California Public Utilities Commission



CPUC TUFFS User Guide May 2023

Telecommunications & User Fees Filing System (TUFFS)





1.0	Introduction4
2.0	TUFFS Account Log In 4
2.1 L 2.2 L	OG IN TO TUFFS ACCOUNT
2.2 0	
3.0	Update Utility Contact Information9
3.1	PRIMARY REGULATORY CONTACT INFORMATION11
2.1	TUFFS SECONDARY CONTACT INFORMATION
2.2	PRIMARY COMPLAINT CONTACT INFORMATION
2.3 2 A	FILER INFORMATION
2.5	REVIEW PAGE
2.6	REVIEW PRIMARY REGULATORY CONTACT INFORMATION
2.7	REVIEW TUFFS SECONDARY CONTACT INFORMATION
2.8	REVIEW PRIMARY COMPLAINT INFORMATION
2.9	FILER INFORMATION
3.0	TUFFS Reporting and History
3.1	REPORTING ACCESS LINES & USER FEES
3.2	CREATE NEW FORM
3.3	ACCESS LINE REPORTING FORM
3.4	RECALCULATE ACCESS LINE FOR CORRECTIONS
3.5	TOTAL INTRASTATE REVENUE SUBJECT TO USER FEE
3.6 3.7	PREVIEW PAGE (USER FEE REVENUE)
3.8	MAKING A PAYMENT
4.0	Reporting Access Lines and User Fee Revenue for the Third Month of a Calendar Quarter 30

4.1	Access Line Reporting Form	30
4.2	ENTER TOTAL INTRASTATE REVENUE SUBJECT TO USER FEE	32
4.3	PREVIEW PAGE	33





4.4	TRANSMITTAL PAGE	34
5.0	Viewing Details of the Reported and Payment History	36
5.1	MAKE PAYMENT LATER	36
6.0	Adjustment Request	38
6.1	SURCHARGE AND USER FEE ADJUSTMENT REQUEST	38
6.2	PENDING ADJUSTMENT REQUEST	43
6.2.1	UNDERPAYMENT	44
6.2.2	WITHDRAW ADJUSTMENT REQUEST	45
6.2.3	APPROVED/DENIED ADJUSTMENT REQUEST	46
6.2.4	RETURNED ADJUSTMENT REQUEST	47
6.2.5	OVERPAYMENT	49
7.0	Surcharge/User Fee Refund and Credit Request	50
7.1	REFUND AND CREDIT REQUEST FORM SUBMISSION	50
7.2	APPROVED/DENIED REFUND & CREDIT REQUEST	52





1.0 Introduction

The purpose of this User Guide is to provide telephone corporations with the necessary tools to perform various tasks associated with reporting access lines and user fees in TUFFS.

Glossary and Acronyms

Acronym	Definition
CPUC	California Public Utilities Commission
TUFFS	Telecommunications User Fees Filing System
PPP	Public Purpose Program

2.0 TUFFS Account Log In

2.1 Log In to TUFFS Account

Open Google Chrome/Safari/Microsoft Edge web browser and copy and paste the following address <u>https://tuffs.cpuc.ca.gov/s</u>.

1. Enter your E-mail address and Password, and then click Login on the Welcome screen.

Caov n 🖂		
	Welcome	
	Email Address	
	Password	
	Login	
Back to Top Help and FAQs Contact Us	Conditions Of Use Privacy Policy	





Note: When the California Public Utilities Commission (CPUC) certifies a telephone corporation, a new TUFFS account will be created. The telephone corporation will receive an email notification that includes their TUFFS a temporary password (which will need to be updated upon first login). If you are a registered telephone corporation but have not received a TUFFS Account, please contact the CPUC's Communications Division via email at telco_surcharge@cpuc.ca.gov.

2.2 User Fee Payment Cycle

- 1. When you log in to your TUFFS account for the first time, you will be asked to identify if your annual revenue is less than or equal to \$750,000 to determine your User Fee payment cycle.
- 2. Select "Yes" or "No" to answer the question and click "Confirm Revenue" to continue.



After the User Fee payment cycle has been chosen, depending on your selection, a confirmation message may be displayed.





• For carriers with annual revenue less than or equal to \$750,000, the User Fee for the preceding year is shown in the third month of each calendar quarter and payments for each of the four quarters are due between January 1st and 15th of the following year.



3. For carriers with annual revenue greater than \$750,000, the User Fee for the preceding year is shown in the third month of each calendar quarter and payments for each of the four quarters are due between January 1st and 15th of the following year.



4. Information on the due date before the penalty assessed will also appear:







After the User Fee payment cycle is set, the system will take you to the home screen where your Profile Information Screen will display.

By default, the Business Address, Primary Regulatory Contact Address, TUFFS Secondary Contact Address, Primary Complaint Contact Address, and the Filer Information will be displayed in the expanded mode. You may click on the ">" icon to collapse each of the sections. Please ensure that all telephone corporation information on the screen is accurate.





Home Report	ing and History Adjustment Request Fo	rms Refund & Credit Reque	st Forms	🐥 🙆 TUFFS user
	(3		
Carrier Profile Information				
Pursuant to the Commission Decision or letter gr egulatory/official contact person for purposes of licking on the "Utility Contact Update" button or /alidate" button on this screen.	anting the utility's operating authority, the utilit f resolving consumer complaints. The informatic n this screen. If there were no changes within the	y must provide the Commission infor n on this screen must be updated ar e past year, validate the information	mation for its designated contact persons for: prim d submitted to the Commission within 30 days of annually by June 1 of each calendar year by clickin	ary any change by g on the "Review &
Utility ID Number : U-1431-C	Carrier Name : TUFFS user	DBA Name (s) : TEST DBA	Surcharge Payment Cycle : Bi-A	Innual
Jtility Type : CER;CLR	Authorization Date : June 1, 2022	CPUC ID: 1431TUFF	De Minimus : Yes	
California Secretary of State ID : GF6575	Operating Carrier Number :	Federal Tax ID : 7,976,876	User Fee Payment Cycle : Annu	al
ustomer Service Telephone Number : 6476457647	Website Address : www.google.com			
 Business Address 				
Street : 132 w canon	City : San Fransisco		State : California	
Zip Code : 12345	Country : United States			
✓ Primary Regulatory Contact				
First Name :	Middle Name :		Last Name :	
Job Title :	Email :		Business Phone :	
Extension :				
Mailing Address				
Street :	City:		State :	
Zip Code :	Country :			
V TUFFS Secondary Contact				
First Name :	Middle Name :		Last Name :	
lob Title :	Email :		Business Phone :	
Extension :				
Mailing Address				
itreet :	City:		State :	
'ip Code :	Country :			
 Primary Complaint Contact 				
First Name :	Middle Name :		Last Name :	
ob Title :	Email :		Business Phone :	
Extension :				
Mailing Address				
Street :	City:		State :	
 Filer Information 				
First Name :	Middle Name :		Last Name :	
ob Title :	Email :		Business Phone :	
xtension :				
			Review & Validate	Update Utility Contact





3.0 Update Utility Contact Information

Pursuant to the Commission Decision or letter granting the utility's operating authority, the utility must provide the Commission information for its designated contact persons for: primary regulatory/official contact person and contact person for purposes of resolving consumer complaints. The information on the home page must be updated and submitted to the Commission within 30 days of any change. Your Utility Contact Information can be updated by clicking **"Update Utility Contact"** located on the bottom right corner of the home page.

