

Questions for 7/11 webinar

1. Eligibility
 - a. If developing separate CA-only programs, what changes to eligibility criteria would you like to implement?
 - b. If CaLL is separated from federal program, should a participant be allowed to participate in both programs/receive both discounts?
 - c. Should the one discount per household rule be eliminated or modified?
 - d. How do we coordinate CPUC consumer programs?
 - i. Should the eligibility criteria for all CPUC consumer programs be the same?
 - ii. Should there be automatic enrollment/eligibility between programs?
 - e. How do we coordinate CPUC universal service programs?
 - i. Should the eligibility criteria for all CPUC consumer programs be the same?
 - ii. Should there be automatic enrollment/eligibility between programs?
2. Enrollment
 - a. What are possible methods to allow participant to sign up directly with TPA? What are pros/cons of having participant sign up directly with the TPA?
 - b. Should participants sign up with partner social service agencies?
 - i. Which agencies?
 - ii. How would process work?
 - iii. What are potential problems?
 - c. How could enrollment be changed to eliminate the mailed/paper forms?
 - d. Should the mailed/paper forms be eliminated?
 - e. What would effect be of requiring photo ID at enrollment?
 - f. Are there any carriers currently requesting ID to establish identity?
3. Consumer needs
 - a. How can we gather information about participant opinions of current service offerings?
 - b. Is participant dissatisfaction with CaLL service or devices contributing to low renewal rate?
 - c. How can we improve the renewal rates?
 - i. Should the renewal process be modified?
 - ii. How would the process work?
 - iii. What are some of the challenges the service providers are facing? What worked? What didn't work?
 - d. What other telecommunications needs do low-income consumers have that are not currently being met by CaLL?
4. Recruiting stakeholders
 - a. How can we encourage other stakeholders to participate?
 - b. What stakeholders are missing from current discussions?
 - c. how do we get other facilities-based service providers to participate?
 - i. Why do the facilities-based wireless carriers choose not to participate? What changes to the program would motivate them to participate?
 - ii. Should the program differentiate between facilities-based and non-facilities-based wireless providers? Should there be different program rules for each?

5. Funding

- a. What funding level for CA-only program?
- b. What would minimum funding level be for participants to continue to receive current level of service?
- c. Should goal be to have participants receive both federal and CA discounts when they qualify for both?
- d. Should the CA program continue to combine federal and state discount for participants who qualify?