

California LifeLine Third Party Administrator

Presentation to the ULTS Administrative Committee

September 22, 2026



Completed Initiatives



Upcoming Initiatives



Program Reports

X Completed Initiatives

CPUC Administrative Letter 13 CalFresh Eligibility Verification Process Changes

Effective June 24

Key Changes

- Applicants and subscribers qualifying through CalFresh must be verified through the CalFresh Confirm Eligibility Hub
- CalFresh documentation may still be submitted as supporting evidence
- Enrollment applications will not be approved based solely on CalFresh documentation if CalFresh Confirm does not verify participation

X Completed Initiatives

CalFresh Eligibility Verification Process Changes TPA System Change – Implemented: July 30, 2026

- For initial enrollment applications, if the CalFresh Confirm check does not return a "participation confirmed" result, the review task is suspended for 8 calendar days
- On the 9th calendar day, another CalFresh Confirm check will be performed
 - If the result is a "participation confirmed", the enrollment is approved
 - If the result is a "participation not confirmed", the enrollment is denied



Completed Initiatives

8-Day CalFresh Confirm Hold Results: 248 Applicants Approved Through Day 9 Recheck

Starting on July 30, 2026, new enrollment applications that fail the initial CalFresh Confirm verification are held for 8 calendar days and automatically rechecked on Day 9 before a final eligibility determination is made

From July 30 through September 9, 2026, **89,398** applicants who selected CalFresh as their qualifying program were approved through the initial CalFresh Confirm verification process and an additional **248** applicants were approved following the automatic Day 9 recheck

8-Day CalFresh Confirm Hold Results Through September 9

Outcome	Counts
Approved After Day 9 Recheck	248
Hard Denied	1,607
Correctible Denials	42



Completed Initiatives

New Call Center Verification Process Implemented on August 17, 2026 Before Releasing Service Provider Information

When a caller contacts the TPA and requests Service Provider contact information (phone number, website, or transfer)

Before providing a subscriber's current Service Provider information or transferring a caller to the current Service Provider, CSRs must verify the caller by confirming a current or previously associated phone number on the LifeLine account.

✓ The current phone number associated with the account

OR

✓ A phone number previously associated with the account



Completed Initiatives

If Phone Number Verification Cannot Be Completed

If a caller is unable to provide a current phone number or a phone number previously associated with the LifeLine account:

- The CSR will not disclose current Service Provider information
- The CSR offers to relay a message and a callback number to the Service Provider associated with the account
- The TPA relays the caller's message and callback number to the Service Provider through a CA LifeLine Service Desk ticket
- At their discretion, Service Providers may contact affected subscribers



Completed Initiatives

Why the Phone Number Verification Process is Necessary

Since the Consent to Transfer process was introduced, the TPA's Call Center observed an increase in contacts from callers who could not demonstrate ownership of the LifeLine account before requesting provider information

To help safeguard subscriber information and prevent unauthorized disclosure, Service Provider information is shared only after account ownership is reasonably validated

Verification through a current or historical account phone number provides an additional layer of protection

When verification is unsuccessful, the message-relay process allows legitimate subscribers to connect with their Service Provider without exposing account information to unverified callers

X Completed Initiatives

Home Broadband Pilot Program

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

The Home Broadband Pilot Program launched on **January 26, 2026**

X Completed Initiatives

Home Broadband Pilot Program

Standalone Broadband Subscribers (~82% Net-New*) Are Driving Growth

Service	New Pilot Enrollments	Converted from LifeLine Phone Service	Re-Connected	Total	% of Total
Standalone Broadband	15,595	2,656	0	18,251	66.3%
Bundled	6,996	2,261	8	9,265	33.7%
Total	22,591	4,917	8	27,516	

Current subscribership indicates strong net-new* participant acquisition for the Pilot

- **22,591 new vs. 4,917 converted**

Standalone broadband service is preferred

- **Standalone broadband = ~66% of total participation**

Data as of 09/14/2026 (Start of Day)

*Net-New = subscribers who were not previously receiving California LifeLine phone service



Completed Initiatives

Home Broadband Pilot Program

Email Verification Window Extension – Implementation Date: August 21, 2026

Original Verification Window	Extended Verification Window
Email verification must be completed within 3 business days	Email verification must be completed within 7 business days

July 2026 Impact

- 3,560 Home Broadband Pilot applicants were denied because they didn't complete email verification within 3 business days

Anticipated Benefits

- Broadband-only Pilot applicants will have four additional business days to complete email verification
- Reduced avoidable enrollment denials related to email verification



Completed Initiatives

Home Broadband Pilot Program

Email Verification Results Since the Verification Timeline Was Extended

Business Days	Email Verifications Completed	Percentage of Total
0 (completed same day)	356	21.4%
1	769	46.3%
2	151	9.1%
3	303	18.2%
4	56	3.4%
5	20	1.2%
6	3	0.2%
7	4	0.2%

- **1,663 applicants completed email verification**
- **83 applicants completed email verification during the extended period**
- **166 applicants were denied because they did not complete email verification**

Data as of 09/02/2026 (Start of Day)



Upcoming Initiatives

Daily Batch File Processing Changes – Implementation: TBD

Objective: Align batch file processing requirements with SPIA to improve matching accuracy and processing consistency

Current Batch File Process	Future State
Participant matching uses name plus phone number or service address	Require DOB and SSN4 for participant matching
Disconnect/removal reason not required	Require disconnect/removal reason codes

Expected Benefits

- Improved participant matching accuracy
- Reduced unnecessary mailings
- More complete transaction reporting
- Improved prevention of waste, fraud, and abuse
- Consistent enrollment and disconnect requirements across submission methods



Upcoming Initiatives

Customer Identity Consolidation Initiative – Implementation: TBD

Objective: Establish a single customer identity framework by reconciling existing LifeLine customer records and assigning a unique identifier to each participant.

Key Activities

- Identify and consolidate duplicate customer records
- Resolve conflicting customer information
- Assign a unique customer identifier to each participant
- Establish governance and controls to prevent future duplication

Expected Benefits

- Provides a foundation for future Program modernization, including Customer Portal 2.0
- Improved customer matching accuracy
- Reduced duplicate records and communications
- Enhanced reporting and analytics
- Increased data integrity
- More accurate participant lifecycle management



Upcoming Initiatives

Disaster Relief Protections – Implementation: TBD

Objective: Provide temporary Program protections for participants affected by declared disasters to maintain service continuity and reduce administrative burden

Proposed Protections

- Suspend non-usage and annual renewal requirements for subscribers in disaster-affected areas.
- Allow one additional reimbursable wireless or Home Broadband Pilot connection during the reporting year for affected participants.

Expected Benefits

- Maintain access to essential communications services during disasters
- Reduce administrative burden on affected participants
- Support service continuity during recovery efforts
- Increase Program responsiveness during emergencies

X Program and Operations Reports

- Program Participation – Active LifeLine Subscribers: 09/01/2026
- Program Participation – Active LifeLine Subscribers, Monthly
- Program Participation – Active LifeLine Subscribers – Trend
- Active Subscribers – Top 5 Service Providers By Subscriber Count: 09/01/2026
- Active Subscribers – Top 5 Service Providers by Subscriber Count and by Technology: 09/01/2026
- Active Subscribers By Eligibility Proof Type - March through August 2026 (Counts)
- Active Subscribers By Eligibility Proof Type - March through August 2026 (Chart)
- Active Subscribers - Top 20 State Senate Districts
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- Active Subscribers – Top 20 ZIP Codes
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X Program and Operations Reports

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- Subscriber Reported Demographics – Gender
- Subscriber Reported Demographics – Race
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X Program and Operations Reports

- Top 5 Denial Reasons – Enrollment Applications – March through August 2026
- Top 5 Denial Reasons – Renewal Applications – March through August 2026
- Renewal Rate – Renewal Processes Starting May 22, 2025, through May 21, 2026
- CalFresh Confirm Match Rates – Renewal Processes Starting May 22, 2025, through May 21, 2026
- Call Center – Calls Offered – March through August 2026
- Call Center – Average Seconds to Answer (ASA) – March through August 2026
- Call Center – Inbound Calls Handled – English & Spanish – March through August 2026
- Call Center – Inbound Calls Handled – Other Supported Spoken Languages – March through August 2026
- Call Center – Webchats Handled – March through August 2026
- Call Center – Emails Handled – March through August 2026
- Call Center – Forms Manually Processed – March through August 2026
- Monthly SPIA Transfer Counts and Transfer-Related Calls – March through August 2026



Program Participation – Active LifeLine Subscribers: 09/01/2026

Category	September 1, 2025	June 1, 2026	Change	Percent
Total	1,801,008	1,553,013	-247,995	-13.77%
Wireless	1,711,739	1,463,476	-248,263	-14.50%
Wireline	89,269	63,228	-26,041	-29.17%
Home Broadband Pilot	0	26,309	+26,309	

