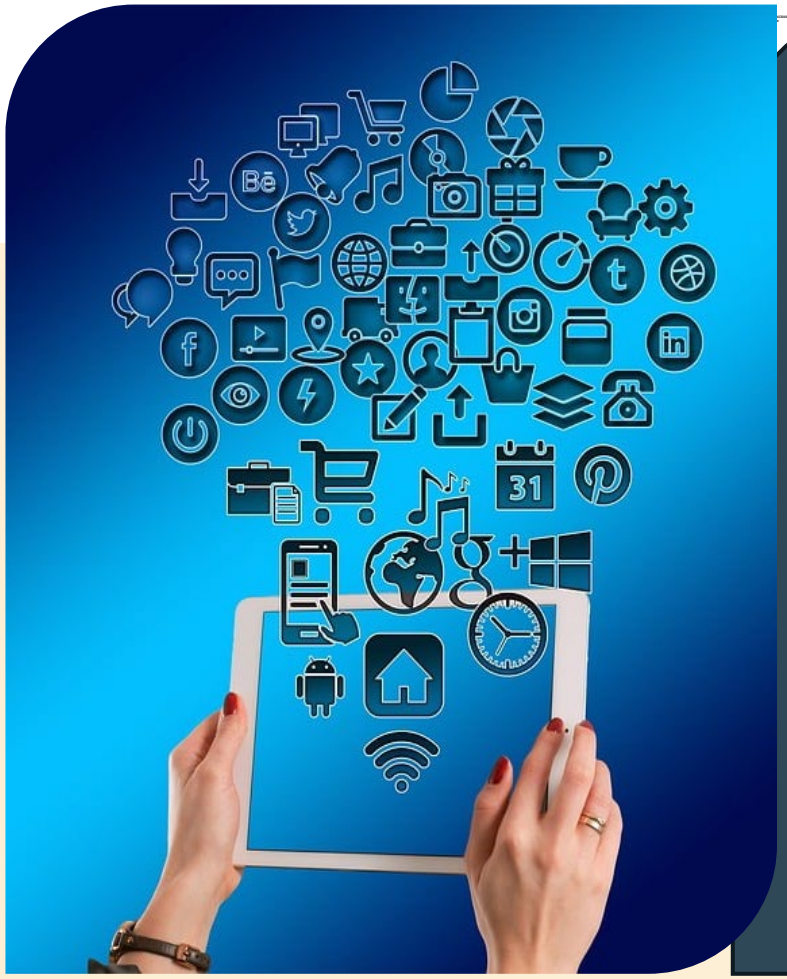


CALIFORNIA LIFELINE HOME BROADBAND PILOT PROGRAM

California Public Utilities Commission

CA Lifeline Home Broadband Pilot Program

3-year, Voluntary, Technology-neutral Pilot Program provides a subsidy for standalone broadband service or bundled broadband/voice service and allows eligible consumers to apply their California LifeLine subsidy to any internet plan that meets the minimum service standards.

Minimum Service Standards

- 100/20 Mbps with 1280 GB usage allowance

Two exceptions to meeting the minimum service standards.

- Areas where 100/20 Mbps is not feasible.
- Income-qualified, low-cost plans

Specific Support Amount

- $20 for standalone broadband service; or
- $30 for broadband service bundled with a wireline or wireless voice service through the same provider.
- Up to $39 reimbursement for new connection charges, once per year per household.

CA Lifeline Home Broadband Pilot Program

Eligibility for the California LifeLine Home Broadband Pilot requires applicants to meet either program-based or income-based eligibility requirements.

Program-Based

- At least one household member is enrolled in a qualified public assistance program.
  - Medi-Cal
  - CalFresh
  - Women, Infant & Children (WIC)
  - Other qualified programs

Income-Based

- A household's annual gross income must be at or below the income levels outlined in the table.
  - Set at 150% of the Federal Poverty Guidelines.

Household Size	Annual Income Limits
1	$24,600
2	$33,300
3	$42,100
4	$50,800

CA Lifeline Home Broadband Pilot Program

Key Milestones

January 26, 2026 – Pilot Launch Date

- California LifeLine service providers
- Service providers with Commission-issued Certificate of Public Convenience and Necessity (CPCN) or Wireless ID Registration(WIR)

February 26, 2026 – Resolution T-17903

- Establish a registration process for local agencies, defined as any agency of local government authorized by law to provide broadband internet access service according to Government Code section 53167(e), to participate in the Pilot program.

CA Lifeline Home Broadband Pilot Program

Service Providers Participation:

Pending Review: 1

- ConnectTo Communications

Pending Onboarding and Systems Interface Testing : 5

- Cal Ore Telephone Co.
- Pinnacles Telephone Co.
- Ponderosa Telephone Co.
- Frontier
- Verizon Wireless

Enrolling Customers: 14

- Calaveras Telephone Co
- Cal.Net, Inc.
- City of Ontario*
- Comcast Phone of CA
- Ducor Telephone Co.
- Foresthill Telephone Co.
- Kerman Telephone Co.
- Ranch WiFi
- Sierra Telephone Co.
- Siskiyou Telephone Co.
- Spectrum (*Bright House, Charter & Time Warner*)
- Volcano Telephone Co.

