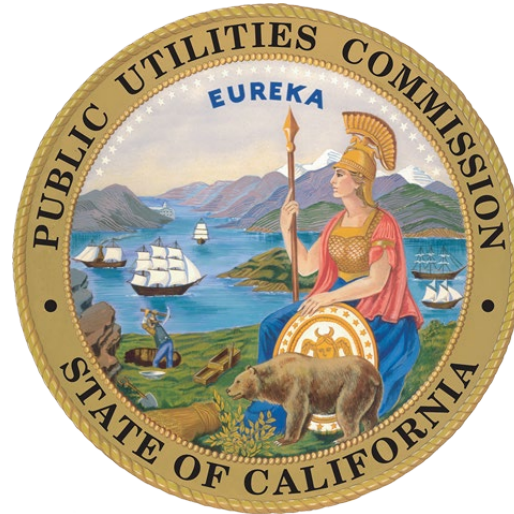




California LifeLine Program Update



Presented by Communications Division
Low-Income Oversight Board

California Public Utilities Commission

June 8, 2018



Presentation Overview

- Program Statistics
- Enhanced Lifeline





Participation Stats

■ Active California LifeLine Wireless Providers:

1. TruConnect
2. Assurance Wireless
3. Boomerang Wireless, LLC
4. TAG Mobile, LLC
5. i-wireless, LLC
6. Air Voice Wireless, LLC
7. Telrite Corporation
8. Global Connections Inc. of America
9. Amerimex
10. TracFone
11. Blue Jay Wireless
12. American Broadband





Participation Stats cont.

- **Pending Wireless Providers (as of May 1, 2018)**

California LifeLine	Federal Lifeline
1. SelecTel, Inc.	1. Qlink
2. Mobile Net POSA, Inc.	
3. Excess Telecom, Inc.	
4. EZ Reach Mobile	
5. TC Telephone	
6. Red Pocket	





Total Participants

(End of April 2018)

CA LifeLine Wireless Participants	1,321,815
CA LifeLine Wireline Participants	397,428
CA LifeLine Participants	1,719,243





Top Carriers

(End of April 2018)

