

California LifeLine Third Party Administrator

Presentation to the ULTS Administrative Committee

March 17, 2026

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Federal Lifeline Program Transition

On November 20, 2025, the Federal Communications Commission (FCC) issued an order revoking California's long-standing exemption from using the National Lifeline Accountability Database (NLAD)

Beginning February 1, 2026, the National Verifier and associated federal processes determine eligibility and conduct duplicate checks for all Lifeline applicants and subscribers residing in California. Lifeline Service Providers in California are required to use NLAD to enroll eligible consumers in the federal Lifeline program

Starting on February 1, 2026, the federal Lifeline program and the California LifeLine Program operate as fully independent programs

X Completed Initiatives

California LifeLine Home Broadband Pilot

On **August 28, 2025**, the CPUC issued **Decision 25-08-050** in Rulemaking 20-02-008 approving a three-year, voluntary, technology-neutral **Home Broadband Pilot** program

The Pilot advances the CPUC's mission to ensure that low-income California households have access to affordable, high-quality, and reliable telecommunications services

Implementation of the Home Broadband Pilot required the TPA to make several significant updates across systems, processes, and provider-facing materials:

X Completed Initiatives

California LifeLine Home Broadband Pilot

Public Website and Form Content Updates

The TPA updated relevant public-facing materials so that consumers and Service Providers can clearly understand Pilot participation requirements. Program website pages, online forms, downloadable documents, and instructional content was updated

Onboarding Service Providers for Home Broadband Pilot Participation Only

The TPA created a pathway for **broadband-only Service Providers** to participate in the Pilot without requiring full enrollment as traditional California LifeLine Service Providers. This work included configuring system access, data exchange processes, and reimbursement workflows specifically for Pilot-only providers

X Completed Initiatives

California LifeLine Home Broadband Pilot

Facilitate Enrollment of Home Broadband Pilot Applicants

Historically, California residents selecting LifeLine-subsidized **broadband-only** service were required to enroll through the federal Lifeline program.

For the Home Broadband Pilot, the TPA has updated its systems and processes to:

- Process eligibility determinations for standalone broadband services
- Process eligibility determinations for bundled broadband + voice Pilot services

The changes allow the TPA to manage Pilot enrollments directly within the California LifeLine framework

X Completed Initiatives

California LifeLine Home Broadband Pilot

Support Benefit Transfers to Pilot-Qualifying Broadband Service Plans

The TPA adjusted its transfer processes to support situations where current California LifeLine **voice service subscribers** choose to move into or out of Pilot-eligible **Broadband-only service plans**, or **Bundled broadband + voice service plans**

The TPA must make sure these transfers follow Pilot rules and that Pilot participation is accurately tracked for reporting, program monitoring, and reimbursement

X Upcoming Initiatives

Customer Portal 2.0

Customer Portal 2.0 will modernize the California LifeLine digital experience by improving accessibility, efficiency, and transparency for applicants, subscribers, and Service Providers

A Staff Proposal outlining the conceptual enhancements for the redesigned portal is currently being finalized

X Upcoming Initiatives

Compliance with California Public Utilities Code § 876.5

California Public Utilities Code § 876.5 establishes strong privacy protections, data-use limitations, and rules governing identity information for applicants and subscribers of the California LifeLine Program and its pilot programs

Among its provisions, § 876.5 explicitly states that the CPUC, the LifeLine third-party administrator (TPA), and LifeLine Service Providers **may request—but may not require—Social Security Numbers (full or partial)** as a condition of applying for or participating in the LifeLine Program

To comply with this statutory requirement, an enrollment process will be created that **permits applicants to provide Social Security Numbers voluntarily**, while ensuring that **no applicant is denied enrollment or participation for declining to provide** this information

The enrollment process will support Program integrity and identity authentication while upholding the privacy protections mandated by state law

Potentially Deceased Participants Process

The CPUC, as the guardian of the **California LifeLine Fund**, remains vigilant in preventing Program funding from supporting deceased individuals

To safeguard the fund from such waste and fraud, a recurring process will be implemented to:

- Identify Program subscribers who may be deceased
- Provide those individuals with an opportunity to overcome the presumption of death
- Remove participants who do not respond or otherwise fail to overcome the presumption

X Program and Operations Reports

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X Program and Operations Reports

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- Monthly SPIA Transfer Counts and Transfer-Related Calls



Program Participation – Active LifeLine Subscribers

Active LifeLine Subscribers – March 1, 2026

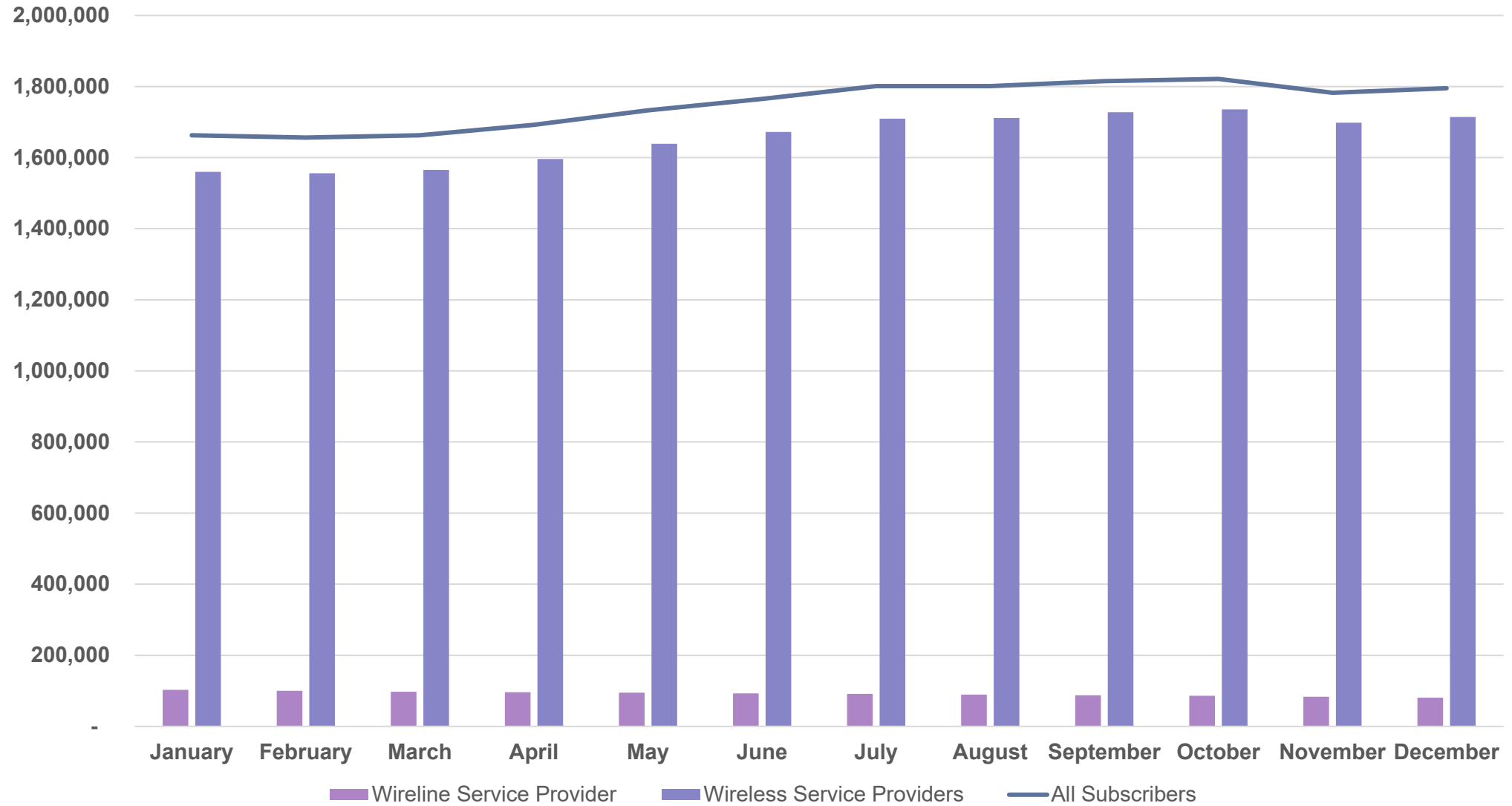
- Total: **1,874,244**
 - Wireless: 1,800,713
 - Wireline: 73,531

5.17% increase of total subscribers

Active LifeLine Subscribers – December 1, 2025

- Total: **1,782,086**
 - Wireless: 1,698,374
 - Wireline: 83,712

Program Participation – Active LifeLine Subscribers - Trend



Active Subscribers

Top 5 Service Providers By Subscriber Count

Service Provider	Active Subscribers
TruConnect	702,995
AmeriMex dba SafetyNet Wireless	232,869
Verizon Value, Inc. fka Tracfone Wireless, Inc.	232,078
AirVoice Wireless dba AirTalk Wireless	189,657
Gen Mobile	93,978

