



TEAM PROGRAM

TELECOMMUNICATIONS, EDUCATION AND
ASSISTANCE IN MULTIPLE-LANGUAGES

QUARTERLY REPORT

Q3 January 1 – March 31, 2026



International Institute
of Los Angeles

Submitted by the International Institute of Los Angeles



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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 third quarter of the program year, January 1 – March 31, 2026.

ACTIVITY OVERVIEW

The following services were completed during this reporting period:

Outreach Activities

- 24 community events
- 2 media placements

Consumer Education

- 7,167 consumers educated
- 21 languages

Case Assistance

- 305 complaint cases
- 373 needs assistance cases

Recovered and Saved

- \$40,857.05 on behalf of consumers

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 during this reporting period.

Community Event Outreach Q3 January 1 – March 31, 2026			
Event	City	Language	Reach
Alhambra Lunar New Year	Alhambra	English	400
		Mandarin	600
San Gabriel Lantern Festival	San Gabriel	English	250
		Mandarin	450
San Bernardino 3 rd Annual Lunar New Year Celebration	San Bernardino	Mandarin	100
		Spanish	350
		Vietnamese	250
Valley View Mental Health Fair	Ontario	Mandarin	100
		Spanish	350
		Vietnamese	100
Los Osos Mental Health Fair	Rancho Cucamonga	Mandarin	100
		Spanish	350
		Vietnamese	100
Resiliency Day	Monterey Park	Cantonese	50
		Mandarin	50
Lunar New Year Festival	Monterey Park	Cantonese	300
		English	200
		Mandarin	300

Lantern Festival	San Gabriel	Cantonese English Mandarin	1000 400 600
Temple City Block Party	Temple City	Cantonese English Mandarin	200 150 150
Year of the Horse Flower Fair	San Francisco	Cantonese Mandarin	30,000 5,000
14th Annual OYE	Redwood City	English Spanish	250 250
Seegerstrom Mental Health Fair	Santa Ana	English Spanish	1,250 1,250
Esqueda Open House	Santa Ana	Spanish	500
Martin Resource Fair	Santa Ana	Spanish	300
Senior Health Fair	Santa Ana	Spanish	85
Van Nuys Open House	Van Nuys	English Spanish	250 250
Women's Health and History Community Fair	Lancaster	English Spanish	100 200
Sendak Elementary Resource Fair	North Hollywood	Spanish	100
Bunny Hop	Lancaster	English Spanish	100 100
Full Moon Bascom Library	San Jose	Korean	550
KAFLA Small Business Workshop	Los Angeles	English Spanish Korean	50 50 50
One Stop 4 Health	Madera	English Spanish	30 170
College and Career Day on the Green	Madera	English Spanish	150 50
All Peoples' Celebration	Los Angeles	English Tagalog	500 500
TOTAL			48,985

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 during this reporting period.

Media Outreach Q3 January 1 – March 31, 2026				
Date	Publication/Station/Program	Type	Language	Reach
2-19-26	Telemundo	Television	Spanish	11,279
3-20-26	Azbarez Armenian Daily	Print	Armenian	10,300
TOTAL				21,579

Y-T-D Media Outreach	
Language	Potential Reach
Armenian	31,800
Chinese	123,000
Korean	30,000
Spanish	43,279
Vietnamese	287,950
TOTAL	516,029

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 Q3 January 1 – March 31, 2026		
Platform	Posts This Quarter	Total Y-T-D
Facebook	20	24
Instagram	11	15
X (Twitter)	0	3
Other	0	0
TOTAL	31	42

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 a 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 Q3 January 1 – March 31, 2026
Korean School of Northern California

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.

Consumer Education by Topic Q3 January 1 – March 31, 2026			
Topic	This Quarter	Previous Quarters	Y-T-D
California Lifeline	826	1,756	2,582
Collection Agencies	216	800	1,016
Do Not Call List	1,030	586	1,616
Driving with Cell Phones	1,274	1,903	3,177
Guide to Phone Services	182	314	496
Late Payments, Disconnects and Deposits	607	1,280	1,887
Pre-Paid Calling Cards	74	532	606
Slamming	482	469	951

Take Charge of Your Phone Service	458	802	1,260
Telephone Use in Emergencies	649	1,280	1,929
Third Party Services	142	753	895
Tips for Buying Cell Phone Services	68	829	897
Understanding Your Phone Bill	1,018	2,133	3,151
Who to Complain To	141	851	992
TOTAL	7,167	14,288	21,455

Consumer Education was presented to **7,167** individuals in **21** different languages in the third quarter of the program year.

Consumer Education by Language Q3 January 1 – March 31, 2026			
Language	This Quarter	Previous Quarters	Y-T-D
Arabic	50	254	304
Armenian	329	534	863
Cambodian	235	950	1,185
Cantonese	554	1,362	1,916
Dari	486	1,656	2,142
English	800	662	1,462
English - Native American	309	1,018	1,327
French	0	2	2
Haitian Creole	0	8	8
Hindi	1	0	1
Hmong	65	141	206
Japanese	80	46	126
Korean	649	931	1,580
Mandarin	142	298	440
Mein	56	121	177
Pashto	13	91	104
Portuguese	99	339	438
Russian	1	0	1
Somali	4	2	6
Spanish	2,108	3,327	5,435
Swahili	0	7	7
Tagalog	48	20	68
Ukrainian	33	33	66
Vietnamese	1,105	2,486	3,591
TOTAL	7,167	14,288	21,455

CASE ASSISTANCE

Case assistance in TEAM is provided to consumers to address the challenges and barriers LEP consumers face with understanding and navigating the complex telecommunications systems, which include mobile and landline phones and internet. TEAM CBOs resolved **678 cases** in the third quarter of this program year.

