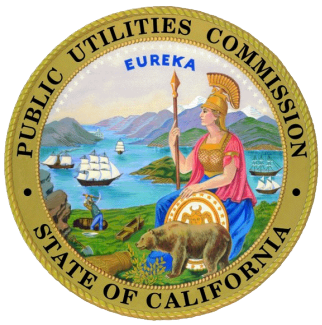

CALIFORNIA TELECONNECT FUND SERVICE PROVIDER MANUAL

California Public Utilities Commission
Communications Division
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Table of Contents

Table of Contents 2
1. Introduction 3
2. Program Overview 3
3. Role of Service Providers 3
4. How to Participate 4
   A. Access eCAP Account 4
   B. Program Enrollment 4
   C. Participation Requirements 4
5. Providing the CTF Discount 5
   A. Eligible Services 5
   B. Verify Participant Eligibility 7
   C. Discount Start Date 8
   D. E-rate Adjustments 8
   E. RHCP Adjustments 11
   F. Taxes, Fees, & Surcharges 11
   G. Bundled Services & Ancillary Features 11
6. Requesting Reimbursement 12
   A. The Claim Worksheet 13
   B. How to Submit a Claim 13
   C. Affiliates and Partnerships 14
   D. Returning Funds 14
7. Recertification of Participant Eligibility 15
Appendix A: Table of Authorities 17
Appendix B: Instructions for Claim Worksheet 19

1. Introduction

This manual is for telecommunication carriers and other communication service providers to participate in the California Teleconnect Fund program (CTF program), a public purpose program designed to help ensure all Californians have direct access to advanced communications services in their local communities. The program is administered by the California Public Utilities Commission pursuant to Public Utilities Code § 280(a). The contents below include important information, instructions, and forms for service providers to participate in the program. A list of authorities and references is available at Appendix A.

2. Program Overview

The California Public Utilities Commission (CPUC or Commission) implemented the CTF in 1996 pursuant to Public Utilities Code § 280(a). Decision 96-10-066 created the CTF program to promote innovation in the delivery and use of advanced communication services, encourage the diversity of choices among services and providers, and ensure for affordable and widespread access to California's broadband networks and technology. The CTF aims to bring every Californian direct access to advanced communications services in their local communities, particularly those with lower rates of internet adoption and greater financial need.

The CTF program provides support for the cost of advanced communications services to approved participants, including schools and associated annexes, libraries and associated annexes, hospitals, health clinics, community colleges, 2-1-1 referral providers, and community-based organizations (CBOs). Participants receive a 50 percent discount on monthly recurring charges of eligible services. Service providers apply the discount within participants' monthly bills, then submit claims for reimbursement to the CPUC Communications Division.

The CTF program is funded by California ratepayers through a surcharge assessed on revenues collected by telecommunications companies for intrastate telecommunications products and services.

The CPUC Communications Division administers the CTF in coordination with the CTF Administrative Committee. The Communications Division processes applications from entities requesting eligibility for the program, processes claims for reimbursement from carriers, prepares annual budgets, proposes changes to the surcharge, and performs other administration tasks. The CTF Administrative Committee advises the CPUC regarding the development, implementation, and administration of the program.

3. Role of Service Providers

Service providers are vital to the success of the CTF program. They play an important role as the conduit through which the CTF program delivers benefits to Californians. Service providers

apply the CTF discount to participants' monthly bills for eligible advanced communication services. Service providers submit claims for reimbursement to the CPUC Communications Division to recoup the CTF discounts given to participants. Service providers also make information on the CTF program available to the public and submit data to the CPUC Communications Division on a regular basis.

Service providers can provide customers with information on the CTF program by referencing the program's website and Applicant & Participant Guidebook.

4. How to Participate

A. Access eCAP Account

To initiate and manage participation in the CTF program, service providers must utilize the eCAP (electronic Claim and Application Portal) website: https://ecap.cpuc.ca.gov/s/.

The CPUC created an eCAP account for each licensed or registered telecommunications carrier. On January 30, 2023, the CPUC sent these companies' Primary Regulatory Contacts an email invitation to access their company's eCAP account. Service providers that did not receive this welcome email, or are having difficulty in accessing their eCAP account, should contact CTFclaims@cpuc.ca.gov for assistance. Service providers should not attempt to create an eCAP account for themselves or their company. After logging into eCAP, the user can add additional eCAP users for their company.

B. Program Enrollment

Service providers must obtain approval from the CTF program prior to offering discounts and submitting claims for reimbursement. A service provider can request approval by completing the following steps:

1. Access eCAP account. If a service provider has not yet accessed their eCAP account, please contact CTFclaims@cpuc.ca.gov for assistance.
2. After logging into eCAP, click the button "CTF Program Enrollment" and complete the application process.
3. The CTF program will assess the request and respond via email.

C. Participation Requirements

Requirements for service provider participation in the CTF program also include:

1. A Certificate of Public Convenience and Necessity (CPCN) is required to submit claims for reimbursement. However, service providers that do not have a CPCN can partner with a CPCN holder to participate – refer to Chapter 6 Section C.

2. Maintain a public webpage (on the service provider's website) that includes information on the CTF program, a link to www.cpuc.ca.gov/ctf, a list of eligible services, and contact information for the public to inquire with the service provider about the CTF program.

3. Maintain CTF program provisions within tariffs on file with the CPUC. This requirement is only applicable if the service provider intends to apply CTF discounts to tariffed services.