TUFFS Home	Reporting and History	Adjustment Request Forms	Refund & Credit Request Forms	🐥 🙆 TUFFS user
Carrier Profile Information				
Pursuant to the Commission Decision or primary regulatory/official contact perso within 30 days of any change by clicking June 1 of each calendar year by clicking	letter granting the utility's operation on for purposes of resolving consum on the "Utility Contact Update" bu on the "Review & Validate" button	ng authority, the utility must pr ner complaints. The informatio tton on this screen. If there we on this screen.	ovide the Commission information for n on this screen must be updated and re no changes within the past year, val	r its designated contact persons for: submitted to the Commission idate the information annually by
Utility ID Number : U-1431-C	Carrier Name : TUFFS user	DBA Name (s) : 1	EST DBA Surcha	rge Payment Cycle : Bi-Annual
Utility Type : CER;CLR	Authorization Date : June 1, 2022	CPUC ID : 1431	UFF De Min	nimus : Yes
California Secretary of State ID : GF6575	Operating Carrier Number :	Federal Tax ID :	7,976,876 User Fe	ee Payment Cycle : Annual
Customer Service Telephone Number : 6476457647	Website Address : www.google.co	m		
> Business Address				
> Primary Regulatory Contac	t			
> TUFFS Secondary Contact				
> Primary Complaint Contact				
> Filer Information				
			Review & Validate	Update Utility Contact





You may update the contact information presented in editable fields and click "**Next**" to proceed to the next screen.

	Update Utility	Contact Information		
Carrier Information				
Jtility ID Number : 1431	Carrier Name : TUFFS user	é .	DBA Name(s) : TEST DBA	
Jtility Type : CEC; LEC; RTU	Authorization Date : June	1, 2022	CPUC ID : 1431TUFF	
urcharge Payment Cycle : Bi-Annual	User Fee Payment Cycle : Ar	nnual		
ederal Tax ID (FEIN)	California Secretary of State II	D	Operating Carrier Number (OCN)	
7976876.0	GF6575			
Website Address		* Customer Service Telephon	e Number	
www.google.com		6476457647		
United States				
* Street				;
*Street				:
*Street Q. 132 w canon *City			*State	:
• Street Q. 132 w canon • City San Fransisco			*State California	; ©
*Street Q 132 w canon *City San Fransisco *Zip Code			*State California	; ©
*Street Q 132 w canon *City San Fransisco *Zip Code 12345			*State California	; ©
*Street Q 132 w canon *City San Fransisco *Zip Code 12345			*State California	; ©
*Street Q 132 w canon City San Fransisco Zip Code 12345			*State California	÷ ©





3.1 Primary Regulatory Contact Information

On this screen, the current Primary Regulatory Contact Information on record is displayed. To make changes to the information displayed, enter the updated information, and click "**Next**" to proceed to the next screen.

	Update Utility Co	ntact Information	
rimary Regulatory Contact	Information		
rriers must submit a Contact Update a	anytime there is a change to the Primary Regulatory and/or Co irm that there's been no changes to the current information or	omplaint Contact information. If no changes within the n file	year, the carrier must Validate Contact
irst Name	Middle Name	*Last Name	
ob Title	* Email	* Business Phone	Extension
iling Address			
Country			
*Country None			
*Country None			
*Country None			
*Country None *Street			
*Country None *Street Q			
*Country None *Street Q		• State	
* Country None * Street Q. * City		*State	
* Country None * Street Q. * City		• State	
* Country None * Street Q. * City		• State	
* Country None * Street Q * City * Zip Code		• State	
* Country None * Street Q * City * Zip Code		*State	





2.1 TUFFS Secondary Contact Information

Enter the TUFFS "Secondary Contact Information" on this screen. This information must be different from the Primary Regulatory Contact Information. This contact must be personnel working directly with the corporation. Once updated, click "**Next**" to proceed to the next screen.

rst Name	Middle Name	Last Name	
1			
ob Title	Email	Business Phone	Extension
failing Address			
Country			
None			:
Street			
Q.			
City		State	
			:
Zip Code			
Zip Code			
Zip Code			





2.2 Primary Complaint Contact Information

On this screen, the current Primary Complaint Contact Information on record is displayed. To make changes to the information displayed, enter the updated information, and click "**Next**" to proceed to the next screen.

Update Utility Contact Information						
Primary Complaint Contact Information						
Carriers must submit a Contact Update any Information annually by June 1st to confirm	time there is a change to the Primary Regulatory and/or Co n that there's been no changes to the current information on	mplaint Contact information. If no changes within the file.	year, the carrier must Validate Contact			
Same as Primary Regulatory Contact Info	mation					
* First Name	Middle Name	* Last Name				
* Job Title	• Email	* Business Phone	Extension			
Mailing Address						
*Country						
None			÷			
* Street						
Q						
* City		* State	•			
			۲			
* Zip Code						
* Zip Code						
* Zip Code						

If the Primary Complaint Contact Information is the same as the Primary Regulatory Contact Information, click on the "Same as Primary Regulatory Contact Information" check box. The system will copy the Primary Regulatory Contact Information and auto-populate into the fields for the Primary Complaint Contact Information. Click "**Next**" to proceed to the next screen.





If you wish to make any changes to the auto populated information, return to the Primary Regulatory Contact screen to update the fields. Once the changes have been made under the Primary Regulatory Contact screen, the new information will automatically be displayed on the Primary Complaint Contact screen.

Primary Comp	laint Contact Information		
Carriers must submi must Validate Conta	it a Contact Update anytime there is a chang act Information annually by June 1st to conf	e to the Primary Regulatory and/or Complaint Cont rm that there's been no changes to the current infor	act information. If no changes within the year, the carrier mation on file.
Same as Primary	Regulatory Contact Information		
First Name :	Sk	Middle Name :	
Last Name :	LS	Business Phone :	1234567890
Job Title :	ВА	Email :	sk@gmail.com
Extension :			
Mailing Address			
Country:	United States	City:	
State :	Alabama	Postal Code :	
Street :	4240 albany drive		
			Back

2.3 Filer Information

Enter all the required fields in the Update Request Filer Information screen and click the check box for *"I am an authorized representative of the service provider, and to the best of my knowledge and belief, the information provided is true and correct"*. This is required to ensure that the information for the telephone corporation is true and correct, and the filer is an authorized representative of the telephone corporation. Additionally, the CPUC will contact the filer if CPUC has questions about the information provided. Click **"Next"** to continue to the Preview Page.





b Title	* Email	* Business Phone	Extension

2.4 Preview Page

After updating all the contact information, the system will take you to the Preview Page where you can review all the information. To view the entire page, you may click on the ">" icon to expand each of the sections. If you wish to make additional changes, click "**Back**" to return to the previous pages.

	Previe	ew Page	
Carrier Information			
Carrier Name :	TUFFS user	Utility ID Number :	1431
DBA Name :	TEST DBA	Authorization Date :	June 1, 2022
Utility Type :	CEC; LEC; RTU	CPUCID:	1431TUFF
Surcharge Payment Cycle :	Bi-Annual	User Fee Payment Cycle :	Annual
Federal Tax ID (FEIN) :	eral Tax ID (FEIN) : 7976876.0 Operating Carrier Number (OCN) :		
California Secretary of State ID :	GF6575	Customer Service Telephone Number :	6476457647
Website Address :	www.google.com		
> Business Address			
> Primary Regulatory Contact	Information		
> Secondary Contact Informat	ion		
> Primary Complaint Contact I	nformation		
> Update Request Filer Inform	ation		
			Cancel Back Request Update





When you click "**Request Update**," the below pop-up screen will appear. You may click on the link to download the submitted information. Click "**Finish**" to return to the home page.

Your requested changes have been sent to CPUC for authorization. You will receive a verification message to the email address provided in the 'Update Request Filer Information.

Click here to download the a copy of the Contact Information Update requested

2.5 Review and Validate Utility Contact Information

If there were no changes within the past year, carriers must validate their Utility Contact Information annually by June 1 of each calendar year by clicking "**Review & Validate**" located on the bottom right corner of the home page.





