



California
Teleconnect
Fund

California Teleconnect Fund (CTF) Program- Claims

Presented by CTF Staff



California Public
Utilities Commission



California Teleconnect Fund

The program 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. – *California Teleconnect Fund*

Presentation Guide

- Introduction
- Importance of Claims
- Understanding CTF Claims
- CTF Claims Submission Eligibility & Criteria
- Live Demonstration-Navigating the Claims Process in eCAP
- Tips for Successful CTF Claim Submissions
- Conclusion
- Q&A Session
- Resources & Additional Support

Importance of CTF Claims

- To help ensure all Californians have direct access to advanced communications services in their local communities
- To provide support for the cost of advanced communications services to approved participants, including schools, libraries, hospitals, health clinics, community colleges, 2-1-1 referral providers, and community-based organizations (CBOs)
- 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.



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Understanding CTF Claims

Definition & Purpose of Claims

- What is the concept of a CTF claim?
 - Submitting a CTF claim is the method by which service providers are reimbursed for the CTF discounts they had provided to CTF participants.
 - Service providers provide CTF discounts to CTF participants.
 - After applying the discount, carriers are required to file claims for reimbursement of the discount with the Communications Division. Currently, 80+ carriers file claims for reimbursement for discounts provided to CTF participants.
 - In D.96-10-066, the Commission set initial parameters for the reimbursement process:

“In order for the carriers to claim reimbursement from the California Teleconnect Fund, the carriers will be required to file a monthly report with the Telecommunications Division in a format to be prescribed. Among the items the report shall contain are the number of qualifying institutions or organizations in each of the discount programs, and the amount the carrier is seeking reimbursement for.”

Definition & Purpose of Claims

- What is the Importance of Claims in Maximizing Participant Benefits?
 - The program 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.
 - Since CTF's inception in 1996, it has supported over 14,000 participants by bridging the Digital Divide through access and adoption to broadband services at discounted rates in their community.
 - Provides discounts to small Community Based Organizations (CBO's), schools, libraries, government hospitals to diffuse access and adoption to broadband services.
 - During the pandemic in 2020-21, the Distance Learning initiative provided 413 School Districts a total of 110,630 mobile hot spots, ensuring remote access to state testing for students.

