



TEAM PROGRAM

TELECOMMUNICATIONS EDUCATION AND
ASSISTANCE IN MULTIPLE-LANGUAGES

QUARTERLY REPORT

Q1 July 1 – September 30, 2025



International Institute
of Los Angeles

Submitted by
International Institute of Los Angeles

Table of Contents

Introduction	3
Activity Overview	3
Outreach Activities	4
Consumer Education	7
Case Assistance	9
Trends Analysis	13

INTRODUCTION

The TEAM program was authorized by CPUC Resolution CSID-002 to support limited English proficient (LEP) consumers resolve issues with their telecommunications services. Program services include outreach, consumer education and case resolution services provided through a statewide coalition of Community Based Organizations (CBOs). TEAM CBOs have the capacity to provide services in 78 languages. The program is operated by International Institute of Los Angeles in partnership with Milestone Consulting LLC. Services are provided by a collaborative of 24 CBOs throughout California.

This report provides data on program activity for the first quarter of the program year, July 1 – September 30, 2025.

ACTIVITY OVERVIEW

The following services were completed during this reporting period:

Outreach Activities

- 26 community events
- 4 media placements
- 11 social media posts

Consumer Education

- 6,633 consumers educated
- 14 education topics presented
- 20 languages

Case Assistance

- 118 complaint cases
- 321 needs assistance cases

OUTREACH ACTIVITIES

TEAM CBOs conduct a variety of outreach activities to inform limited English proficient communities about available TEAM services and how to access them. Outreach strategies include placing articles in in-language newspapers and other periodicals, posting announcements on a variety of social media platforms, attendance at community resource events such as health fairs and ethnic community celebrations, and other activities designed to reach various ethnic communities served by the CBOs.

Community Events

CBOs attend local community events to distribute outreach materials and inform their communities about available services. CBOs must reach a minimum of 500 event attendees to meet requirements for compensation.

TEAM CBOs conducted outreach at the following events this reporting period.

Community Event Outreach Q1 July 1 – September 30, 2025			
Event	City	Language	Reach
Homenetmen 48 th Navasartian Games and Festival	Van Nuys	Armenian	6,000
hana Walk	Sacramento	English	700
Recovery Happens	Redlands	Spanish Vietnamese Mandarin	400 100 100
South Bay Union School District Kick-Off Event	San Diego	Spanish	700
Great Kirk Elementary Carnival	Madera	Spanish English	350 270
Consulado de Mexico Community Event	Fresno	Spanish	200
Afghan Mela	Fremont	Dari English	250 250
Backpack Distribution	Fremont	Dari English	50 50
National Night Out	Los Angeles	Cambodian English	400 450
Independence Day Live Drone Show	San Gabriel	Cambodian Spanish English	1000 100 1000
Senior Wellness Fair	Rosemead	Cambodian English	250 250

Back to School Backpack Event	San Bernardino	Mandarin Spanish Vietnamese	100 400 100
CAP Resource Fair	Fontana	Mandarin Spanish Vietnamese	100 450 100
Chinatown Autumn Moon Festival	San Francisco	Chinese Mandarin	30,000 5000
Full Moon Festival	San Jose	Korean	400
KACS Resource Fair	San Jose	Korean	200
Lotus Festival	Los Angeles	English Korean Spanish	400 400 400
Back to School Fair	Los Angeles	Spanish English	280 20
Regional Center Resource Event	Los Angeles	Spanish English	65 65
Back to School Resource Fair	Madera	Spanish English	280 20
Family Resource Fair	Madera	Spanish English	200 50
Community Health & Backpack Giveaway	Madera	Spanish English	500 50
College and Military Career Fair X	Madera	Spanish English	200 50
Portuguese Heritage Night San Jose Earthquakes	San Jose	Portuguese	16,356
Vietnamese American Experiences Conference	Garden Grove	Vietnamese English	266 265
3 rd Annual Recovery Happens Picnic	Santa Ana	Vietnamese English	428 428
TOTAL			70,993

Media Outreach

Media outreach consists of disseminating program information through in-language television and radio broadcast media and print outlets. The following media outreach was conducted in this reporting period.

