California Connect (CAC)

PU Code Section 2881 directs the CPUC to ensure service access to 911 and other emergency services for Californians with disabilities. This program is dedicated to serving people who cannot use a standard telephone because of difficulty seeing, hearing, speaking, moving, or remembering.

Multilingual Access

Application process available in TTY, English, Spanish, Chinese, Hmong, Vietnamese, and Russian.

Community Approach

Application also available to small businesses and qualifying non-profit agencies.

CAC Service Centers





Major Program Areas

Equipment Contact Center and Service Centers

- Amplified phones
- Big-button speakers and picture phones
- Voice carryover phones
- Text telephone and Telebraille

California Relay Service (CRS)

- Traditional Relay Service
- Captioned Telephone Service
- Speech-to-Speech Service
- Visually Assisted Speech-to-Speech Service

Speech Generating Devices

- Text-to-Speech equipment

Please note that the Participants by County map reflects information as of October 2026. For more information about CAC please visit: www.caconnect.org

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California Public Utilities Commission

505 Van Ness Avenue | San Francisco, CA 94102 | cpuc.ca.gov |

Consumer Focus

FY 24/25 Enacted Budget	FY 25/26 Enacted Budget
$65 Million	**$65 Million**

	2024-2025	2025-2026
New Consumers with Equipment	1,208	1,151
Contact Center Calls Processed (inbound and out-bound)	60,659	51,147
Contact Center Emails Processed (inbound and out-bound)	4,859	14,073
Certification Forms Received at the Contact Centers	1,646	2,121
Service Centers Consumers Visits	1,204	2,064
Outreach Accounts, Presentations and Events	1,308	598
Field Advisor Visits to Consumers' Homes	1,491	2,062
Contact Center Web Chats Processed	106	172
Marketing Campaigns	7	8
Relay Calls		
(including Speech-to-Speech, Captioned Telephone, Traditional Relay and Remote Conference Captioning)	297,805	241,245