



TEAM PROGRAM

TELECOMMUNICATIONS, EDUCATION, AND
ASSISTANCE IN MULTIPLE LANGUAGES

QUARTERLY REPORT

Q4 April 1 – June 30, 2026



International Institute
of Los Angeles

Submitted by the International Institute of Los Angeles



Table of Contents

Introduction	3
Activity Overview	3
Outreach Activities	4
Consumer Education	8
Case Assistance	10
Trends Analysis	15

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 the 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 fourth quarter of the program year, April 1 – June 30, 2026.

ACTIVITY OVERVIEW

The following services were completed during this reporting period:

Outreach Activities

- **39** community events
- **8** community presentations
- **4** media placements
- **71** social media posts

Consumer Education

- **8,213** consumers educated
- **19** languages

Case Assistance

- **368** complaint cases
- **534** needs assistance cases

Recovered and Saved

- **\$53,658** saved 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, attending community resource events such as health fairs and ethnic community celebrations, and other activities designed to reach the 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 Q4 April 1 – June 30, 2026			
Event	City	Language	Reach
Efrat Event	Hayward	Dari	150
Movie Time	Fremont	Dari	50
Kaiser Permanente Health Fair	Fremont	Dari	250
Nutrition Event	Fremont	Dari	50
2026 Senior Street Fest	Glendale	Armenian	800
AAPI Cultural Festival	Elk Grove	Cantonese English	1,000 4,000
Filipino Fiesta	Sacramento	Cantonese English Tagalog	300 1,000 1,700
Sacramento Pride Festival	Sacramento	English	25,000
Cambodian New Year	Stockton	Cambodian	1,000
Cinco de Mayo Grand Pavilion	Stockton	Spanish	1,500
CPP Financial Literacy Event	Pomona	English Vietnamese	400 450

Disability Awareness Fair	Chino	Mandarin Spanish Vietnamese	300 1,050 300
Kick Off the Summer	Fontana	Mandarin Spanish Vietnamese	100 400 100
Scam Call Prevention	Los Angeles	Cantonese	100
Labor Rights Event	Los Angeles	Cantonese English Mandarin	50 50 150
Happy Birthday Monterey Park	Monterey Park	Cantonese English Mandarin	200 50 150
Thanks USA Healthcare Fair & AAPI Heritage Month Celebration	San Gabriel	Cantonese English Mandarin	250 50 200
AAPI Joy	Los Angeles	Cantonese English Japanese Mandarin Spanish	500 1000 500 500 500
IHSS Advocacy and Community Summit	Los Angeles	English	250
Independence Day Hiring Spree	Van Nuys	English Spanish	300 200
UEI College Event	Huntington Park	English Spanish	450 50
Unwind Your Mind Youth Summit	Los Angeles	English Korean	86 86
Kids Town Family Day	Los Angeles	English Korean Spanish	66 66 68
Cherry Blossom Festival	West Covina	English Japanese Spanish	500 1,000 500
Japanese Summer Festival	Torrance	Japanese	700
JCI Gardena Matsuri	Gardena	English Japanese	200 600
Madera Earth Day and Alcohol Awareness Walk	Madera	English Spanish	20 180
Festival de los Ninos	Fresno	English Spanish	200 800
Mental Health Awareness Resource Fair	Madera	English Spanish	50 300
College, Career and Military Fair	Madera	English Spanish	500 200

Day at the Park	National City	English Tagalog	500 500
Day of the Child	Chula Vista	English Tagalog	2,500 2,500
Pride by the Beach	Oceanside	English Tagalog	800 350
San Francisco Affordable Housing Expo	San Francisco	Cantonese English Vietnamese	250 200 50
Alamitos Open House Resource Fair	Garden Grove	English Vietnamese	300 300
Golden West Health and Wellness Fair	Huntington Beach	English Vietnamese	150 150
Choose Wellness Resource Fair	Garden Grove	English Vietnamese	100 86
KAFLA Small Business Workshop	Los Angeles	Korean Spanish English	50 50 50
Esqueda Open House	Santa Ana	Spanish	500
TOTAL			60,908

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 Q4 April 1 – June 30, 2026				
Date	Publication/Station/Program	Type	Language	Reach
6/9/26	Molorak Armenian Newspaper	Print	Armenian	10,100
6/25/26	KBIF 900AM	Radio	Hmong	30,000
6/15/26	Bay News Lab	Print	Korean	10,000
6/5/26	KSQQ	Radio	Portuguese	400,000
TOTAL				450,100

Y-T-D Media Outreach	
Language	Potential Reach
Armenian	41,900
Chinese	123,000
Hmong	30,000
Korean	40,000
Portuguese	400,000

Spanish	43,279
Vietnamese	287,950
TOTAL	966,129

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 Q4 April 1 – June 30, 2026		
Platform	Posts This Quarter	Total Y-T-D
Facebook	39	63
Instagram	32	47
X (Twitter)	0	3
Other	0	0
TOTAL	71	113

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 the process for referring clients to the TEAM CBO for assistance. Presentations must be made to a minimum of five different organizations in attendance.