Media Outreach Q1 July 1 – September 30, 2025				
Date	Publication/Station/Program	Type	Language	Reach
9-3-25	Azbarez Armenian Daily Newspaper	Print	Armenian	11,000
9-5-25	SF Korean	Print	Korean	30,000
9-25-25	VietFace TV So Cal 57.2	Television	Vietnamese	68,975
9-26-25	VietFace TV So Cal 57.2	Television	Vietnamese	68,975
TOTAL				178,950

Y-T-D Media Outreach	
Language	Potential Reach
Armenian	11,000
Korean	30,000
Vietnamese	137,950
TOTAL	178,950

Social Media Outreach

Social media outreach consists of in-language posts by TEAM CBOs on platforms such as Facebook, Twitter, Instagram and others typically used by LEP and immigrant communities.

Social Media Outreach Q1 July 1 – September 30, 2025		
Platform	Posts This Quarter	Total Y-T-D
Facebook	4	4
Instagram	4	4
X (Twitter)	3	3
Other	0	0
TOTAL	11	11

Community Presentations

TEAM CBOs make presentations about program available services to other organizations in their communities at Task Force, Coalition, Event Planning, and other meetings. Meeting attendees are advised of process to refer clients to the TEAM CBO for assistance. Presentations must be made to a minimum of five different organizations in attendance.

Community Presentations Q1 July 1 – September 30, 2025
There were no Community Presentations in this quarter

CONSUMER EDUCATION

Consumer Education is provided in both group settings and in one-to-one conversations. Sessions include content delivery and discussions about pre-determined telecom topics. Sessions are at least 45 minutes in length, including time spent on administrative and documentation tasks. Educational materials consist of TEAM handouts specific to each topic.

During the first quarter, TEAM CBOs provided 6,633 units consumer education on 14 different topics.



Consumer Education by Topic Q1 July 1 – September 30, 2025			
Topic	This Quarter	Previous Quarters	Y-T-D
California Lifeline	739	0	739
Collection Agencies	295	0	295
Do Not Call List	182	0	182
Driving with Cell Phones	1,255	0	1,255
Guide to Phone Services	194	0	194
Late Payments, Disconnects and Deposits	832	0	832
Pre-Paid Calling Cards	142	0	142
Slamming	203	0	203
Take Charge of Your Phone Service	232	0	232
Telephone Use in Emergencies	392	0	392

Third Party Services	345	0	345
Tips for Buying Cell Phone Services	403	0	403
Understanding Your Phone Bill	1,117	0	1,117
Who to Complain To	302	0	302
TOTAL	6,633	0	6,633

Consumer Education was presented to 6,460 individuals in 20 different languages in the first quarter of the program year.

Consumer Education by Language Q1 July 1 – September 30, 2025			
Language	This Quarter	Previous Quarters	Y-T-D
Arabic	116	0	116
Armenian	238	0	238
Cambodian	420	0	420
Cantonese	530	0	530
Dari	585	0	585
English	292	0	292
English - Native American	347	0	347
Haitian Creole	8	0	8
Hmong	125	0	125
Japanese	26	0	26
Korean	620	0	620
Mandarin	246	0	246
Mein	73	0	73
Pashto	34	0	34
Portuguese	159	0	159
Spanish	1,484	0	1,484
Swahili	2	0	2
Tagalog	20	0	20
Ukrainian	16	0	16
Vietnamese	1,292	0	1,292
TOTAL	6,633	0	6,633

CASE ASSISTANCE

Case assistance in TEAM is provided to consumers to address the challenges and barriers LEP consumers face with understanding and navigating the often complex telecommunications systems, which include mobile and landline phones and internet. CBOs resolved 439 cases in the first quarter.