TUFFS	Reporting and History Adjustn	eent Request Forms Refund & C	iredit Request Forms 🐥 🙆 TUFFS ut
		3	
Carrier Profile Information			
Pursuant to the Commission Decision or primary regulatory/official contact perso within 30 days of any change by clicking June 1 of each calendar year by clicking	letter granting the utility's operating auth on for purposes of resolving consumer con on the "Utility Contact Update" button or on the "Review & Validate" button on this	nority, the utility must provide the Comm inplaints. The information on this screen in a this screen. If there were no changes wi screen.	ission information for its designated contact persons for must be updated and submitted to the Commission thin the past year, validate the information annually by
Utility ID Number : U-1431-C	Carrier Name : TUFFS user	DBA Name (s) : TEST DBA	Surcharge Payment Cycle : Bi-Annual
Utility ID Number : U-1431-C Utility Type : CER;CLR	Carrier Name : TUFFS user Authorization Date : June 1, 2022	DBA Name (s) : TEST DBA CPUC ID : 1431TUFF	Surcharge Payment Cycle : Bi-Annual De Minimus : Yes
Utility ID Number : U-1431-C Utility Type : CER;CLR California Secretary of State ID : GF6575	Carrier Name : TUFFS user Authorization Date : June 1, 2022 Operating Carrier Number :	DBA Name (s) : TEST DBA CPUC ID : 1431TUFF Federal Tax ID : 7,976,876	Surcharge Payment Cycle : Bi-Annual De Minimus : Yes User Fee Payment Cycle : Annual
Utility ID Number : U-1431-C Utility Type : CER;CLR California Secretary of State ID : GF6575 Customer Service Telephone Number : 5476457647	Carrier Name : TUFFS user Authorization Date : June 1, 2022 Operating Carrier Number : Website Address : www.google.com	DBA Name (s) : TEST DBA CPUC ID : 1431TUFF Federal Tax ID : 7,976,876	Surcharge Payment Cycle : Bi-Annual De Minimus : Yes User Fee Payment Cycle : Annual
Utility ID Number : U-1431-C Utility Type : CER;CLR California Secretary of State ID : GF6575 Customer Service Telephone Number : 5476457647 Business Address	Carrier Name : TUFFS user Authorization Date : June 1, 2022 Operating Carrier Number : Website Address : www.google.com	DBA Name (s) : TEST DBA CPUC ID : 1431TUFF Federal Tax ID : 7,976,876	Surcharge Payment Cycle : Bi-Annual De Minimus : Yes User Fee Payment Cycle : Annual
Utility ID Number : U-1431-C Utility Type : CER;CLR California Secretary of State ID : GF6575 Customer Service Telephone Number : 5476457647 Business Address Primary Regulatory Contac	Carrier Name : TUFFS user Authorization Date : June 1, 2022 Operating Carrier Number : Website Address : www.google.com	DBA Name (s) : TEST DBA CPUC ID : 1431TUFF Federal Tax ID : 7,976,876	Surcharge Payment Cycle : Bi-Annual De Minimus : Yes User Fee Payment Cycle : Annual
Utility ID Number : U-1431-C Utility Type : CER;CLR California Secretary of State ID : GF6575 Customer Service Telephone Number : 5476457647 Business Address Primary Regulatory Contact TUFFS Secondary Contact	Carrier Name : TUFFS user Authorization Date : June 1, 2022 Operating Carrier Number : Website Address : www.google.com	DBA Name (s) : TEST DBA CPUC ID : 1431TUFF Federal Tax ID : 7,976,876	Surcharge Payment Cycle : Bi-Annual De Minimus : Yes User Fee Payment Cycle : Annual
Utility ID Number : U-1431-C Utility Type : CER;CLR California Secretary of State ID : GF6575 Customer Service Telephone Number : 5476457647 • Business Address • Primary Regulatory Contact • TUFFS Secondary Contact • Primary Complaint Contact	Carrier Name : TUFFS user Authorization Date : June 1, 2022 Operating Carrier Number : Website Address : www.google.com	DBA Name (s) : TEST DBA CPUC ID : 1431TUFF Federal Tax ID : 7,976,876	Surcharge Payment Cycle : Bi-Annual De Minimus : Yes User Fee Payment Cycle : Annual
Utility ID Number : U-1431-C Utility Type : CER;CLR California Secretary of State ID : GF6575 Customer Service Telephone Number : 5476457647 Business Address Primary Regulatory Contact TUFFS Secondary Contact Primary Complaint Contact Filer Information	Carrier Name : TUFFS user Authorization Date : June 1, 2022 Operating Carrier Number : Website Address : www.google.com	DBA Name (s) : TEST DBA CPUC ID : 1431TUFF Federal Tax ID : 7,976,876	Surcharge Payment Cycle : Bi-Annual De Minimus : Yes User Fee Payment Cycle : Annual

The utility contact information can be validated at any time by clicking "Review & Validate."





After clicking **"Review & Validate,"** you may review the Carrier Profile Information. If all the information is correct, click **"Next"** to continue reviewing the next set of information.

Carrier Profile Information		
Utility ID Number : U-1431-C	Carrier Name : TUFFS user	DBA Name : TEST DBA
Utility Type : CER;CLR	Authorization Date : June 1, 2022	CPUC ID : 1431TUFF
Surcharge Payment Cycle : Bi-Annual	User Fee Payment Cycle : Annual	Federal Tax ID : 7,976,876
California Secretary of State ID : GF6575	Operating Carrier Number :	Website Address : www.google.com
Customer Service Telephone Number : 6476457647		
Business Address		
Street : 132 w canon	City : San Fransisco	State : California
Zip Code : 12345	Country : United States	
		Next

2.6 Review Primary Regulatory Contact Information

Review the Primary Regulatory Contact information. If all the information is correct, click "**Next**" to continue reviewing the next set of information.

Primary Regulatory Contact						
It is the responsibility of the Carrier to provide CPUC Communications Division current information about its Primary Regulatory Contact. This information must be updated if any changes occur, or at least annually by June 1 of each calendar year						
First Name :	Middle Name :	Last Name :				
Job Title :	Email :	Business Phone :				
Extension :						
Mailing Address						
Street :	City:	State :				
Zip Code :	Country :					
		Back Next				





2.7 Review TUFFS Secondary Contact Information

Verify the TUFFS Secondary Contact Information. TUFFS Secondary Contact should be different than the Primary Regulatory Contact. If all the information is correct, click "**Next**" to proceed.

TUFFS Secondary Contact		
First Name :	Middle Name :	Last Name :
Job Title :	Email :	Business Phone :
Extension :		
Mailing Address		
Street :	City:	State :
Zip Code :	Country:	
		Back

2.8 Review Primary Complaint Information

Review the Primary Complaint Contact information. If all the information is correct, click "**Next**" to continue to the Filer Information screen.

Primary Complaint Contact					
It is the responsibility of the Carrier to provide CPUC Consumer Affairs Branch its designated contact person(s) for purposes of resolving consumer complaints. This information must be updated if any changes occur, or at least annually by June 1 of each calendar year.					
First Name :	Middle Name :	Last Name :			
Job Title :	Email :	Business Phone :			
Extension :					
Mailing Address					
Street :	City:	State :			
Zip Code :	Country :				
		Back			





2.9 Filer Information

Complete all the fields in the "Filer information" screen and click the check box *"I am an authorized representative of the service provider, and to the best of my knowledge and belief, the information provided is true and correct"*. This is required to ensure that the information for the telephone corporation is true and correct, and the filer is an authorized representative of the telephone corporation. Additionally, the CPUC will contact the filer if CPUC has questions about the information provided.

Once the fields are all completed, click **"Submit"** to complete reviewing and validating the Utility Contact Information with CPUC.

Filer Information						
• First Name		Middle Name		* Last Name		
• Job Title	Email		Business Phone		Extension	
I am an authorized represent	ative of the service provider, and to th	ne best of my knowledge and belie	f. the information provided is true a	nd correct."		
			,			
						Back Submit

After submission, the system will display the below message. Click **"Finish"** to return to the **Home** page.



3.0 TUFFS Reporting and History

3.1 Reporting Access Lines & User Fees

To begin reporting your total number of access lines for calculating resulting surcharges and gross intrastate revenue for User Fee, click the Reporting and History tab in the navigation bar.