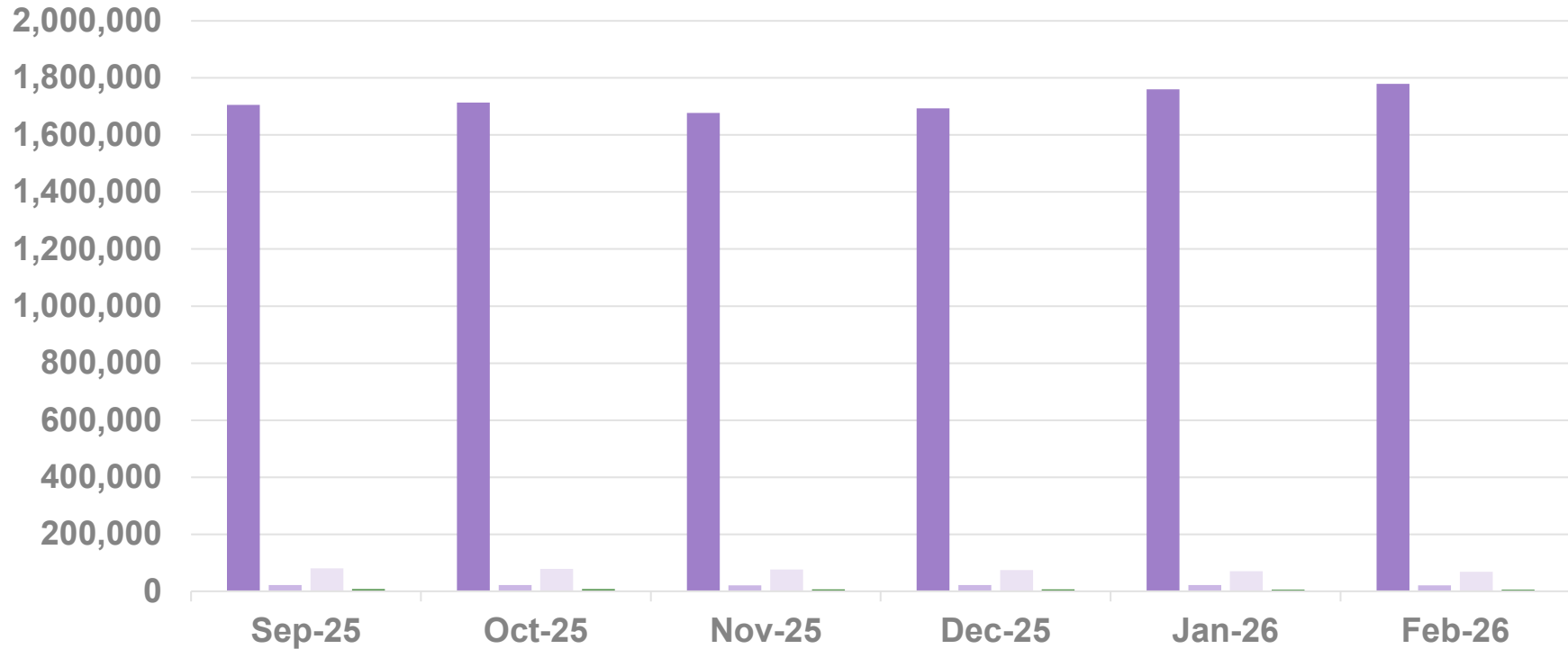
Active Subscribers

Top 5 Service Providers by Subscriber Count and by Technology

Wireless	
Service Provider	Active Subscribers
TruConnect	702,995
AmeriMex dba SafetyNet Wireless	232,869
Verizon Value, Inc. fka Tracfone Wireless, Inc.	232,078
AirVoice Wireless dba AirTalk Wireless	189,657
Gen Mobile	93,978

Wireline	
Service Provider	Active Subscribers
Pacific Bell dba AT&T California	44,873
Frontier Communications dba Frontier CA	11,413
Charter Communications dba Time Warner Cable	5,931
Cox Communications	3,285
ConnectTo Communications, Inc.	2,212

Active Subscriber By Funding Type September 2025 through February 2026



	Sep-25	Oct-25	Nov-25	Dec-25	Jan-26	Feb-26
■ Wireless Federal/State	1,705,462	1,713,626	1,677,183	1,692,869	1,759,556	1,779,562
■ Wireless California Only	21,795	21,669	21,191	21,481	21,474	21,151
■ Wireline Federal/State	80,025	78,609	76,881	74,246	70,674	68,140
■ Wireline California Only	7,464	7,288	6,831	6,267	5,637	5,391

Active Subscribers - State Senate Districts

California State Senate District	Subscriber Count
1	32,229
2	19,369
3	18,853
4	26,116
5	27,171
6	20,078
7	27,405
8	37,402
9	16,463
10	15,141
11	26,498
12	27,959
13	6,066
14	48,944
15	22,298
16	46,970
17	18,539
18	56,743
19	42,294
20	25,330

California State Senate District	Subscriber Count
21	17,743
22	31,061
23	38,656
24	12,131
25	23,202
26	36,120
27	13,420
28	42,662
29	44,497
30	27,240
31	46,780
32	20,821
33	34,655
34	30,977
35	41,616
36	20,887
37	10,406
38	9,549
39	35,136
40	13,186

Active Subscribers - State Assembly Districts

State Assembly District	Subscriber Count	State Assembly District	Subscriber Count	State Assembly District	Subscriber Count
1	13,099	28	5,385	55	14,178
2	12,400	29	13,057	56	14,643
3	19,552	30	5,380	57	31,878
4	9,646	31	30,591	58	18,737
5	4,728	32	17,362	59	4,428
6	21,543	33	20,232	60	32,996
7	13,254	34	20,373	61	17,782
8	11,101	35	28,125	62	15,017
9	9,366	36	41,277	63	13,061
10	19,260	37	8,375	64	12,533
11	11,311	38	8,807	65	23,876
12	4,667	39	28,507	66	5,010
13	19,607	40	5,527	67	12,458
14	9,463	41	8,765	68	15,768
15	11,178	42	2,804	69	14,763
16	2,098	43	15,473	70	17,212
17	20,132	44	10,864	71	7,668
18	17,942	45	28,610	72	4,447
19	6,365	46	11,345	73	5,669
20	10,532	47	17,930	74	6,559
21	3,450	48	12,132	75	7,196
22	16,547	49	11,226	76	6,843
23	2,858	50	16,348	77	6,901
24	6,892	51	10,395	78	11,153
25	15,025	52	18,001	79	22,314
26	4,889	53	16,684	80	18,588
27	18,906	54	21,548		

Active Subscribers - Top 20 Counties

December 2025	
County	Active Subscribers
Los Angeles	475,298
Riverside	201,108
San Bernardino	171,316
San Diego	116,207
Orange	100,401
Sacramento	83,027
Fresno	65,940
Kern	63,680
Alameda	52,851
Santa Clara	45,163
San Francisco	38,294
San Joaquin	38,207
Contra Costa	30,419
Tulare	27,744
Imperial	27,020
Stanislaus	26,874
Ventura	17,916
Monterey	16,507
Merced	16,404
Solano	15,539

February 2026	
County	Active Subscribers
Los Angeles	486,781
Riverside	233,003
San Bernardino	200,403
San Diego	121,510
Orange	105,062
Sacramento	82,716
Fresno	70,247
Kern	69,016
Alameda	51,603
Santa Clara	43,946
San Francisco	39,807
San Joaquin	37,136
Tulare	30,165
Contra Costa	29,853
Stanislaus	26,703
Imperial	25,578
Ventura	17,272
Merced	17,175
Monterey	16,542
Solano	16,082

Active Subscribers - Top 20 ZIP Codes

December 2025	
ZIP Code	Active Subscribers
92553	12,370
92557	10,633
90044	10,334
92345	10,207
92530	9,816
92324	9,450
90003	9,026
93535	8,934
92243	8,915
92570	8,865
93307	8,704
92543	8,506
90011	8,419
92404	8,415
92376	8,357
92392	8,203
92571	8,017
92592	7,764
95823	7,670
92410	7,425

February 2026	
ZIP Code	Active Subscribers
92553	15,174
92557	12,032
92571	11,802
92570	11,509
90044	10,415
92345	10,246
92530	10,203
92335	9,768
92376	9,764
93535	9,180
92543	9,172
92404	9,160
93307	8,908
92324	8,861
90003	8,537
90011	8,081
92243	8,030
92503	7,994
92410	7,955
92301	7,912

Active Subscribers – Written Language Preferences

December 2025	
Language Code	Active Subscribers
English	1,729,960
Spanish	39,342
Chinese	8,187
Vietnamese	3,092
Korean	1,212
Tagalog	175
Japanese	117

February 2026	
Language Code	Active Subscribers
English	1,830,053
Spanish	32,838
Chinese	7,205
Vietnamese	2,722
Korean	1,085
Tagalog	201
Japanese	138

Active Subscribers – Average Ages

Anniversary Month & Year	Subscribers' Average Ages
September 2025	48
October 2025	48
November 2025	52
December 2025	53
January 2026	53
February 2026	51

Customer Portal – Registered Users

Metric	12/01/2025	03/01/2026
Registered Users	282,615	316,371
Wireless Registered Users	252,263	284,208
Wireline Registered Users	30,352	32,163
At least one LifeLine form submitted via the Portal after registering	122,361	131,846

Subscriber Reported Demographics Household Income

Household Income	12/01/2025	03/01/2026
0-9,999	132,690	150,272
10,000 - 19,999	54,270	60,033
20,000 - 29,999	27,856	30,332
30,000 - 39,999	11,869	12,769
40,000+	11,165	12,047
Prefer Not To Respond	44,884	50,918

Subscriber Reported Demographics Gender

Gender	12/01/2025	03/01/2026
Female	142,161	157,999
Male	124,628	139,808
Prefer Not To Respond	14,164	16,466
Nonbinary	961	1,194
Transgender	820	904

