

PUBLIC UTILITIES COMMISSION OF THE STATE OF CALIFORNIA

Communications Division

**RESOLUTION T-17903
February 26, 2026**

RESOLUTION

RESOLUTION T-17903 This Resolution Establishes a Registration Process for Local Agencies to Participate in the California LifeLine Home Broadband Pilot Program Adopted in Decision 25-08-050.

PROPOSED OUTCOME:

- Approve registration process for local agencies to participate in the California LifeLine Home Broadband Pilot Program.

SAFETY CONSIDERATIONS:

- There are no safety considerations associated with this resolution.

ESTIMATED COST:

- There are no costs associated with this resolution.

SUMMARY

This Resolution establishes a registration process for California's local agencies to participate in the California LifeLine Home Broadband Pilot Program adopted in

Commission Decision (D.) 25-08-050. For purposes of this Resolution, “local agency” has the meaning set forth in Government Code section 53167(e).¹

This Resolution adopts the following:

1. Staff recommendations of the streamlined registration process for local agencies.
2. For purposes of the California LifeLine Home Broadband Pilot Program, a local agency is an agency of local government authorized by law to provide broadband internet service, as defined in Government Code section 53167(e).
3. Local agencies are required to complete the Home Broadband Registration Form and submit it to the LifeLine Team at LifeLineBBPilot@cpuc.ca.gov.
4. Upon approval and receipt of the LifeLine Identification Number from the Commission’s Communications Division, local agencies must file a Tier 2 Advice Letter, in accordance with D. 25-08-050.
5. Local agencies are subject to all California LifeLine Home Broadband Pilot rules and requirements adopted in D.25-08-050.

BACKGROUND

On August 28, 2025, the Commission issued D.25-08-050, which approved a three-year, voluntary, technology-neutral Home Broadband Pilot (Pilot) to provide affordable home broadband access to low-income Californians.

D.25-08-050 authorizes a subsidy of \$20.00 for standalone fixed broadband or \$30.00 for a fixed broadband and voice bundle, limited to one per household. The minimum

¹ Under Government Code section 53167(e), “Local agency” means any agency of local government authorized by any other law to provide broadband internet service, including the following: (1) A city. (2) A county, including a county service area. (3) A community services district. (4) A public utility district. (5) A municipal utility district. (6) A joint powers authority. (7) A local educational agency, as defined in Section 47640 of the Education Code. (8) A sovereign tribal government. (9) An electrical cooperative, as defined in Section 2776 of the Public Utilities Code. (10) A metropolitan planning organization. (11) A regional transportation planning authority. Section 53167(e) is available here:

https://leginfo.legislature.ca.gov/faces/codes_displayText.xhtml?lawCode=GOV&division=2.&title=5.&part=1.&chapter=1.&article=12.

service standards (MSS) are set at 100/20 Megabits per second (Mbps), with a data allowance of 1280 gigabytes (GB).

On October 7, 2025, Communications Division (CD) staff informed the parties in proceedings Rulemaking (R.) R.20-02-008, R.20-08-021, R.20-09-001, and R.23-04-006, that the Pilot will begin on January 26, 2026. The notice encouraged current California LifeLine (LifeLine) providers wishing to participate in the Pilot to file the required Tier 2 Advice Letter, as outlined in D.25-08-050. Additionally, non-LifeLine providers with a Commission-issued Certificate of Public Convenience and Necessity (CPCN) or Wireless ID Registration (WIR)² that elect to participate in the Pilot must submit an advice letter requesting LifeLine provider authority and include the requirements established in the decision.

D.25-08-050 also authorized staff to develop a process, through a resolution, to allow local agencies to participate in the Pilot.³ The inclusion of local agencies advances statutory directives under the Moore Universal Telephone Act, which directs the Commission to “promote equity to access to high-speed communications networks, the Internet, and other services to the extent those services provide social benefits.”⁴

The goals for the Pilot program are to provide access to broadband service, an essential service, for eligible low-income families, increase LifeLine program participation, and to achieve a provider participation rate similar to that of the Affordable Connectivity Program (ACP).⁵ The Pilot is designed to minimize burdens on customers and communications service providers to participate in the LifeLine program while retaining safeguards against waste, fraud, and abuse.

DISCUSSION

In D.25-08-050, the Commission authorized CD staff to develop a process to allow local agencies to participate in the Pilot program. CD staff recommend the following streamlined registration process:

² For telephone corporations in California that provide Commercial Mobile Radio Services (CMRS), also known as Wireless Service providers, are required to comply with the Wireless ID Registration and obtain Communications Division approval to offer voice services in California.