TUFFS	Home	Reporting and History	Adjustment Request Forms	Refund & Credit Request Forms			🜲 🕘 TUFFS us
Surcharge a	and User Fe	ee Forms (10)			Ŧ	C	Create a new form

3.2 Create New Form

Under the Reporting and History page, click "**Create a new form**" located to the right of the screen.

TUFFS	Home	Reporting and History	Adjustment Request Forms	Refund & Credit Request Forms		TUFFS user
🖬 Surcharge a	and User Fe	e Forms (10)			Y 0	Create a new form

3.3 Access Line Reporting Form

On the "Access Line Reporting Form", verify that the Utility Identification Number, Carrier Name and Reporting Period, Surcharge Payment Due Date are correct.

Enter the total number of Access Lines in the "Access Lines" field and click "**Calculate**". The system will automatically perform an allocation of the resulting surcharges (Grand Total) among the programs using the weighted average remittance rates.

If you are satisfied with the calculations and do not need to make corrections to the number of Access Lines, click "**Continue**".





Access Line Reporting Form					
Utility ID Number :	U-2143-C				
Carrier Name :	Swati Khandelwal				
Reporting Period :	202202				
Surcharge Payment Due Date :	April 13, 2022				
Today's Date :	April 9, 2023				
Please report your total number of Access Lines	of access lines in the field below Flat Rate Grand Total \$1.11 \$0.00	and click the calculate button for the	e system to calculate the resulti	ng surcha	rges
Program		Weighted Average Remittance Rate%	Calculated Amount Per Program	Interest	Total Due
CALIFORNIA ADVANCED SERVI	CE FUND (CASF)	12.19	\$0.00	\$0.00	\$0.00
CALIFORNIA HIGH COST FUND	-A (CHCF-A)	8.37	\$0.00	\$0.00	\$0.00
CALIFORNIA HIGH COST FUND	-B (CHCF-B)	0	\$0.00	\$0.00	\$0.00
CALIFORNIA TELECONNECT FU	IND (CTF)	9.33	\$0.00	\$0.00	\$0.00
DEAF AND DISABLED TELECOM	MUNICATION PROGRAM (DDTP)	13.28	\$0.00	\$0.00	\$0.00
UNIVERSAL LIFELINE TELEPHO	NE SERVICE PROGRAM (ULTS)	56.83	\$0.00	\$0.00	\$0.00
Grand Total Calculated Surcharg	e Amount Due				\$0.00
				Co	ntinue

Late reporting of access lines and late surcharges remittances will be charged an interest equal to an annual interest rate of 10%. Any interest amount assessed on surcharges will be shown in the interest column.

Note for de minimis Rule Carriers: Although you are only required to report and remit payments twice a year, your reporting and remittance must be entered for each month during the six-month period.

3.4 Recalculate Access Line for Corrections





If you entered an incorrect number of access lines and need to make corrections before submitting, enter the new number of access lines in the field provided. Click "**Calculate**" to recalculate the resulting surcharges. Then, click "**Continue**" to proceed.

		Access I	ine Reporting Form
Utility ID Number :	U-2143-C		
Carrier Name :	Swati Khan	ndelwal	
Reporting Period :	202202		
Surcharge Payment Due Date :	April 13, 20	022	
Today's Date :	April 9, 202	23	
Please report your total number of acce	ess lines in the fi	eld below and click the	calculate button for the system to calculate the resulting surcharges
• Access Lines	Flat Rate \$1.11	Grand Total \$0.00	Calculate

3.5 Total Intrastate Revenue Subject to User Fee

You will be prompted to report your gross intrastate revenue after reporting your total number of access lines. Although the revenue will be reported monthly, payment remittance will continue to be administered quarterly, until further notice.

Enter your total gross intrastate revenue subject to user fees in the field provided. Then, click "**Next**" to proceed.





	Total Intrastate Revenue Subject To User Fee		
Utility ID Number :	U-2143-C		
Carrier Name :	Swati Khandelwal		
Reporting Period :	202202		
Revenue Type :	Intrastate Revenue Subject To User Fee		
Surcharge Payment Due Date :	April 13, 2022		
User Fee Payment Due Date :	April 13, 2022		
Quarter/Year :	Q1/2022		
Today's Date :	April 10, 2023		
Total Intrastate Revenue Subject To User F	ee		
* User Fee Revenue			
		Previous	Next

Note for Annual User Fee Filers: You will be required to report your gross intrastate revenue immediately after reporting your active access lines; however, User Fee payment remittances will continue administer once a year. You are required to report User Fee revenue for each quarter (Q1, Q2, Q3 and Q4) in the year as well as remit individual payments for each quarter at the end of the year.





3.6 Preview Page (User Fee Revenue)

Review the data reported and if correct, click **"Submit."** If you need to make a correction, click **"Previous Page"** to return to the Access Line Reporting form or the User Fee Reporting Form.

		PREVIEW PAGE			
Please review the information below. If you	need to make changes, click the	e "Previous page". If you have no changes to	make, click the "Submit".		
Utility ID Number :	U-2143-C				
Carrier Name :	Swati Khandelwal				
Reporting Period :	202202				
urcharge Payment Due Date :	April 13, 2022				
foday's Date :	April 10, 2023				
Total Number of Access Lines Flat Rate G 0 \$1.11	irand Total \$0.00				
Program		Weighted Average Remittance Rate%	Calculated Amount Per Program	Interest	Total Due
CALIFORNIA ADVANCED SERVICE F	UND (CASF)	12.19	\$0.00	\$0.00	\$0.00
CALIFORNIA HIGH COST FUND-A (C	HCF-A)	8.37	\$0.00	\$0.00	\$0.00
CALIFORNIA HIGH COST FUND-B (C	HCF-B)	0	\$0.00	\$0.00	\$0.00
CALIFORNIA TELECONNECT FUND	(CTF)	9.33	\$0.00	\$0.00	\$0.00
DEAF AND DISABLED TELECOMMU	NICATION PROGRAM (DDTP)	13.28	\$0.00	\$0.00	\$0.00
UNIVERSAL LIFELINE TELEPHONE S	ERVICE PROGRAM (ULTS)	56.83	\$0.00	\$0.00	\$0.00
Grand Total Calculated Surcharge Am	ount Due				\$0.00
✓ Reported User Fee Quarter/Year Q1/2022 Revenue Type Total Intrastate Revenue Subject To User F	ee For February 2022	User Fee Revenue \$10,000			
			Previous F	age S	iubmit





3.7 Transmittal Page

On the Transmittal Page, you will find buttons to guide you through the process of making a payment and finishing the process. A payment can be made by clicking "**Make Payment.**" See further instructions in section 5.7. To exit the transmittal page and make a payment later, click "**Finish.**"





		TRANSMITTAL PAGE			
* Print this page to retain this ir	nformation for your recor	ds before continuing with "Make	Payment" and then "Finished	d".	
* Payment on resulting user fee	s are remitted quarterly	or annually. The payment due at t	his time only for the resultin	gsurchar	rges.
Utility ID Number :	U-2143-C				
Carrier Name :	Swati Khandelwal				
Reporting Period :	202202				
Surcharge Payment Due Date :	April 13, 2022				
Today's Date :	April 10, 2023				
Total Number of Access Lines Flat 0 \$1.	Rate Grand Total 11 \$0.00				
Program		Weighted Average Remittance Rate%	Calculated Amount Per Program	Interest	Total Due
CALIFORNIA ADVANCED SERVICE FI	UND (CASF)	12.19	\$0.00	\$0.00	\$0.00
CALIFORNIA HIGH COST FUND-A (C	HCF-A)	8.37	\$0.00	\$0.00	\$0.00
CALIFORNIA HIGH COST FUND-B (C	HCF-B)	0	\$0.00	\$0.00	\$0.00
CALIFORNIA TELECONNECT FUND (CTF)	9.33	\$0.00	\$0.00	\$0.00
DEAF AND DISABLED TELECOMMUN	NICATION PROGRAM (DDTP)	13.28	\$0.00	\$0.00	\$0.00
UNIVERSAL LIFELINE TELEPHONE SE	ERVICE PROGRAM (ULTS)	56.83	\$0.00	\$0.00	\$0.00
Grand Total Calculated Surcharge Am	ount Due				\$0.00
✓ Reported User Fee Quarter/Year Q1/2022 Revenue Type Total Intrastate Revenue Subject To User	Use Fee For February 2022 \$10	r Fee Revenue 1,000	Make Paymen	t Finish	

When you click "Finish," a pop up dialogue box will appear informing you that compliance is achieved only after remitting payment. You will have another opportunity to be redirected to the payment portal to make payment. However, if you still want to return at a later time to make the payment, you may click "**OK**" to return to the Reporting & History page.