Subscriber Reported Demographics Race

Race	12/01/2025	03/01/2026
Hispanic	76,688	95,553
White	64,815	81,563
Prefer Not To Respond	30,439	43,408
Black American	28,478	36,619
Asian	31,494	36,372
Other	12,074	16,425
American Indian	3,767	4,601
Pacific Islander	1,505	1,830

Subscriber Reported Demographics Asian Ethnicity

Asian Ethnicity	12/01/2025	03/01/2026
Chinese	10,966	11,610
Vietnamese	9,887	10,325
Other Asian	4,098	4,441
Filipino	3,565	3,820
Indian	2,219	2,346
Korean	1,417	1,524
Cambodian	955	1,049
Japanese	643	677
Laotian	516	560
Prefer Not To Respond	0	0

Note: Registered users can change their responses. For example, the decrease of “Prefer Not To Respond” might represent a user who changed their response

Subscriber Reported Demographics Pacific Islander Ethnicity

Pacific Islander Ethnicity	12/01/2025	03/01/2026
Other Pacific Islander	893	951
Native Hawaiian	331	335
Samoan	317	366
Guamanian	170	178

Response & Approval Rates – All Form Types September 2025 through February 2026

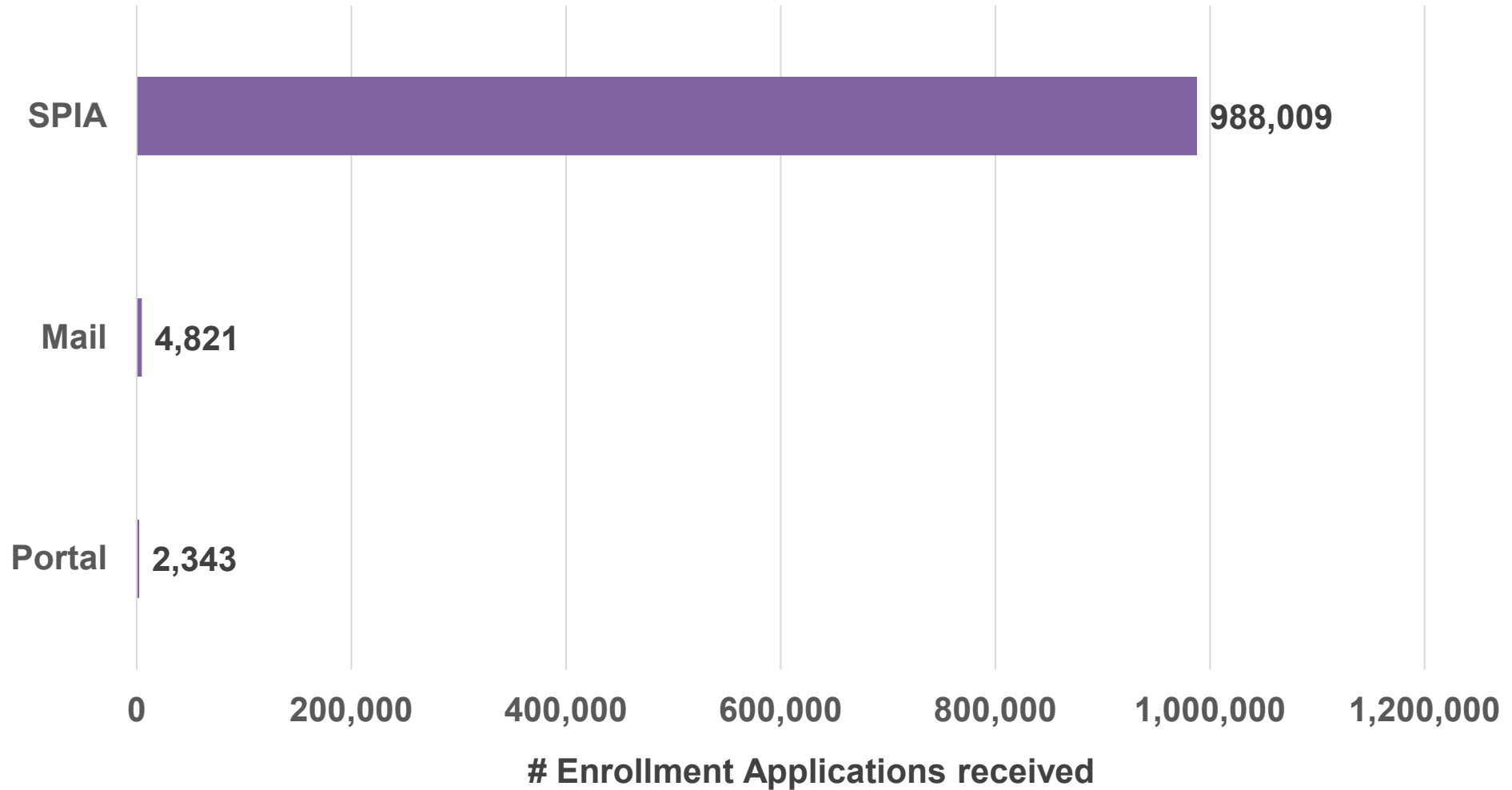
Month	Total	Responded	% Responded	Approved	% Approved	% Qualified or Renewed
September	408,195	367,529	90.0%	299,725	81.6%	73.4%
October	429,311	387,432	90.2%	312,300	80.6%	72.7%
November	361,140	322,646	89.3%	252,256	78.2%	69.8%
December	412,026	365,370	88.7%	289,776	79.3%	70.3%
January	401,941	369,214	91.9%	315,051	85.3%	78.4%
February	310,758	280,597	90.3%	229,552	81.8%	73.9%
Totals	2,323,371	2,092,788	90.1%	1,698,660	81.2%	73.1%