³ D.25-08-050, Ordering Paragraph (OP) 6 at p. 52.

⁴ Public Utilities Code § 871.7(c).

⁵ D.25-08-050, COL 2 at p. 45.

A. California LifeLine Home Broadband Pilot Registration Form for Local Agencies

1. A local agency for the California LifeLine Home Broadband Pilot Program is any agency of local government authorized by law to provide broadband internet access service, as defined in Government Code section 53167(e).
2. Local agencies are required to complete and submit a California LifeLine Home Broadband Pilot Registration Form for Local Agencies⁶ (Appendix A) to LifeLineBBPilot@cpuc.ca.gov.
3. Once the form has been submitted and approved, the local agency will receive a LifeLine Identification Number for home broadband from CD.

B. Tier 2 Advice Letter submission

1. Upon approval of registration and in possession of a LifeLine Identification Number, local agencies are required to file a Tier 2 Advice Letter and shall include the following information:
 - a. Provider information including legal name, agency address, telephone number, email address, and primary point of contact.
 - b. Provide LifeLine ID assigned by CD.
 - c. Provide Operating Company Numbers (OCN) from the National Exchange Carrier Association Inc. (NECA).⁷
 - d. List of all internet service plans and bundles that meet the minimum service standards including details of any promotional plan pricing that is scheduled to increase at a set interval;
 - e. An overview of the provider's network ability to provide services that meet the Pilot MSS requirements;
 - f. If applicable, a map of the areas where service is available but cannot meet or exceed the Pilot MSS and the technology used to provide service to these locations, if a provider cannot meet the Pilot's MSS requirements;
 - g. If applicable, any income-qualified, low-cost plans that do not meet the 100/20 Mbps standard, so long as the network is capable of delivering such service and the provider offers service tiers that meet or exceed the MSS;

⁶ The form will be available on the CPUC website.

⁷ Obtain the OCN from NECA from [Member Services | NECA](#)

- h. Typical notifications sent to customers (type, content, method);
- i. Number of potential eligible customers (Total Addressable Market, Serviceable Available Market, and Serviceable Obtainable Market);
- j. Demonstrate the provider's financial, technical capabilities and managerial competence;
- k. Demonstrate the provider's ability to remain functional at all times;
- l. Describe how the provider will interface with customers before, during, and after enrollment; and
- m. Provide a copy of a letter of credit or a certification of self-insurance.

Initial and Ongoing California LifeLine Requirements

Once the Commission approves the Tier 2 Advice Letter, the home broadband service provider must meet the administrative obligations set forth below.

Administrative Obligations

Home broadband service providers participating in the LifeLine program must follow all eligibility rules and comply with the California LifeLine Third-Party Administrator's enrollment process, validation checks, transmission requirements, and efforts to prevent waste, fraud, and abuse. Additionally, service providers must fulfill the data reporting requirements specified in D.25-08-050.

California LifeLine Program Rules and Requirements

LifeLine home broadband service providers must comply with all Commission decisions, orders, and resolutions associated with the LifeLine Program. Additionally, providers must comply with the following CPUC rules and requirements:

- GO 153-A:⁸ Rules and Requirements of the California LifeLine Program:
- GO 66-D (or its successor):⁹ Procedures for obtaining information and records in the possession of the Commission and its employees and Commission policy orders.
- GO 96-B:¹⁰ Rules for filing and publishing advice letters with the Commission's Industry Divisions.

⁸ <https://docs.cpuc.ca.gov/PublishedDocs/Published/G000/M421/K790/421790945.pdf>

⁹ <https://docs.cpuc.ca.gov/PublishedDocs/Published/G000/M302/K016/302016447.pdf>

¹⁰ <https://docs.cpuc.ca.gov/PublishedDocs/Published/G000/M023/K381/23381302.PDF>

COMMENTS

In compliance with Public Utilities Code section 311(g)(1), the Commission emailed a notice letter on January 23, 2026, informing all parties on the eligible telecommunications carrier service list and California LifeLine proceeding list of the availability of this resolution for public comments at the Commission's website <https://www.cpuc.ca.gov/documents/>. The notice letter also informed parties that the final conformed resolution adopted by the Commission will be posted and available at this same website.

On February 12, 2026, the City and County of San Francisco submitted comments on Draft Resolution T-17903.

