



California Public  
Utilities Commission

# ULTS Administrative Committee Meeting

Please join the California Public Utilities Commission (CPUC) for the Q4 2025 Universal LifeLine Telephone Service Administrative Committee Meeting

**When:** [Tuesday, December 9, 2025 9a-Noon](#)

**Where:** [505 Van Ness Ave., Courtyard Conference Room, San Francisco, CA 94102](#)

**WebEx Meeting Link:** [4th Quarter 2025 ULTS-AC Meeting](#)

**Call-in Number:** [1-855-282-6330](#) **Access Code:** [248 698 11689](#) **Meeting Password:** [2025 \(2025 when dialing from a phone or video system\)](#)

## California LifeLine Program Meeting Agenda

### Session 1: Welcome & Kick-Off

*Session Outcome: Meeting Kick-Off*

*Session Topics: Welcome, Opening Remarks, Public Comments*

9:00 a.m. – 9:05 a.m.	Introduction: David Avila, Chair
9:05 a.m. – 9:10 a.m.	Welcome:
9:10 a.m. – 9:15 a.m.	Approval of Minutes: Committee reviews and approval of the last meeting minutes prepared by the Communications Division (CD)
9:15 a.m. – 9:20 a.m.	Public Comments

### Session 2: Program Alerts & New News

*Session Outcome: Inform Critical Program Updates*

*Session Topics: New News, Alerts & Highlights*

9:20 a.m. – 9:35 a.m.	CPUC Communications Division (CD) Updates: Robert Sansone <ul style="list-style-type: none"><li>• Program Updates<ul style="list-style-type: none"><li>- Order Instituting Rulemaking (OIR) – New Proceeding</li><li>- Non-SSN</li></ul></li></ul>
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### **Session 3: Program Performance & Metrics**

*Session Outcome: Understand "What's Working" vs. What's Not Working"*

*Session Topics: Internal & External Past Quarter Performance & Future Guidance*

9:35 a.m. – 9:40 a.m.	Fiscal Report: Tayyeb Malik
9:40 a.m. – 9:45 a.m.	CAB Consumer Contact Statistics Report: Inetha Mallard
9:45 a.m. – 9:50 a.m.	Claims Status Report: Travis Green
9:50 a.m. – 10:05 a.m.	LifeLine Program Report: James Graettinger Program & Operation Reports <ul style="list-style-type: none"><li>• Completed Initiatives and Impact</li><li>• Upcoming Initiatives</li></ul>
10:05 a.m. – 10:15 a.m.	BREAK

### **Session 4: Program Enrollment & Operations**

*Session Outcome: Understand Consumers Enrolling & Staying on the Program*

*Session Topics: Operational Topics & Updates*

10:15 a.m. – 10:30 a.m.	Foster Youth LifeLine Program Report: Brittany Bullock Program & Operation Reports: Maximus <ul style="list-style-type: none"><li>• Completed Initiatives and Impact</li><li>• Upcoming Initiatives</li></ul>
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### **Session 5: Committee Administration & Governance**

*Session Outcome: Lifeline Committee Management, Deliverables & Commitments*

*Session Topics: Committee Deliverables, Sub-Team Reports/Read-Outs, Calendars*

10:30 a.m. – 10:40 a.m.	Annual Report
10:40 a.m. – 10:55 a.m.	Sub-Committee Updates – Leads <ul style="list-style-type: none"><li>• Marketing – Cesar Motts</li><li>• Retention – Robert Yap</li><li>• Acquisition – Ashely Salas</li></ul>
10:55 a.m. – 11:05 a.m.	ULTS Administrative Committee Charter positions: 10 Open Positions – 4 Primary, 6 Alternates <ul style="list-style-type: none"><li>• CLEC – 1 Primary, 1 Alternate</li><li>• Consumer – 1 Alternate</li><li>• CBO – 1 Primary, 2 Alternates</li><li>• Sister Agency – 1 Primary, 1 Alternate</li><li>• Office of the Tribal Advisor – 1 Primary, 1 Alternate</li></ul>
	Meeting Adjourned

# ULTS-AC Member Roster as of 2Q2025

1	<b>ILEC</b>	Primary Alternate	Chris Burke Saira Pasha	Frontier Communication AT&T
2	<b>CLEC</b>	Primary Alternate	Vacant Vacant	
3	<b>Wireless</b>	Primary Alternate	David Avila Alex Gudkov	TracFone Wireless, Inc. TruConnect
4	<b>Wireless</b>	Primary Alternate	Robert Yap Jason VanArsdall	GenMobile StandUp Wireless
5	<b>Consumer Group</b>	Primary Alternate	Ashley Salas Vacant	The Utility Reform Network (TURN)
6	<b>CBO</b>	Primary Alternate	Cesar Motts Vacant	Newstart Housing Corporation
7	<b>CBO</b>	Primary Alternate	Vacant Vacant	
8	<b>CPUC's Public Advocates Office</b>	Primary Alternate	Christopher Bartulo Chrystian Villareal	Public Advocates Office Public Advocates Office
9	<b>Deaf/Hearing Impaired or Disabled Rep</b>	Primary Alternate	Kate Woodford Brian Winic	Cntr for Accessible Technology CA Department of Rehabilitation
10	<b>Sister Agency</b>	Primary Alternate	Vacant Vacant	
11	<b>CA Office of the Tribal Advisor</b>	Primary Alternate	Vacant Vacant	