine Wireless Telephone Services Update**

- TracFone Wireless, Inc. (PENDING PROPOSED RESOLUTION)
- Blue Jay Wireless, LLC (PROTEST PERIOD HAS ENDED)
- Curatel, LLC (PROTEST PERIOD HAS ENDED)
- TC Telephone, LLC (PROTEST PERIOD HAS ENDED)
- American Broadband and Telecommunications Company (PROTEST PERIOD HAS ENDED)
- SelecTel, Inc. (PROTEST PERIOD HAS ENDED)
- Mobile Net POSA, Inc. (PROTEST PERIOD HAS ENDED)
- Telrite Corporation (PROTEST PERIOD HAS ENDED)
- AmeriMex Communications Corp. (PROTEST PERIOD HAS ENDED)
- Global Connection Inc. of America (PROTEST PERIOD HAS ENDED)