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 Q3 January 1 – March 31, 2026			
Language	This Quarter	Previous Quarters	Y-T-D
Armenian	11	21	32
Cambodian	3	3	6
Cantonese	8	39	47
Dari	2	9	11
English	15	27	42
English – Native American	178	136	314
Eritrean	1	0	1
Hmong	0	1	1
Indonesian	0	1	1
Japanese	5	11	16
Korean	2	5	7
Mandarin	0	1	1
Pashto	0	1	1
Portuguese	0	3	3
Spanish	74	88	162
Tagalog	0	1	1
Toisanese	3	6	9
Vietnamese	3	6	9
TOTAL	305	359	664

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

Complaint Resolution - Issues Addressed			
Q3 January 1 – March 31, 2026			
Issue	This Quarter	Previous Quarters	Y-T-D
Add New Internet Service/Plan	3	10	13
Assist with Phone Activation	2	4	6
Assist with Paying Bill	2	4	6
Assist with Changes to Account	33	54	87
California LifeLine Problem	0	4	4
Calling Card	0	1	1
Changed Bill Language	8	6	14
Class Action	1	2	3
Contract Language	3	1	4
Cramming	131	107	238
Do Not Call List	2	17	19
Expired promotion	1	2	3
Faulty Equipment	2	6	8
High bill	174	206	380
Hot Spot Device	1	0	1
LifeLine Application	6	17	23
LifeLine Problem	5	0	5
LifeLine Recertification	1	2	3
Maintenance Agreement	1	1	2
Misleading ads	3	12	15
Misrepresentation	3	8	11
Overbilling	28	36	64
Pay phone	1	0	1
Poor coverage/dropped calls	25	53	78
Promotion/award not honored	9	13	22
Repairs and installation	4	17	21
Rude Customer Service	13	19	32
Set Up New Account	2	2	4
Slamming	0	6	6
Undisclosed Fee	8	2	10
WirePro	36	0	36
Wrong Rate	10	5	15
Wrongful Disconnection	3	1	4
TOTAL	521	619	1,140

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 Q3 January 1 – March 31, 2026			
Language	This Quarter	Previous Quarters	Y-T-D
Arabic	2	0	2
Armenian	21	31	52
Cambodian	15	18	33
Cantonese	44	120	164
Dari	26	64	90
English	64	70	134
English – Native American	0	2	2
Hindi	1	0	1
Hmong	1	3	4
Indonesian	0	2	2
Japanese	10	26	36
Korean	6	17	23
Lao	0	1	1
Mandarin	2	15	17
Mien	0	1	1
Pashto	2	26	28
Portuguese	5	11	16
Romanian	1	0	1
Russian	1	0	1
Samoan	1	0	1
Spanish	111	184	295
Tagalog	8	4	12
Toisanese	0	4	4
Ukrainian	4	0	4
Urdu	1	0	1
Vietnamese	47	100	147
TOTAL	373	699	1,072

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

Needs Assistance -Services Provided Q3 January 1 – March 31, 2026			
Service	This Quarter	Previous Quarters	Y-T-D
Add New Internet Service/Plan	19	109	129
Assist With Phone Activation	48	108	156
Assisted Client With Paying Bill	28	64	92
Assisted With Changes to Account	107	185	292
Automated System	1	0	1
Calling Card	1	0	1
Case Not Resolvable	1	0	1
Changed Bill Language	16	23	39
Contract Language	4	8	12
Cramming	0	1	1
Do Not Call List	54	71	125
Expired Promotion	3	2	5
Faulty Equipment	0	2	2
High Bill	33	51	84
Lifeline Application	30	42	72
Lifeline Recertification	30	68	98
Misleading Ads	2	3	5
Misrepresentation	1	2	3
Overbilling	12	6	18
Pay Phones	2	0	2

Pre-Paid Issue	7	2	9
Poor Coverage/Dropped Calls	3	5	8
Promotion/Award Not Honored	1	1	2
Repairs and Installation	5	12	17
Rude Customer Service	2	2	4
Set Up New Account	27	57	84
Termination Fee	1	0	1
WirePro	1	0	1
Wrongful Disconnection	1	0	1
TOTAL	440	824	1,265

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 **\$40,857.05** in the period of January 1 – March 31, 2026. This reflects an average recovery/savings of **\$ 60.26** per case.

TRENDS ANALYSIS

Summary of Main Findings

The types of services provided in the TEAM program in 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 Q3 January 1 – March 31, 2026		
Complaints		
Issue/Service	Number of Cases	% of Total Case Services
High bill	174	33%
Cramming	131	25%
Needs Assistance		
Issue/Service	Number of Cases	% of Total Case Services
Assist With Changes to Account	107	24%
Do Not Call List	54	12%

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 in establishing 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 log in to their accounts.

The ACP was discontinued in April 2024. New enrollments were curtailed at 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, require them to spend money on equipment on which they could no longer make online connections.

TEAM CBOs are working with households to find and set up affordable internet plans. However, identifying plans that are affordable and do not have high termination or set-up fees can be challenging. Plans for LifeLine Broadband access plans in coming months may provide some relief from this issue.

Issues not Identified in Data

Although data indicates that the largest needs 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 various entities providing or overseeing them it makes 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. Numerous pre-paid phone companies do not have regular customer service phone lines to handle account issues.