



TEAM PROGRAM

TELECOMMUNICATIONS, EDUCATION AND
ASSISTANCE IN MULTIPLE-LANGUAGES

QUARTERLY REPORT

Q2 October 1 - December 31, 2025



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 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 second quarter of the program year, October 1 – December 31, 2025.

ACTIVITY OVERVIEW

The following services were completed during this reporting period:

Outreach Activities

- **25** community events
- **7** media placements

Consumer Education

- **6,859** consumers educated
- **14** education topics presented
- **22** languages

Case Assistance

- **242** complaint cases
- **367** needs assistance cases

Recovered and Saved

- **\$33,311.15** 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 this reporting period.

Community Event Outreach Q2 October 1 – December 31, 2025			
Event	City	Language	Reach
Parenting Class Graduation	Fremont	Dari	50
Mother-Daughter Tea Party	Fremont	Dari	50
Tea & Treasure Event	Fremont	Dari	250
Health Fair	Fremont	Dari	150
Live Well Advance Conference and Summit	San Diego	Arabic	250
		Dari	500
		English	1,000
		Farsi	250
Sacramento Valley Health Care Clinic	Sacramento	English	500
Capitol Region East & West Health Fair	Sacramento	Cambodian	1,000
		English	1,000
San Gabriel Fall Festival	San Gabriel	English	250
		Mandarin	250
Winter Wonderland Resource Fair	Covina	English	100
		Mandarin	130
		Vietnamese	20

SIPA Holiday Toy Giveaway	Los Angeles	English Mandarin Vietnamese	175 215 10
Fall Advocacy & Inclusion Fair	San Bernardino	Mandarin Spanish Vietnamese	100 350 100
Parent Resource Fair	San Bernardino	Mandarin Spanish Vietnamese	100 300 100
Fall Festival	San Ysidro	Spanish	250
Festival Dia de Los Muertos	San Ysidro	Spanish	265
Dia de los Muertos Celebration	Half Moon Bay	English Spanish	250 250
KYCC Holiday Carnival	Los Angeles	English Korean Spanish	200 400 1,200
College Career and Military Fair	Madera	English Spanish	125 125
Madera Youth Leaders Halloween Event	Madera	English Spanish	100 200
Madera Resource Fair	Madera	English Spanish	5 145
Latinos Madera Resource Fair	Madera	English Spanish	20 280
Electric Vehicle Clinic & Resource Event	Madera	Spanish	100
Larry Itilong Day	Los Angeles	Tagalog	600
Filipino History Month	Los Angeles	Tagalog	100
Back-To-School Health Fair	Fountain Valley	English Spanish Vietnamese	200 100 100
CalOptima Health's 30 th Anniversary Health & Wellness Fair	Orange	English Spanish Vietnamese	200 133 133
TOTAL			12,681

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 Q2 October 1 – December 31, 2025				
Date	Publication/Station/Program	Type	Language	Reach
10/3/25	Azbarez Armenian Daily	Print	Armenian	10,500
11/14/25	El Chile Show 89.1	Radio	Spanish	20,000
10/15/25	The China Press	Print	Chinese	30,000
10/17/25	Sing Tao	Print	Chinese	43,000
10/20/25	World Journal	Print	Chinese	50,000
11/21/25	Viet Today	Television	Vietnamese	150,000
10/18/25	San Juochinm Bulletin	Print	Spanish	12,000
TOTAL				315,000

Y-T-D Media Outreach	
Language	Potential Reach
Armenian	21,500
Chinese	123,000
Korean	30,000
Spanish	32,000
Vietnamese	287,950
TOTAL	494,450

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 Q2 October 1 - December 31, 2025		
Platform	Posts This Quarter	Total Y-T-D
Facebook	0	4
Instagram	0	4
X (Twitter)	0	3
Other	0	0
TOTAL	0	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 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 Q2 October 1 - December 31, 2025
Community Partner Alliance SYCC San Ysidro Community Collaborative Joyce to City Event

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 Q2 October 1 – December 31, 2025			
Topic	This Quarter	Previous Quarters	Y-T-D
California Lifeline	1017	739	1,756
Collection Agencies	505	295	800
Do Not Call List	404	182	586
Driving with Cell Phones	648	1,255	1,903
Guide to Phone Services	120	194	314
Late Payments, Disconnects and Deposits	448	773	1,221
Pre-Paid Calling Cards	390	142	532
Slamming	266	203	469
Take Charge of Your Phone Service	570	232	802
Telephone Use in Emergencies	888	370	1,258
Third Party Services	408	345	753
Tips for Buying Cell Phone Services	426	403	829
Understanding Your Phone Bill	1016	1,025	2,041
Who to Complain To	549	302	851
TOTAL	7,655	6,460	14,115

Consumer Education was presented to **6,859** individuals in **22** different languages in the second quarter of the program year.