Eligibility Criteria for Claims

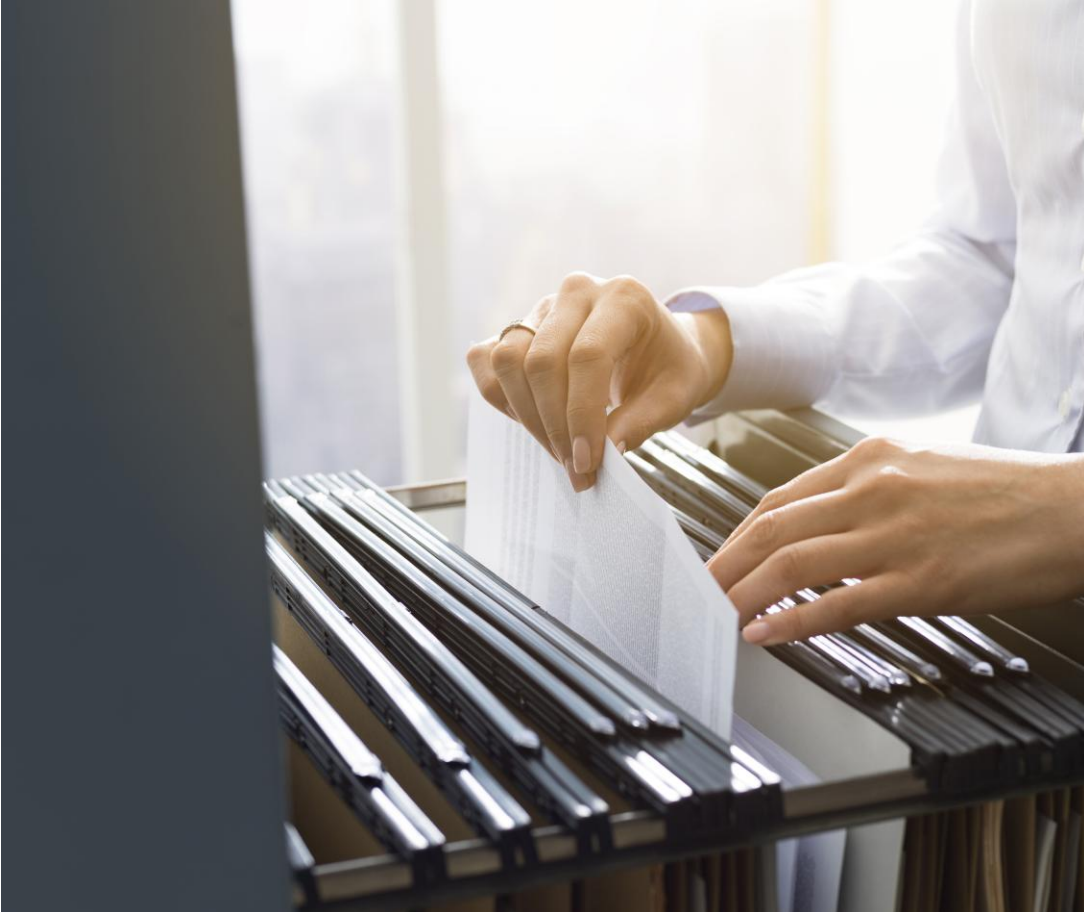
Eligible Services are categories of advanced communication services that are eligible to receive the CTF discount. The following eligible services are

- Asynchronous Transfer Mode
- 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

Eligibility Criteria for Claims(Cont.)

- Frame Relay
 - Integrated Services Digital Network
 - Mobile Broadband Service – with certain restrictions*
 - Multi-Protocol Label Switching
 - Optical Carrier, OC1, OC2, etc.
 - Satellite Internet Access
 - Switched Multimegabit Data Service
 - Trunk Level, T1, T2, etc.
 - Wide Area Network (WAN)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.
 - 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 form a data network for a single participant service address or campus are not eligible for the CTF discount.

Documentation / Information Requirements



- Keep contact information up to date in eCAP Portal
- A certificate of Public Convenience and Necessity (CPCN)
- Payee Data Record
- Service Provider Claim Worksheet

Accuracy in Claims Submission

- No duplicated claim submission
- The alert tab in eCAP
- The error tab in eCAP
- Deficiency email notification