3.8 Making a Payment

After clicking on "**Make Payment**," TUFFS will redirect you to the First Data Payment Portal (payment portal) in a new browser.

Once logged in to your payment portal account, the Select Payment Type screen will display. Please select the "Access Line Surcharges" or "User Fee (new TUFFS)" under the "For all reporting periods beginning April 2023" section.

Select Payment Type							Comr
eeleett ajiileint ijpe							
The links below facilitate the rem	ittance of California F	Public Utilities Commissior	n public purpose program	m surcharges and user fees by telecom	nunications	corporations and VoIP providers based on reportin	g period.
For all payment remittances begi	nning with April 2023	and beyond please selec	t "Access Line Surcharg	ges & User Fee (new TUFFS)"			
For all payment remittances for p	eriod prior to updatin	ng the Surcharge Mechanis	sm (any period through I	March 2023), please select "Surcharge	and User Fe	ee"	
Please be sure that you are rep status, and such carries are su	oorting and submitti bject to accrued inf	ing payment for the corr terest and penalties appl	ect payment period. So licable to payment obli	ubmitting payment for the incorrect r igation, and possible additional sanc	eporting pe tion s .	riod, surcharge program fund or user fee type v	will result in non-com
For all reporting period	s beginning A	pril 2023					
Surcharge: For the remittance of	f surcharge revenues	s derived from the sale of i	ntrastate telecommunica	ation and VoIP services.			
User Fee: For the remittance of	Jser Fee revenues d	lerived from the sale of intr	astate telecommunicati	ions services, reported and paid quarter	у.		
Access Line S	urcnarges						
User Fee (new	(TUFFS)						

On the 'Make a Payment' screen, select the Reporting Period, Debit Date, and enter the Grand <u>Total Calculated Surcharge Amount Due, provided by TUFFS,</u> in the Access Line Surcharges field. Then, click 'Continue'.





First Data.	Make Payment	Payment Inquiry	Account Profile	e Bank Account Maintenance	FAQ	Logout	California Public Utilities Commission
Make a Payment							
Please enter the following pa	ayment information.						
Debit Date: Debit dates mus	st be the next business d	ay and cannot be greater	han 45 days in the fut	iture.			
Payment Amount: Carrier's Transmittal Page in TUFFS.	payment amount should	reflect the total amount d	ue from TUFFS inclus	sive of all late payment penalties and intere	st for the sp	pecified reporting period. This is the number the	at is specified in the Total Due column on the
By clicking continue on thi beginning April 2023 ,pleas	is page, you will be ma se return to the previou	king a payment "For all is page and select the "S	eporting periods beg surcharge and User F	ginning April 2023" using the legacy Su Fee" option.)	rcharge Me	echanism based on Access Lines. If you are	NOT trying to make a payment for periods
CPUC ID :	4001TEST						
Carrier Name :	Test Lucia Maga	na					
Payment Type :	Access Line Sur	charges					
Reporting Period :	04/2023	(MM/YYY	n				
Debit Date :	05/01/2023	(MM/DD/	YYY)				
Access Line	Surcharges	Total Amo	unt				
Access Line	Surcharges	\$	100.00				
Cancel Cont	linue						

Note: Beginning May 1, payments made starting with the April 2023 and future report periods will only require entering one amount.

On the Payment Verification screen, click 'Submit Payment' for remitting payment.





Payment Verification Only the surcharges and fees you ha Please review and confirm before ren interest on amounts due.	re chosen to remit are shown below. You cannot remit payments of zero (\$0.00) or less. Itiling any payments that the payment type, reporting period and payment amount are correct. We remind you that miss applied payments will not alleviate the continued assessment of penaltie	and
CPUC ID :	4001TEST	
Carrier Name :	Test Lucia Magana	
Payment Type :	Access Line Surcharges	
Reporting Period :	03/2023	
Debit Date :	05/01/2023	
Access Line Surd	harges Total Amount	
Access Line Surc	narges \$100.00	
Edit Payment Subm	t Payment	

4.0 Reporting Access Lines and User Fee Revenue for the Third Month of a Calendar Quarter

4.1 Access Line Reporting Form

On the "**Access Line Reporting Form**", verify that the Utility Identification Number, Carrier Name and Reporting Period, Surcharge Payment Due Date are correct.

Enter the total number of Access Lines in the "Access Lines" field and click "Calculate Surcharges" to continue.





	AC	cess Line Reporting Form			
Jtility ID Number :	U-2143-C				
Carrier Name :	Swati Khandelwal				
Reporting Period :	202203				
urcharge Payment Due Date :	May 14, 2022				
foday's Date :	April 10, 2023				
*Access Lines 5000	Flat Rate Grand Total \$1.11 \$5,550.00	Calculate			
Program		Weighted Average Remittance Rate%	Calculated Amount Per Program	Interest	Total Du
Program CALIFORNIA ADVANCED SERVICE F	FUND (CASF)	Weighted Average Remittance Rate%	Calculated Amount Per Program \$676.55	Interest \$61.35	Total Du \$737.5
Program CALIFORNIA ADVANCED SERVICE F CALIFORNIA HIGH COST FUND-A (0	FUND (CASF) CHCF-A)	Weighted Average Remittance Rate% 12.19 8.37	Calculated Amount Per Program \$676.55 \$464.54	Interest \$61.35 \$42.13	Total Du \$737.9 \$506.0
Program CALIFORNIA ADVANCED SERVICE F CALIFORNIA HIGH COST FUND-A (C CALIFORNIA HIGH COST FUND-B (C	FUND (CASF) CHCF-A) CHCF-B)	Weighted Average Remittance Rate% 12.19 8.37 0	Calculated Amount Per Program \$676.55 \$464.54 \$0.00	Interest \$61.35 \$42.13 \$0.00	Total Du \$737.5 \$506.6 \$0.0
Program CALIFORNIA ADVANCED SERVICE F CALIFORNIA HIGH COST FUND-A (CALIFORNIA HIGH COST FUND-B (CALIFORNIA TELECONNECT FUND	FUND (CASF) CHCF-A) CHCF-B) (CTF)	Weighted Average Remittance Rate% 12.19 8.37 0 9.33	Calculated Amount Per Program \$676.55 \$464.54 \$0.00 \$517.82	Interest \$61.35 \$42.13 \$0.00 \$46.96	Total Du \$737.5 \$506.6 \$0.0 \$564.7
Program CALIFORNIA ADVANCED SERVICE F CALIFORNIA HIGH COST FUND-A (CALIFORNIA HIGH COST FUND-B (CALIFORNIA TELECONNECT FUND DEAF AND DISABLED TELECOMMU	FUND (CASF) CHCF-A) CHCF-B) (CTF) INICATION PROGRAM (DDTP)	Weighted Average Remittance Rate% 12.19 8.37 0 9.33 13.28	Calculated Amount Per Program \$676.55 \$464.54 \$0.00 \$517.82 \$737.04	Interest \$61.35 \$42.13 \$0.00 \$46.96 \$66.84	Total Du \$737.5 \$506.6 \$0.0 \$564.7 \$803.8
Program CALIFORNIA ADVANCED SERVICE F CALIFORNIA HIGH COST FUND-A (C CALIFORNIA HIGH COST FUND-B (C CALIFORNIA TELECONNECT FUND DEAF AND DISABLED TELECOMMU UNIVERSAL LIFELINE TELEPHONE S	FUND (CASF) CHCF-A) CHCF-B) (CTF) JNICATION PROGRAM (DDTP) SERVICE PROGRAM (ULTS)	Weighted Average Remittance Rate% 12.19 8.37 0 9.33 13.28 56.83	Calculated Amount Per Program \$676.55 \$464.54 \$0.00 \$\$17.82 \$737.04 \$3,154.07	Interest \$61.35 \$42.13 \$0.00 \$46.96 \$66.84 \$286.03	Total Du \$737.9 \$506.6 \$0.0 \$564.7 \$803.8 \$3,440.0

The system will automatically perform an allocation of the resulting surcharges (Grand Total) among the programs using the weighted average remittance rates.

