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CHICAGO

2017



# LifeLine: California Update

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# Update on LifeLine in California



- CPUC Motion for Extension of Time – Eligibility
- Port Freezes and Address Exception
- Activation/Connection Charge Reimbursements
- Annual Recertification
- Online Enrollment

# CPUC Motion for Extension of Time on Eligibility



- CPUC Motion

- Requests extension until December 31, 2018 to comply with FCC rules on Lifeline eligibility
- Unforeseen circumstances and staffing constraints
- Hiring new Administrator; contract expires April 2018
- Complied with previous Waiver Order by incorporating the port freeze on time

- California LifeLine Coalition Letter

- Supports extension, conditioned on implementing the 12-month broadband port freeze and exceptions process consistent with USAC guidance

# Port Freezes and Address Exception



- **January Decision**
  - Implemented 60-day port freeze (but not 12-month)
  - No evidence required to demonstrate consumers meet one of the exceptions to the port freeze
  - Consumers do not have to affirmatively state or confirm changing residential address
  - Administrator will confirm address provided is different than one on file
- **California LifeLine Coalition Petition for Modification (Mar. 7, 2017)**
  - CPUC decision is inconsistent with requirements of 2016 Lifeline Modernization Order and California opt-out of the NLAD
  - USAC requires documentation of new address (R codes)

# Activation/Connection Charge Reimbursements (\$39)



- 2 per year per subscriber
- Limited to two situations
  - (1) New to LifeLine program
  - (2) Benefit transfer from one provider, wireline or wireless, to a wireless LifeLine provider
- Not available for re-enrollments or benefit transfers after 30 days from de-enrollment
- California LifeLine Coalition raised issue of reimbursements for program re-enrollments with the same or different provider in comments and June 30, 2017 Petition for Modification

# Annual Recertification



- Benefit transfers do not count as recertification
  - Administrator conducts expensive outreach to recertify 100% of all subscribers every year
  - Added online recertification and IVR option
  - 32% success rate
- Improve coordination efforts between Administrator and service providers for outreach
- Recommendations for improvement that would increase success rate from 32% to 86% at potential annual savings of \$2.69M



# Online Enrollment



- Outside of California, ETCs can enroll with initials or check marks for certifications and signature pursuant to the Federal E-SIGN Act
- California E-SIGN
  - Public entities not required to accept
  - Have to get approval from CPUC and Administrator



# Questions?



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