Consumer Education by Language Q2 October 1 – December 31, 2025			
Language	This Quarter	Previous Quarters	Y-T-D
Arabic	138	116	254
Armenian	296	238	534
Cambodian	530	278	808
Cantonese	832	530	1,362
Dari	1,071	585	1,656
English	370	289	659
English - Native American	671	347	1,018
French	2	0	2
Haitian Creole	0	8	8
Hmong	16	125	141
Japanese	20	26	46
Korean	311	620	931
Mandarin	52	246	298
Mein	48	73	121
Pashto	57	34	91
Portuguese	180	159	339
Somali	2	0	2
Spanish	1,843	1,457	3,300
Swahili	5	2	7
Tagalog	0	20	20
Ukrainian	17	16	33
Vietnamese	1,194	1,291	2,485
TOTAL	7,655	6,490	14,145

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 **609 cases** in the second 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 Q2 October 1 – December 31, 2025			
Language	This Quarter	Previous Quarters	Y-T-D
Armenian	10	11	21
Cambodian	2	1	3
Cantonese	29	10	39
Dari	6	3	9
English	14	13	27
English – Native American	112	24	136
Hmong	1	0	0
Indonesian	1	0	1
Japanese	8	3	11
Korean	3	2	5
Mandarin	0	1	1
Pashto	0	1	1
Portuguese	1	2	3
Spanish	50	38	88
Tagalog	1	0	1
Toisanese	1	5	6
Vietnamese	2	4	6
TOTAL	241	118	359

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

Complaint Resolution - Issues Addressed Q2 October 1 - December 31, 2025			
Issue	This Quarter	Previous Quarters	Y-T-D
Add New Internet Service/Plan	7	3	10
Assist with Phone Activation	2	2	4
Assist with Paying Bill	1	3	4
Assist with Changes to Account	35	19	54
California LifeLine Problem	3	1	4
Calling Card	1	0	1
Changed Bill Language	5	1	6
Class Action	2	0	2
Contract Language	0	1	1
Cramming	86	21	107
Do Not Call List	15	2	17
Expired promotion	1	1	2
Faulty Equipment	3	3	6
FCC Affordable Connectivity Problem	1	0	1
High bill	149	57	206
LifeLine Application	12	5	17
LifeLine Recertification	2	0	2
Maintenance Agreement	0	1	1
Misleading ads	11	1	12
Misrepresentation	4	4	8
Overbilling	27	9	36
Poor coverage/dropped calls	21	32	53
Promotion/award not honored	8	5	13
Repairs and installation	7	10	17
Rude Customer Service	12	7	19
Set Up New Account	2	0	2
Slamming	5	1	6
Undisclosed Fee	1	1	2
Wrong Rate	4	1	5
Wrongful Disconnection	1	0	1
TOTAL	428	191	619

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 Q2 October 1 - December 31, 2025			
Language	This Quarter	Previous Quarters	Y-T-D
Armenian	19	12	31
Cambodian	16	2	18
Cantonese	58	62	120
Dari	37	27	64
English	51	19	70
English - Native American	0	2	2
Hmong	1	2	3
Indonesian	1	1	2
Japanese	11	15	26
Korean	7	10	17
Lao	0	1	1
Mandarin	1	14	15
Mien	1	0	1
Pashto	9	17	26
Portuguese	7	4	11
Spanish	111	73	184
Tagalog	2	2	4
Toisanese	0	4	4
Vietnamese	45	55	100
TOTAL	377	322	699

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

Needs Assistance -Services Provided Q2 October 1 – December 31, 2025			
Service	This Quarter	Previous Quarters	Y-T-D
Add new internet service/plan	54	55	109
Assist with phone activation	57	51	108
Assisted client with paying bill	45	19	64
Assisted with Changes to Account	86	99	185
Changed Bill Language	13	10	23
Contract Language	4	4	8
Cramming	1	0	1
Do Not Call List	45	26	71
Expired Promotion	0	2	2
Faulty Equipment	0	2	2
High Bill	27	24	51
LifeLine Application	25	17	42
LifeLine Recertification	40	28	68
Misleading Ads	3	0	3
Misrepresentation	1	1	2
Overbilling	6	0	6
Pre-Paid Issue	1	1	2
Poor Coverage/Dropped Calls	1	4	5
Promotion/Award Not Honored	0	1	1

Repairs and Installation	4	8	12
Rude Customer Service	0	2	2
Set Up New Account	28	29	57
TOTAL	441	383	824

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 **\$33,311.15** in the period of October 1 – December 31, 2025. This reflects an average recovery/savings of **\$ 53.90** 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 an 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 Q2 October 1 – December 31, 2025		
Complaints		
Issue/Service	Number of Cases	% of Total Cases
High bill	149	62%
Cramming	86	36%
Assist with Changes to Account	35	15%
Needs Assistance		
Issue/Service	Number of Cases	% of Total Cases
Assist with changes to account	86	%
Assist with Phone Activation	57	%
Add new internet service/plan	54	%

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.

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 prepaid, 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 find it difficult to achieve enrollment approval, and the resolution of issues can be time-consuming, frustrating, and costly for low-income consumers.

Problems with prepaid 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 customers do not have a contract and are free to purchase services elsewhere.