Carriers who are late in remitting surcharges shall pay an Interest equal to an annual interest rate of 10%. Any Interest amount assessed on surcharges will be shown in the Interest column.

If you are satisfied with the calculations and do not need to make corrections to Access Lines, click "**Continue**."





4.2 Enter Total Intrastate Revenue Subject to User Fee

Since you will be prompted to report your user fee revenue monthly, the system will populate the revenue reported for prior months. You will only need to enter the revenue for the last month of the quarter. Then, click "Apply adjustment and Calculate user fees."

If you discover you enter the wrong revenue for any month within that quarter, you may correct it on this screen, then click "Apply adjustment and Calculate user fees."

		USER FEE REV	ENUE FORM					
Utility ID Number :	U-2143-C							
Carrier Name :	Swati Khano	ati Khandelwal						
Reporting Period :	202203							
Revenue Type :	Intrastate R	evenue subject to User Fees						
Surcharge Payment Due Date :	May 14, 202	22						
User Fee Payment Due Date :	May 14, 202	22						
Quarter/Year :	Q1/2022							
Today's Date :	April 10, 20	23						
User Fee Report * January 2022 * Febru \$10,000.00 \$10,	ary 2022 000.00	* March 2022 \$3,000.00	Total Entered User Fee Revenue Fo Quarter \$23,000.00	r The Appl	y adjustment and Calculate user fees			
Program		User Fee rate%	User Fee Due	Penalty	Total Due			
User Fee Quarter(2022)		0.7	5 \$0.00	\$0.00	\$0.00			
Total Due					\$0.00			

* Your User Fee Dues may have been adjusted to reflect the CPUC mandated \$100 minimum User Fee payment.



User Fees remitted later than 30 days after their due date continue to be subject to a penalty of up to 25%. Any penalty amount assessed on User Fees will be shown in the Penalty column.





4.3 Preview Page

The system will display a preview page for telephone corporation to review the entered data If satisfied, click the "submit" button for submittal.

			PREVIEW P	AGE				
Please review the info	ormation below. If y	rou need to make changes, click the	"Previous page	. If you have no changes to	make, click the "Submit".			
Utility ID Number :		U-2143-C						
Carrier Name :		Swati Khandelwal						
Reporting Period :		202203						
Surcharge Payment Du	ue Date :	May 14, 2022						
Jser Fee Payment Due	e Date :	May 19, 2022						
Quarter/Year :		Q1/2022						
foday's Date :		April 10, 2023						
urcharge AccessLines Total Number of Acc 5,000	s Report cess Lines Flat Rat \$1.11	e Grand Total \$5,550.00						
Program CALIFORNIA AL	OVANCED SERVIC	E FUND (CASF)	Weighted Ave	erage Remittance Rate% 12.19	Calculated Amount Per	Program \$676.55	Interest \$61.35	Total Due \$737.9
CALIFORNIA HI	GH COST FUND-A	(CHCF-A)		8.37		\$464.54	\$42.13	\$506.6
CALIFORNIA HI	GH COST FUND-B	(CHCF-B)		0		\$0.00	\$0.00	\$0.0
CALIFORNIA TE	LECONNECT FUN	D (CTF)		9.33		\$517.82	\$46.96	\$564.7
DEAF AND DISA	BLED TELECOMM	UNICATION PROGRAM (DDTP)		13.28		\$737.04	\$66.84	\$803.8
UNIVERSAL LIFI	ELINE TELEPHONI	ESERVICE PROGRAM (ULTS)		56.83		\$3,154.07	\$286.03	\$3,440.0
Grand Total Calo	ulated Surcharge	Amount Due						\$6,053.3
otal Interstate Reven Ianuary 2022 \$10,000.00	ue Subject To User February 2022 \$10,000.00	Fee March 2022 \$3,000.00	Total Entere \$23,000.00	ed User Fee Revenue For T D	he Quarter			
Program		User Fee rate%		User Fee Due	Penalty	Total Du	e	
User Fee Quarte	r(2022)		0.75	\$172	.50 \$38.52		\$211.	02
Total Due							\$211.	02
						Previous	Page	Submit





4.4 Transmittal Page

On the Transmittal Page, you will find buttons to guide you through the process of making a payment and finishing the process. A payment can be made by clicking "**Make Payment**." See further instructions in section 5.7 for making a payment. To exit the transmittal page and make a payment later, click "**Finish**."





	TR	ANSMITTA	L PAGE				
Print this page to retain this information for	or your records bef	ore continu	ing with "Make Payme	ent" and then "Finisl	hed".		
Utility ID Number:	Surcharge Report	orting Period: 202203 User Fee Reporting Period: 202203					
U-2143-C Carrier Name:Swati Khandelwal	Surcharge Payme May 14, 2022	ent Due Date:		User Fee Payment Due I	Date:May 1	9, 2022	
Today's Date: April 10, 2023							
Surcharge Revenue Allocations Per P Surcharge AccessLines Report	rogram						
Total Number of Access Lines Flat Rate Grand Tot 5,000 \$1.11 \$5,550.00	tal O						
Program		Weighted Av	erage Remittance Rate%	Calculated Amount Per	r Program	Interest	Total Due
CALIFORNIA ADVANCED SERVICE FUND (CA	SF)		12.19		\$676.55	\$61.35	\$737.90
CALIFORNIA HIGH COST FUND-A (CHCF-A)			8.37		\$464.54	\$42.13	\$506.66
CALIFORNIA HIGH COST FUND-B (CHCF-B)			0		\$0.00	\$0.00	\$0.00
CALIFORNIA TELECONNECT FUND (CTF)		9.33		\$517.82	\$46.96	\$564.77	
DEAF AND DISABLED TELECOMMUNICATIO	N PROGRAM (DDTP)		13.28		\$737.04	\$66.84	\$803.88
UNIVERSAL LIFELINE TELEPHONE SERVICE P	PROGRAM (ULTS)		56.83		\$3,154.07	\$286.03	\$3,440.09
Grand Total Calculated Surcharge Amount Due	e						\$6,053.30
User Fee Report January 2022 February 2022 \$10,000.00 \$10,000.00	March 2022 \$3,000.00	Total Entero \$23,000.00	ed User Fee Revenue For TI)	he Quarter			
Program	User Fee rate%		User Fee Due	Penalty	Total Due	2	
User Fee Quarter(2022)		0.75	\$172.	50 \$38.52		\$211.0	02
Total Due						\$211.	02
						Make Payment	
							Finish





5.0 Viewing Details of the Reported and Payment History

You may view all the data reported by clicking on the "**Reporting and History**" tab. All the report periods will be listed, you may click on the period you wish to review.