Responded / Total = % Responded

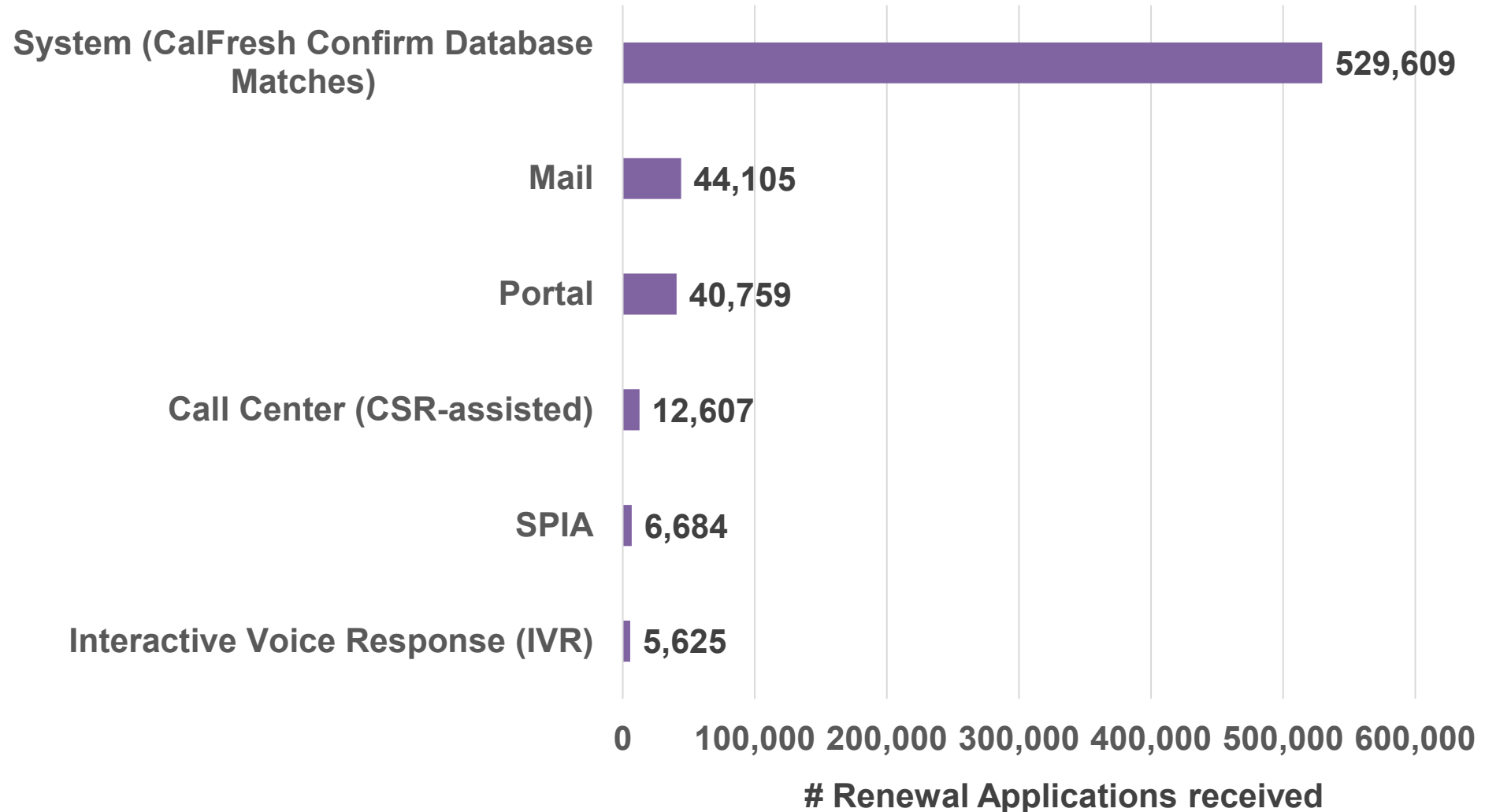
Approved / Responded = % Approved

Approved / Total = % Qualified or Renewed

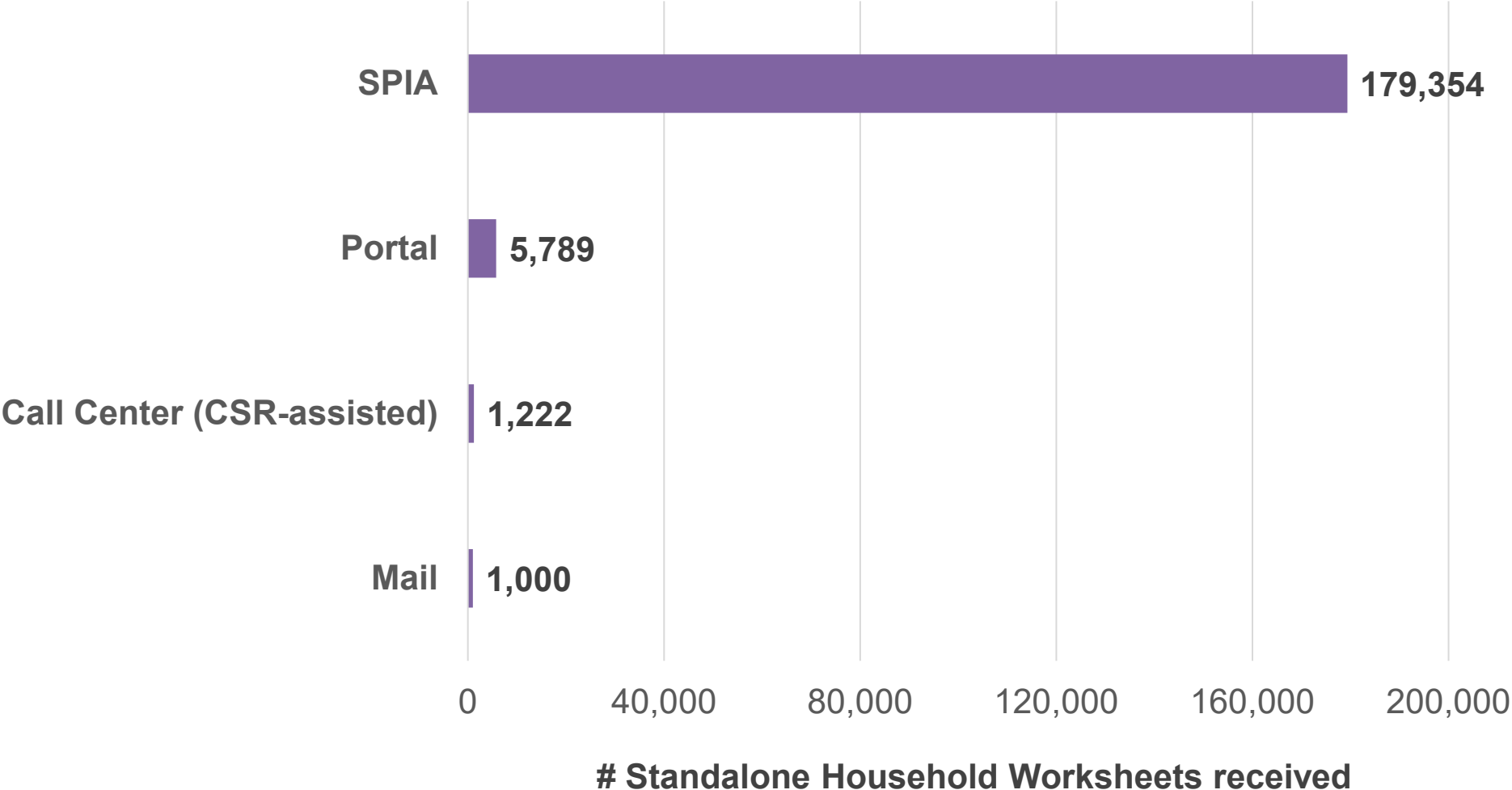
Enrollment Application Volume by Received Channel September 2025 through February 2026



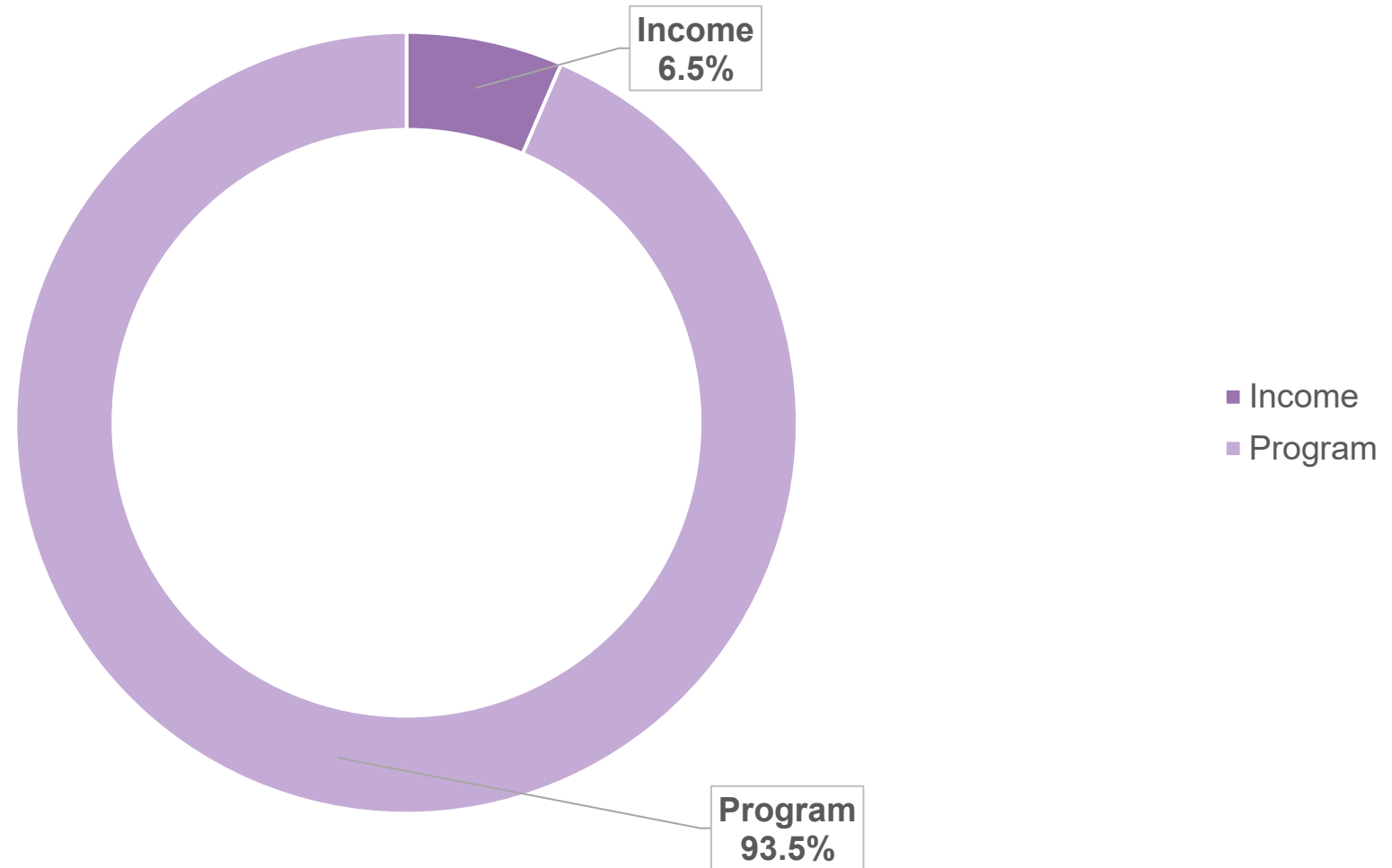
Renewal Applications Submitted by Received Channel June 2025 through November 2025