Community Presentations Q4 April 1 – June 30, 2026
Frontline Learning Collaborative Meeting
Mexican Consulate Community Group
Mexican American Opportunity Foundation Network Meeting
International Institute CBO Partnership Exploration Presentations (5 sessions)

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 Q4 April 1 – June 30, 2026			
Topic	This Quarter	Previous Quarters	Y-T-D
California Lifeline	1,340	2,582	3,922
Collection Agencies	585	1,016	1,601
Do Not Call List	532	1,616	2,148
Driving with Cell Phones	956	3,177	4,133
Guide to Phone Services	239	496	735
Late Payments, Disconnects and Deposits	1,028	1,887	2,915
Pre-Paid Calling Cards	456	606	1,062
Slamming	440	951	1,391
Take Charge of Your Phone Service	508	1,260	1,768
Telephone Use in Emergencies	665	1,929	2,594
Third Party Services	406	895	1,301
Tips for Buying Cell Phone Services	137	897	1,034
Understanding Your Phone Bill	1,863	3,151	5,014
Who to Complain To	408	992	1,400
TOTAL	9,563	21,455	31,018

Consumer Education was delivered to 8,213 individuals in 19 languages during the fourth quarter of the program year.

Consumer Education by Language Q4 April 1 – June 30, 2026			
Language	This Quarter	Previous Quarters	Y-T-D
American Sign Language	19	0	19
Arabic	112	304	416
Armenian	246	863	1,109
Cambodian	563	1,185	1,748
Cantonese	800	1,916	2,716
Dari	626	2,142	2,768
English	853	1,462	2,315
English - Native American	300	1,327	1,627
French	0	2	2
Haitian Creole	0	8	8
Hindi	0	1	1
Hmong	122	206	328
Japanese	0	126	126
Korean	690	1,580	2,270
Lao	28	0	28
Mandarin	71	440	511
Mein	195	177	372
Pashto	56	104	160
Portuguese	276	438	714
Russian	0	1	1
Somali	0	6	6
Spanish	2,408	5,435	7,843
Swahili	0	7	7
Tagalog	49	68	117
Ukrainian	21	66	87
Vietnamese	2,128	3,591	5,719
TOTAL	9,563	21,455	31,018

CASE ASSISTANCE

Case assistance in TEAM is provided to consumers to address the challenges and barriers LEP consumers face in understanding and navigating complex telecommunications systems, including mobile and landline phones and internet services. TEAM CBOs resolved **902 cases** in the fourth 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 Q4 April 1 – June 30, 2026			
Language	This Quarter	Previous Quarters	Y-T-D
Armenian	8	32	40
Cambodian	2	6	8
Cantonese	8	47	55
Dari	0	11	11
English	26	42	68
English – Native American	204	314	518
Eritrean	1	1	2
Hmong	1	1	2
Indonesian	3	1	4
Japanese	3	16	19
Korean	5	7	12
Lao	1	0	1
Mandarin	2	1	3
Pashto	0	1	1
Portuguese	0	3	3
Spanish	92	162	254
Tagalog	0	1	1
Toisanese	3	9	12
Vietnamese	9	9	18
TOTAL	368	664	1,032

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

Complaint Resolution - Issues Addressed Q4 April 1 – June 30, 2026			
Issue	This Quarter	Previous Quarters	Y-T-D
Add New Internet Service/Plan	5	13	18
Adjusted/Changed Internet Plan	2	0	2
Assist with Phone Activation	1	6	7
Assist with Paying Bill	2	6	8
Assist with Changes to Account	33	87	120
Automated Voice Recording	1	0	1
California LifeLine Problem	0	4	4
Calling Card	1	1	2
Case Not Resolvable	4	0	4
Changed Bill Language	13	14	27