TUFFS	Home Reporting and Histo	Adjustment Request F	orms Refund & Credit Request Forms		
Surcharge an	d User Fee Forms (10)				T C Create a new form
REPORT PERIOD	OUTSTANDING BALANCE	SURCHARGE DUE DATE	SURCHARGE LAST PAYMENT DATE	USER FEE DUE DATE	USER FEE LAST PAYMENT DATE
January 2023	Yes	Mar 16, 2023			
December 2022	No	Feb 13, 2023	Apr 5, 2023		
August 2022	Yes	Oct 14, 2022			
uly 2022	Yes	Sep 13, 2022			
une 2022	Yes	Aug 13, 2022		Aug 18, 2022	
May 2022	Yes	Jul 14, 2022			
April 2022	Yes	Jun 13, 2022			
Aarch 2022	Yes	May 14, 2022		May 19, 2022	
ebruary 2022	Yes	Apr 13, 2022			
anuary 2022	Yes	Mar 16, 2022			

After clicking on the desired report period, the system will display all the data reported for that period.

5.1 Make Payment Later

If you postponed your payment previously and would like to make a payment now, click "**Make Payment**" on the Reported & History detail page and the system will redirect you to the payment portal. See section 4.7 for further instructions.





TUFFS	Reporting	g and History Adjustment Request Forms	Refund 8	k Credit Request Forms	÷	🖡 🙆 TUFFS u
		Reported and	Payment Histo	PLY.		
itility ID # :	U-1431-C					
arrier Name :	TUFFS user					
eporting Period :	June 2022					
urcharge Payment Due Date :	August 13, 2022					
eported Date :	April 12, 2023					
✓ Reported Access L	ines & Resulting	g Surcharges				
Reported Access Lines 100		Total number of access lines subject to surcharge 100	Surcharge flat fe \$1.11	e	Resulting Surcharge \$111	
Interest \$7.36		Grant total surcharge amount due \$118.36	Amount Paid \$0		Balance Due/Variance \$118.36	
(6)						₹ C*
PROGRAMS	CALCULATED AMO	UNT PER PROGRAM	INTEREST	AMOUNT PAID	BALANCE DUE / VARIANCE	
CASF	\$14.23		\$0.94	\$0.00	\$15.17	
CHCF-A	\$8.36		\$0.55	\$0.00	\$8.92	
CHCF-B	\$0.00		\$0.00	\$0.00	\$0.00	
CTF	\$17.80		\$1.18	\$0.00	\$18.98	
DDTP	\$10.68		\$0.71	\$0.00	\$11.38	
ULTS	\$59.92		\$3.97	\$0.00	\$63.90	
Reported User Fee uarter/Year (2/2022	Revenue					
evenue For April D		Revenue For May \$0	Revenue For Ju \$0	ne	Total Intrastate Revenue Subje \$0	ct to User fee
ser Fee Rate 75%		Calculated User Fee \$0	Penalty \$0		Total Amount Due \$0	
mount Paid D		Balance Due \$0	Last Payment R	eceived		





6.0 Adjustment Request

6.1 Surcharge and User Fee Adjustment Request

If you reported an incorrect number of active access lines and/or gross intrastate user fee revenue, you may request an adjustment for any previously reported period.

To request an Adjustment, click on the **"Adjustment Request Forms"** tab. Under the **"Request Adjustment**," you will need to identify the period that needs adjustment and select either the access lines reported or the user fees. Click on **"Adjustment**" for the desired report period found to the right of each report period.

TUFFS	Home Reporting and History	Adjustment Request Forms	Refund & Credit Request Forms		🌲 🙆 Swati Khandelwal
Request Adjustments	Pending Request Approved/Deni Istments (4)	ed Requests			Y C'
REPORT PERIOD	FEE CATEGORY	REPORTED DATE	SURCHARGE/USER FEE DUE DATE	SURCHARGE/USER FEE LAST PAYMENT DATE	
June 2022	Surcharge AccessLines	Apr 10, 2023	Aug 13, 2022		Adjustment
June 2022	User Fee Revenue	Apr 10, 2023	Aug 18, 2022		Adjustment
May 2022	Surcharge AccessLines	Apr 10, 2023	Jul 14, 2022		Adjustment
April 2022	Surcharge AccessLines	Apr 10, 2023	Jun 13, 2022		Adjustment

TUFFS	ome Reporting and History	Adjustment Request Forms	Refund & Credit Request Forms		Swati Khandelwal
Request Adjustments P	Pending Request Approved/Denie	d Requests			
💼 Request Adjustr	ments (4)				T C
REPORT PERIOD	FEE CATEGORY	REPORTED DATE	SURCHARGE/USER FEE DUE DATE	SURCHARGE/USER FEE LAST PAYMENT DATE	
June 2022	Surcharge AccessLines	Apr 10, 2023	Aug 13, 2022		Adjustment
June 2022	User Fee Revenue	Apr 10, 2023	Aug 18, 2022		Adjustment
May 2022	Surcharge AccessLines	Apr 10, 2023	Jul 14, 2022		Adjustment
April 2022	Surcharge AccessLines	Apr 10, 2023	Jun 13, 2022		Adjustment





A letter explaining the reason for the adjustment must be submitted. The letter must include a telephone corporation's letterhead. To submit the letter, click **"Upload Files."**

C B D							×	TI IFES (mor
TUFFS			SURCHARGE A	CCESSLINES ADJUSTMENT			*	
Request Adjustme	Utility ID Number :	U-1431-C						
Request /	Carrier Name :	TUFFS user						T C
REPORT REPLOD	Reported Date :	March 30, 2023						
January 2023	Reporting Period :	202206						Adjustment
December 2022	Required documents : Reportin explaining the reason for subm	ng Adjustment Requests itting an adjustment req	s require providing the below suppor uest(s), containing the date(s) of the	ting documentation in order to b adjustment requests, and the am	e processed. Letter from the carrier, on nount to be adjusted.	company's letterhead,		Adjustment
August 2022								Adjustment
July 2022	Reason.xlsx			×				Adjustment
June 2022	* Adjustment Reason 🕕							Adjustment
June 2022	1 Upload Files Or dro	pfiles						Adjustment
May 2022								Adjustment
April 2022	Total Number of Access Line	s Subject to Surcharge						Adjustment
March 2022	Access Lines Reported	Resulting Surcharge	Revised Number Of Access Lines	Revised Resulting Surcharge	Number of Access Line Adjustment	Adjustment Reason	Adjustment	Adjustment
March 2022	User Fee Revenue	Mar 27, 2023	May 19, 2022					Adjustment
Dana 1 Bana Staa	10 *							

A. Surcharge Adjustment

For surcharge adjustment, enter the correct number of access lines in the "Revised Number of Access Lines" field and click "**Calculate Surcharges**." and the "Revised Resulting Surcharge" & "Adjusted Amount" will be auto calculated by the system. Click "**Continue**" to proceed to the next page.

Please note the system will reallocate the funds to each of the different programs by the weighted average remittance rates.





									×	TUFFSuser
TUFFS	Total Number of Access Line	es Subject to Surcharge								
equest Adjustme	Access Lines Reported	Resulting Surcharge	Revised Number Of	Access Lines	Revised Resulting Surcharge	Number of Access I	ine Adjustment	Adjustment Reason	Adjustment.	
Request /	100	\$111.00	1.000		\$1,110.00		900	Under Reported		Y C
REPORT PERIOD							ſ	C.L.		
December 2022								Calculate Surcha	rges	Adjustment
Aurost 2022	Program			Weighted	Average Remittance Rate %	Reported Surcharge	Revised Surchar	ge Adjusted Amou	int	
	CALIFORNIA ADVANCI	ED SERVICE FUND (CA	SF)		12.19	\$13.53	\$135	.31 \$121	.78	
July 2022	CALIFORNIA HIGH CO	ST FUND-A (CHCF-A)			8.37	\$9.29	\$92	.91 \$83	.62	Adjustment
June 2022	CALIFORNIA HIGH CO	ST FUND-B (CHCF-B)			0	\$0.00	\$0	.00 \$0	.00	Adjustment
June 2022	CALIFORNIA TELECON	INECT FUND (CTF)			9.33	\$10.36	\$103	.56 \$93	21	Adjustment
May 2022	DEAF AND DISABLED 1	ELECOMMUNICATION	N PROGRAM (DDTP)		13.28	\$14.74	\$147	.41 \$132	.67	Adjustment
April 2022	UNIVERSAL LIFELINE T	ELEPHONE SERVICE P	ROGRAM (ULTS)		56.83	\$63.08	\$630	.81 \$567	.73	Adjustment
March 2022										Adjustment
March 2022								Cancel	ntinue	Adjustment
Page 1 : Page 5										