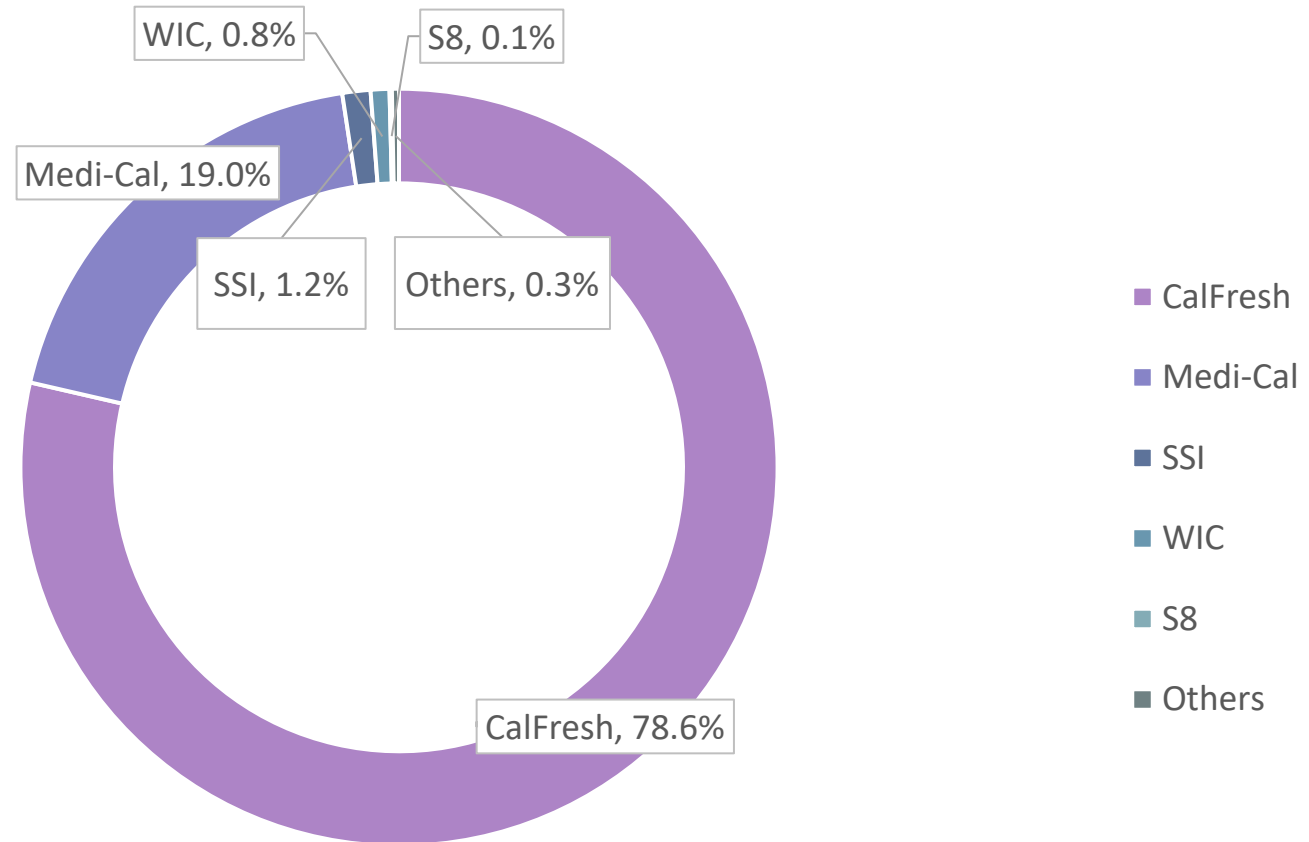
Standalone Household Worksheet Volume by Received Channel June 2025 through November 2025



Enrollment Eligibility Methods – Program Versus Income

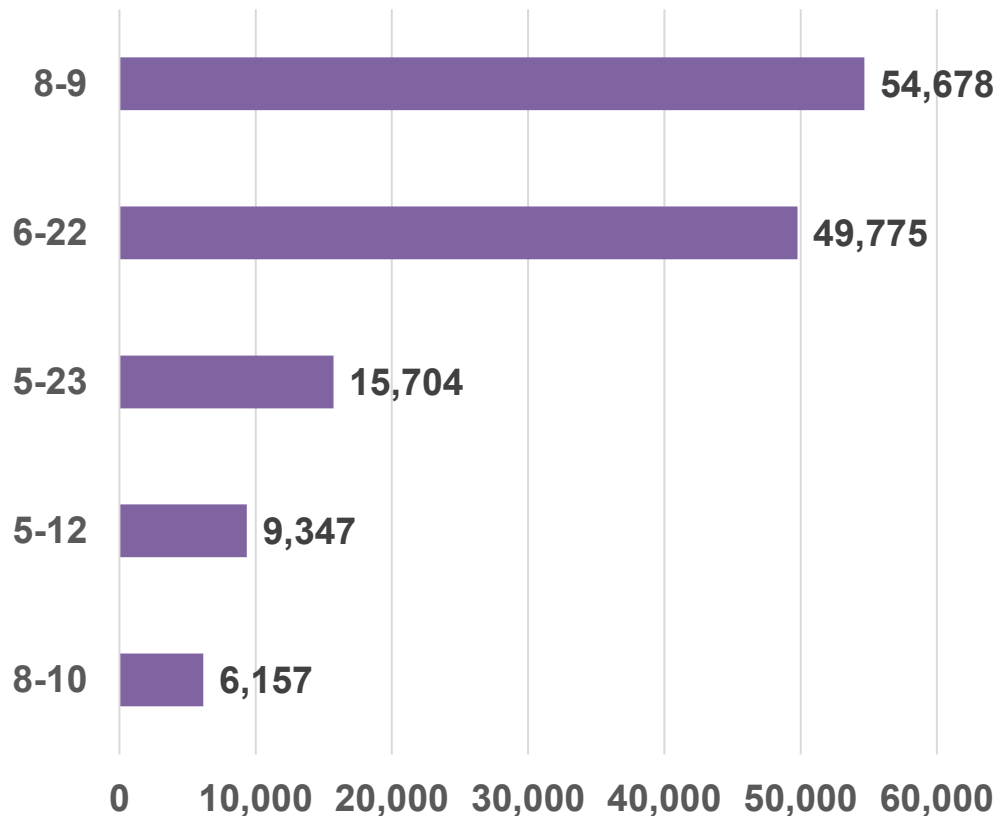


Enrollment Eligibility Methods – By Qualifying Program





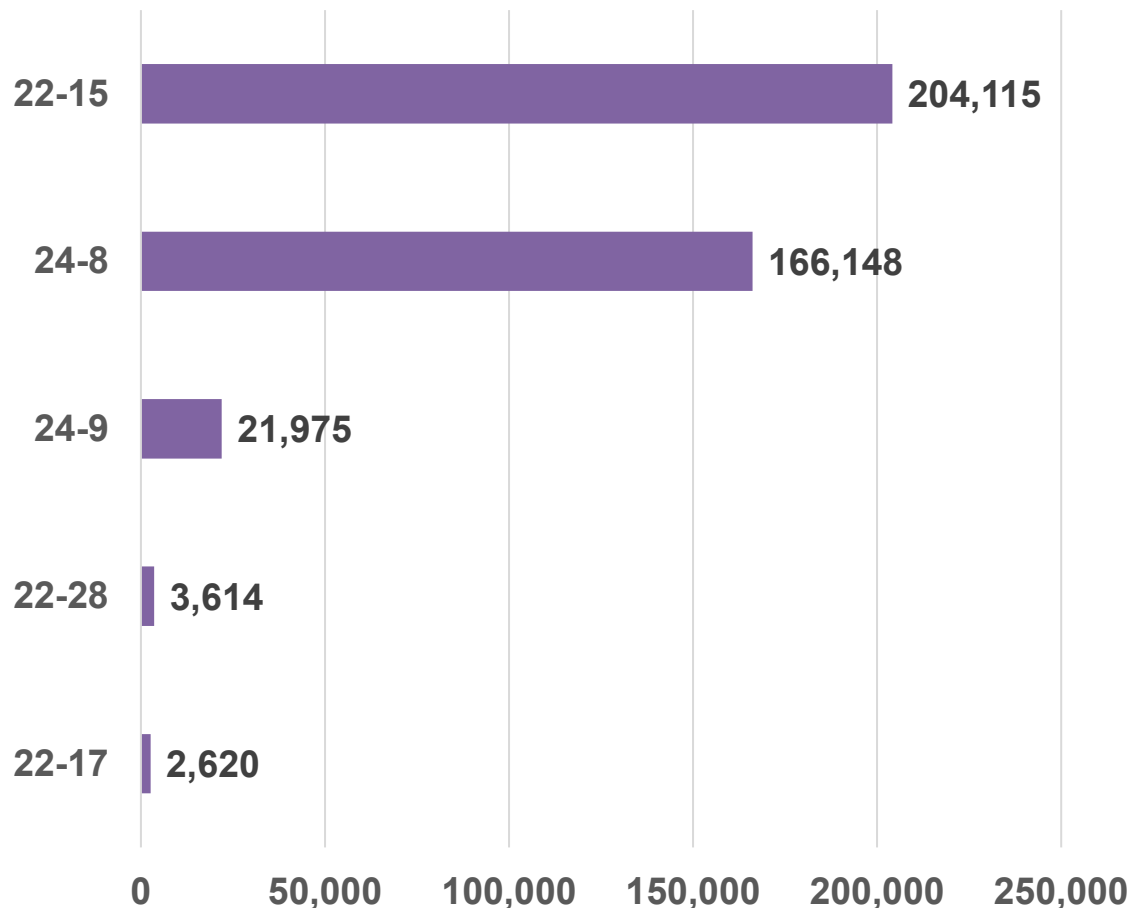
Top 5 Denial Reasons – Enrollment Applications September 2025 through February 2026



Denial Code	Type	Description
8-9	Hard Denial	Enrollment application was not submitted
6-22	Correctible Denial	Documentation submitted does not meet eligibility guidelines
5-23	Hard Denial	Eligibility documentation violates Program rules as presumptively fraudulent
5-12	Hard Denial	Active Phone Number & Service Start Date not received within 30 days of status code 53
8-10	Hard Denial	Enrollment application was returned undeliverable as addressed



Top 5 Denial Reasons – Renewal Applications September 2025 through February 2026



Denial Code	Type	Description
22-15	Soft Denial	Initial renewal form not returned by the due date
24-8	Hard Denial	Second chance renewal form not returned by the due date
24-9	Hard Denial	2 nd chance form returned undeliverable as addressed
22-28	Correctible Denial	Submitted documentation does not meet eligibility guidelines
22-17	Correctible Denial	Subscriber failed to initial the 1 per household certification