Complaint Resolution

Complaint resolution is provided to consumers who feel there are incorrect charges on their utility bills, who did not receive discounts for which they are eligible or have issues with the services they received.

Complaint Resolution - Language Q1 July 1 – September 30, 2025			
Language	This Quarter	Previous Quarters	Y-T-D
Armenian	11	0	11
Cambodian	1	0	1
Cantonese	10	0	10
Dari	3	0	3
English	13	0	13
English – Native American	24	0	24
Japanese	3	0	3
Korean	2	0	2
Mandarin	1	0	1
Pashto	1	0	1
Portuguese	2	0	2
Spanish	38	0	38
Toisanese	5	0	5
Vietnamese	4	0	4
TOTAL	118	0	118

The following issues were addressed in complaint cases during the first quarter.

Complaint Resolution - Issues Addressed Q1 July 1 – September 30, 2025			
Issue	This Quarter	Previous Quarters	Y-T-D
Add New Internet Service/Plan	3	0	3
Assist with Phone Activation	2	0	2
Assist with Paying Bill	3	0	3
Assist with Changes to Account	19	0	19
California LifeLine Problem	1	0	1
Changed Bill Language	1	0	1
Contract Language	1	0	1
Cramming	21	0	21
Do Not Call List	2	0	2
Expired promotion	1	0	1
Faulty Equipment	3	0	3
High bill	57	0	57
LifeLine Application	5	0	5
Maintenance Agreement	1	0	1
Misleading ads	1	0	1

Misrepresentation	4	0	4
Overbilling	9	0	9
Poor coverage/dropped calls	32	0	32
Promotion/award not honored	5	0	5
Repairs and installation	10	0	10
Rude Customer Service	7	0	7
Slamming	1	0	1
Undisclosed Fee	1	0	1
Wrong Rate	1	0	1
TOTAL	191	0	191

The total number of issues addressed will exceed the total number of cases because some cases address multiple issues. Totals for previous quarters may be adjusted from prior reports

Needs Assistance

Needs assistance cases may include helping clients with their services or bills, or assisting with payment arrangements, enrollment into consumer assistance programs, or referrals to financial assistance agencies. Needs Assistance is provided to consumers who request help with utility services or bills, but do not feel that their bill is incorrect or that the IOU has acted wrongly.

Needs Assistance – Language Q1 July 1 – September 30, 2025			
Language	This Quarter	Previous Quarters	Y-T-D
Armenian	12	0	12
Cambodian	2	0	2
Cantonese	62	0	62
Dari	27	0	27
English	18	0	18
English – Native American	2	0	2
Hmong	2	0	2
Indonesian	1	0	1
Japanese	15	0	15
Korean	10	0	10
Lao	1	0	1
Mandarin	14	0	14
Pashto	17	0	17
Portuguese	4	0	4
Spanish	73	0	73
Tagalog	2	0	2
Toisanese	4	0	4
Vietnamese	55	0	55
TOTAL	321	0	321

The following services were provided in needs assistance cases in the first quarter:

Needs Assistance -Services Provided Q1 July 1 – September 30, 2025			
Service	This Quarter	Previous Quarters	Y-T-D

Add new internet service/plan	55	0	55
Assist with phone activation	51	0	51
Assisted client with paying bill	19	0	19
Assisted with Changes to Account	99	0	99
Changed Bill Language	10	0	10
Contract Language	4	0	4
Do Not Call List	26	0	26
Expired Promotion	2	0	2
Faulty Equipment	2	0	2
High Bill	24	0	24
LifeLine Application	17	0	17
LifeLine Recertification	28	0	28
Misrepresentation	1	0	1
Pre-Paid Issue	1	0	1
Poor Coverage/Dropped Calls	4	0	4
Promotion/Award Not Honored	1	0	1
Repairs and Installation	8	0	8
Rude Customer Service	2	0	2
Set Up New Account	29	0	29
TOTAL	383	0	383

Note: The total number of issues addressed will exceed the total number of cases because some cases address multiple issues

Recovered and Saved Funds

Through case resolution activities, team cbos recovered and/or saved consumers \$27,121.20 in the period of july 1 – september 30, 2025. This reflects an average recovery/savings of \$ 61.64 per case.