CA Lifeline Home Broadband Pilot Program

Broadband Pilot Subscriber Count as of 09/30/2026			
Service	New	Transfer	Total
Standalone Broadband Only (67%)	16,761	2,813	19,574
Bundled Only (33%)	7,469	2,322	9,791
TOTAL	24,230	5,135	29,365

CA Lifeline Home Broadband Pilot Program

Process Improvements:

Staff and the TPA continue to identify opportunities to streamline enrollment, reduce avoidable email-verification denials, and introduce features that support increased pilot participation.

- On August 21, 2026, the email-verification period was extended from 3 to 7 days to evaluate whether this reduces avoidable denials.
  - 93% of successful email verifications were completed within the first 3 business days.
  - Completion rates increased significantly on Business Day 3 following TPA reminder notifications, showing reminders effectively prompt applicant action.
  - 280 applicants (7%) successfully completed verification during Days 4-7 and likely would have been denied under the previous 3-day window.

- On September 29th, 2026, Comcast became the first Broadband Service Provider to begin utilizing the Service Provider Intake Application (SPIA) method to process enrollments into the Broadband Pilot. The Program is anticipating improvements to the speed and success of enrollments with this enhancement.

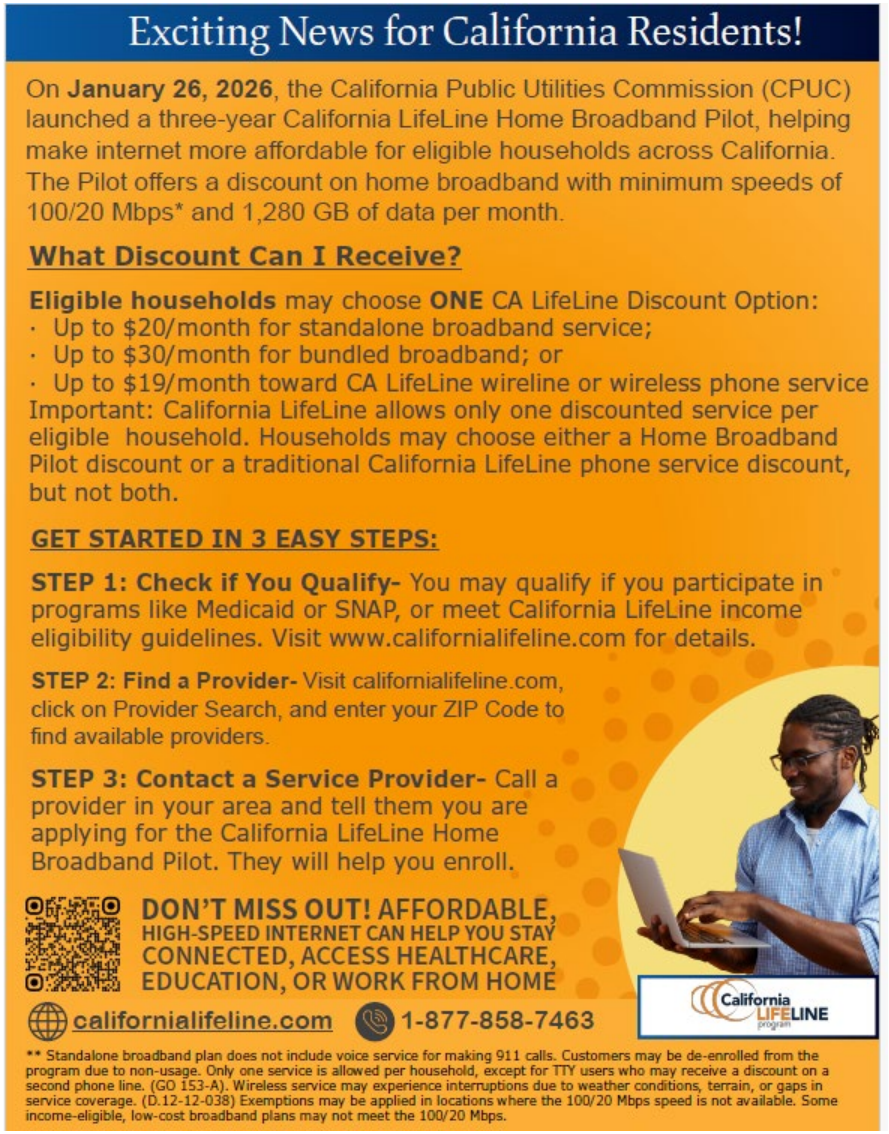
CA Lifeline Home Broadband Pilot Program

Consumers and Service Providers Resources

Provider Search: Approved home broadband service providers and their plans are available. https://www.californialifeline.com/en

One-page Broadband Pilot Flyer: The one-page Broadband Pilot flyer was designed for community-based organizations to distribute at events and increase awareness of the California LifeLine Home Broadband Pilot.

California LifeLine Home Broadband Pilot Webpage:
The Home Broadband Pilot webpage offers information and resources in a single location on the California LifeLine website.



Questions

CALIFORNIA ALL | Broadband for All