4. Keep contact information up to date with the CPUC Communications Division by submitting a Contact Information Update Request Form to CDcompliance@cpuc.ca.gov, or by submitting a request within eCAP. **IMPORTANT NOTE: To receive reimbursement from the CTF program, the Primary Regulatory mailing address must match the Payee Data Record mail address** (see item no.5 below).

5. Maintain an accurate Payee Data Record with the CPUC Fiscal Department to receive payment for approved claims for reimbursement. **IMPORTANT NOTE: To receive reimbursement from the CTF program, the Payee Data Record mail address must match the Primary Regulatory mailing address on file with the CPUC Communications Division** (see item no.4 above).

6. Keep all Program Enrollment information, including on eligible services, up to date by clicking the "Update CTF Enrollment Information" button within eCAP.

7. Provide documentation or information requested by the CTF program and the CPUC Communications Division, including Data Requests and other inquiries.

8. Remain compliant and current on surcharge and fee collections and remittances.

9. Comply with all applicable state laws and CPUC rules and requirements.

5. Providing the CTF Discount

The CTF discount is 50% of the monthly recurring charge for eligible services, net of E-rate and Rural Health Care Program (RHCP) support. Service providers must provide the discount within monthly recurring invoices prior to submitting claims for reimbursement to the CTF program. Monthly invoices to participants should list CTF discounts as separate line items and indicate a total amount payable that is net of CTF discounts for the billing period.

A. Eligible Services

Prior to offering the CTF discount, and as an ongoing annual requirement, service providers must submit information on their services to the CTF program. After reviewing the information, the

program notifies the service provider which services are eligible for the discount. Eligible services are limited to the following categories from the CTF program's Eligible Services List:

- Asynchronous Transfer Mode
- Broadband Over Power Lines
- Cable Modem
- Digital Subscriber Line
- Digital Signal, DS1, DS2, etc.
- Ethernet
- Fiber Optics, including leased dark fiber and leased lit fiber
- Fixed Wireless Internet Access
- Frame Relay
- Integrated Services Digital Network
- Mobile Broadband Service – with certain restrictions, see below *
- Multi-Protocol Label Switching
- Optical Carrier, OC1, OC2, etc.
- Satellite Internet Access
- Switched Multimegabit Data Service
- Trunk Level, T1, T2, etc.
- Wide Area Network [1]

*** Restrictions on Mobile Broadband Services:** Mobile Broadband Services may be eligible for certain participants. In these instances, the participant's Approval Letter must explicitly state that the participant is eligible to receive discounts on Mobile Broadband Services. If the participant's Approval Letter includes restrictions on the eligibility of Mobile Broadband Services (for example, restrictions on the number of lines or on the types of eligible services), the service provider can only apply the CTF discount in accordance with those restrictions.

The CTF discount applies only to the monthly recurring charge of an eligible service. The following fees, services, and products are ineligible:

[1] Wide Area Network connections that form a data network between multiple participants are eligible for the CTF discount. Local Area Network, Managed Internal Broadband Services, and other connections that from a data network for a single participant service address or campus are not eligible for the CTF discount.

- Usage fees
- Service "add-ons" - refer to Chapter 5 Section G for additional instruction on bundled services and ancillary features.
- All voice services including voice over internet protocol (VoIP)
- Equipment / Maintenance
- Construction / Infrastructure
- Local Area Network (LAN)
- Managed Internal Broadband Services
- Other services (contact the CTF program to inquire on eligibility)

B. Verify Participant Eligibility

Before providing CTF discounts, service providers must verify a participant's eligibility. To verify a participant's eligibility, the service provider must complete steps (1) and (2) below:

1. Obtain a copy of the participant's Approval Letter from the participant. Service providers must apply the CTF discounts in accordance with the directions contained within a participant's Approval Letter. Service providers should retain a copy of all Approval Letters.
2. Verify the eligibility status of the participant and/or service address by referencing the CTF Participant Report. Within that report, refer to the Eligibility Start Date and Eligibility End Date to determine the periods during which a participant is/was eligible. Service providers can only apply CTF discounts to services provided on or after a participant's Eligibility Start Date and on or prior to the participant's Eligibility End Date.

Participants approved prior to July 1, 2019 were assigned an Application Number to indicate eligibility. Participants approved or recertified after July 1, 2019 are assigned a CTF-ID (which is a six-digit number) for each eligible service address. For reference purposes, the CTF Participant Report will display both identification numbers (Application Number and CTF-ID) for participants that successfully recertify their eligibility.

Participants with one or more CTF-ID are eligible to receive the discount only at the service address associated with the CTF-ID and are not eligible to receive the discount at any service address that is not associated with a CTF-ID.

Prior to applying the discount to Mobile Broadband Services, service providers must verify that the participant acquired the requisite approval from the CTF program. A participant is eligible to receive discounts on certain Mobile Broadband Services only if (a) the participant's Approval Letter includes explicit affirmation of the eligibility of certain Mobile Broadband Services, and (b) the CTF Participant Report indicates the participant is eligible for discounts on Mobile Broadband Services. Service Providers must only apply the discount to Mobile Broadband

Service in a manner that comports to the CTF Participant Report and the participant's Approval Letter, which may contain restrictions on quantities or other instruction.

The CTF Participant Report webpage also includes former participants whose eligibility has ended. Refer to the Eligibility Start Date and Eligibility End Date fields to determine the periods during which a participant is/was eligible.