Data Sources: Weighted average reports for August 2025 and August 2026

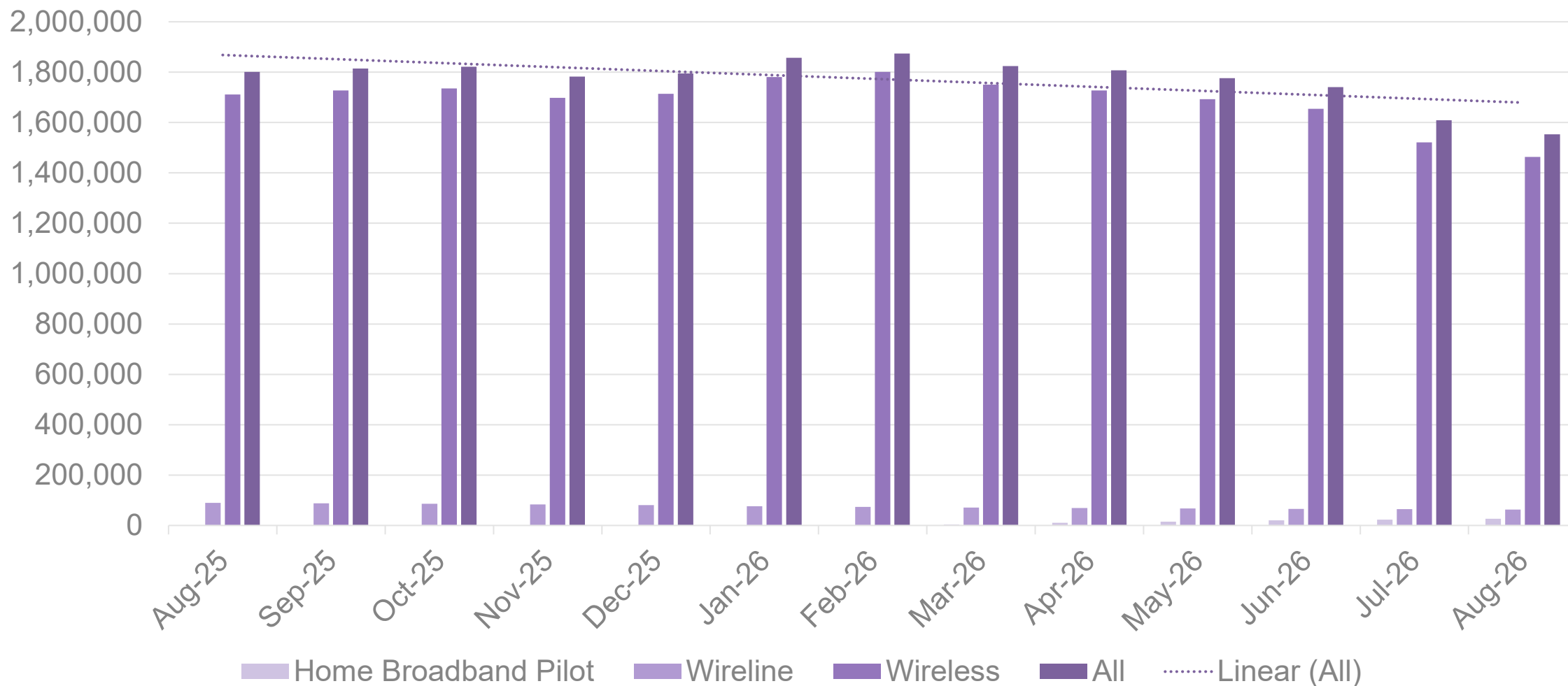


Program Participation – Active LifeLine Subscribers, Monthly

	25-Aug	25-Sep	25-Oct	25-Nov	25-Dec	26-Jan	26-Feb	26-Mar	26-Apr	26-May	26-Jun	26-Jul	26-Aug
Pilot	0	0	0	0	0	0	0	3,242	10,553	15,323	20,550	23,354	26,309
Wireline	89,269	87,489	85,898	83,713	80,513	76,311	73,531	70,845	69,063	67,663	65,959	64,799	63,228
Wireless	1,711,739	1,727,257	1,735,295	1,698,374	1,714,351	1,781,030	1,800,714	1,750,318	1,727,454	1,693,084	1,654,428	1,521,379	1,463,476
All	1,801,008	1,814,746	1,821,193	1,782,087	1,794,864	1,857,341	1,874,245	1,824,405	1,807,070	1,776,070	1,740,937	1,609,532	1,553,013

Data Sources: Weighted average reports for August 2025 through August 2026

Program Participation – Active LifeLine Subscribers - Trend



Data Sources: Weighted average reports for August 2025 through August 2026

Active Subscribers

Top 5 Service Providers By Subscriber Count: 09/01/2026

Service Provider	Active Subscribers
TruConnect	610,441
Verizon Value, Inc. fka Tracfone Wireless, Inc.	209,365
AirVoice Wireless dba AirTalk Wireless	199,389
AmeriMex dba SafetyNet Wireless	137,736
iWireless dba Access Wireless	72,967

Data Sources: Weighted average report for August 2026

Active Subscribers

Top 5 Service Providers by Subscriber Count and by Technology: 09/01/2026

Wireless	
Service Provider	Active Subscribers
TruConnect	610,441
Verizon Value, Inc. fka Tracfone Wireless, Inc.	209,365
AirVoice Wireless dba AirTalk Wireless	199,389
AmeriMex dba SafetyNet Wireless	137,736
iWireless dba Access Wireless	72,967

Wireline	
Service Provider	Active Subscribers
Pacific Bell dba AT&T California	36,985
Frontier Communications dba Frontier CA	10,082
Charter Communications dba Time Warner Cable	5,099
Cox Communications	2,983
ConnectTo Communications, Inc.	2,979

*Data Sources: Weighted average report for August 2026
Excludes Counts of Home Broadband Pilot subscribers*

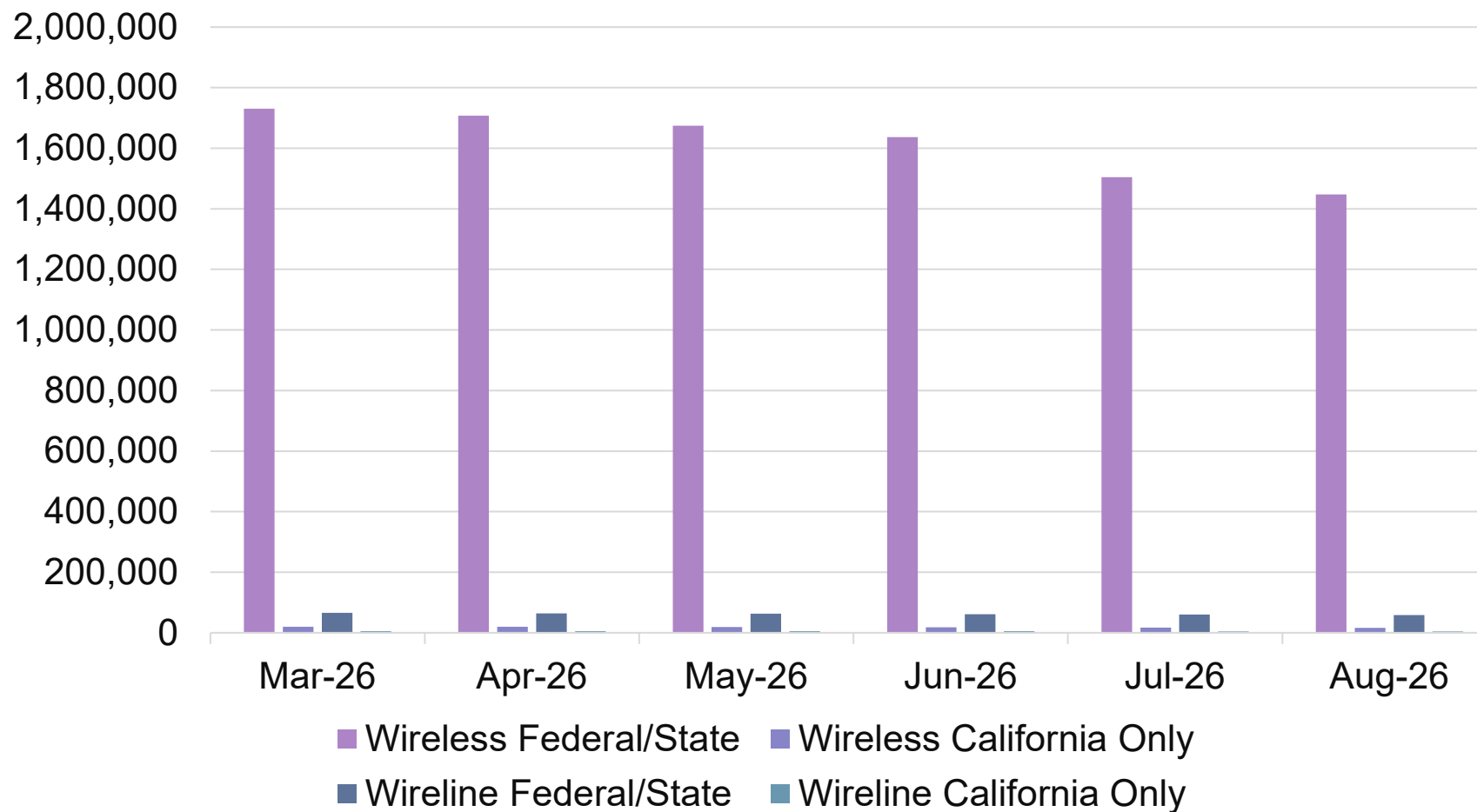
Active Subscribers By Eligibility Proof Type

March through May 2026 (Counts)

	Mar-26	Apr-26	May-26	Jun-26	Jul-26	Aug-26
Wireless Federal/State	1,729,984	1,707,878	1,674,420	1,636,444	1,504,425	1,447,261
Wireless California-Only	20,334	19,576	18,664	17,984	16,954	16,213
Wireline Federal/State	65,656	63,989	62,688	61,105	60,088	58,665
Wireline California-Only	5,189	5,074	4,975	4,854	4,711	4,563

*Data Sources: Weighted average reports for March 2026 through August 2026
Excludes Counts of Home Broadband Pilot subscribers*

Active Subscribers By Eligibility Proof Type March through August 2026 (Chart)



*Data Sources: Weighted average reports for March through August 2026
Excludes Counts of Home Broadband Pilot subscribers*

Active Subscribers - State Senate Districts

District	Subscribers
001	44,107
002	29,786
003	27,513
004	38,193
005	39,270
006	29,510
007	38,484
008	52,179
009	23,050
010	20,315
011	39,640
012	42,117
013	10,446
014	77,844
015	28,999
016	72,839
017	26,880
018	55,258
019	57,723
020	36,342

District	Subscribers
021	26,521
022	42,968
023	62,268
024	16,149
025	28,091
026	43,134
027	19,852
028	55,753
029	60,748
030	32,053
031	64,517
032	22,202
033	47,676
034	44,087
035	54,542
036	31,710
037	15,106
038	11,312
039	45,965
040	16,091

Active Subscribers - State Assembly Districts

District	Subscribers
001	18,017
002	18,818
003	26,970
004	14,320
005	7,017
006	31,435
007	18,813
008	16,090
009	13,894
010	26,174
011	16,556
012	7,189
013	27,835
014	12,688
015	15,445
016	3,466
017	29,275
018	25,796
019	10,366
020	14,451

District	Subscribers
021	6,444
022	24,775
023	4,182
024	9,279
025	19,575
026	6,603
027	31,855
028	7,258
029	18,580
030	7,870
031	46,572
032	25,736
033	32,982
034	33,293
035	42,333
036	32,794
037	12,269
038	13,363
039	44,766
040	8,793

District	Subscribers
041	11,370
042	4,320
043	21,097
044	11,836
045	38,573
046	17,539
047	24,674
048	15,379
049	16,359
050	24,048
051	13,182
052	20,666
053	23,365
054	26,516
055	18,981
056	16,732
057	40,502
058	26,602
059	7,844
060	43,585

District	Subscribers
061	23,192
062	19,804
063	14,423
064	16,745
065	31,972
066	6,592
067	19,311
068	22,140
069	21,109
070	26,951
071	6,688
072	5,660
073	7,101
074	7,630
075	9,523
076	8,202
077	8,471
078	13,139
079	30,165
080	25,313

