



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 • Program Updates • Order Instituting Rulemaking (OIR) – New Proceeding • Non-SSN
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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 • Completed Initiatives and Impact • Upcoming Initiatives
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 • Completed Initiatives and Impact • Upcoming Initiatives
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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 • Marketing – Cesar Motts • Retention – Robert Yap • Acquisition – Ashely Salas
10:55 a.m. – 11:05 a.m.	ULTS Administrative Committee Charter positions: 10 Open Positions – 4 Primary, 6 Alternates • CLEC – 1 Primary, 1 Alternate • Consumer – 1 Alternate • CBO – 1 Primary, 2 Alternates • Sister Agency – 1 Primary, 1 Alternate • Office of the Tribal Advisor – 1 Primary, 1 Alternate
	Meeting Adjourned

ULTS-AC Member Roster as of 2Q 2025

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

Meeting Minutes – ULTS-AC Meeting, S, 9:00 am – 12:00 pm

Attendees: 6 primary members and 1 alternate present

Primary members: Chris Burke, David Avila, Kate Woodford, Cesar Motts, Christopher Bartulo,

Alternates: Alex Gudkov, Chrystian Villareal, Jason VanArsdall, Brian Winic.

Other Attendees: Robert Sansone, Kellie M. Jones, Lisa Anthony, Lalaine L. Semana, Chari Worster, Travis Green, Jim Graettinger, Michael Mullaney, Danyel Cordoba, Sola Lee, Sindy J. Yun, Robyn Purchia, Joseph Haga, Sandy Lion, Sarah Torres, Jessica Rodriguis

Introduction: David Avila – Opening remarks.

Approval of Minutes

- Cesar Motts: Motion to adopt.
- Chris Burke, approved.

Public Comments: N/A

CPUC Communications Division (CD) Updates: Robert Sansone

Program updates, Presentation 1

- Order Instituting Rulemaking (OIR) 25-11-005
 - New Proceeding Non-SSN decision: 11/6/2025
Moving forward with the California-only program with no Social Security #
Change the process in place for Non SSN to the TPA directly for the 2027 scope.
 - FCC order DA 26-965:
 - OPT OUT federal program
11-20-2025 opt out NLAD and national Verifier
Minimize administrative burden
Apply separately to each program 2/1/2026
 - USAC representative in the service provider call this Thursday.
- Questions/ Comments:
- Danielle Berry: OIR staff Proposal, working group to discuss (SSA methodology, non USAGE)
- Chari: May consider, but we're hoping to see a comment from the stakeholder that includes the need for a working group.
- Alex Gudkov: business as usual until 2/1/2026
- Robert Sansone: Yes

Fiscal Report: Tayyib Malek

See presentation #1: ULTS (Fund 0471) Committee Meeting Report

- For the period ending October 31, 2025
- Total Revenue: \$77,296,833
- Total Appropriation: \$664,890,577
- Total Expenditures: \$104,311,653
- Remaining/Available Appropriation: \$550,546,110
- Total Available Cash as of October 31, 2025: 394,119,287
- Total Cash Available as of December 9, 2025: \$497,500,000
- Questions/Comments: N/A

CAB Consumer Contact Statistics Report: Inetha Mallard

See presentation #2, Quarterly LifeLine Report

- Consumer Affairs Branch LifeLine Overview
 - CAB has dedicated specialists and consumer affairs specialists to assist consumers with Lifeline-related issues:
 - Appealing LifeLine denials
 - Disputing various issues with the LifeLine Service Provider
 - Requesting information on the LifeLine application process
 - Resolving consumer questions or complaints with the LifeLine application process regarding Rules/General Order 153; a lot of consumers know the General Order
 - Resolving issues with wireless devices
 - LifeLine Contacts Received by CAB: August 2025 – October 2025
 - LifeLine Contacts Closed by CAB: August 2025 – October 2025
 - LifeLine Contacts Received and Closed by CAB: August 2025 – October 2025
 - LifeLine Contacts Received and Closed by CAB 15 Month trend
- Questions/Comments:

Inetha Mallard: The Service provider with the most transfer complaints is TruConnect.

Claims Status: Travis Green

See attachment #3 Claims Status Report

- September 2025 – 84% of all claims approved for Sept:
 - Wireline: 80% of Claims Received and Approved by CPUC
 - Wireless: 88% of Claims Received and Approved by CPUC
- Oct 2025 – Service Providers have until Dec 30 to submit October's claims. CPUC staff have received and approved 53% of all claims.
 - Wireline: 60% of Claims Received and Approved by CPUC
 - Wireless: 52% of Claims Received and Approved by CPUC
- Nov 2025 – Due by Jan 30th
- Service Providers have 60 days to submit claims each month. If an extension is needed, you can email lifelineclaim@cpuc.ca.gov by that month's deadline.
- Questions/Comments: N/A

3rd Party Administrator – Maximus Report: James Graettinger

See presentation #4, Maximus CA LifeLine – TPA Presentation

- **Completed Initiatives and Impact**
 - Consent to Transfer Process for Wireless Service Providers
 - New enrollment
 - Annual Renewal Recertification Requirement.
- **Upcoming Initiatives**
 - California LifeLine Home Broadband
 - Establishing an API connection to the medical database
 - Customer Portal 2.0
- **Program and Operations Reports**
- Questions/Comments: N/A

Foster Youth LifeLine Program Report: Brittany Bullock Program & Operation Reports: Maximus

- **Program Highlights:**

- Equipment Replacement API Deployment
- TPA Response API: Production Release
- Support Center Enhancements
- Equipment Replacement API – Post Deployment Refinements
- Website and Application Updates
- System Readiness for Former Foster Youth Application

- **Outreach Initiatives:**

- Connect with the Grandfathered population Via text and outbound calls.

- **Program Reports:**

- Questions/Comments: N/A

Sub-Committees (2025/2025) Updates Leads:

Marketing, Retention, and Acquisition:

- Marketing – Cesar Motts

- No Update

- Retention – Jason VanArsdall

- No updates

- Acquisition – Robert Yap

- No updates

- Questions/Comments: N/A

10 Open Positions – 4 Primary, 6 Alternates

- CLEC – 1 Primary, 1 Alternate
- Consumer – 1 Alternate
- CBO – 1 Primary, 2 Alternates
- Sister Agency – 1 Primary, 1 Alternate
- Office of the Tribal Advisor – 1 Primary, 1 Alternate

Motion to Adjourn:

Meeting adjourned at 11:48