TRENDS ANALYSIS

Summary of Main Findings

The types of services provided in the TEAM program this reporting period are consistent to those provided in previous periods.

Changes in the telecommunications landscape, some of which may disproportionately impact lower income or elderly populations, suggest the need for updated program resources and approach to meet current challenges.

Among the challenges encountered by TEAM CBOs are the prevalence of consumers using pre-paid month-to-month phone plans that do not provide bills or call statements to verify services and minutes used.

Case assistance outcomes indicate the continuing need for low income assistance programs, particularly as LEP consumers continue to deal with longstanding difficulties in the California LifeLine program and the discontinuation of the Affordable Connectivity Program (ACP) internet discount program.

Trends Overview

The most prevalent issues addressed this quarter include assisting LEP consumers with managing their accounts and services. This may include changing language access, updating account information and access, determining calling plans, and other tasks that are difficult for LEP consumers to manage.

Most Prevalent Issues Q1 July 1 – September 30, 2025		
Complaints		
Issue/Service	Number of Cases	% of Total Cases
High bill	57	48%
Poor Coverage/Dropped Calls	32	27%
Cramming	21	18%
Needs Assistance		
Issue/Service	Number of Cases	% of Total Cases

Assist with changes to account	99	31%
Add new internet service/plan	55	17%
Assist with Phone Activation	51	16%

Trend Analysis

Changes to Accounts and Phone Activation

LEP consumers will always request assistance with overcoming language barriers when discussing needs with telecom companies. In many cases, cultural norms and social conditions in native countries also contribute to a need for an intermediary to negotiate resolutions and may be considered a standard circumstance and not a trend.

Internet Accounts

Although it has been more than a year since TEAM consumers lost access to the FCC's Affordable Connectivity Program (ACP), a replacement program for low income internet access has not been offered and consumers continue to struggle with internet affordability.

At the onset of the COVID-19 pandemic, emergency funding for broadband connectivity was made available by the FCC through the Emergency Broadband Program (EBB). The EBB program was then replaced by the ACP as a long term, ongoing program to provide high speed broadband internet to low income consumers.

Combined with additional resources for discounts on computers, TEAM CBOs assisted many households establish online connectivity for the first time. TEAM CBOs processed funding for the purchase of computers and equipment, enrolled households in the ACP, and instructed clients on the basics of computer and internet usage. They helped to set up emails and passwords and showed new users how to login to their accounts.

The ACP was discontinued in April 2024. New enrollments were curtailed in the beginning of February 2024. The ending of the ACP left many consumers, who had not previously owned computers or had internet accounts back to where they started just months before. Households now have computers which, while discounted, required them to spend money for equipment on which they could no longer make online connections.

TEAM CBOs are working with households to find affordable internet plans and helping to set those up. However, identifying plans that are affordable and do not have high termination or set-up fees can be challenging.

Issues not Identified in Data

Although data indicates that the largest need among LEP consumers are related to assisting consumers with managing their telecom accounts and setting up internet services, this can be misleading.

Consumers often present needs related to ongoing challenges with pre-paid, month- to-month phone services and with California LifeLine. While there is a clear need for assistance with both services, internal policies and processes within the entities providing or overseeing them make it extremely difficult for TEAM CBOs to resolve consumer issues.

California LifeLine continues to be difficult to achieve enrollment approval, and resolution of issues can be time consuming, frustrating and costly for low income consumers.

Problems with pre-paid phone services are also challenging to address because the companies offer extremely limited customer service, do not provide account statements, and often simply state that a customer does not have a contract and is free to purchase services elsewhere.