Data Source: Ad hoc Report
Data as of 09/10/2026

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Active Subscribers - Top 20 Counties

May 2026	
County	Active Subscribers
Los Angeles	438,795
Riverside	224,233
San Bernardino	190,299
San Diego	114,261
Orange	101,820
Sacramento	80,504
Fresno	69,210
Kern	68,504
Alameda	50,512
Santa Clara	41,644
San Francisco	37,258
San Joaquin	37,207
Tulare	29,774
Contra Costa	28,371
Stanislaus	26,437
Imperial	19,342
Merced	17,338
Ventura	16,904
Monterey	16,130
Solano	15,716

August 2026		
County	Active Subscribers	% Change
Los Angeles	397,392	-9.44%
San Bernardino	143,840	-24.41%
Riverside	132,838	-40.76%
San Diego	100,724	-11.85%
Orange	91,103	-10.53%
Sacramento	77,574	-3.64%
Fresno	67,573	-2.37%
Kern	63,989	-6.59%
Alameda	50,006	-1.00%
Santa Clara	40,594	-2.52%
San Joaquin	37,791	1.57%
San Francisco	37,246	-0.03%
Tulare	29,497	-0.93%
Contra Costa	28,171	-0.70%
Stanislaus	26,963	1.99%
Merced	17,109	-1.32%
Ventura	16,728	-1.04%
Solano	15,210	-3.22%
Monterey	15,172	-5.94%
Imperial	14,301	-26.06%

Data Source: Qlik Enrollment Statistics Report

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Active Subscribers - Top 20 ZIP Codes

May 2026	
ZIP Code	Active Subscribers
92553	13,791
92571	10,991
92570	10,787
92345	10,209
92530	10,030
92557	9,897
92335	9,559
90044	9,532
92376	8,900
92509	8,727
93307	8,706
92404	8,704
93535	8,464
92324	8,398
92503	8,359
92301	7,576
95823	7,451
90003	7,429
92683	7,424
92410	7,420

August 2026	
ZIP Code	Active Subscribers
92345	9,328
90044	8,788
93307	8,556
93535	7,896
92553	7,848
92571	7,461
92335	7,133
92376	7,130
92683	7,120
95823	6,959
93550	6,814
90003	6,615
90805	6,583
90011	6,531
92404	6,470
92543	6,118
93308	6,097
92570	6,079
92410	6,063
93304	6,000

Active Subscribers – Written Language Preferences

May 2026	
Language Code	Active Subscribers
English	1,735,778
Spanish	29,383
Chinese	6,942
Vietnamese	2,582
Korean	989
Tagalog	266
Japanese	129

August 2026		
Language Code	Active Subscribers	Net Change
English	1,519,378	-216,400
Spanish	23,299	-6,084
Chinese	6,684	-258
Vietnamese	2,425	-157
Korean	899	-90
Tagalog	230	-36
Japanese	98	-31

Data Source: Qlik Enrollment Statistics Report

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Active Subscribers – Average Ages

Anniversary Month & Year	Subscribers' Average Ages
March 2026	53
April 2026	51
May 2026	50
June 2026	49
July 2026	48
August 2026	48

Customer Portal – Registered Users

Metric	6/1/2026	9/1/2026	Net Change
Registered Users	341,491	414,756	+73,265
Wireless Registered Users	305,178	325,921	+20,743
Wireline Registered Users	36,313	88,835	+52,522
At least one LifeLine form submitted via the Portal after registering	142,315	161,922	+19,607

Data Source: California LifeLine Customer Portal Report_2026-09-01

Subscriber Reported Demographics Household Income

Household Income	06/01/2026	09/01/2026
0-9,999	166,395	182,253
10,000 - 19,999	69,787	78,130
20,000 - 29,999	36,701	42,829
30,000 - 39,999	16,660	20,670
40,000+	18,384	26,482
Prefer Not To Respond	58,296	64,006

Data Source: Ad hoc Report_2026-09-01

Subscriber Reported Demographics

Gender

Gender	06/01/2026	09/01/2026
Female	184,521	210,817
Male	158,874	178,374
Prefer Not To Respond	20,436	22,520
Nonbinary	1,383	1,552
Transgender	1,009	1,107

Data Source: Ad hoc Report_2026-09-01

Subscriber Reported Demographics

Race

Race	06/01/2026	09/01/2026
Hispanic	111,012	128,547
White	93,842	105,531
Prefer Not To Respond	51,533	57,466
Black American	42,162	47,473
Asian	41,545	46,425
Other	18,902	21,017
American Indian	5,095	5,496
Pacific Islander	2,132	2,415

Data Source: Ad hoc Report_2026-09-01

Subscriber Reported Demographics

Asian Ethnicity

Asian Ethnicity	06/01/2026	09/01/2026
Chinese	13,424	14,905
Vietnamese	11,317	12,281
Other Asian	5,169	5,784
Filipino	4,446	5,165
Indian	2,681	3,065
Korean	1,778	2,140
Cambodian	1,246	1,416
Japanese	783	895
Laotian	681	755
Prefer Not To Respond	20	19

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

Data Source: Ad hoc Report_2026-09-01

Subscriber Reported Demographics Pacific Islander Ethnicity

Pacific Islander Ethnicity	06/01/2026	09/01/2026
Other Pacific Islander	1,126	1,292
Samoan	426	474
Native Hawaiian	370	410
Guamanian	210	239

Data Source: Ad hoc Report_2026-09-01

Response & Approval Rates – All Form Types

March through August 2026

Month Year	Total	Responded	% Responded	Approved	% Approved	% Qualified or Renewed
Mar-26	332,285	297,006	89.4%	220,484	74.2%	66.4%
Apr-26	354,378	313,489	88.5%	224,075	71.5%	63.2%
May-26	347,206	306,230	88.2%	211,037	68.9%	60.8%
Jun-26	344,045	283,181	82.3%	199,841	70.6%	58.1%
Jul-26	314,287	275,208	87.6%	202,194	73.5%	64.3%
Aug-26	316,227	273,880	86.6%	205,652	75.1%	65.0%
Totals	2,008,428	1,748,994	87.1%	1,263,283	72.2%	62.9%