Class Action	0	3	3
Contract Language	24	4	28
Cramming	164	238	402
Do Not Call List	3	19	22
Expired promotion	7	3	10
Faulty Equipment	12	8	20
FCC Affordable Connectivity Problem	0	1	1
High bill	265	380	645
Hot Spot Device	0	1	1
Lifeline TELEPHONE Application	7	23	30
Lifeline TELEPHONE Problem	4	5	9
Lifeline TELEPHONE Recertification	1	3	4
Lifeline INTERNET Application	7	0	7
Lifeline INTERNET Problem	3	0	3
Maintenance Agreement	2	2	4
Misleading ads	1	15	16
Misrepresentation	8	11	19
Overbilling	37	64	101
Pay phone	0	1	1
Poor coverage/dropped calls	43	78	121
Promotion/award not honored	6	22	28
Reduced Monthly Phone Rate	1	0	1
Repairs and installation	5	21	26
Rude Customer Service	20	32	52
Set Up New Account	1	4	5
Slamming	1	6	7
Undisclosed Fee	4	10	14
WirePro	29	36	65
Wrong Rate	15	15	30
Wrongful Disconnection	5	4	9
TOTAL	737	1,140	1,877

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 Q4 April 1 – June 30, 2026			
Language	This Quarter	Previous Quarters	Y-T-D
Arabic	2	2	4
Armenian	22	52	74
Cambodian	8	33	41
Cantonese	69	164	233
Dari	19	90	109
English	60	134	194
English – Native American	0	2	2
Farsi	1	0	1
Hindi	0	1	1
Hmong	16	4	20
Indonesian	0	2	2
Japanese	7	36	43
Korean	60	23	83
Lao	4	1	5
Mandarin	5	17	22
Mien	0	1	1
Pashto	0	28	28
Portuguese	21	16	37
Romanian	0	1	1
Russian	2	1	3
Samoan	0	1	1
Spanish	128	295	423
Tagalog	10	12	22
Thai	1	0	1
Toisanese	8	4	12
Ukrainian	19	4	23
Urdu	0	1	1
Vietnamese	72	147	219
TOTAL	534	1,072	1,606

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

Needs Assistance - Services Provided Q4 April 1 – June 30, 2026			
Service	This Quarter	Previous Quarters	Y-T-D
Add new internet service/plan	32	129	161
Adjusted/Changed internet plan	5	0	5
Assist with phone activation	33	156	189
Assisted client with paying bill	21	92	113
Assisted with Changes to account	121	292	413
Automated system	0	1	1
Bill Unavailable	30	0	30
Calling Card	0	1	1
Case Not Resolvable	1	1	2
Changed Bill Language	16	39	55
Changed Phone Plan	2	0	2
Class Action Claim	2	0	2
Contract Language	7	12	19
Cramming	0	1	1
Do Not Call List	167	125	292
Expired Promotion	0	5	5
Faulty Equipment	2	2	4
High Bill	33	84	117
Hot Spot Device Lending	9	0	9
LifeLine INTERNET Application	35	0	35
LifeLine TELEPHONE Application	39	72	111

LifeLine TELEPHONE Recertification	17	98	115
Misleading Ads	4	5	9
Misrepresentation	0	3	3
Overbilling	0	18	18
Pay Phones	3	2	5
Pre-Paid Issue	16	9	25
Poor Coverage/Dropped Calls	3	8	11
Promotion/Award Not Honored	0	2	2
Reduced Monthly Internet Rate	3	0	3
Repairs and Installation	5	17	22
Rude Customer Service	3	4	7
Set Up New Account	35	84	119
Termination Fee	0	1	1
WirePro	0	1	1
Wrongful Disconnection	0	1	1
TOTAL	651	1,265	1,909

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 **\$53,658.43** in the period of April 1 – June 30, 2026. This reflects an average recovery/savings of \$ 59.49 per case.

TRENDS ANALYSIS

Summary of Main Findings

The types of services provided in the TEAM program in this reporting period are consistent with 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 fresh approaches 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 ongoing need for low-income assistance programs, particularly as LEP consumers continue to face longstanding difficulties with 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 Q4 April 1 – June 30, 2026		
Complaints		
Issue/Service	Number of Cases	% of Total Case Services
High bill	265	36%
Cramming	164	22%
Needs Assistance		
Issue/Service	Number of Cases	% of Total Case Services
Do Not Call List	167	26%
Assist With Changes to Account	121	19%

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 the need for an intermediary to negotiate resolutions. They may be considered a standard circumstance rather than a trend.

Internet Accounts

It has been more than a year since TEAM consumers lost access to the FCC's Affordable Connectivity Program (ACP). California LifeLine discounts for internet services were established during this reporting period. TEAM CBOs completed 49 new applications for this program during this quarter. However, most consumers so far have chosen not to enroll for the discount because of the difficulties they experienced with the California LifeLine Program in the past.

TEAM CBOs are working with households to find and set up affordable internet plans. However, identifying affordable plans without high termination or setup fees can be challenging.

Issues not Identified in Data

Although data indicate that the greatest needs among LEP consumers concern assistance with managing their telecom accounts and setting up internet services, this may 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 across the entities that provide or oversee 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 and 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.