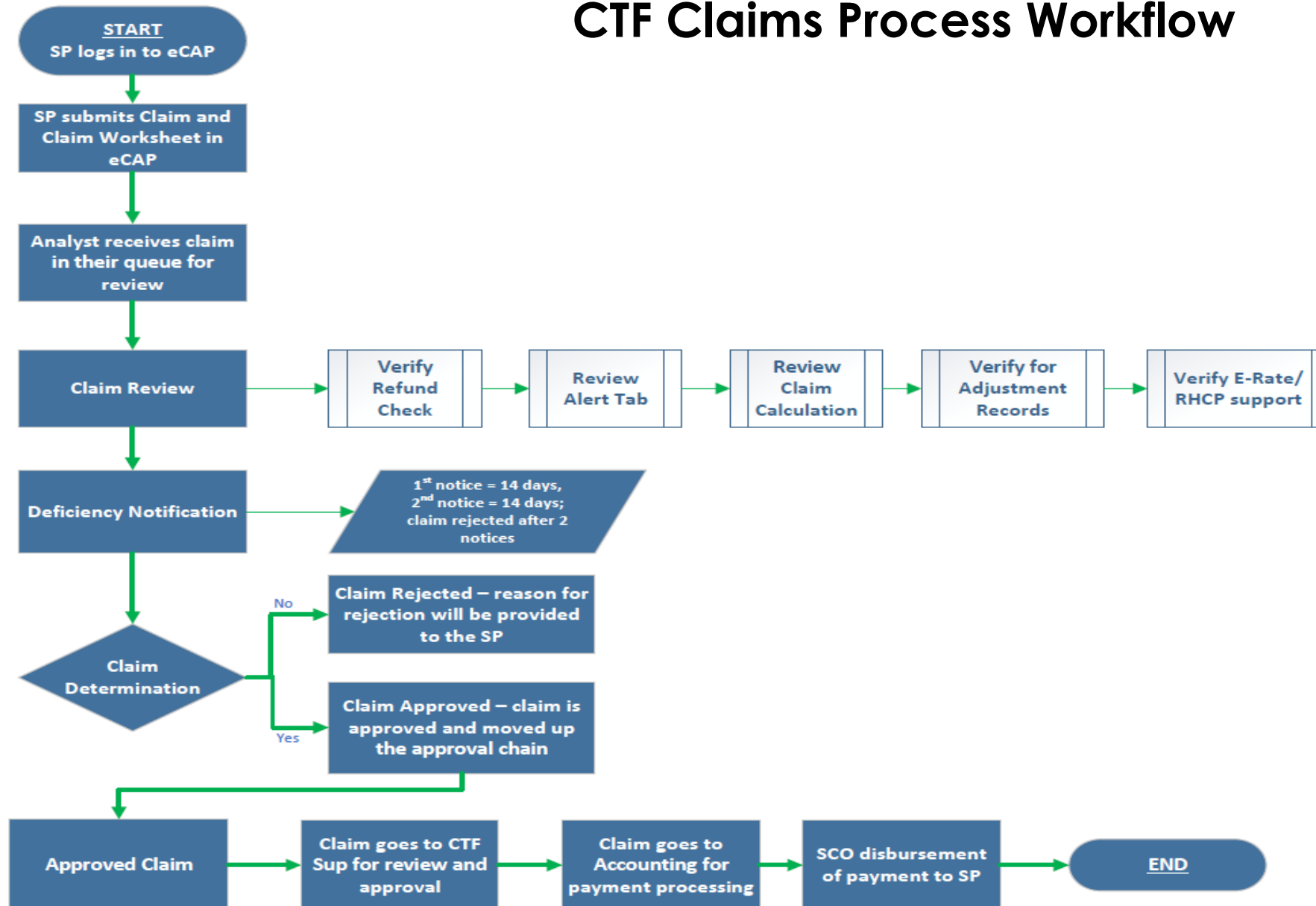
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CTF- Live Demonstration

Objectives:

1. Claim Process Workflow
2. View ECAP Portal Claim Queues
3. View Claim Submission Process

CTF Claims Process Workflow



By JOJ 01/04/2024



eCAP Web Portal:
<https://ecap.cpuc.ca.gov/>

Service Providers must utilize eCAP to manage their participation in the CTF program, including submitting claims, maintaining contact information, and engaging in CTF outreach activities.

CLAIMS SUBMISSION IN ECAP

The following will be CTF staff presenting live demonstrations regarding Service Providers submitting CTF claims.

- Completion of the Service Provider Claim Workbook
- Claim Queues within the eCAP Portal
- Submission of Claims
- Validation of Claims
- Common Submission Challenges

General Information



Welcome to eCAP Portal

 Email Address

 Password

Login

[Forgot your password](#)

[Create an Account](#)

List of submitted and in-process claims

- ❖ Each claim is assigned a claim number
- ❖ “My Claims” queue will show all claims in various modes such as “approved, rejected, pending information, draft”
- ❖ To begin a new claim, service provider will click “File a Claim” button.