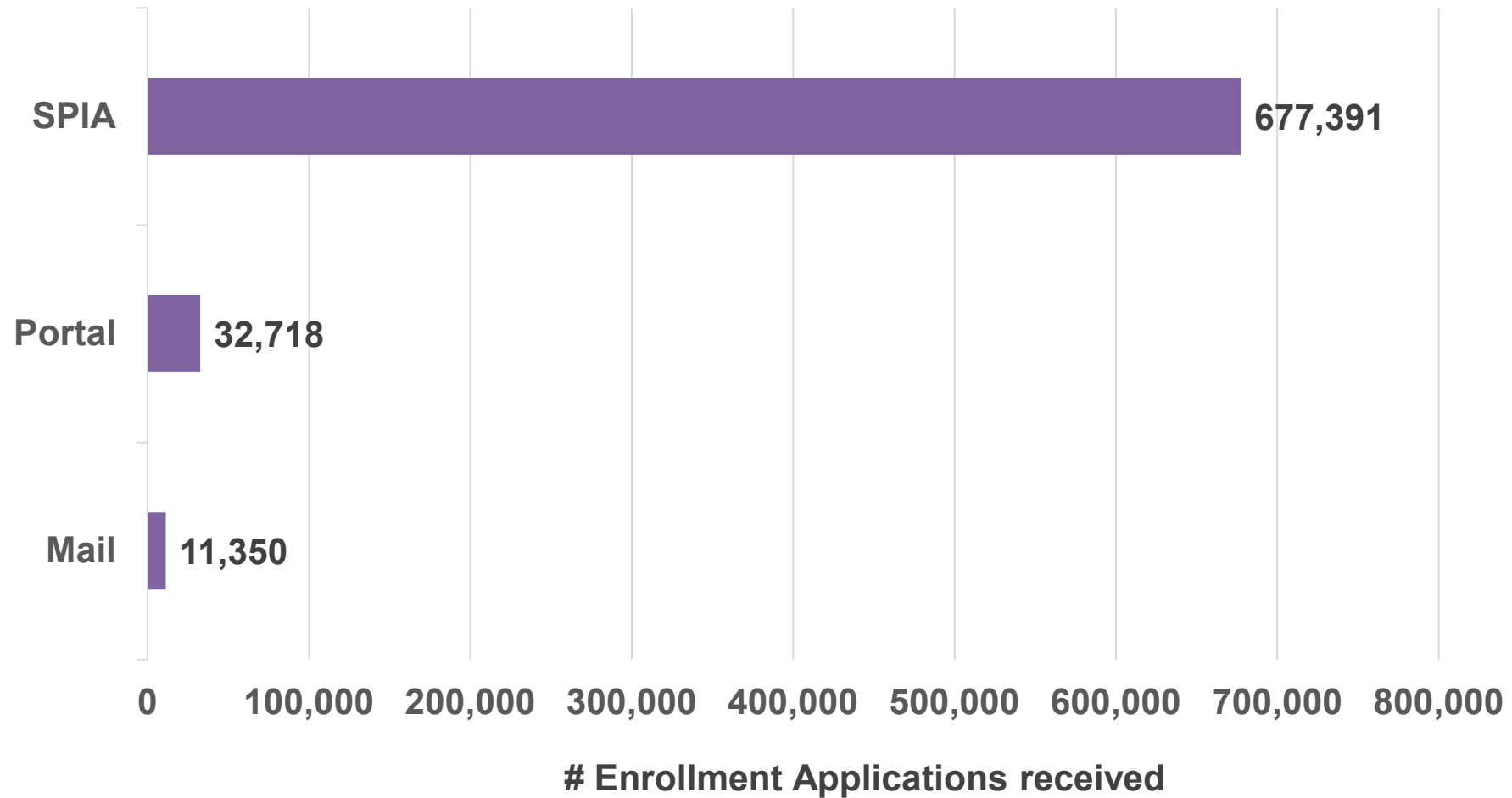
Responded / Total = % Responded

Approved / Responded = % Approved

Approved / Total = % Qualified or Renewed

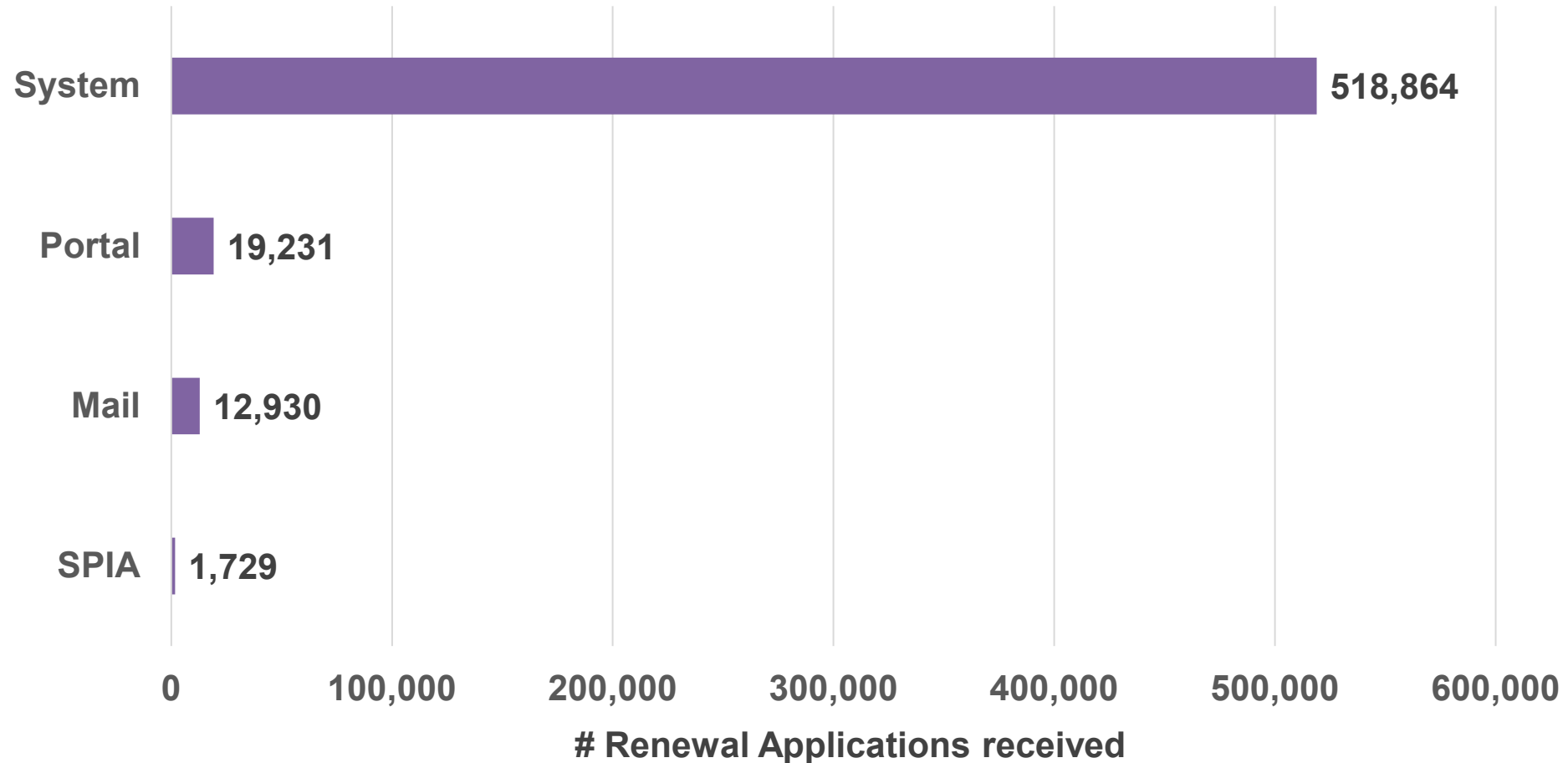
Data Source: Qlik Completed Activities Report

Enrollment Applications Submitted by Received Channel March through August 2026



Data Source: Qlik Application Form Count Summary

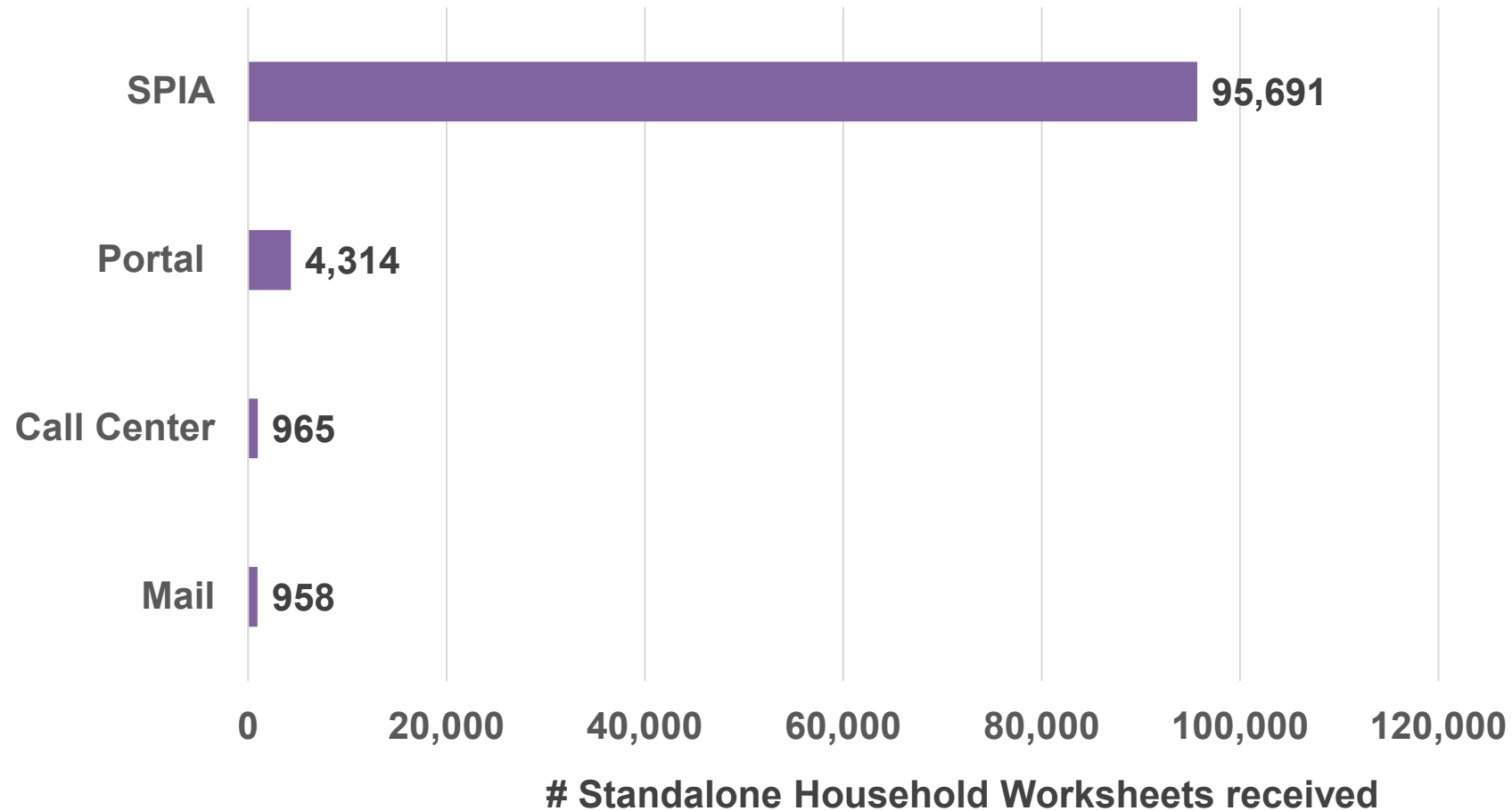
Renewal Applications Submitted by Received Channel March through August 2026



Note: For the “System” received channel, eligibility is confirmed by database matching

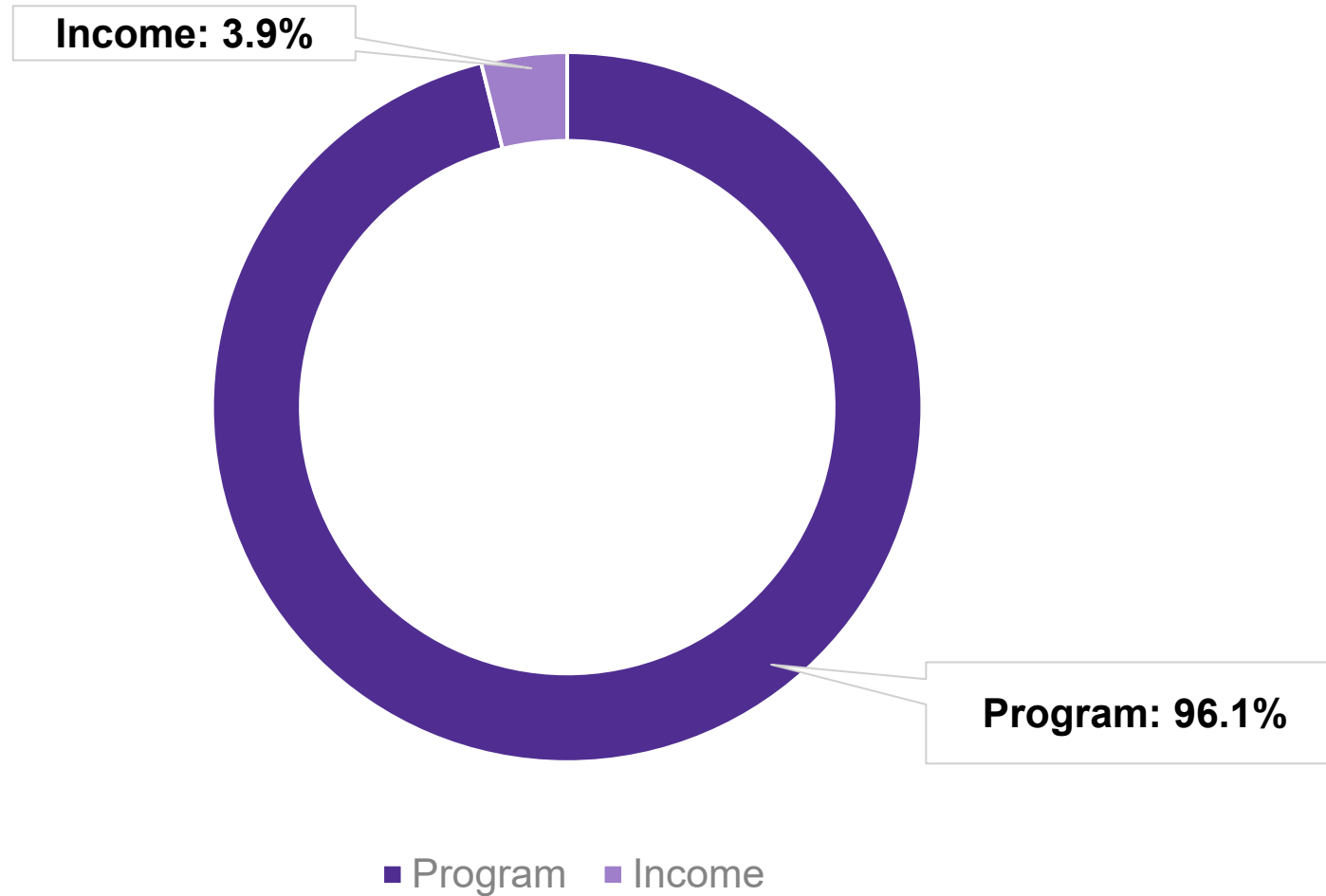
Data Source: Qlik Application Form Count Summary