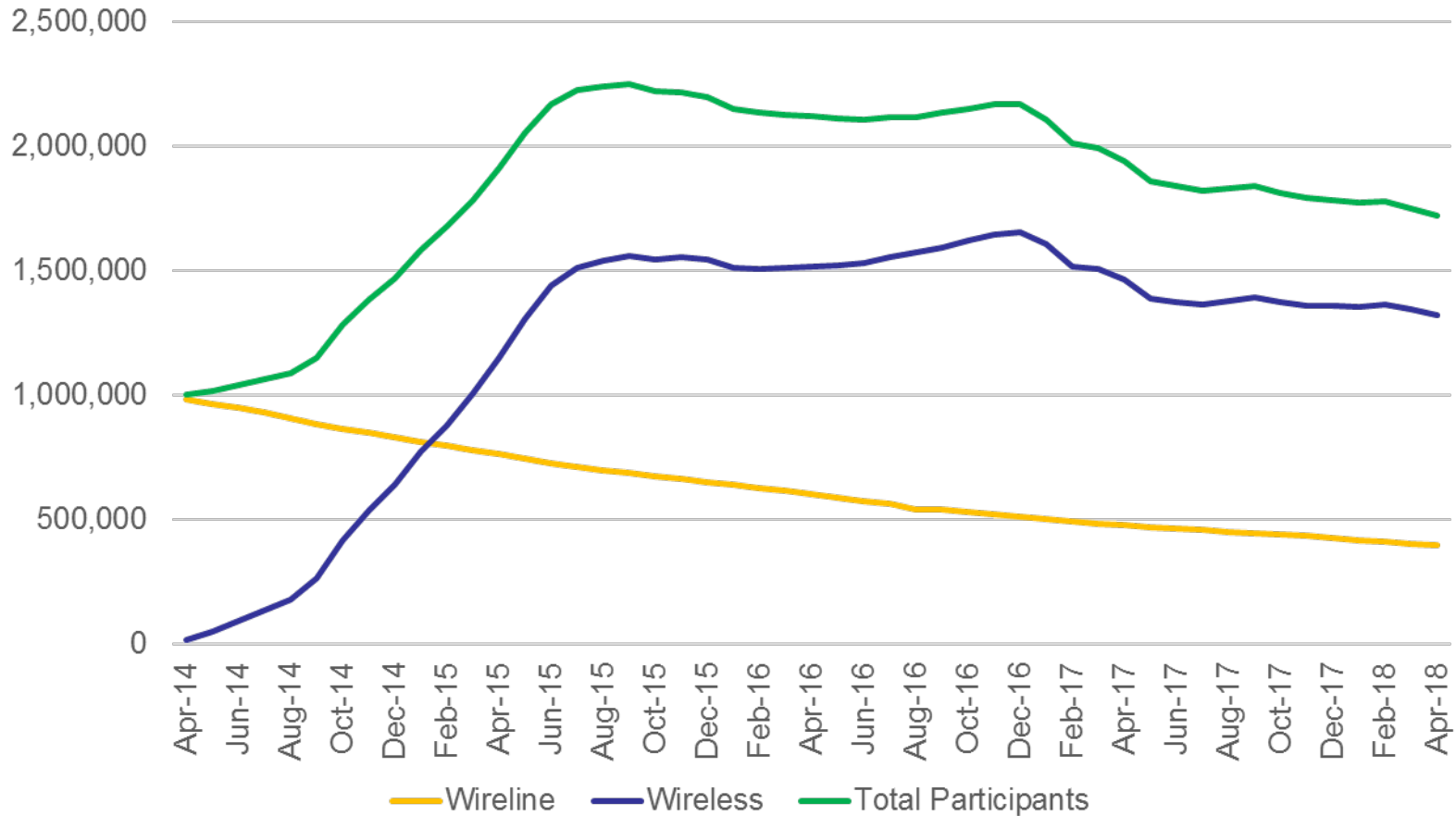
Top 3 Carriers	Participants
Assurance Wireless	476,307
AT&T (wireline carrier)	267,238
TracFone Wireless	169,298