Renewal Rate

Renewal Processes Starting December 6, 2024, through December 5, 2025*

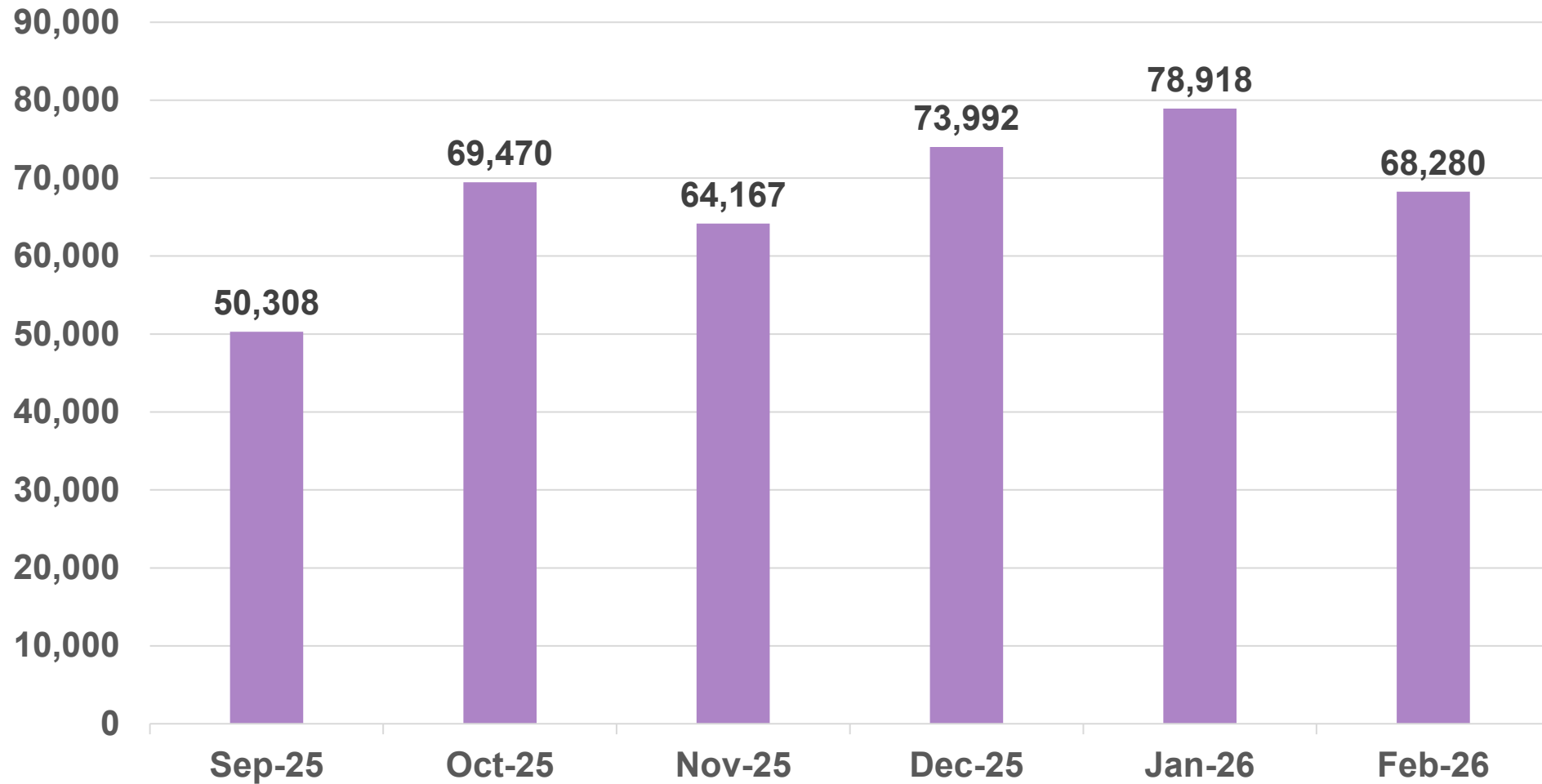
- Total renewal processes started: 1,532,864
- Total Hard Denials: 380,171
- Renewal Rate: 75.20%

**Note: Final dispositions have been recorded for all renewal processes started for the selected period*

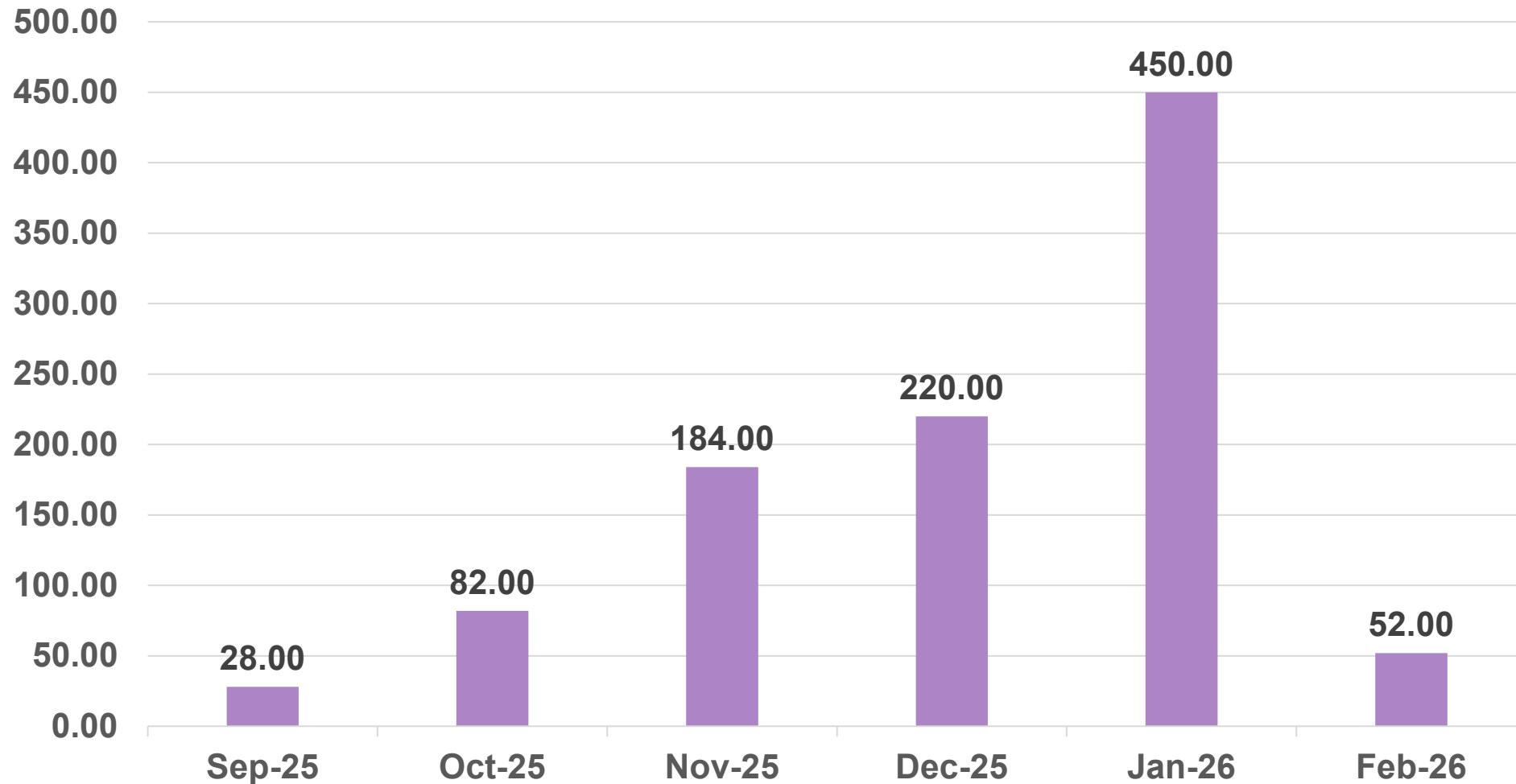
CalFresh Confirm Match Rates Renewal Processes Starting December 6, 2024, through December 5, 2025*

- **Day 0 – 57.22%**
- **Before issuing a soft denial for nonresponse – 5.19%**
- **Before issuing a hard denial for nonresponse – 3.34%**