C. Discount Start Date

A participant's Approval Letter includes the participant's eligibility date.

If the participant provides its Approval Letter to the service provider within 30 days of the date of the Approval Letter, the service provider should apply the discount retroactively to the eligibility start date – unless the Approval Letter states otherwise. Refer to Chapter 6 and the Claim Workbook Record Examples (a downloadable Excel file) for instructions and examples on how to report claims for reimbursement of retroactive discounts.

If the participant provides its Approval Letter to the service provider after 30 days from the date of the Approval Letter, the service provider should apply the discount beginning on the date the participant provides the Approval Letter to the service provider.

Participants switching service providers must provide a copy of their Approval Letter to the new service provider.

D. E-rate Adjustments

CTF support is adjusted to account for E-rate[2] support for all participants in the following categories: Public Schools and their associated annexes, Private Schools, and Libraries and their associated annexes[3]. This rule applies to all participants in these categories, *including those that do not participate in the E-rate program*. Refer to the "E-rate Eligibility" field of the CTF Participant Report to determine if a participant is subject to the following adjustments: (i) eligible charges are net of E-rate support, (ii) CTF support cannot exceed E-rate support, and (iii) participants using BEAR are ineligible.

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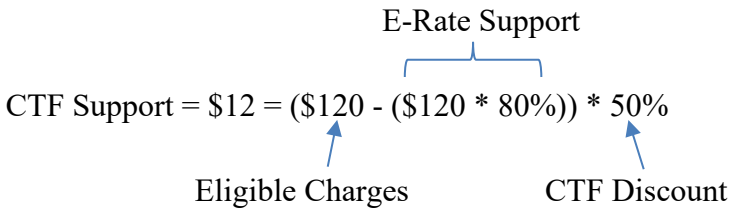
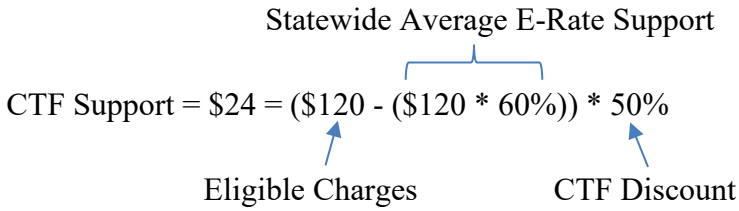
[2] E-rate is a federal program administered by the Schools and Libraries Division of the Universal Service Administrative Company at the direction of the Federal Communications Commission. Like the CTF program, E-rate provides funding for connectivity to schools and libraries.
[3] For more information on Annexes, please see CTF Administrative Letter No. 32 and the CTF Applicant and Participant Guidebook.

(i) Eligible Charges are Net of E-rate Support. This adjustment requires the CTF discount of 50% apply only to the balance of eligible charges remaining after (actual or statewide average) E-rate support.

If the participant has a Funding Commitment Decision Letter[4] from E-rate, the CTF discount of 50% applies to only the balance remaining after its E-rate support. For example, if the monthly recurring cost of an eligible service is $120 and the participant's E-rate support level is 80%, the CTF discount is calculated as follows:



If the participant (a) does not apply for E-rate *or* (b) has applied for E-rate but has not yet received a Funding Commitment Decision Letter, the CTF discount of 50% applies to only the balance remaining after the statewide average E-rate support level. For example, if the monthly recurring cost of an eligible service is $120 and the statewide average E-rate support level is 60%, the CTF discount is calculated as follows:



IMPORTANT NOTE: In the example above, the participant does <u>not</u> receive the statewide average E-rate support as a discount. The statewide average E-rate support level is used solely for purposes of calculating CTF support. When the statewide average E-rate support level is used to calculate CTF support, the participant is responsible for paying the carrier the statewide average E-rate support amount.

The CTF program determines the statewide average E-rate support level prior to the beginning of each fiscal year and informs service providers of the figure via email notice and a website posting.

[4] The E-rate program issues Funding Commitment Decision Letters to provide information on the level of support that an applicant will receive from E-rate.

Service providers must also "true up" any CTF discounts from prior periods that used the statewide average E-rate support level if/when the participant receives a Funding Commitment Decision Letter from E-rate. The "true up" process ensures that a participant's cumulative CTF discounts for the funding year incorporate the participant's E-rate support level and not the statewide average. If the participant's E-rate support level differs from the statewide average, which is commonplace, the "true up" process will determine the shortfall or excess CTF discounts the participant is owed (or owes) for prior periods. Service providers should resolve the shortfall or excess CTF discounts by applying a nonrecurring CTF discount (positive or negative) within the participant's next bill. Refer to Chapter 6 Section D for instructions on how to return funds to the CTF program, which is sometimes required with the "true up" process.

Service providers should retain detailed records of E-rate discounts, CTF discounts, and any "true up" calculations and provide those records to the CPUC Communications Division upon request.

Refer to Chapter 6 and the Claim Workbook Record Examples (a downloadable Excel file) for instructions and examples on how to report claims for reimbursement of discounts with E-Rate adjustments or true-ups.

(ii) CTF Support Cannot Exceed E-rate Support. A participant's CTF discount for a service cannot exceed (in terms of dollars) the E-rate support that the participant receives for the service.

