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**FILED**

04/16/25

03:11 PM

R2002008

**BEFORE THE PUBLIC UTILITIES COMMISSION OF THE STATE OF CALIFORNIA**

Order Instituting Rulemaking to  
Update the California Universal  
Telephone Service (California  
LifeLine) Program.

Rulemaking 20-02-008

**ASSIGNED COMMISSIONER'S RULING REQUESTING  
COMMENTS ON STRATEGIES TO ADDRESS THE  
HOME BROADBAND ADOPTION GAP**

The number of Californians who cannot afford quality broadband access for themselves and for their families is substantial and growing. As one of the issues in the scope of this proceeding, we must consider ways the Commission may adjust the California LifeLine Program's Specific Support Amounts and/or minimum service standards to increase program participation, including access to broadband services.<sup>1</sup> The Commission seeks to address this question with a pilot program to enable affordable home broadband for low-income Californians.

Attached to this ruling as Attachment A is a Commission-authored white paper titled, "Home Broadband Adoption Report." The Report details the extent of the home broadband affordability gap, describes past and present initiatives designed to bridge this gap, and highlights where these initiatives have fallen short. I invite parties to review the Report and comment on the questions at the

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<sup>1</sup> Scoping Memo at 5-6.

end. Opening comments are due May 16, 2025, and reply comments are due May 28, 2025.

**IT IS SO RULED.**

Dated April 16, 2025, at San Francisco, California.

/s/ ALICE REYNOLDS

Alice Reynolds  
Assigned Commissioner