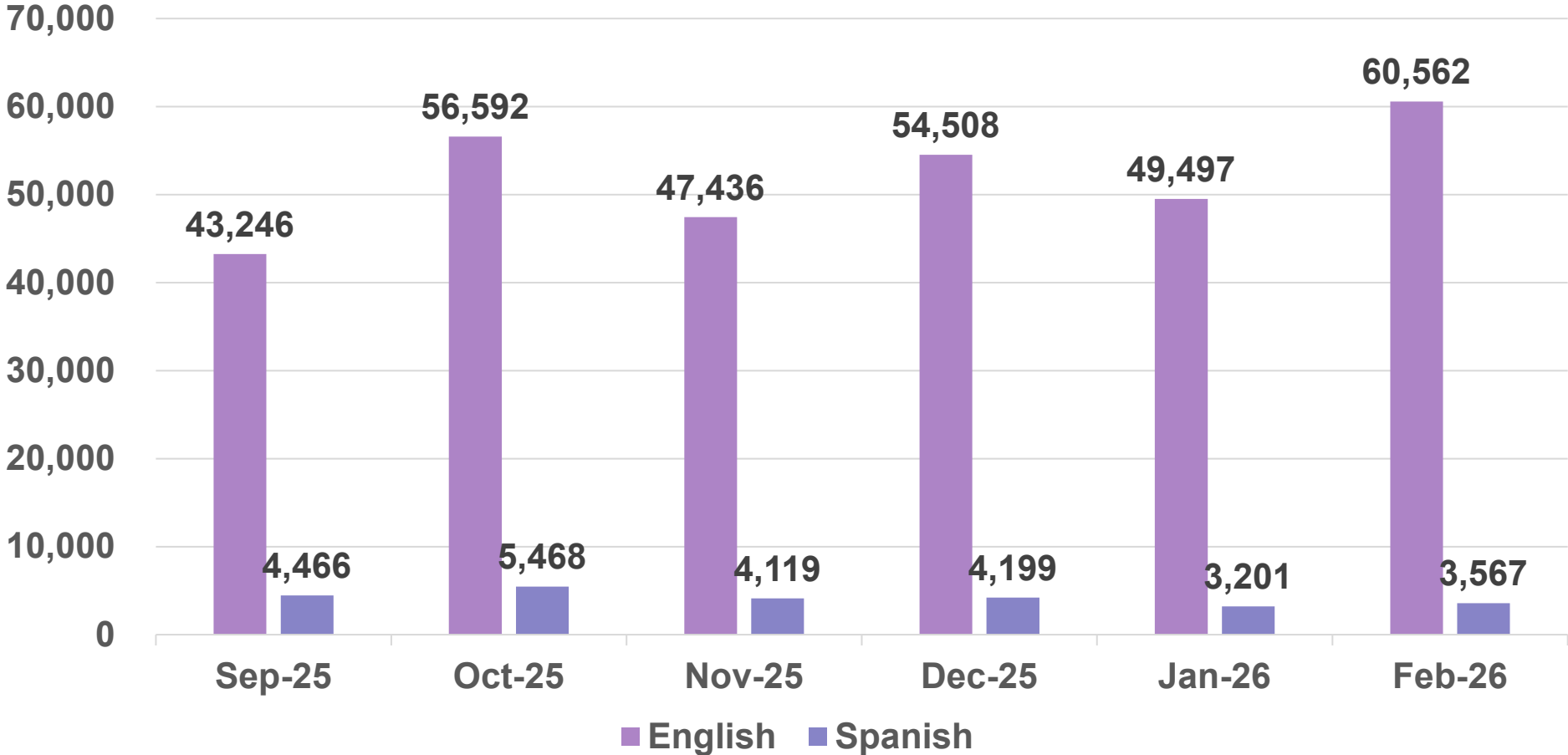
Call Center – Calls Offered September 2025 through February 2026



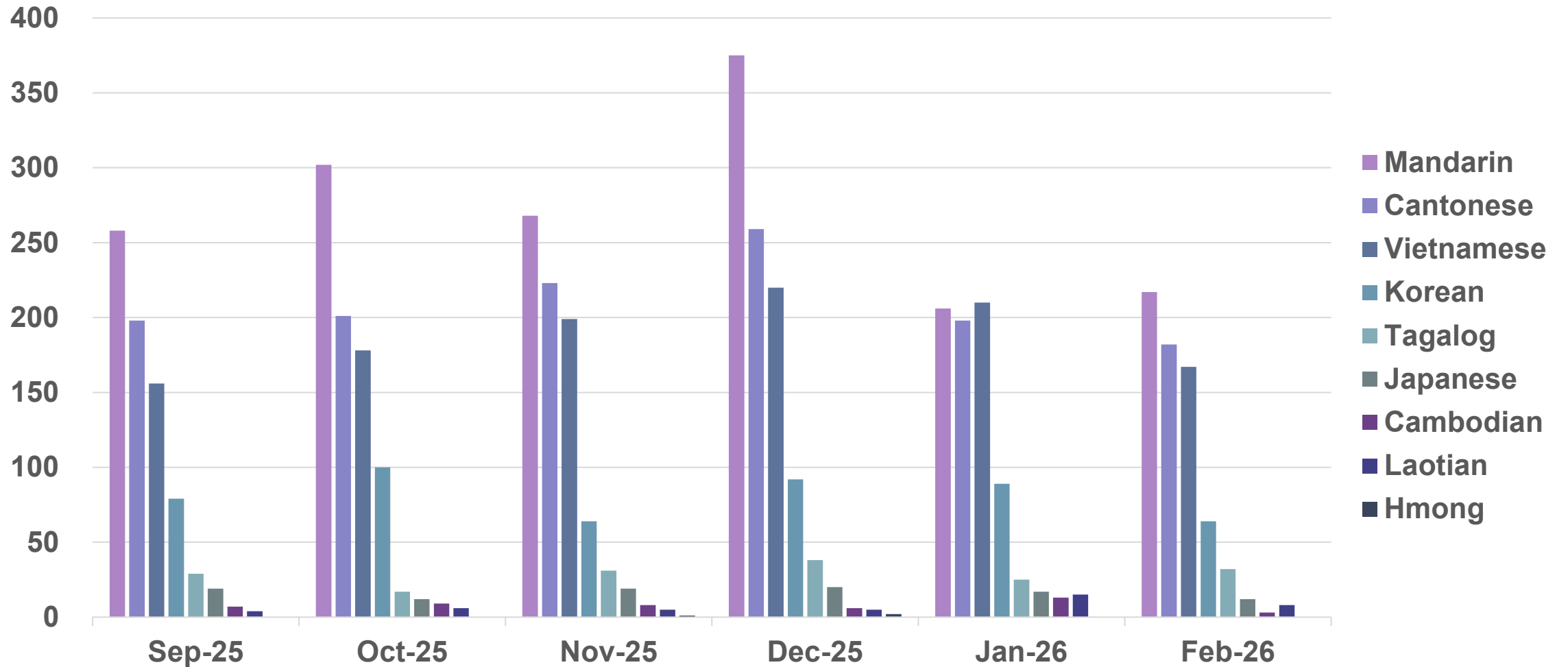
Call Center – Average Seconds to Answer (ASA) September 2025 through February 2026



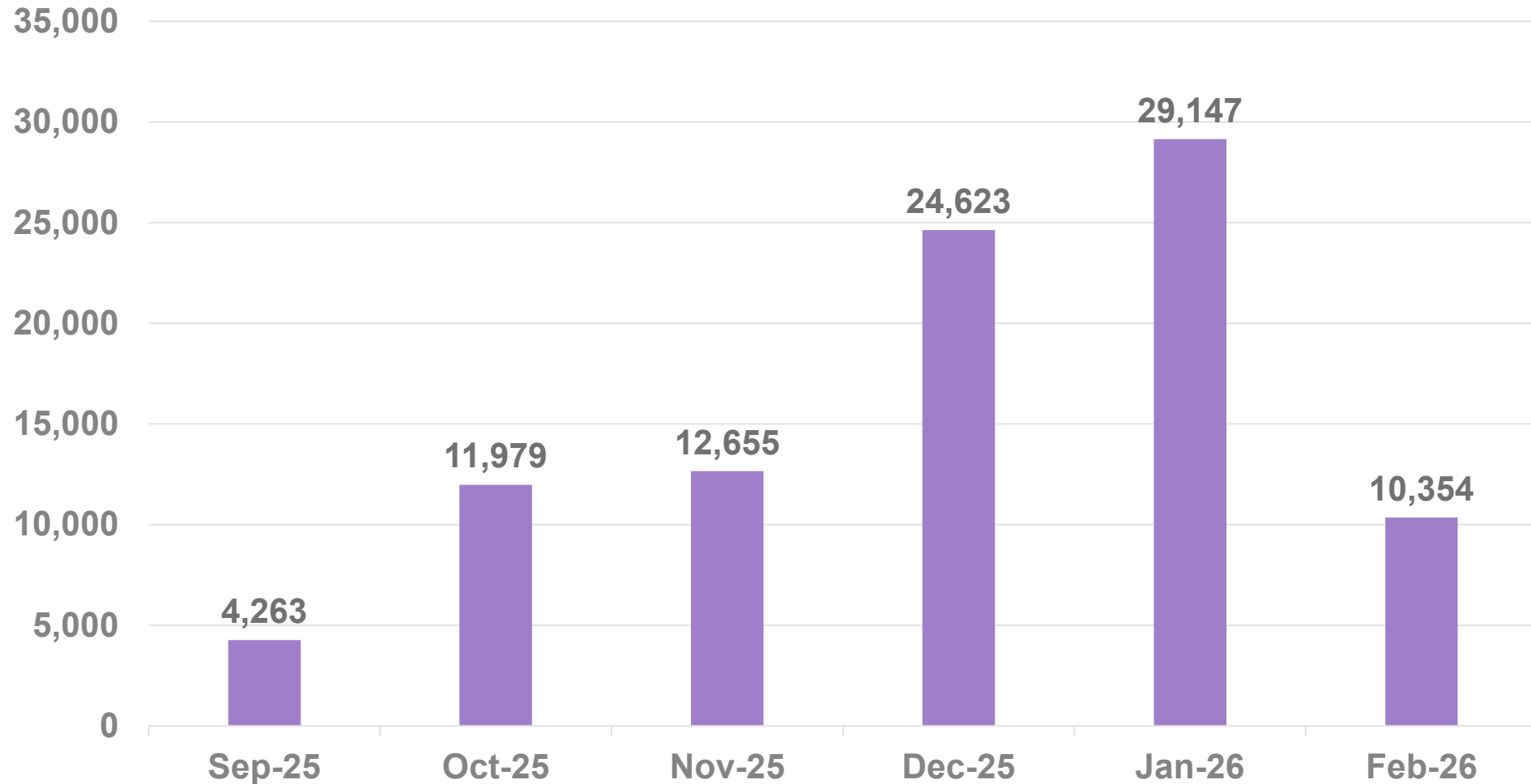
Call Center – Inbound Calls Handled English & Spanish September 2025 through February 2026



