

PUBLIC UTILITIES COMMISSION

505 VAN NESS AVENUE
SAN FRANCISCO, CA 94102-3298



September 1, 2023

To: Carriers Participating in the California Teleconnect Fund Program

Subject: California Teleconnect Fund Administrative Letter No. 31
Carriers to Collect Participant Contact Information

Consistent with [Decision 19-04-013](#),¹ the Communications Division (CD) staff worked closely with the California Public Utilities Commission's (CPUC) information technology team to develop a web-based portal known as the electronic Claim and Application Portal (eCAP). The purpose of eCAP is to efficiently manage applications and claims for the California Teleconnect Fund (CTF). eCAP officially launched on January 30, 2023. Prior to this launch date, the CPUC had already established eCAP accounts for organizations approved for the CTF program before January 30, 2023. These organizations were expected to receive email invitations containing instructions for accessing their pre-existing eCAP accounts and were explicitly advised not to create new ones.

Recognizing that CTF service providers likely possess the most up-to-date contact information for many CTF participants and that participants would be more responsive to communications about eCAP from their service providers, CD staff hereby request the following:

- 1) Send a notice to a preselected list of their customers currently benefiting from the CTF discount who have not yet accessed eCAP and encourage them to access their eCAP accounts.
- 2) Gather and submit user contact information from organizations wishing to access their eCAP accounts.

CD staff anticipates that this initiative will significantly boost the adoption and utilization of eCAP among CTF participant organizations.

It is important for organizations to maintain current email addresses within their eCAP accounts to ensure timely receipt of notifications regarding recertification requirements and any future updates from the CTF program. As of July 1, 2023, the program no longer sends recertification notices via postal mail. Instead, all recertification notices are now sent through the eCAP website to the email addresses on record. This transition was made public through a [press release](#) and a [Twitter message](#) on May 12, 2023.

¹ Decision 19-04-013, Ordering Paragraph 10.

eCAP Notice

The notice to be delivered to organizations should include the following information:

- Explanation of the CTF program and its benefits.
- Overview of eCAP and reasons for organizations to access their eCAP accounts while keeping their contact information up to date.
 - eCAP is an electronic claims and applications portal that CTF applicants and participants must use to apply for the CTF discount and submit claims.
 - Information and eCAP tutorial videos are available [Help - FAQs \(ca.gov\)](#) and [ctf applicant and participant guidebook.pdf](#).
- Instructions for organizations to notify their service provider if they require eCAP access.
- Guidelines for submitting the following contact information to the service provider: first and last name, email address, business phone number, and mailing address.
- A deadline by which organizations must respond to you.

To streamline the notification process and avoid confusion for organizations that have already accessed their eCAP accounts, CD staff will provide each service provider with a list of CTF participants to whom this notice must be sent within 14 calendar days from the issuance of this administrative letter. The notice may be transmitted via email, included as a bill insert, or by postal service. Service providers are required to deliver this notice at least once to each applicable organization.

Depending on the chosen method of notification, service providers should allow an appropriate timeframe for organizations to review the notice and respond as necessary. If the notice is delivered via email, CD staff recommends allowing a minimum of two weeks for organizations to respond. Conversely, if the notice is distributed as a bill insert, CD staff recommends allowing at least three weeks for organizations to respond.

Finally, a template of the notice can be found in Appendix A below. Service providers may issue a customized version of this template to organizations.

Contact Information Spreadsheet and Deadline

In the event that organizations notify the service provider of their desire to access their eCAP account, the service provider is responsible for gathering the following contact information: first and last name, email address, business phone number, and mailing address. CD staff will supply service providers with a spreadsheet for organizing the collected information. This spreadsheet will also include fields for CTF ID or Application Number, Participant Type, and Organization Name. The spreadsheet containing the contact information must be submitted to CD staff at CTFOutreach@cpuc.ca.gov within **90 calendar days** following the issuance of this administrative letter. The CD will utilize the provided contact information solely for the purpose of establishing user profiles for accessing eCAP.²

² The CD does not intend to make public the submitted contact information or share them with any parties—including other government entities, corporations, non-profit organizations, or individuals—outside the CPUC. If there are confidentiality concerns regarding the submitted information, follow the protocol set forth in General Order 66-D to establish claims of confidentiality.

Users who request access to their organization's eCAP account will receive an email prompting them to set a password and access eCAP within 30 calendar days following the due date of the contact information spreadsheet.

For questions regarding this administrative letter, contact CTFOutreach@cpuc.ca.gov

Sincerely,

A handwritten signature in black ink, appearing to read "Robert Osborn". The signature is fluid and cursive, with a large initial "R" and "O".

Robert Osborn
Director, Communications Division
California Public Utilities Commission

Encl. Notice Template

Appendix A: Notice Template

Hello,

[Organization Name] is identified as a participant of the California Teleconnect Fund (CTF)—a public purpose program of the California Public Utilities Commission (CPUC). Participants in the CTF program receive up to a 50% discount from their service provider on eligible advanced communication services. For more information on the CTF program, visit the [CTF homepage](#).

You are receiving this notice from your service provider because data from the CPUC indicates that your organization has not accessed its eCAP account. It is critical for organizations to access their eCAP accounts and maintain up-to-date contact information, including email address(es), to receive timely notices on recertification requirements and any future updates from the program.

On January 30, 2023, the CPUC launched a website called the electronic Claim and Application Portal ([eCAP](#)) to assist organizations in managing their participation in the CTF program, including for submitting applications, maintaining contact information, and completing eligibility recertifications. The CPUC created eCAP accounts for organizations approved for the CTF program before January 30, 2023. The organizations should have received email invitations to access their existing eCAP accounts, with clear instructions not to create new ones.

In addition, on May 12, 2023, a [press release](#) and a [twitter message](#) were issued to announce that beginning July 1, 2023, the CTF program would no longer send recertification notices to participants via postal mail. Instead, the notices will only be sent through the eCAP website to the email address(es) on file. For more information on participant recertification, visit the [CTF Recertification webpage](#).

If your organization wishes to access its eCAP account, please respond to your service provider by [Month Date, Year] with the following information:

- CTF ID/Application Number
- Participant Type
- Organization Name
- Contact First and Last Name
- Email
- Business Phone Number
- Mailing Address

The CTF ID/Application Number and Participant Type information may be obtained from your service provider or the [CTF Participant Report](#).

The service provider will submit this information to the CPUC, and the CPUC will set up a user profile for the contact provided. The contact will receive an email prompting him or her to set a password and access eCAP. For an estimated timeframe of when contacts should expect to receive this email, refer to California Teleconnect Fund Administrative Letter No. 31. Please provide only one set of contact information for your organization. After this user logs into eCAP, the user can add other users.

If your organization already has access to eCAP, please disregard this notice and do not provide the requested information to your service provider.

Sincerely,

[Service Provider Name]