(iii) Participants Using BEAR are Ineligible. The E-rate program allows participants to choose one of two methods to receive support: Billed Entity Applicant Reimbursement (BEAR)[5] or Service Provider Invoice (SPI).[6] Service providers cannot apply CTF discounts when a participant receives E-rate support via the BEAR method. Service providers can apply CTF discounts when a participant receives E-rate support via the SPI method. Service providers must verify the participants method of receiving support (BEAR or SPI) prior to application of the CTF discount.

[5] With the BEAR method, the E-rate program provides support directly to participants.

[6] With the SPI method, service providers apply E-rate discounts within participants' invoices and subsequently request reimbursement of those discounts from the E-rate program.

E. RHCP Adjustments

If a participant also receives support from the Rural Health Care Program (RHCP),[7] eligible charges are net of RHCP support. For these participants, the CTF discount of 50% applies only to the balance of eligible charges remaining after RHCP support. This requirement is similar to the process for E-rate support discussed in the section above, except it is only applicable to participants that are approved to receive support from the RHCP. Unlike the adjustments for E-rate support, RHCP support does not cap the maximum CTF support and service providers do not need to impute a RHCP statewide average.

If the RHCP approves support to a participant for prior service periods, the service provider must "true up" the CTF discounts from those prior service periods. The "true up" process for RHCP support ensures that a participant's cumulative CTF discounts (for the funding year) equal 50 percent of the balance of eligible costs remaining after the application of the support the participant received from the RHCP.

Refer to Chapter 6 and the Claim Workbook Record Examples (a downloadable Excel file) for instructions and examples on how to report claims for reimbursement of discounts with RHCP adjustments or "true ups". Refer also to Chapter 6 Section D for instructions on how to return funds to the CTF program, which is sometimes required because of the "true up" process.

Service providers should retain detailed records of RHCP discounts, CTF discounts, and any "true up" calculations and provide those records to the CPUC Communications Division upon request.

F. Taxes, Fees, & Surcharges

Effective July 1, 2020, all taxes, fees, and surcharges are ineligible to receive the CTF discount.

G. Bundled Services & Ancillary Features

Some service providers sell "bundled services" that include both eligible and ineligible services sold together at a single bundled cost. When this occurs, the CTF discount applies only *to the lower of*: (a) the cost of the eligible service when purchased on a standalone basis and not as part of a bundle, or (b) the monthly recurring cost of the bundle.

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[7] The Rural Health Care Program is a federal program administered by the Universal Service Administrative Company at the direction of the Federal Communications Commission. The RHCP provides support for communication services to eligible health care providers via the Healthcare Connect Fund and the RHCP Telecommunications Program.

If the price of a voice component of a bundle is not readily available, service providers can determine the price of the voice component using the following methods:

- Service providers participating in the E-rate program can differentiate between voice and broadband services using the E-rate cost allocation methodology.

- Service providers that do not participate in the E-rate program can cost allocate the interstate and intrastate voice components to differentiate between voice and broadband services. This method is modeled after the process service providers use to determine intrastate telecommunication surcharges.

If an eligible service is sold with ineligible features or add-ons, the CTF discount applies only to the monthly recurring charge of the eligible service and not the ineligible features or add-ons. (Usage fees are also ineligible and do not receive the CTF discount.) If ineligible features are insubstantial and inseparable from the eligible service and are included on an "ancillary basis," service providers can apply the CTF discount to the full monthly recurring cost of the product or service. If no separate pricing is available for extra features, then costs need not be allocated to the ineligible functionality. "Ineligible functionality" is considered "ancillary" if (1) a price for the ineligible component cannot be determined, and (2) the product or service is the most cost-effective means of obtaining the eligible functionality. For example, the standard pricing for some Internet access services includes caching and/or filtering services that are not themselves eligible services. Since these components are part of the standard offering, the full cost of the service is eligible to receive the CTF discount.

Service providers should keep documentation demonstrating that ineligible functionalities meet the definition of "ancillary," and provide that documentation to the CTF program upon request.

Refer to Chapter 6 and the Claim Workbook Record Examples (a downloadable Excel file) for instructions and examples on how to report claims for reimbursement of discounts when service charges are cost allocated.

6. Requesting Reimbursement

Service providers apply CTF discounts within participants' monthly bills, then submit a claim for reimbursement to the CPUC Communications Division via the eCAP website. Please refer to Chapter 4 Section A for additional information on accessing eCAP.

To submit a claim via eCAP, service providers download the Claim Worksheet template, then complete and submit one Claim Worksheet per month – see below for additional instructions. Each Claim Worksheet is due 60 days from the last day of the month and is not eligible for reimbursement if received after the due date. The CTF program strives to process claims for reimbursement within 30 days. Payment from the State Controller's Office is delivered

approximately 30 days after a claim is approved by the CTF program. Refer to Chapter 4 for instructions on maintaining a Payee Data Record to receive reimbursement checks.

A service provider must possess a Certificate of Public Convenience and Necessity (CPCN) and comply with all CTF program requirements (refer to Chapter 4) to file a claim for reimbursement.

A. The Claim Worksheet

The Claim Worksheet collects information on discounts the service provider gave to participants. The sections below contain instructions for completing the Claim Worksheet. Do not edit the Claim Worksheet beyond populating the required data according to the instructions provided below and in Appendix B.

The Claim Worksheet collects information on each discount (including any retroactive discounts, true-ups and adjustments) the service provider gave to participants during the month. For example, a Claim Worksheet submitted for the month of January 2023 must only include all discounts (including any retroactive discounts, true-ups and adjustments) given to participants' *during* January 2023.