Standalone Household Worksheet Volume by Received Channel March through August 2026

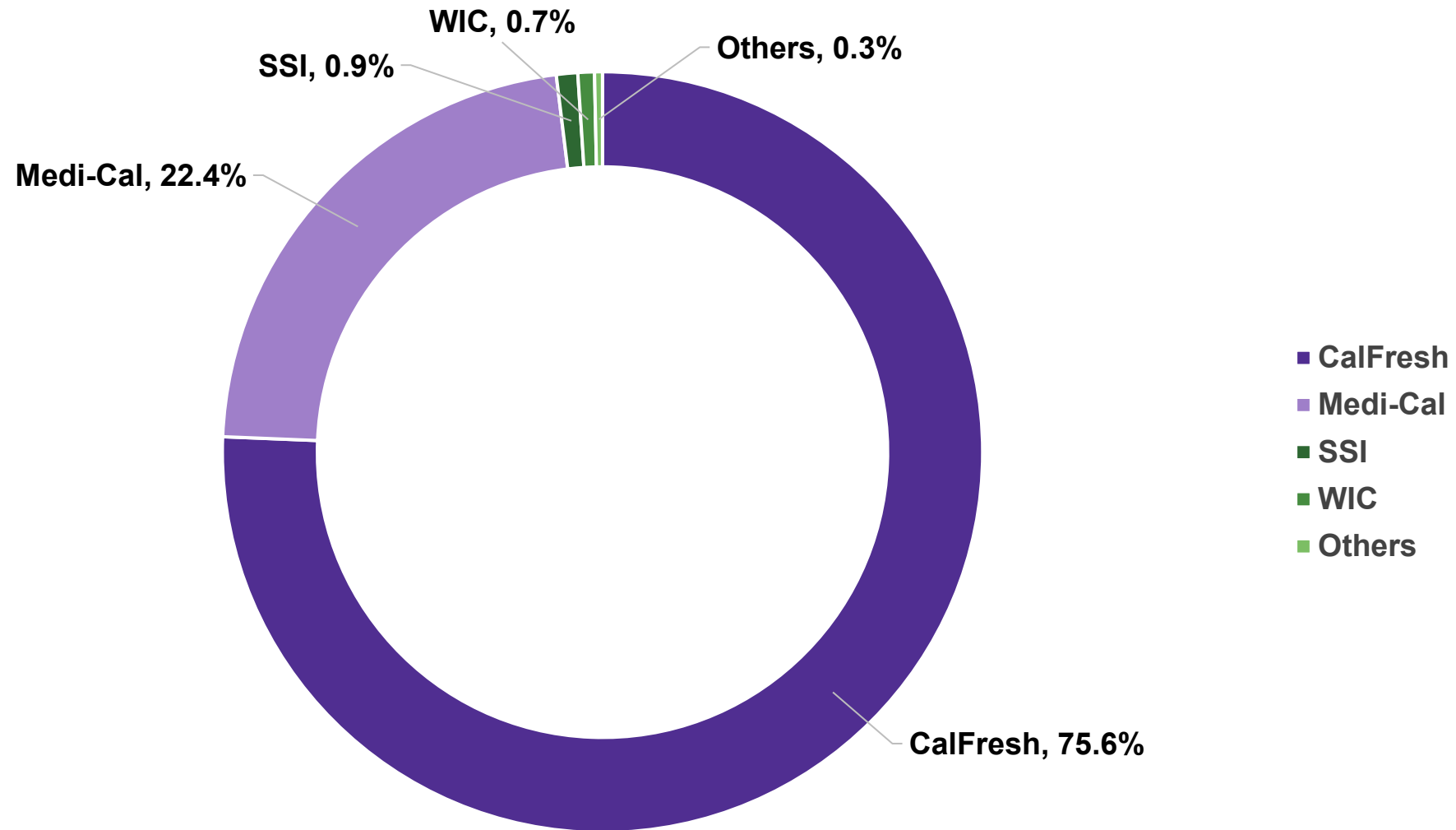


Data Source: Qlik Application Form Count Summary

Enrollment Eligibility Methods – Program Versus Income



Enrollment Eligibility Methods – By Qualifying Program

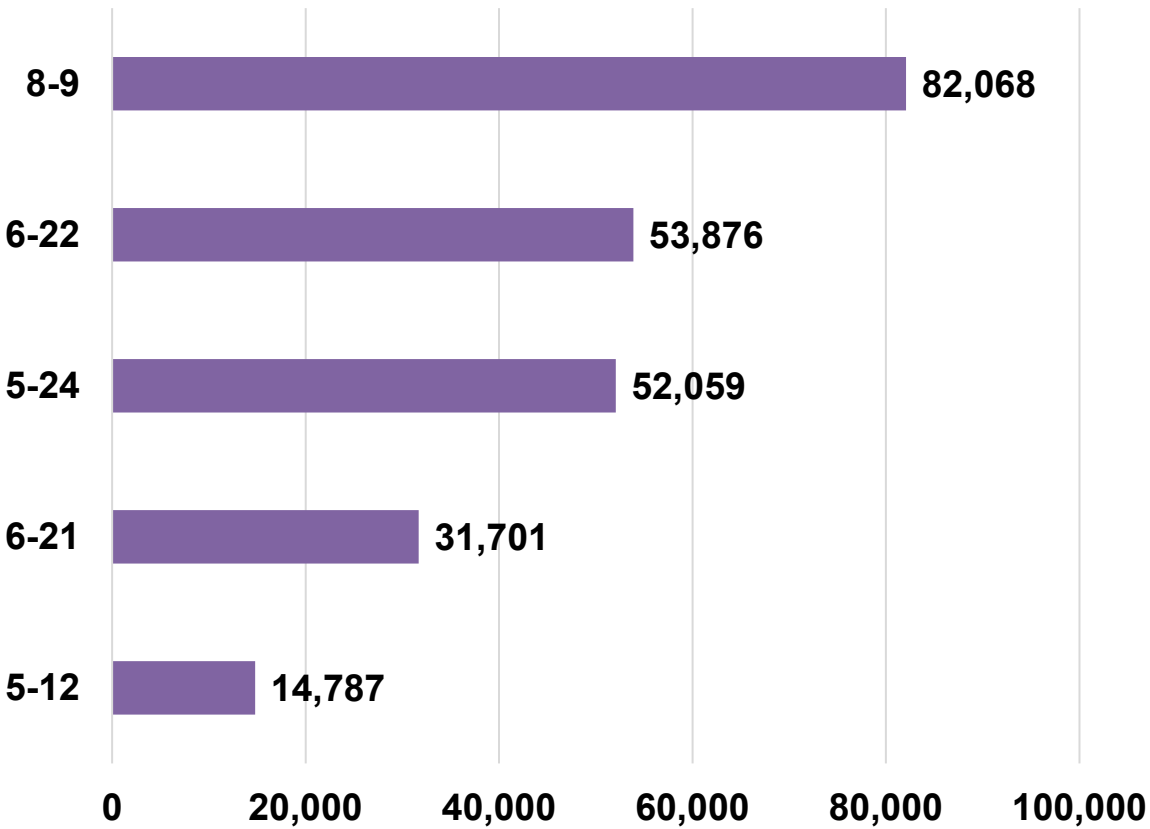


Data Source: Ad hoc Report_2026-09-01



Top 5 Denial Reasons – Enrollment Applications

March through August 2026



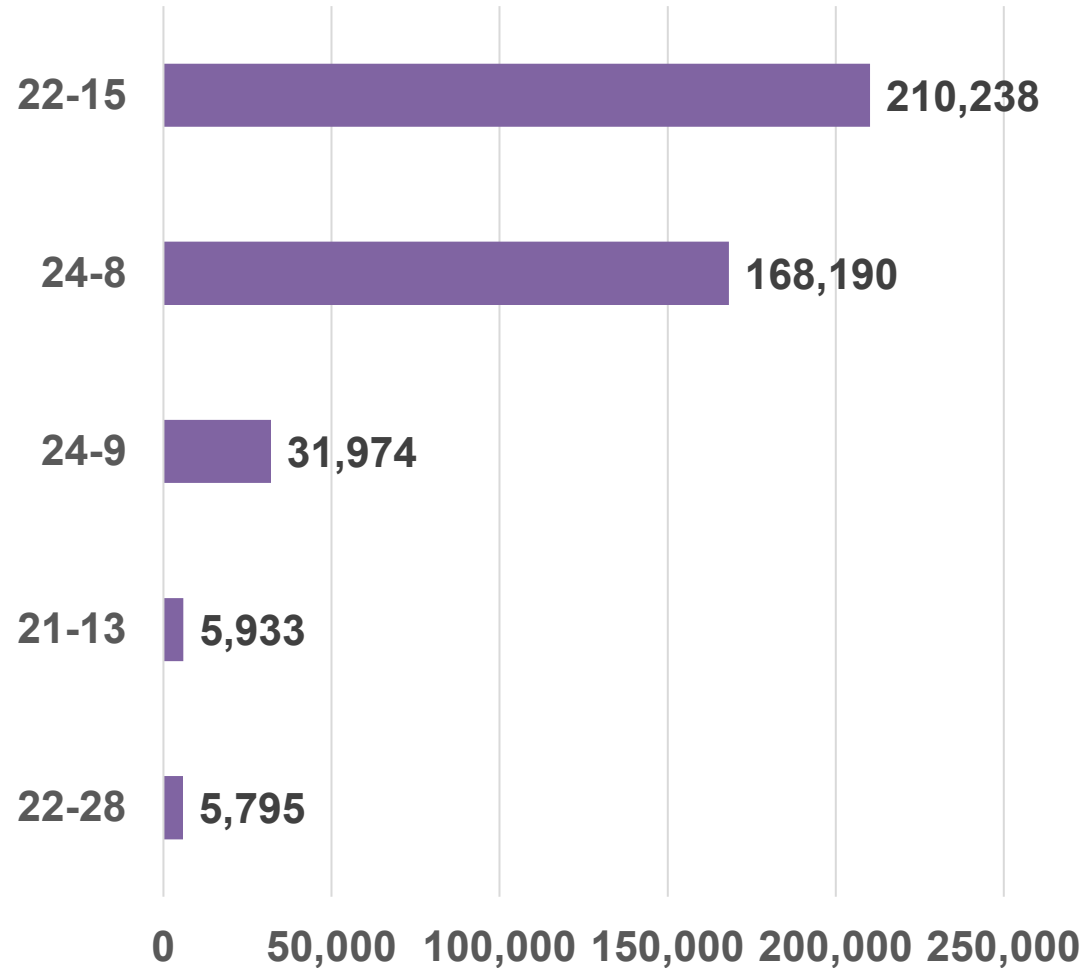
Denial Code	Type	Description
8-9	Hard Denial	Enrollment application was not submitted
6-22	Correctible Denial	Documentation submitted does not meet eligibility guidelines
5-24	Hard Denial	Failure to complete the email verification process for the Broadband Pilot
6-21	Correctible Denial	An enrollment application was not submitted by the due date
5-12	Hard Denial	An active phone number and Service Start Date was not provided within 30 days