City and County of San Francisco's Comments:

City and County of San Francisco generally supports the Draft Resolution. In their comments, they expressed that the Commission should not require municipalities to obtain a performance bond as a condition for participating in the pilot program. They noted that, unlike private carriers, municipalities are public entities that are typically self-insured and subject to annual budgeting requirements, public audits, and fiscal oversight. As such, they do not present the same insolvency or market exit risks that performance bonds are intended to address.

The City and County of San Francisco recommends that, instead of a performance bond, local agencies should be permitted to provide alternative forms of financial assurance, such as a letter of credit or a certification of self-insurance.

Staff's Response to City and County of San Francisco's Comments:

Staff supports the recommendations made by the City and County of San Francisco, which proposes that local agencies be allowed to use alternative forms of financial assurance instead of a performance bond. These alternatives include a letter of credit or a certification of self-insurance.

FINDINGS AND CONCLUSIONS

1. The Commission adopted Decision 25-08-050 on August 28, 2025, to implement a three-year, voluntary, technology-neutral Home Broadband Pilot Program (Pilot) to provide affordable broadband access to low-income Californians.
2. The Pilot subsidizes one standalone fixed broadband service for \$20.00 per month, or a bundle of fixed broadband and voice service for \$30.00 per month, limited to one per household.
3. The MSS for the Pilot is 100 Mbps download and 20 Mbps upload, with a monthly data allowance of 1,280 GB.
4. Decision 25-08-050 allows exceptions to the 100/20 Mbps MSS for areas where such speeds are not feasible, which requires service providers to submit supporting documentation.
5. Service providers with service plan tiers that are low-cost and/or income qualified, but do not meet the 100/20 Mbps standard, may also participate in the Pilot, so long as the network is capable of delivering such service and the provider offers service tiers that meet or exceed the MSS.
6. On October 7, 2025, staff informed the parties in proceedings 20-02-008, 20-08-021, 20-09-001, and 23-04-006 that the Pilot will begin on January 26, 2026.
7. Decision 25-08-050 authorized staff to develop a process, through a resolution, to allow local agencies to participate in the Pilot.
8. The inclusion of local agencies advances statutory directives under the Moore Act, which directs the Commission to “promote equity to access to high-speed communications networks, the Internet, and other services to the extent those services provide social benefits.”
9. A local agency is any agency of local government authorized by law to provide broadband internet access service, as defined in Government Code section 53167(e).
10. The Commission’s resolution process offers providers, customers, and the public with notice of and the opportunity to be heard regarding revisions necessary to address successful Pilot implementation, such as changes that impact provider

participation, participants' access, and/or waste, fraud, and abuse, while also giving staff flexibility to adapt the Pilot to new information.

11. GO 153-A outlines the rules, procedures, and service requirements for California LifeLine program that all LifeLine providers must comply with.
12. It is reasonable to allow local agencies to participate in the Pilot without requiring additional certification from the Commission.
13. It is reasonable to adopt a streamlined registration process for local agencies that includes: 1) submission of a California LifeLine Home Broadband Pilot Registration Form for Local Agencies and 2) submission of a Tier 2 Advice Letter with the service provider information, service plans and additional information on network capabilities, customer notifications and a letter of credit or a certification of self-insurance.
14. It is reasonable to require local agencies that elect to participate in the Pilot to comply with the rules and requirements for the Pilot as established in Decision 25-08-050.
15. It is reasonable to require local agencies to comply with all Commission rules, orders and resolutions related to the LifeLine program.
16. It is reasonable to require local agencies to comply with the California LifeLine Program's eligibility and enrollment processes.

THEREFORE, IT IS ORDERED THAT:

1. Local agencies as defined in Government Code section 53167(e) may elect to participate in the California LifeLine Home Broadband Pilot Program.
2. Local agencies are required to complete and submit a California LifeLine Home Broadband Pilot Registration Form for Local Agencies to the Communications Division (CD) at LifeLineBBPilot@cpuc.ca.gov.
3. Upon approval of registration and in possession of a LifeLine Identification Number, local agencies are required to file a Tier 2 Advice Letter and shall include the following information:
 - a. Provider information including legal name, agency address, telephone number, email address, and primary point of contact.
 - b. Provide LifeLine ID assigned by CD.
 - c. Provide Operating Company Numbers from the National Exchange Carrier Association Inc. (NECA).