The Claim Worksheet is a table wherein each row of data is "record" for a discount, true-up, or correction. Each record contains up to 18 datapoints or "fields," one per column. When complete, a record will provide answers to the following questions:

- How much was the discount?
- Who provided the discount?
- Who received the discount?
- Which service received the discount?
- When was the service provided to the participant?
- What was the monthly recurring charge of the service?
- How much support was provided from E-Rate and RHCP?

Refer to Appendix B for instructions on how to populate the Claim Worksheet. Refer also to the Claim Workbook Record Examples, a downloadable Excel file, for examples on how to complete the Claim Worksheet for various discount scenarios.

B. How to Submit a Claim

Service providers submit claims for reimbursement via the eCAP website. Refer to Chapter 4 Section A for instructions on accessing your company's eCAP account.

Complete and submit one Claim Worksheet per month. Each Claim Worksheet is due 60 days from the last day of the month and is not eligible for reimbursement if received after the due date.

After submitting a claim in eCAP, refer to the Claim Summary table: if the subtotal for any fiscal year listed is negative, the service provider must return funds to the CTF program via check payment in the amount of the subtotal (absolute value). Refer to Chapter 6 Section D for additional instructions on returning funds to the CTF Program.

C. Affiliates and Partnerships

Service providers that do not have a CPCN cannot submit claims for reimbursement but can still participate in the CTF program. Service providers that do not have a CPCN can apply the CTF Discount to participants' bills and then seek reimbursement for those discounts by partnering with a carrier with a CPCN. The carrier with a CPCN can file claims for reimbursement on behalf of the uncertificated service provider.

The CTF program will only approve claims for reimbursement from carriers with a CPCN. Payment of an approved claim for reimbursement is addressed to the certificated carrier, who can pass the reimbursement funds to the uncertificated service provider. The CTF program does not arrange or facilitate partnerships between certificated carriers and uncertificated service providers.

The carrier filing the claim is responsible for the veracity of the entire claim, including any amounts for an affiliate or partner.

D. Returning Funds

Adjustments and corrections to previously awarded discounts can sometimes necessitate a service provider return funds to the CTF program.

After submitting a claim in eCAP, refer to the Claim Summary table: if the subtotal for any fiscal year listed is negative, the service provider must return funds to the CTF program via check payment in the amount of the subtotal (absolute value).

Submit one check for each negative fiscal year subtotal included within the Claim Summary table of a submitted claim within eCAP. Do not combine the subtotals of fiscal years because the CTF program must assign funds to the appropriate fiscal year appropriation. Similarly, a positive fiscal year subtotal cannot offset a negative fiscal year subtotal.

Make all checks payable to "California Public Utilities Commission – CTF program." Include with the check a memo with the following information: Utility Identification Number, check number, check amount, and associated claim month, claim year, and fiscal year. Mail the check

and memo using a reputable courier and obtain a parcel tracking number. Send the check and memo to the following address:

California Public Utilities Commission
Communications Division, 3rd Floor
ATTN: CTF program
505 Van Ness Avenue
San Francisco, CA 94102

Check payments, when appropriate, are required to complete the submission of a claim. A claim is considered incomplete if the CPUC has not received the associated check.

7. Recertification of Participant Eligibility

Participants must periodically recertify with the CTF program to maintain eligibility for the discount. The CTF program notifies participants of the need to recertify three months prior to the participant's Eligibility End Date. Upon receiving notice, participants must submit a Recertification Application via eCAP. The program's Applicant & Participant Guidebook contains instructions for participants. When a participant submits a Recertification Application, the CTF program will review it to determine if the participant is eligible under the new/updated program rules.

The CTF Participant Report includes an Eligibility Start Date and an Eligibility End Date for each participant. Service providers must reference the CTF Participant Report prior to applying discounts to determine if and when a participant is eligible to receive the CTF discount. Service providers cannot give CTF discounts to a participant before the participant's Eligibility Start Date or after the participant's Eligibility End Date.

Upon recertifying a participant, the CTF program will send the participant a new Approval Letter and assign the participant a unique CTF-ID number for each service address that is eligible to receive the discount. **IMPORTANT NOTE: Participants with one or more CTF-ID are eligible to receive the discount only at the service address associated with the CTF-ID.**

A participant's CTF-ID replaces the previously assigned Application Number. For reference purposes, the CTF Participant Report will retain both identification numbers (Application Number and CTF-ID) for participants that successfully recertified their eligibility.

Upon denying a participant's recertification, the CTF program will send the organization a Rejection Letter to indicate the failed recertification. If a participant fails to recertify eligibility, their eligibility to receive the discount ends on their Eligibility End Date.

Please note that it is possible for an organization to obtain reinstated eligibility after the Eligibility End Date of their old Application Number or CTF-ID, however when this occurs the

program will assign the participant a new CTF-ID with a new Eligibility Start Date. When this occurs, there will be a gap in eligibility from the participants prior Eligibility End Date and new Eligibility Start Date. An organization with reinstated eligibility will receive a new CTF-ID and an updated Approval Letter to indicate eligibility.