Data Source: Qlik Denials Report



Top 5 Denial Reasons – Renewal Applications

March through August 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
21-13	Hard Denial	The Identity Authentication form and/or identity document was not received by the due date
22-28	Correctible Denial	Submitted documentation does not meet eligibility guidelines

Renewal Rate

Renewal Processes Starting May 22, 2025, through May 21, 2026*

- Total renewal processes started: 1,596,495
- Total Hard Denials: 421,092
- **Renewal Rate: 73.62%**

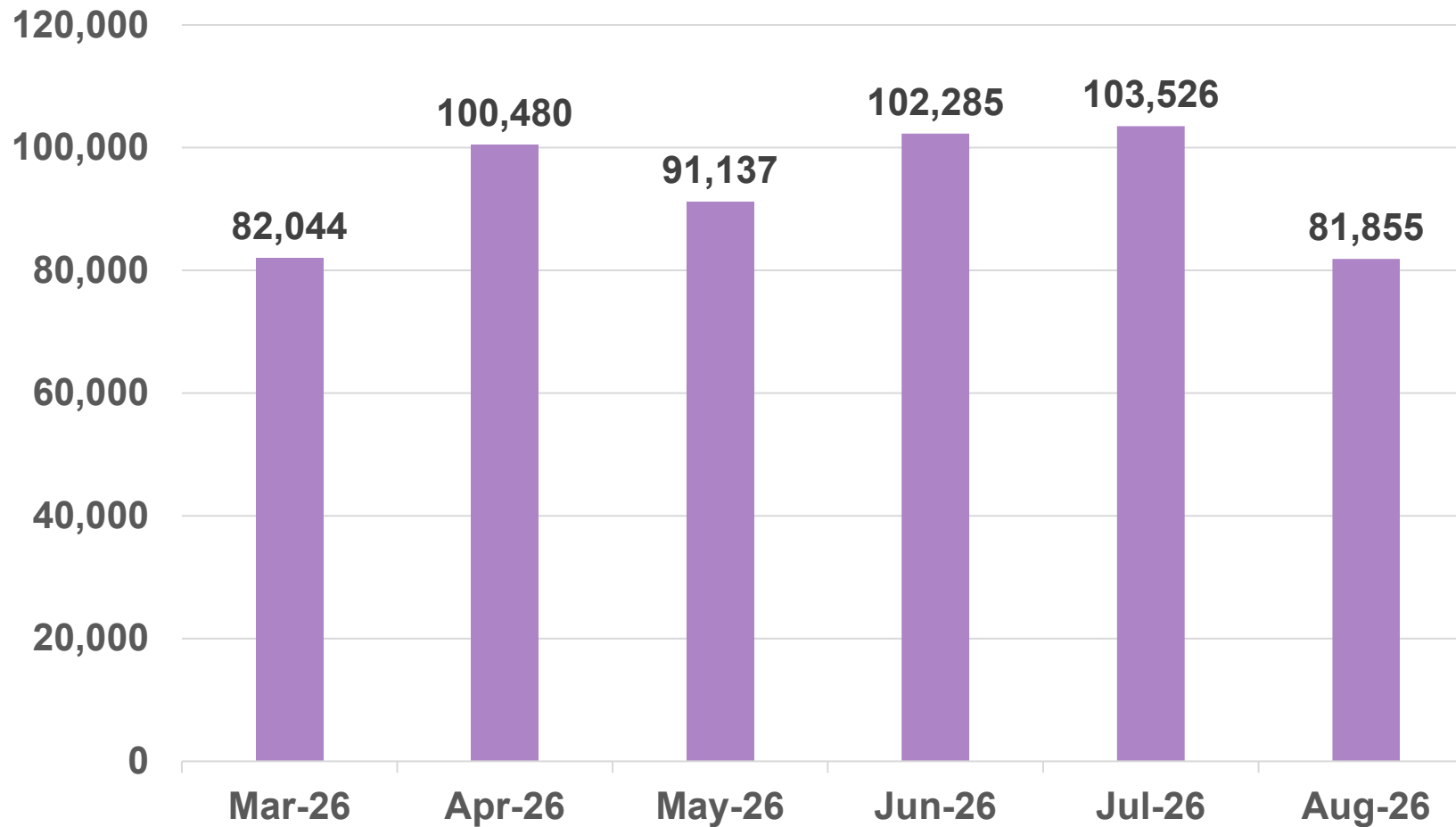
**Note: Final dispositions have been recorded for all renewal processes started for the selected period*

CalFresh Confirm Match Rates Renewal Processes Starting May 22, 2025, through May 21, 2026*

- **Day 0 – 61.17% [974,343 matches]**
- **Before issuing a soft denial for nonresponse – 5.49% [22,872 matches]**
- **Before issuing a hard denial for nonresponse – 1.67% [6,698 matches]**

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

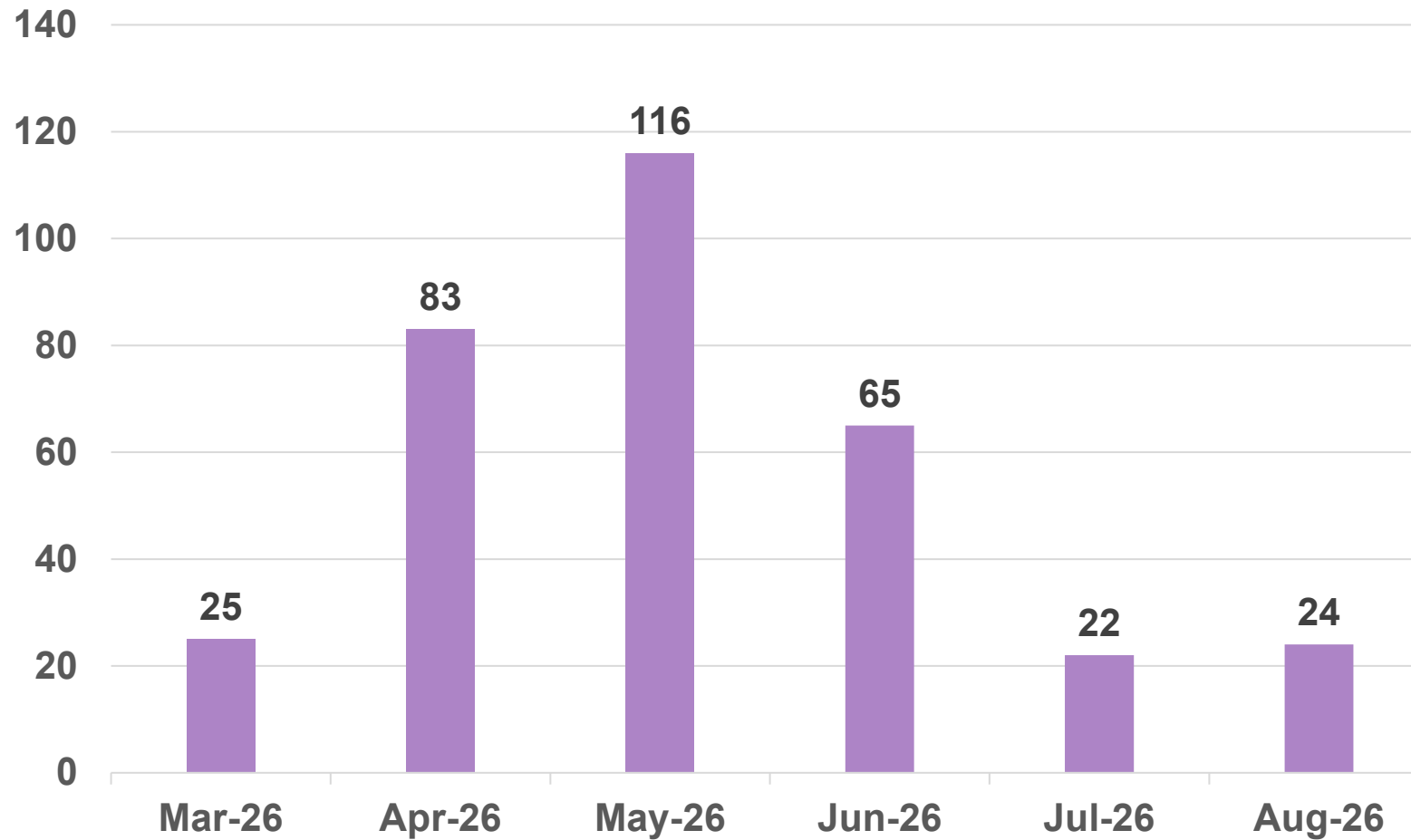
Call Center – Calls Offered March through August 2026