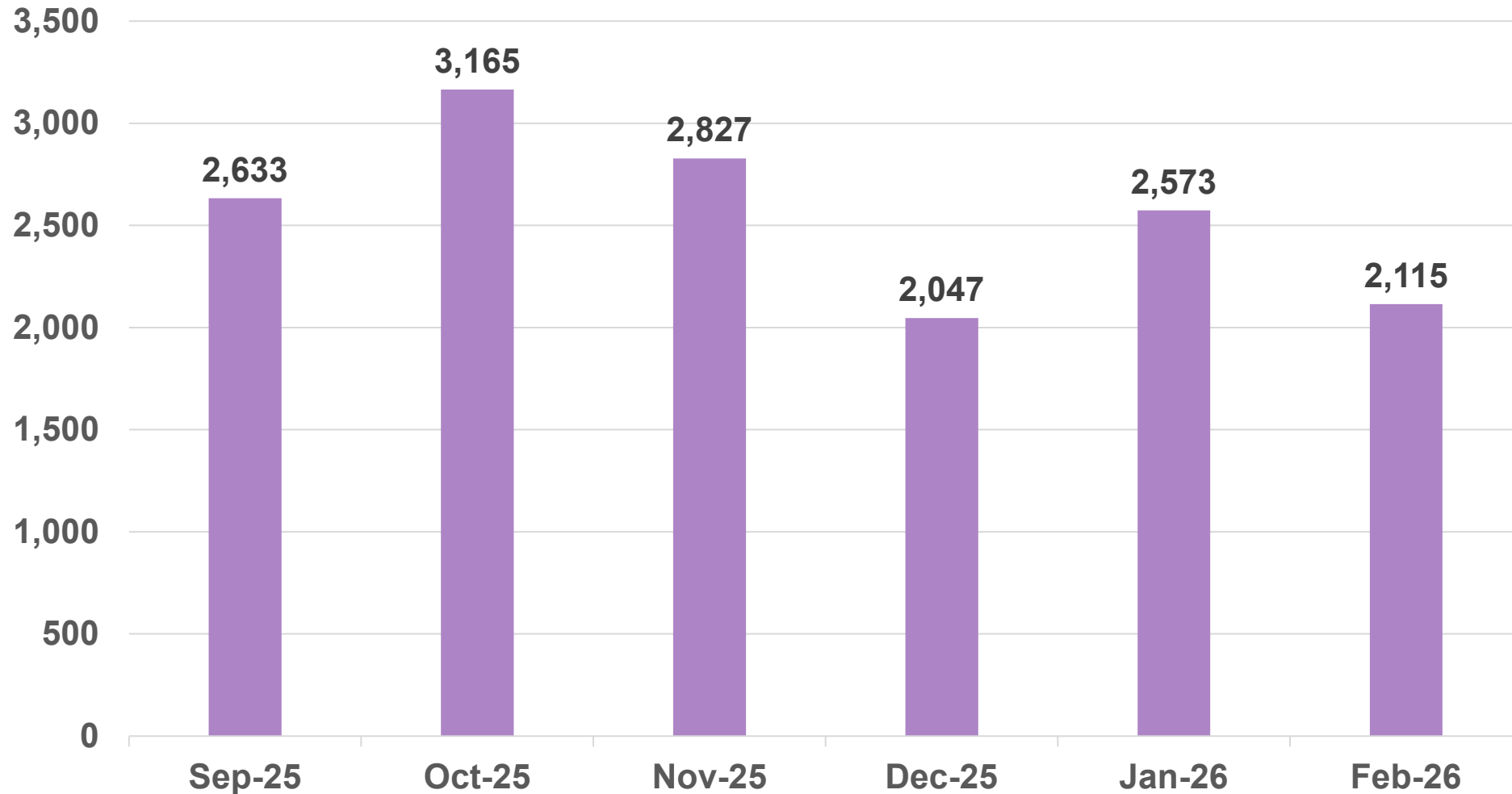
Call Center – Inbound Calls Handled Other Supported Spoken Languages September 2025 through February 2026



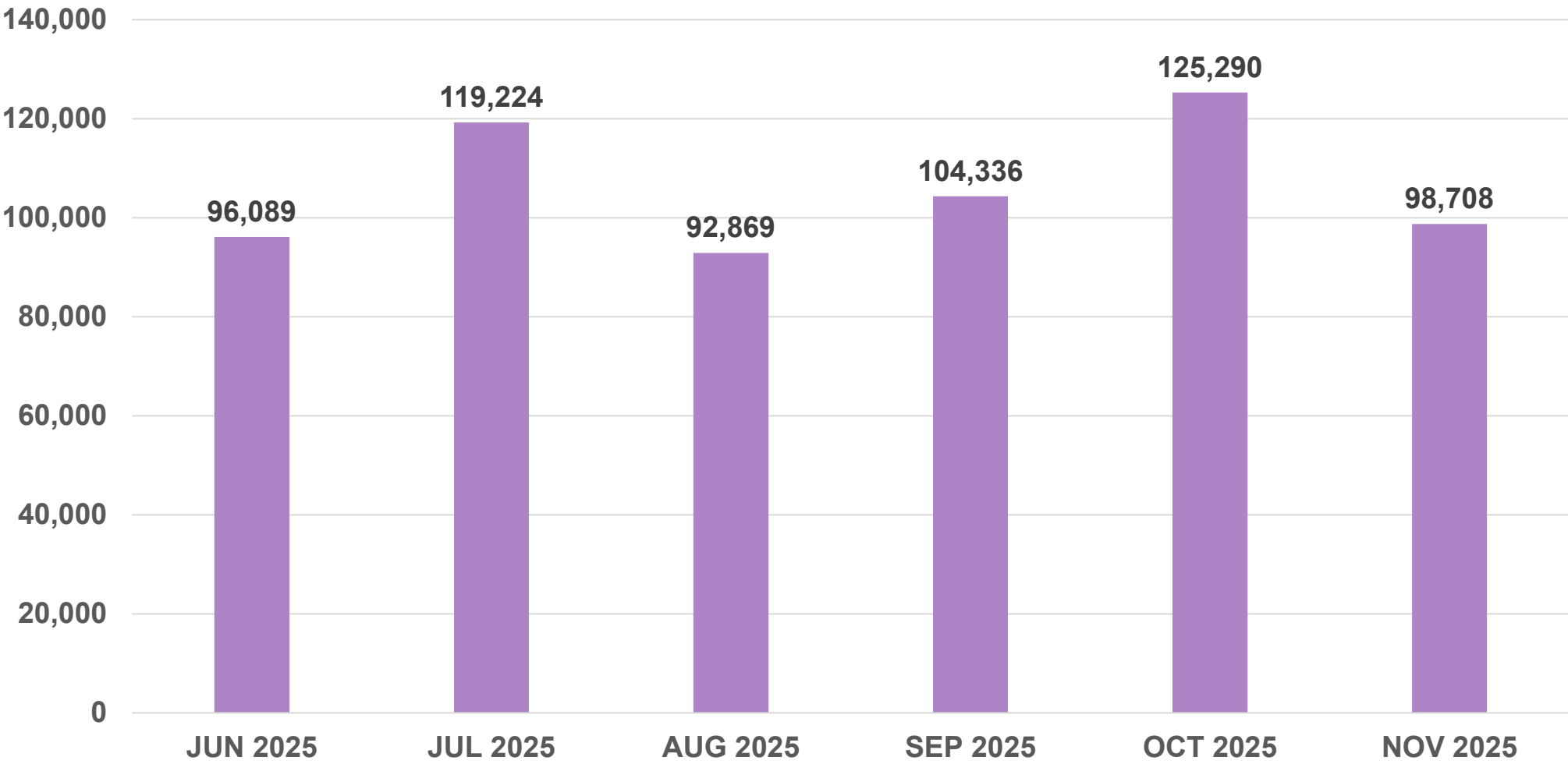
Call Center – Webchats Handled September 2025 through February 2026



Call Center – Emails Handled September 2025 through February 2026



Call Center – Forms Manually Processed September 2025 through February 2026



Monthly SPIA Transfer Counts and Transfer-Related Calls

Month	Wireless Transfers (SPIA)	General Questions About Transfers	Requests for Current SP's Name	Questions about Consent to Transfer Freeze	Reporting an Unauthorized Transfer
Oct-25	198,816	1,341	4,898	367	2,902
Nov-25	91,986	937	11,103	304	1,222
Dec-25	102,602	1,292	11,680	222	1,421
Jan-26	121,018	1,460	10,185	265	1,164
Feb-26	94,469	1,537	11,162	188	767

Questions or Comments for the TPA

Please submit questions or comments for the TPA to TPA@CaliforniaLifeLine.com