CA LifeLine Participants

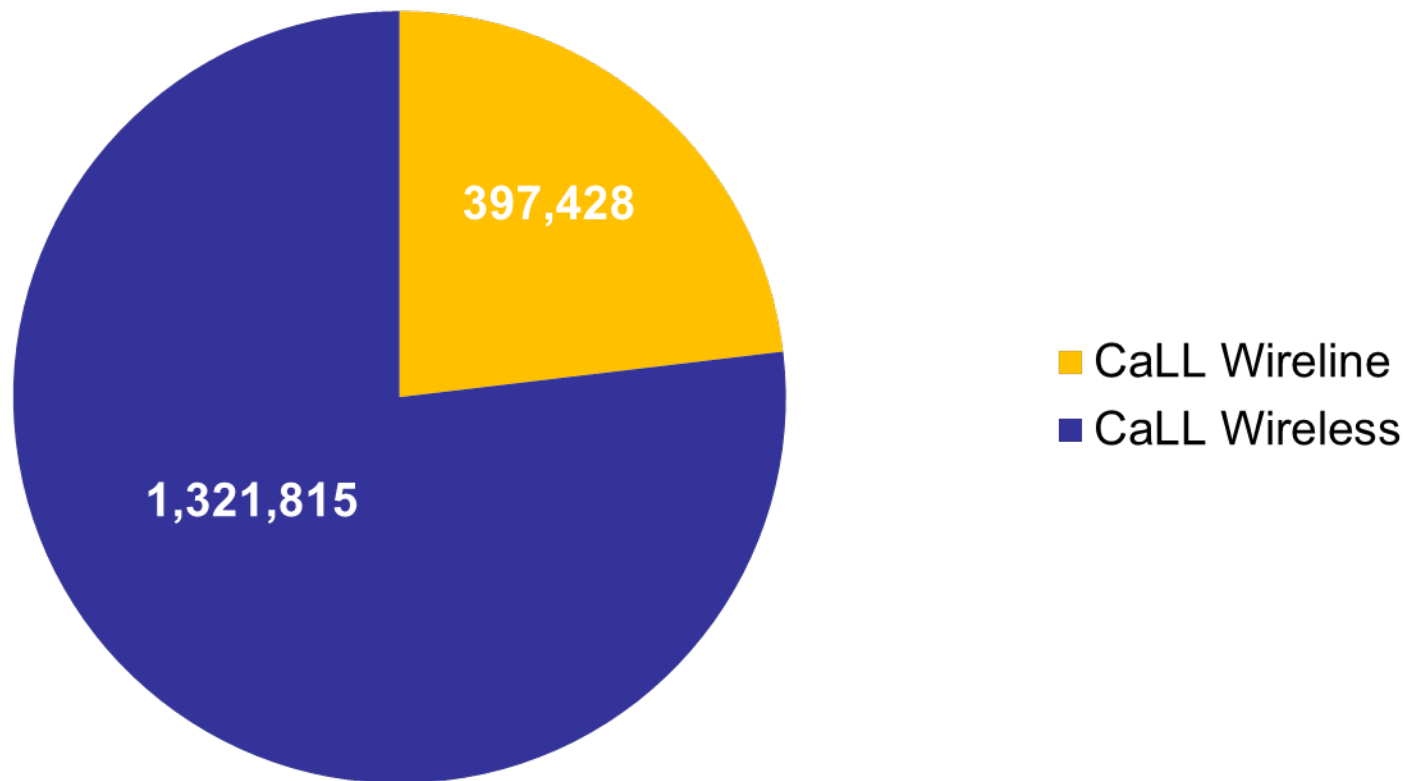
April 2014 - April 2018





CA LifeLine Participants

(end of April 2018)





CA LifeLine Participation Rate

CA LifeLine	Estimated Eligible Participants*	Approved Participants as if 4/30/18	Participation Rate**
Wireline	3,893,212	397,428	10%
Wireless	3,893,212	1,321,815	34%
Wireline + Wireless	3,893,212	1,719,243	44%

* At or below 200% Federal Poverty Level, provided by DOF based on the 2015 Census Data.

9 ** Participation rate by county was provided to Board on 5/25/18.





Enhanced Lifeline update

- 4 wireless carriers have been approved to offer Enhanced Lifeline:
 - Boomerang
 - AirVoice
 - BlueJay
 - TracFone (approved December)





Enhanced Lifeline Subscribers

Enhanced Lifeline carriers	End of October 2017	End of January 2018	End of April 2018
1. Frontier Communications CA formerly Verizon	9	9	9
2. Ponderosa	19	21	20
3. Frontier Communications – of the Southwest	6	6	7
4. Frontier Communications – West Coast	6	6	6
5. Sierra Telephone	11	10	10
6. Siskiyou Telephone	9	10	14
7. AT&T	2	2	2
8. Boomerang (Wireless)	0	267	907
9. AirVoice (Wireless)	0	0	0
10. Blue Jay (Wireless)	0	0	0
11. TracFone (Wireless)	0	0	0
Total	62	331	975

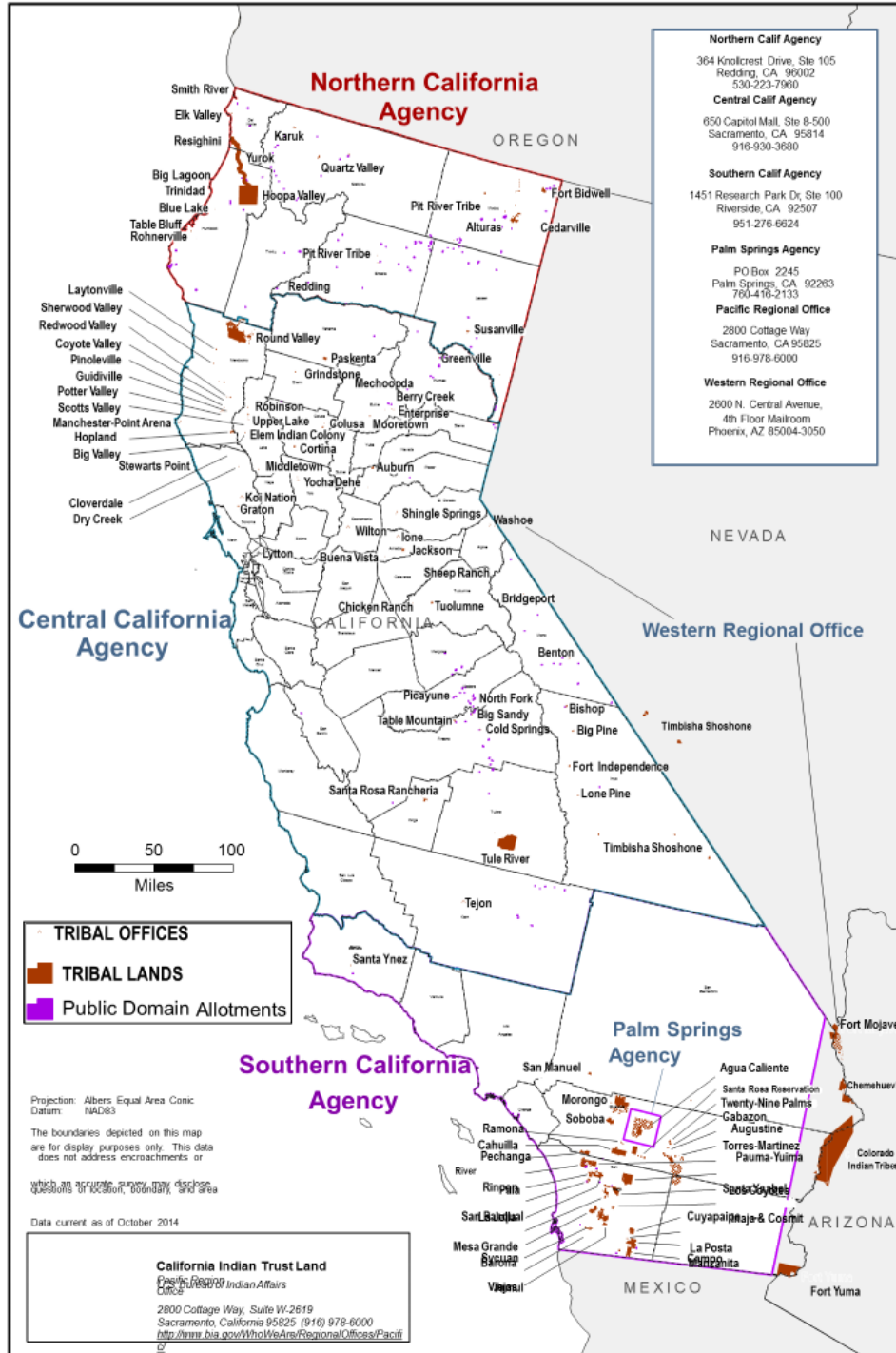




Next Steps

- Continue to work with selected carriers to discuss outreach/education strategies to participants.
- Encourage wireless LifeLine providers to participate in Federal Enhanced Lifeline program.
- Continue to work with the CPUC Tribal Liaison to discuss strategies of how to increase participation.







Contact Information

- Anna Jew – California LifeLine Implementation
 - AML@cpuc.ca.gov; (415) 703-3087
- Consumer Affairs Branch
 - http://www.cpuc.ca.gov/puc/cec/e_complaint/; (800) 649-7570
- CA LifeLine Administrator
 - <https://www.californialifeline.com/en>
 - (866) 272-0349 – English
 - (866) 272-0350 – Spanish
 - (866) 272-0351 – Lao/Hmong
 - (866) 272-0352 – Khmer
 - (866) 272-0353 – Tagalog
 - (866) 272-0354 – Korean
 - (866) 272-0355 – Vietnamese
 - (866) 272-0356 – Chinese
 - (866) 296-0860 – Japanese





Thank you!
For Additional Information:
www.cpuc.ca.gov
www.californialifeline.com/en