*Data Source: California LifeLine Project Status
Report_2026-09-08 Monthly, August)*

maximus

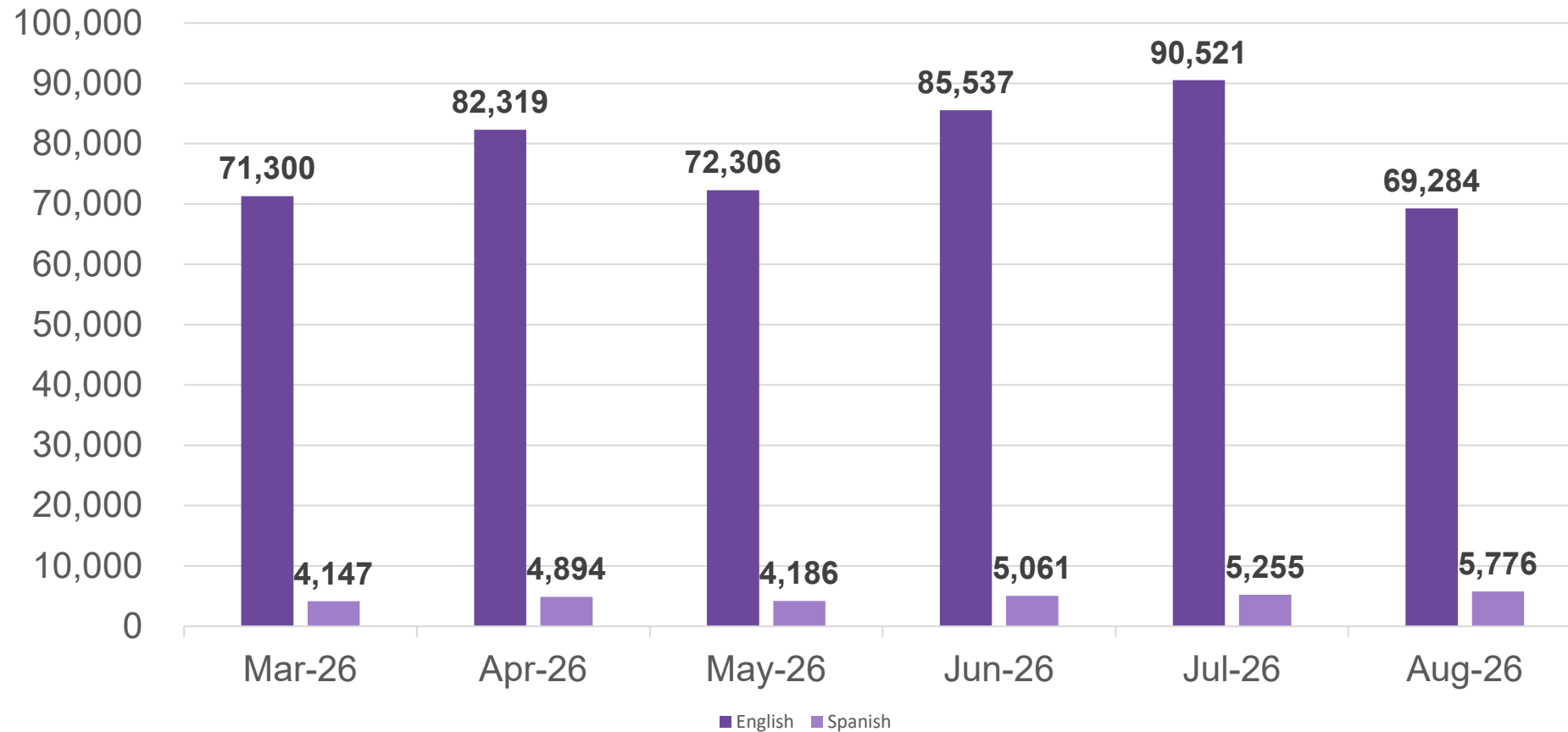
Call Center – Average Seconds to Answer (ASA) March through August 2026



*Data Source: California LifeLine Project Status
Report_2026-09-08 Monthly, August)*

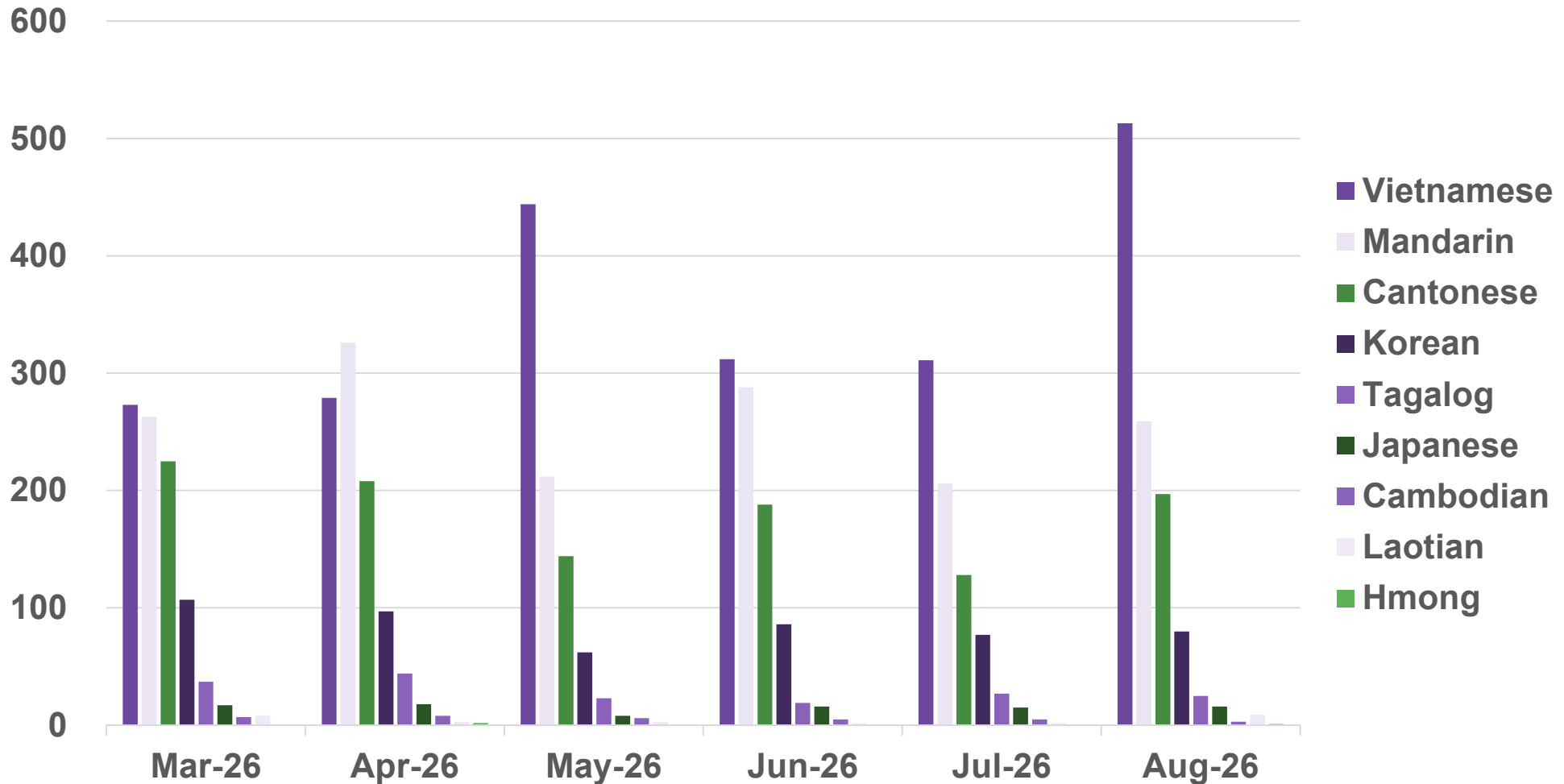
maximus

Call Center – Inbound Calls Handled English & Spanish March through August 2026



Data Source: Calls Handled By Language Ad Hoc Report

Call Center – Inbound Calls Handled Other Supported Spoken Languages March through August 2026 (Chart)



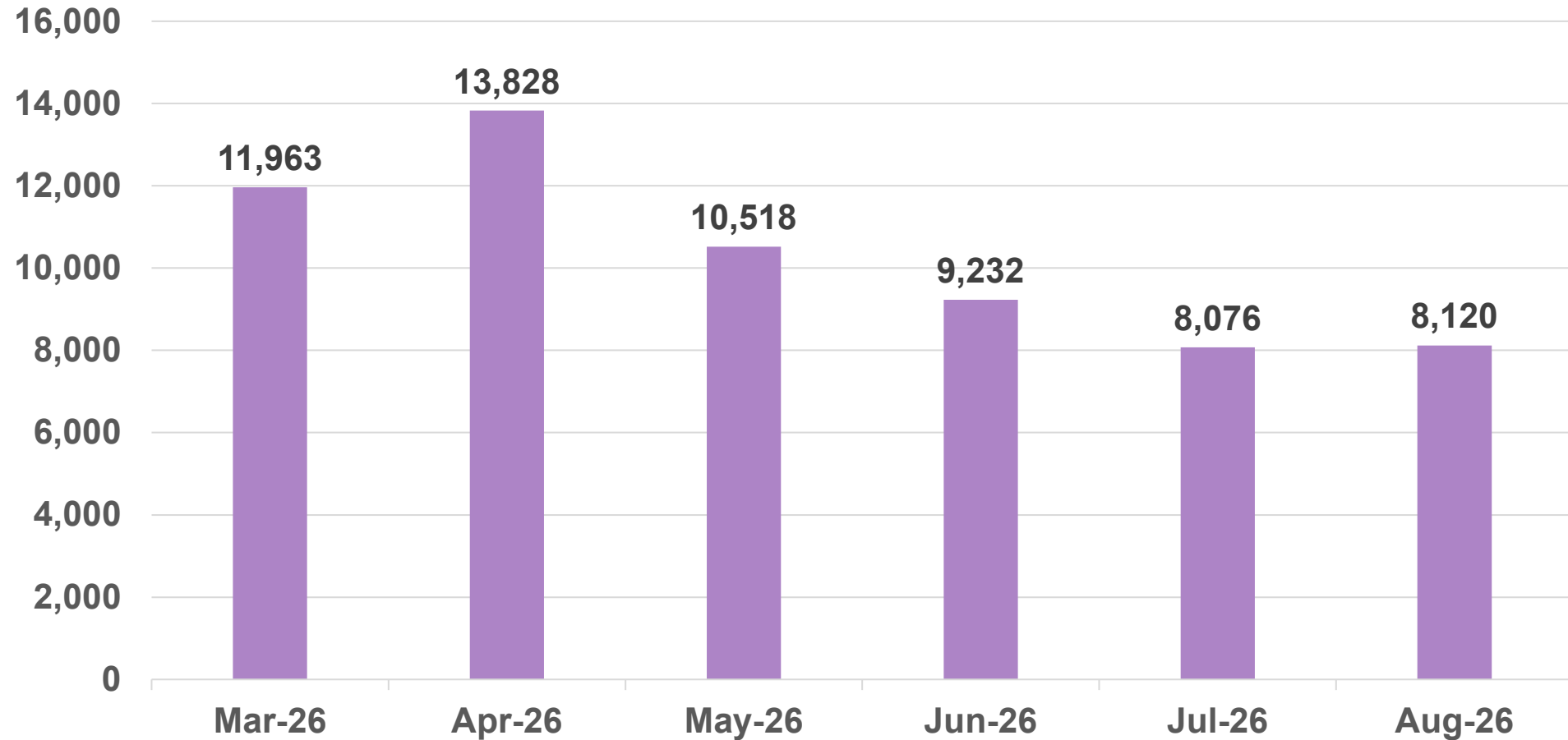
Data Source: Calls Handled By Language Ad Hoc Report

Call Center – Inbound Calls Handled Other Supported Spoken Languages March through August 2026 (Table)

Language	Mar-26	Apr-26	May-26	Jun-26	Jul-26	Aug-26
Vietnamese	273	279	444	312	311	513
Mandarin	263	326	212	288	206	259
Cantonese	225	208	144	188	128	197
Korean	107	97	62	86	77	80
Tagalog	37	44	23	19	27	25
Japanese	17	18	8	16	15	16
Cambodian	7	8	6	5	5	3
Laotian	8	3	3	2	2	9
Hmong	0	2	0	0	0	1

Data Source: Calls Handled By Language Ad Hoc Report

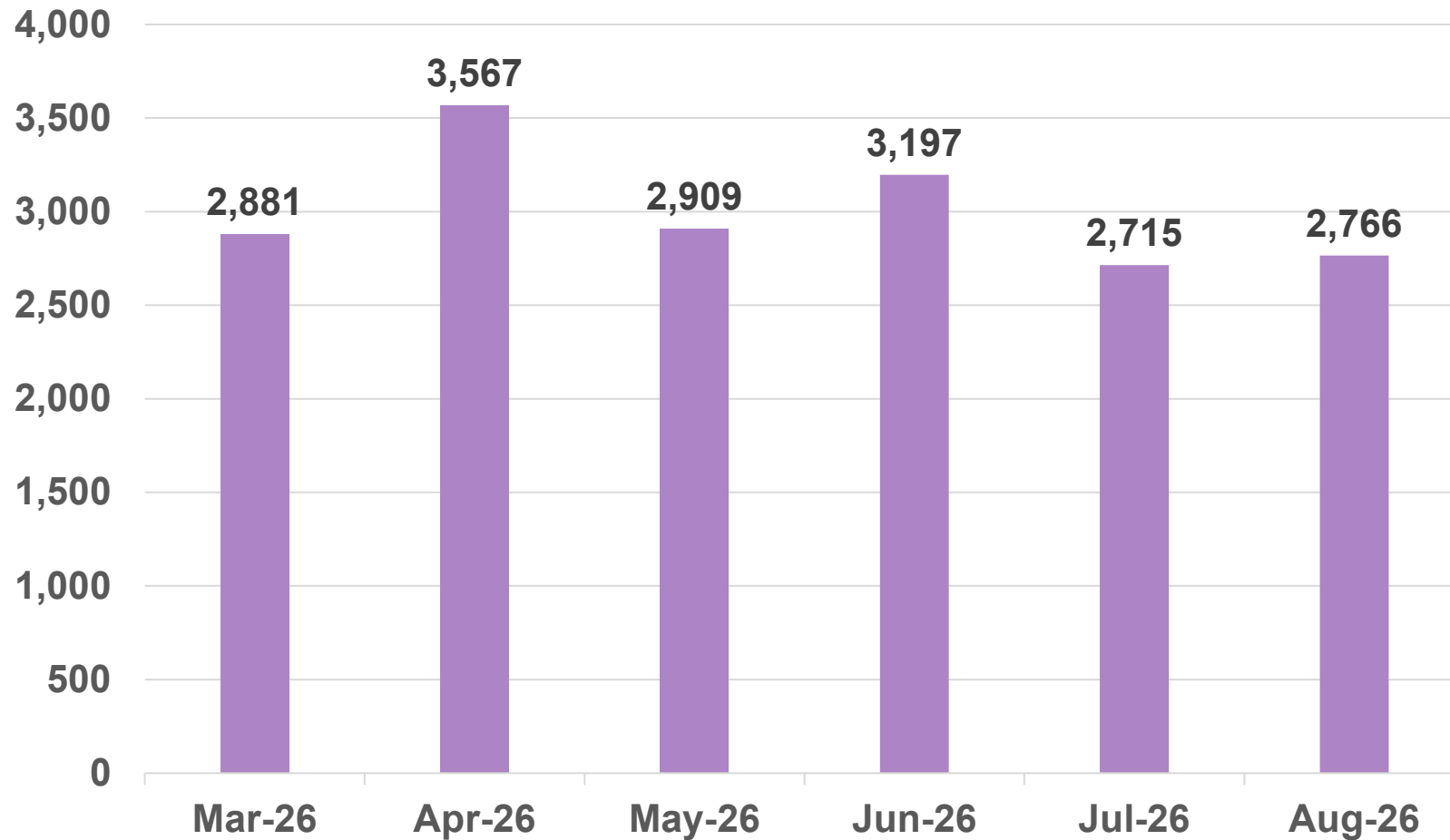
Call Center – Webchats Handled March through August 2026



*Data Source: California LifeLine Project Status
Report_2026-09-08 Monthly, August)*

maximus

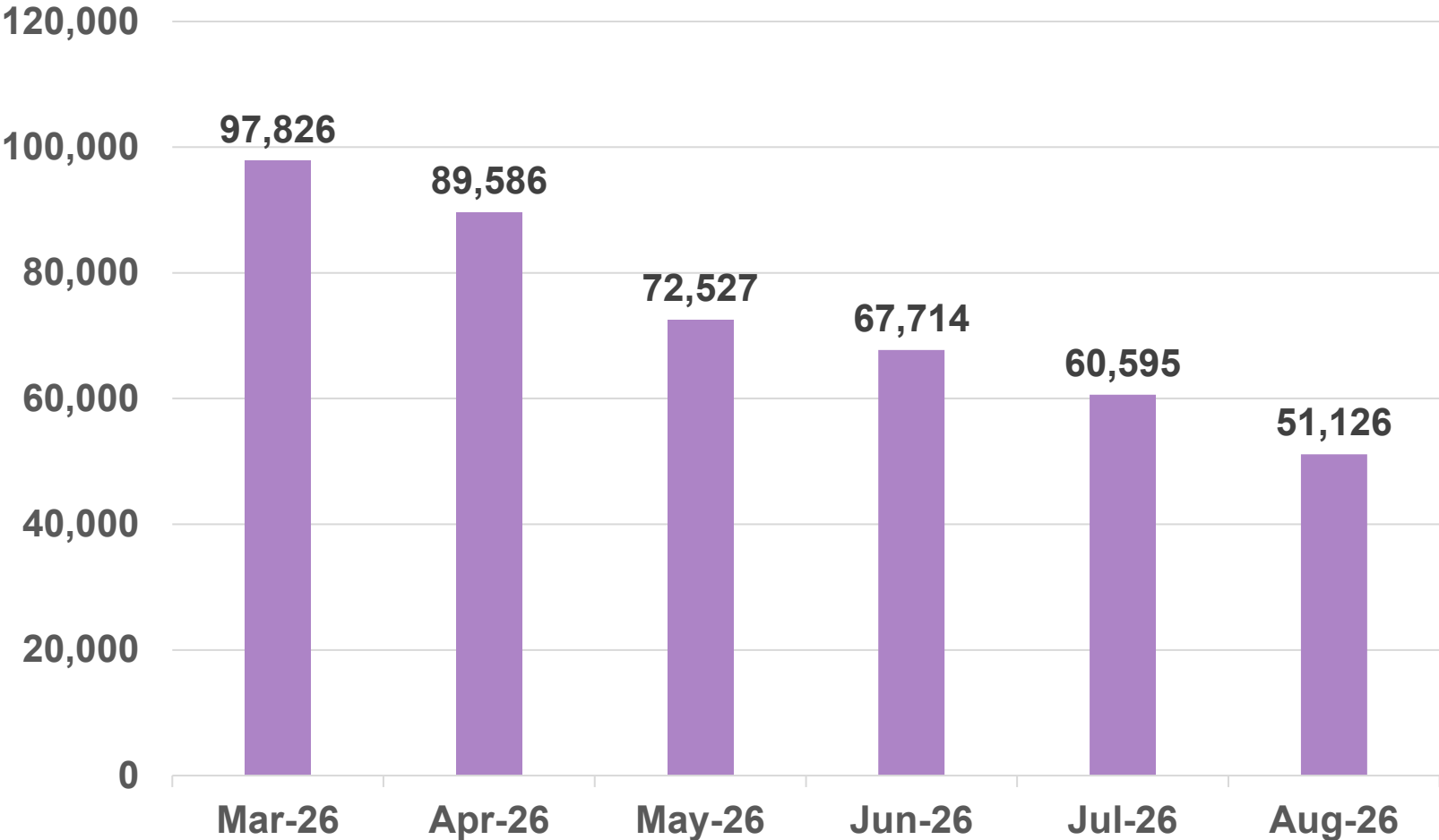
Call Center – Emails Handled March through August 2026



*Data Source: California LifeLine Project Status
Report_2026-09-08 Monthly, August)*

maximus

Call Center – Forms Manually Processed March through August 2026



Data Source: California LifeLine Project Status
Report_2026-09-08 Monthly, August)

Consent to Transfer Process Background

October 23, 2025 – Consent to Transfer (CTT) process mandatory for wireless Service Providers that use the Service Provider Intake API (SPIA)

Key CTT Requirements:

- Wireless Service Providers must submit the accurate Operating Company Number (OCN) for the subscriber's current provider
- Images of human-created signatures must be submitted when benefit transfers are initiated by wireless Service Providers
- Submitting an incorrect OCN for the current Service Provider will trigger a 24-hour freeze for the subscriber

52.33% decrease of the average monthly transfer volume:

- January 2025 through September 2025: 196,186
- November 2025 through August 2026: 93,527

Monthly SPIA Transfer Counts and Transfer-Related Calls

March through August 2026

Month	Wireless Transfers "In" (SPIA)	General Questions About Transfers	Requests for Current SP's Name	Questions about Consent to Transfer Freeze	Reporting an Unauthorized Transfer
Mar-26	94,029	1,161	11,552	231	699
Apr-26	96,757	945	11,902	234	737
May-26	92,822	870	9,499	117	708
Jun-26	88,105	875	8,563	236	711
Jul-26	84,340	722	7,887	191	631
Aug-26	69,359	680	14,004	129	532

Data Source: Ad hoc Report_2026-09-01

Questions or Comments for the TPA

Please submit questions or comments to TPA@CaliforniaLifeLine.com