- d. List of all internet service plans and bundles that meet the minimum service standards including details of any promotional plan pricing that is scheduled to increase at a set interval;
 - e. An overview of the providers' network's ability to provide service that meets program requirements;
 - f. If applicable, a map of the areas where service is available but cannot meet or exceed the Pilot MSS and the technology used to provide service to these locations, if a provider cannot meet the Pilot's MSS requirements;
 - g. If applicable, any income-qualified, low-cost plans that do not meet the 100/20 Mbps standard, so long as the network is capable of delivering such service and the provider offers service tiers that meet or exceed the MSS;
 - h. Typical notifications sent to customers (type, content, method);
 - i. Number of potential eligible customers (Total Addressable Market, Serviceable Available Market, and Serviceable Obtainable Market);
 - j. Demonstrate the provider's financial, technical capabilities and managerial competence;
 - k. Demonstrate the provider's ability to remain functional at all times;
 - l. Describe how the provider will interface with Customers before, during, and after enrollment; and
 - m. Provide a copy of a letter of credit or a certification of self-insurance.
4. Local agencies must comply with Decision 25-08-050, which establishes the rules and requirements for the California LifeLine Home Broadband Pilot Program. All rules and reporting requirements from D.25-08-050 apply unless otherwise specified in this resolution.
 5. Local agencies must comply with all Commission rules, orders and resolutions related to the LifeLine program.
 6. Local agencies must comply with the California LifeLine Program's eligibility and enrollment processes.
 7. Local agencies must comply with General Orders 66-D and 96-B.

This Resolution is effective today.

The foregoing resolution was duly introduced, passed and adopted at a conference of the Public Utilities Commission of the State of California held on February 26, 2026; the following Commissioners voting favorably thereon:

/s/ LEUWAM TESFAI

Leuwam Tesfai
Executive Director

ALICE REYNOLDS

President

DARCIE L. HOUCK

JOHN REYNOLDS

KAREN DOUGLAS

MATTHEW BAKER

Commissioners

Dated February 26, 2026, at Santa Maria, California.

APPENDIX A

California LifeLine Home Broadband Pilot Registration Form for
Local Agencies¹¹
(Decision 25-08-050)

1. APPLICANT INFORMATION

Name:

Address:

Telephone Number:

Website Address:

1.a. Principal Place of Business: (if different from address above)

1.b. Applicant is (check one only)

- City
- County, including a county service area
- Community Services District
- Electrical Cooperative, as defined in Section 2776 of the Public Utilities Code
- Local Educational Agency, as defined in Section 47640 of the Education Code
-
- Public Utility District
- Joint Powers Authority
- Metropolitan Planning Organization
- Municipal Utility District
- Regional Transportation Planning Authority
- Sovereign tribal government
 - California Tribe Yes No
 - Federal Recognition Yes No

Attach **Appendix A** with a copy of the entity’s organization documents, such as a charter or tribal designation.

2. KEY CONTACT INFORMATION

Contact Name:

Department/Division:

Department/Division Position:

Address:

Telephone No.:

E-mail Address:

3. OTHER LICENSE(S) HELD WITH THE COMMISSION, EITHER CURRENT AND/OR PRIOR

- NONE
- CURRENT AND/OR PRIOR, specify:

¹¹ As defined in Cal. Gov. Code § 53167(e)

4. FUNDS MANAGEMENT

4.a. Has the applicant previously received funds from the CPUC (for state-supported programs) or federal funds (for federal-supported programs)? Yes No

If yes, explain:

4.b. Has the applicant ever been subject to recoupment of payments under any federal/state grant?

Yes No

If yes, explain:

5. FINANCIALS

Attach **Appendix B** and include the following documents: 1) Certified Public Accountant (CPA) audited financial statements for the past three years, which include the Balance Sheet, Income Statement, and Statement of Cash Flows.

If the applicant does not prepare audited financial statements, the applicant must submit relevant and applicable financial documentation that provides substantially similar information to substantiate the applicant's financial qualifications and capabilities to participate in the program.

6. SWORN AFFIDAVIT

I, the undersigned, am authorized to make this Application on behalf of the Applicant named above and declare under penalty of perjury under the laws of the State of California, including Rule 1.1 of the California Public Utilities Commission's Rules of Practice and Procedure, that all of the statements and representations made in this Application are true correct and complete to the best of knowledge and belief after due inquiry.

Signed:

Name:

Title:

Dated: Click or tap to enter a date.

Address:

Telephone:

E-mail Address: