

CALIFORNIA LIFELINE PROGRAM APRIL 25-26, 2016 WORKSHOP AGENDA

- A. California LifeLine Program Budget and Expenses
- B. California LifeLine Program Statistics
- C. Renewal Process
 - 1. Description of the renewal process and of renewal statistics
 - 2. Recent improvements by the California LifeLine Administrator
 - 3. Upcoming improvements of the California LifeLine Administrator
 - 4. Communications Division's proposed change to the renewal process
 - 5. Parties' proposed changes to the renewal process
- D. Service Connection Charge
 - 1. Reimbursement level
 - 2. Frequency of reimbursement
 - 3. Reimbursable activities
 - 4. Participant's contribution
 - 5. Justification for reimbursement
 - 6. Access to real-time information if the reimbursement is limited
- E. Service Conversion Charge
 - 1. Reimbursement level
 - 2. Frequency of reimbursement
 - 3. Reimbursable activities
 - 4. Participant's contribution
 - 5. Justification for reimbursement
- F. Consumer Protection
 - 1. Data collected regarding consumers' experiences
 - 2. Degree of involvement of service providers in the enrollment process
 - 3. Disclosures and examples of issues with existing disclosures
 - 4. Managing service providers' sales representatives
- G. N11 Obligation
- H. Payment Floor