Appendix A: Table of Authorities

Document	Summary
Decision 96-10-066	Created the CTF program.
Resolution T-16319	Set rules for claims beginning October 1999.
Resolution T-16330	Set rules for claims for 1997.
Resolution T-16381	Modified rules for claims beginning July 1999, including on: interest calculations, bundled offerings, adjustments, due dates, etc.
Resolution T-16542	Set rules on service eligibility, consortia eligibility, revised time limits for claims, surcharge remittance requirements, etc.
Resolution T-16584	Expands eligible services list, adds consortia as eligible CTF entities, adds the DCP, an operation of the Corporation for Education Network Initiatives in California, as an eligible CTF entity, adopts time limits in filing CTF claims, etc.
Resolution T-16742	Implements portions of Senate Bill (SB) 1863 (Stats. 202, Ch.308), standardizes services and discount levels, clarifies eligibility of DSL, streamlines application process, etc.
Resolution T-16763	Sets time limits for submitting claims, adopts forms/worksheets, specifies timing of discount, creates Guide for Carriers Submitting CTF Claims, adopts rules to incorporate E-Rate discounts, specifies interest provisions, eliminates filing of amended claims, etc.
Administrative Letter 6	Revises requirements for CTF claims, clarifies eligibility of all CTN-related service, and clarifies eligibility of CBO's offering 211 services.
Administrative Letter 7	Introduces the E-Rate credit worksheet and contains instructions on the timing of E-Rate credits within CTF claims.
Administrative Letter 9	Revised method for calculating discounts for less than a one-month period.
Administrative Letter 8A	Implementation of PU Code 884.

Administrative Letter 11	Revised method for submitting claims.
Administrative Letter 10B	Rules to account for E-rate discounts.
Administrative Letter 14	Restriction on use of Billed Entity Applicant Reimbursement (BEAR) for E-rate participants.
Administrative Letter 15	Implementation of Public Utilities Code Section 884.
Decision 08-06-020	Expands eligibility to community colleges, creates an Office of CTF Outreach and Assistance, removes the tariff requirements related to CTF for non-rate-of-return carriers, clarifies eligibility of California Telehealth Network participants, etc.
Administrative Letter 16	Clarifies eligibility of internet access services and participation of California Community Colleges.
Administrative Letter 17	Revised method for submitting claims.
Decision 15-07-007	Restates program goals, revises eligibility criteria for participants and services, caps CTF discounts at the level of E-rate support, etc.
Administrative Letter 24	Caps CTF discounts at the level of E-rate support.
Decision 16-04-021	Applies E-rate cap for voice services, provides exemption criteria for reduced voice support, etc.
Decision 18-01-006	Provides rules for CBO recertification process, addresses hybrid use of services, clarifies eligibility of Health Care CBOs, etc.
Decision 19-04-013	Eliminates CTF support for voice services, expands eligibility to mobile broadband services, updates criteria for eligibility of CBOs, adopts a cost allocation process for non-E-rate participants, clarifies that taxes, fees, and surcharges are not eligible for CTF support, etc.
Administrative Letter 30	Introduction of eCAP to manage participation in the CTF program.

Appendix B: Instructions for Claim Worksheet

Click here to download a Claim Worksheet template.

The Claim Worksheet collects information on each discount (including any true-ups and corrections) the service provider gave to participants during the month. For example, a Claim Worksheet submitted for the month of January-2023 must only include all discounts (including any true-ups and corrections) given to participants' *during* January-2023.

The Claim Worksheet is a table wherein each row of data is "record" for a discount, true-up, or correction. Each record contains up to 18 datapoints or "fields," one per column. Below are descriptions, instructions, format rules, and example entries for each field included within the Claim Worksheet table.

After reviewing the information below, refer also to the Claim Workbook Record Examples, a downloadable Excel file, for examples on how to complete the Claim Worksheet for various scenarios and different types of records.

Service_Month

- **Description**: Service Month. The month during which the participant received the discounted service, i.e., the service period.
- **Instructions**: Enter a number 1 through 12 to denote the month during which the participant received the discounted service. For example, 1 is for January, 2 is for February, 3 is for March, and so on. The Service Month is usually the same as the Claim Month; however the Service Month can reflect a service period from prior months for records of corrections, true ups, and retroactive discounts. This field is required for all records.
- **Restrictions**: Must be a number 1 through 12. The Service Month/Year cannot indicate a period after the Claim Month/Year.
- **Format**: N
- **Example**: 2

Service_Year

- **Description**: Service Year. The calendar-year during which the participant received the discounted service.
- **Instructions**: Enter the calendar year corresponding with the Service Month. Refer to the instructions for the Service Month field. This field is required for all records.
- **Restrictions**: Must be a four-digit number. Must be less than or equal to the current year. The Service Month/Year cannot indicate a period after the Claim Month/Year.
- **Format**: NNNN
- **Example**: 2023

Provider_DBA

- **Description**: Provider DBA. Service Provider's "do business as" name.
- **Instructions**: Enter the “do business as” name of the company that provided the service and discount. This field is required for all records.
    - Note: Typically, the carrier submitting the claim also provided the service and discount; however, that is not the case when a carrier submits a claim on behalf of a partner or affiliate. Refer to Chapter 6 Section C of the CTF Service Provider Manual for additional information on filing claims on behalf of affiliates or partners.
- **Format**: Text
- **Example**: Super Broadband Company

Affiliate

- **Description**: Affiliate. Was the service sold (and discount provided) by an affiliate, partner, or company other than the filing carrier?
- **Instructions**: Enter “Yes” if a company *other than* the filing carrier provided the service and discount to the participant; or enter “No” to indicate that the filing carrier provided the service and discount to the participant. Refer to Chapter 6 Section C of the CTF Service Provider Manual for additional information on submitting claims on behalf of affiliates or partners. This field is required for all records.
- **Restrictions**: Valid entries are limited to “Yes” or “No”.
- **Format**: Yes/No
- **Example**: No