Search

Dan Lyulkin

[Home](#)



Click on the below link to view list of CTF Participants
[CTF Participant Report](#)

Account Name : Test Wireless
Utility ID : 4532TEST

Update CTF Enrollment Information

CTF Program Enrollment

File a Claim

Claims

Program Enrollment

Claims

My Claims

56 items • Sorted by Status • Filtered by All claims - My Claims

Search this list...

⚙

Claim Number	Claim Record Type	Claim Month & Year	Status	Sub Status Info	Due Date
1 00003708	ULTS - Claim Wireless	2022-11 (NOV)	Approved	Fiscal Exported	
2 00008342	ULTS - Claim Wireless	2023-01 (JAN)	Approved	Pending at Fiscal	
3 00009149	CTF Claim	2023-01 (JAN)	Approved	Fiscal Exported	
4 00003704	ULTS - Claim Wireless	2022-11 (NOV)	Canceled	Draft	
5 00003705	ULTS - Claim Wireless	2022-11 (NOV)	Canceled	Draft	

File a Claim

LIVE DEMONSTRATION



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Common Mistakes to Avoid

Claims: Common Mistakes to Avoid



Claim Entry Errors



Incomplete Claim Worksheet



Missing Claims Submission Deadlines

Error Tab



- Provide Service Category
- Quantity Required
- App Number or CTF ID Required
- Participant Category does not match that of CTF ID/ App Number
- Invalid Service Month
- Invalid Provider DBA

Alert Tab



- Claim Amount/CTF Discount incorrect
- CTF Discount exceeds E-Rate support
- E-Rate must be between 1% to 100%
- E-Rate Average must be between 1% to 100%
- RHCP Support must be between 1% to 100%



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Tips for Successful CTF Claims

Best Practices for Documenting Expenses and Proper Documentation

- Record retention
- Consistent email communication
- Ensure correct claim totals
- Consider final formatting



Timely Submission



- Per CPUC Resolution **T-17666**, the due date and time limit for carriers to submit claims for reimbursement shall be **60 days from the end of the month** for claims submitted for March-2020 and thereafter.
- Example: A claim with a Service Month of January 2024 must be submitted by March 31, 2024.
- The requirement to use the statewide average E-rate support level as a placeholder enables service providers to apply the CTF discount, and then submit claims within 60-days, even when a customer's actual E-rate support level is unknown.
- **A Few Tips on Submitting Claims on Time**
- Ensure contact information is up to date
- Access and view eCAP notifications

Online Resources and Support

- Access CTF Online Resources such as eCAP Q&A
 - From the CPUC homepage (<https://www.cpuc.ca.gov>), click Financial Assistance. Click California Teleconnect Fund (CTF). There, you will find links to helpful resources including General eCAP Help and FAQ and CTF program Help and FAQ for eCAP.
- Utilize CTF Service Provider Manual.
 - [CTF Service Provider Manual](#)
- Check out the “Program Outreach & Education” webpage for a recording of this webinar and past CTF webinars.
- Service providers can contact **CTFClaims@cpuc.ca.gov** for additional help or inquiries regarding eCAP.





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Conclusion

Conclusion

- CTF ensures affordable and diverse access to advanced communication services for all Californians, including schools and healthcare.
- CTF claims ensure service providers are reimbursed for offering discounts, supporting affordable access to advanced communication services in California.
- Common claims mistakes to avoid are claim entry errors, incomplete claim worksheet, and missing claims submission deadlines.
- For successful claim submission, service providers need to maintain organized records, use clear and consistent email communication with CTF staff, double-check claim accuracy, and review their final excel sheet formatting.
- It's crucial to keep contact information updated and access eCAP notifications promptly for program-related updates.



Questions?



Resources

Information on the previous webinar is

Available at:

Program Outreach and Education

For more information:

<https://www.cpuc.ca.gov/CTF>

CTF Service Provider Manual

E-CAP Frequently Asked Questions:

[Help - FAQs \(ca.gov\)](#)