App_Number

- **Description**: Application Number. The program's identification number for CTF applications approved prior to July 1, 2019.
- **Instructions**: Enter the Application Number of the participant. Application Numbers are available within participants' Approval Letters and online at the CTF Participant Report. This field is required for all participants with an assigned Application Number. If a participant has both a CTF-ID and an Application Number, please report both.
- **Restrictions**: Must be a number between 0 and 999999. The Application Number must have CTF eligibility for the Service Month & Year. Every record must have either an Application Number or CTF ID or both.
- **Format**: NNNN
- **Example**: 98765

CTF_ID

- **Description**: CTF-ID Number. Unique identifier for each eligible service address approved or recertified on or after July 1, 2019.
- **Instructions**: Enter the CTF-ID of the participant's service address. CTF-ID's are available within participants' Approval Letters and online at the CTF Participant Report. This field is required for all participants with an assigned CTF ID. If a participant has both a CTF-ID and an Application Number, please report both.
- **Restrictions**: Must be six-digit number between 100001 and 999999. The CTF ID must have CTF eligibility for the Service Month & Year. Every record must have either an Application Number or CTF ID or both.
- **Format**: NNNNNN
- **Example**: 100004

Part_Cat

- **Description**: Participant Category. The category of CTF-eligible participant of the participant.
- **Instructions**: Enter one of the following choices to identify the participant (please enter exactly as presented here):
    - Private School
    - Public School
    - Public School-Annex
    - Library
    - Library-Annex
    - Community College
    - Gov Hospital
    - CBO
    - Healthcare CBO

  This field is required for all records. Participant Category information is available within participants' Approval Letters and online at the CTF Participant Report.
- **Restrictions**: Valid entries are limited to the options listed above.
- **Format**: Restricted List
- **Example**: Private School

Service_Name

- **Description**: Service Name. The marketed name of the service.
- **Instructions**: Enter the name of the service. This field is required for all records. Valid entries must correspond to the eligible services registration submitted to the CTF program.
- **Format**: Text
- **Example**: My Broadband Service

Service_Cat

- **Description**: Service Category. The CTF Eligible Service category of the service.
- **Instructions**: Enter one of the following choices to identify the service (please enter exactly as presented here): ATM, BPL, Cable, DSL, Digital, Ethernet, Fiber, Frame, ISDN, MBS, MPLS, Optical, Satellite, SMDS, Trunk, WAN, or Wireless. This field is required for all records. Entries must correspond to the eligible services registration submitted to the CTF program. Refer to Chapter 5 Section A of the CTF Service Provider Manual for additional information on eligible services. Definitions of the service acronyms are as follows:

Valid Entries	Description

ATM	Asynchronous Transfer Mode
BPL	Broadband Over Power Lines
Cable	Cable Modem
DSL	Digital Subscriber Line
Digital	Digital Signal, DS1, DS2, etc.
Ethernet	Ethernet
Fiber	Fiber Optics
Frame	Frame Relay
ISDN	Integrated Services Digital Network
MBS	Mobile Broadband Service
MPLS	Multi-Protocol Label Switching
Optical	Optical Carrier, OC1, OC2, etc.
Satellite	Satellite Internet Access
SMDS	Switched Multimegabit Data
Trunk	Trunk Level, T1, T2, etc.
WAN	Wide Area Network
Wireless	Fixed Wireless Internet Access

- **Restrictions**: Valid entries are limited to the options listed above.
- **Format**: Restricted List
- **Example**: DSL

Quantity

- **Description**: Service Quantity. The quantity of the service purchased by the participant.
- **Instructions**: Enter the quantity of the service purchased by the participant during the service period. Most records will indicate a quantity of one, unless a participant purchases (and receives the discount on) two or more of the service and the claimant chooses to combine its requested reimbursement of those discounts into one record. Combining requested reimbursements into one record requires the following elements be the same: service period, claim period, service provider, participant, service, full monthly recurring cost, eligible monthly recurring cost, E-rate support percentage, Rural Health Care Program support percentage, and number of days the service was rendered within the service period. Combining requested reimbursement of discounts into one record is optional. If the participant purchased more than one of the same service at different prices, please report a separate record for each unique price. This field is required for all records.
- **Restrictions**: Must be a number between 0 and 99999.
- **Format**: N
- **Example**: 2

Full_MRC

- **Description**: Full Monthly Recurring Cost. The full and undiscounted monthly recurring cost of the service without any adjustments for credits or prorations.
- **Instructions**: Enter the full monthly recurring cost of the service prior to any time-based proration, cost allocation, or support from CTF, E-Rate or the Rural Health Care Program. Enter the monthly recurring cost for a quantity of one, irrespective of the quantity purchased by the participant. If eligible services were sold as part of a bundle that also included ineligible services, enter the full monthly recurring cost of the bundle (including ineligible costs). If the participant purchased more than one of the same service at different prices, please report a separate record for each unique price. This field is required for all records.
- **Restrictions**: Must be a dollar value between $0.00 and $999,999.00.
- **Format**: $NN.NN
- **Example**: $555.95

Eligible_MRC

- **Description**: Eligible Monthly Recurring Cost. The portion of the Full Monthly Recurring Cost remaining after adjustments for time-based proration, service provider credits or discounts, and/or cost allocation of bundles containing ineligible services.
- **Instructions**: Enter the eligible cost (for the reported service month) after adjustments to account for time-based proration, service provider credits or discounts, and/or cost allocation of bundles containing ineligible services. This field is required for all records.
- The Eligible Monthly Recurring Cost will usually equal the Full Monthly Recurring Cost. However, the Eligible Monthly Recurring Cost can be lower than the Full Monthly Recurring Cost if a participant's charges are prorated to account for a partial service period (i.e., time-based proration); or, if the participant purchases a "bundled service" wherein an eligible service is sold together with ineligible products/services at a single bundled cost, service providers must cost-allocate the cost of the ineligible products/services apart from the cost of the eligible services. Refer to the CTF Service Provider Manual at Chapter 5 Section G for more information.
- **Restrictions**: Must be a dollar value between $0.00 and $999,999.00. Cannot exceed the Full MRC.
- **Format**: $NN.NN
- **Example**: $555.95

Erate_Support

- **Description**: E-rate Support. The participant's support level commitment from the federal E-rate program.
- **Instructions**: Enter the support (percentage) that E-rate has committed to the participant via a Funding Commitment Decision Letter. This field is required only for participants that have received a Funding Commitment Decision Letter from E-rate for the service period. If an E-rate eligible participant has not received a Funding Commitment Decision Letter from E-rate for the service period, leave this field blank. Do not enter the Statewide Average E-rate support level in this field. Refer to Chapter 5 Section D of the CTF Service Provider Manual for additional information.
- **Restrictions**: Must be a percentage between 1% and 100%. Except for approved exemptions, if the participant Category is a Public School and associated annexes, Private School, or Library and associated annexes, at least one of the Erate Support or Erate St Avg fields must be a percentage at least 1% and up to 100%.
- **Format**: NN%
- **Example**: 75%

Erate_St_Avg

- **Description**: E-rate Statewide Average. The "placeholder" amount of E-rate support (equal to the E-rate Statewide Average support level) used to calculate CTF discounts for E-rate eligible participants that have not received a Funding Commitment Decision Letter from E-rate for the service period.
- **Instructions**: Enter the E-rate Statewide Average support level (percentage) used to calculate the CTF discount. This field is required if one of the conditions (a or b) listed below is applicable. Leave this field blank if both conditions (a and b) are not applicable. Refer to Chapter 5 Section D of the CTF Service Provider Manual for additional information.
    a) The CTF discount was calculated using the E-rate statewide average support level, or
    b) The record is for a "true up" to account for the participant's actual E-rate support level for previous service periods where the CTF discount was originally calculated using the E-rate Statewide Average support level.
- **Restrictions**: Must be a percentage between 1% and 100%. Except for approved exemptions, if the participant Category is a Public School and associated annexes, Private School or Library and associated annexes, at least one of the Erate Support or Erate St Avg fields must be a percentage at least 1% and up to 100%.
- **Format**: NN%
- **Example**: 73%

RHCP_Support

- **Description**: Rural Health Care Program Support. The amount of Rural Health Care Program (RHCP) support the participant receives from the RHCP Healthcare Connect Fund Program and the RHCP Telecommunications Program.
- **Instructions**: Enter the amount as a percentage of the Eligible Monthly Recurring Cost. This field is only required for participants that receive RHCP support. Leave this field blank if the participant did not receive any support from the RHCP for the Service Month. Refer to Chapter 5 Section E of the CTF Service Provider Manual for additional information.
- **Restrictions**: Must be a percentage between 1% and 100%.
- **Format**: NN%
- **Example**: 65%

CTF_Discount

- Description: CTF Discount. The CTF discount received by the participant.
- Instructions: Enter the CTF discount amount that the participant received. The CTF Discount must be a dollar value between $0.00 and $999,999.00. **This field is required for all records.**
- Restrictions: Must be a dollar value between $0.00 and $999,999.00.
- Format: $NN.NN
- Example: $130.23

Orig_Discount

- Description: Original CTF Discount. The original CTF discount amount previously given to the participant for the service period.
- Instructions:
    - This field is required only when adjusting a previously submitted record from a prior month's Claim Worksheet. Adjustments to previously submitted records are permitted only when adjusting for an E-rate True-Up or to correct a previous record so the associated discount and reimbursement request conform to all CTF program rules.
    - Leave this field blank if the record is not an adjustment to a previously submitted record from a prior month's Claim Worksheet.
    - Enter the amount that was originally reported in the Claim field within the previously submitted record from a prior month's Claim Worksheet. The Original Discount must be a dollar value between $0.00 and $999,999.00.
    - Refer to the Claim Workbook Record Examples (a downloadable Excel file) for details and examples on records for E-Rate True-Ups and other corrections.
- Restrictions: Must be a dollar value between $0.00 and $999,999.00.
- Format: $NN.NN
- Example: $95.64

Claim_Amount

- Description: Claim Amount. The reimbursement request amount.
- Instructions: Enter the dollar amount of reimbursement (or refund to the program) requested for the record. This amount will equal the CTF Discount amount unless the record is for a “true up” or correction to a prior service period’s discount. If the record is for a “true up” or correction to a prior service period’s discount, enter the difference between the CTF Discount and the Original CTF Discount. **This field is required for all records.**
- Restrictions: Must be a dollar amount between -$999999.00 and $999999.00.
- Format: $NN.NN
- Example: $34.59