On the Access Lines Adjustment Preview page, verify whether the information is correct. If the information is correct, click **"Submit."**

		AC	CESSLINES ADJUSTMENT PREVIEW	PAGE			
ility ID Number :	U-3500-C						
rier Name :	TUFFS User A						
uest Date :	April 25, 2023						
porting Period: 202208							
Letter from the carrier, on con stal Number of Access Lines St	pany's letterhead, explaini ubject to Surcharge	ng the reason for submitting an adjust	nent request(s), containing the date(s) o	f the adjust	tment requests, and the amour	it to be adjusted.	
Access Lines Reported	Resulting Surcharge	Revised Number Of Access Lines	Revised Resulting Surcharge	Number o	of Access Line Adjustment	Adjustment Reason	Adjustment Amount
7,000	\$7,770.00	7,50	0 \$8,325.00		50	0 Under Reported	\$555.00
Program		١	Veighted Average Remittance Rate %		Reported Surcharge	Revised Surcharge	Adjusted Amount
CALIFORNIA ADVANCED	ERVICE FUND (CASF)			12.82	\$996.11	\$1,067.27	\$71.15
CALIFORNIA HIGH COST F	UND-A (CHCF-A)			7.536	\$585.55	\$627.37	\$41.82
CALIFORNIA HIGH COST F	UND-B (CHCF-B)			0	\$0.00	\$0.00	\$0.00
CALIFORNIA TELECONNE	CT FUND (CTF)			16.04	\$1,246.31	\$1,335.33	\$89.02
DEAE AND DISARLED TELECOMMUNICATION PROGRAM (DDTP)				9.618	\$747.32	\$800.70	\$53.38
UNIVERSAL LIFELINE TELEPHONE SERVICE PROGRAM (ULTS) 53.986 \$4.194.71 \$4.494.33 \$299.62							\$299.62
UNIVERSAL LIFELINE TELE			ke changer, otherwise, click "Submit" to	submit you	ur adjustment request.		





The system will display a message acknowledging the submittal of the request. To return to the Adjustment Request menu click "**Ok**."

Request Adjus	tments (12)				T C		
REPORT PERIOD							
January 2023	Veur Adiu						
December 2022	Your Adjus	tment Request has been	received, CPOC will review the request and notify you when the request has been approved or denied.		Adjustment		
August 2022					Adjustment		
July 2022				Ok	Adjustment		
June 2022	Surcharge AccessLines	Mar 30, 2023	Aug 13, 2022		Adjustment		
June 2022	User Fee Revenue	Mar 30, 2023	Aug 18, 2022		Adjustment		

B. User Fee Adjustment

For User Fee adjustment, scroll down to the "Revised Revenue" section and enter the dollar amount for the applicable month(s). Click "Calculate User Fee" and the system will recalculate the "Total Revised Revenue", and the "Adjustment Amount Due" will be auto-calculated. Click "**Continue**" to proceed to the next screen.

TUFFS	- reglecately containing the date(s) or the day	สงเกตาการมูลเรองกุลก	ar the university of the objection						×	Swati Kha
Request Adjustments	test.pdf *Adjustment Reason			×						
Request Adjus	Or drop files									T
June 2022	Total Intrastate Revenue Subject to User	Fee							- 8	Adjustment
June 2022	Reported Revenue April - 2022		Reported Revenue May - 2022		Reported R	tevenue June - 2022	Total Reported Revenue	(Quarter)	- 15	Adjustment
May 2022		\$10,000.00		\$10,000.00		\$1,000.00	\$21,000.00		- 15	Adjustment
April 2022									- 15	Adjustment
	Revised Revenue April - 2022	Revised Rever	nue May - 2022 Revise	d Revenue June - 202	2	Total Revised Revenue(Quarter)	Reported Revenue	Adjustment Amount Due	- 15	
	\$20,000.00	\$2,000.00	\$5,0	00.00		\$27,000.00	\$21,000.00	\$6,000.00	18	
								Calculate User Fee	<u>]</u> [
	Program		User Fee Rate	User Fee Due		Revised User Fee	Adjustment Amount Du	Je	2 H	
	User Fee Quarter(2022)		0.7	5	\$157.50	\$202.50		\$6,000.00	- 15	
		_		_	_		_	Cancel Continue		





Verify the information on the User Fee Adjustment Preview screen is accurate. If satisfied, click "Submit."

				USER FEE ADJUST	MENT PREV	/IEW PAGE		
Utility ID Number : U	-2143-C							
Carrier Name : 5	wati Khandelwal							
Revenue Type : U	ser Fee	Fee						
Request Date : /	pril 10, 2023							
Reporting Period :	02206							
containing the date(s) of the adjustment re * Please Verify the information below is cor	uests, and the amou rect. Press the "Previ	nt to be adjusted. ious Page" button to go ba	ack and make	e changes, otherwise,	click "Submi	t" to submit your adjustment request.		
containing the date(s) of the adjustment re * Please Verify the information below is cor Reported Revenue April - 2022	uests, and the amou rect. Press the "Previ	nt to be adjusted. ious Page" button to go ba Reported Revenue Ma	ack and make y - 2022	e changes, otherwise,	click "Submi Reported R	t* to submit your adjustment request. tevenue June - 2022	Total Reported Revenue	(Quarter)
containing the date(s) of the adjustment re * Please Verify the information below is cor Reported Revenue April - 2022	uests, and the amou rect. Press the "Previ \$10,000.00	nt to be adjusted. ious Page" button to go ba Reported Revenue Ma	ack and make γ - 2022	e changes, otherwise, \$10,000.00	click "Submi Reported R	t" to submit your adjustment request. tevenue June - 2022 \$1,000.00	Total Reported Revenue	(Quarter) \$21,000.00
containing the date(5) of the adjustment re * Please Verify the information below is co Reported Revenue April - 2022 Revised Revenue April - 2022	s10,000.00 Revised Rever	nt to be adjusted. Ious Page [®] button to go be Reported Revenue Ma	y - 2022 Revised R	e changes, otherwise, \$10,000.00 tevenue June - 2022	click "Submi Reported R	t" to submit your adjustment request. tevenue June - 2022 \$1,000.00 iotal Revised Revenue(Quarter)	Total Reported Revenue Reported Revenue	(Quarter) \$21,000.00 Adjustment Amount Due
containing the date(s) of the adjustment re * Please Verify the information below is col Reported Revenue April - 2022 Revised Revenue April - 2022 \$20,000	exts, and the amou ect. Press the "Previ \$10,000.00 Revised Rever 00	nt to be adjusted. Ious Page [®] button to go but Reported Revenue Ma nue May - 2022 \$2,000.00	y - 2022 Revised R	e changes, otherwise, \$10,000.00 tevenue June - 2022 \$5	Reported R	t" to submit your adjustment request. tevenue June - 2022 \$1,000.00 Total Revised Revenue(Quarter) \$27,000.00	Total Reported Revenue Reported Revenue \$21.000.00	(Quarter) \$21,000.00 Adjustment Amount Due \$6,000.00
containing the date(s) of the adjustment re * Please Verify the information below is cor Reported Revenue April - 2022 Revised Revenue April - 2022 \$20,000 Program	S10,000.00 Revised Rever 00	nt to be adjusted. ious Page" button to go ba Reported Revenue Ma nue May - 2022 \$2,000,00 User Fee Rate	y - 2022 Revised R	e changes, otherwise, \$10,000.00 tevenue June - 2022 \$2 User Fee Due	Reported R	t" to submit your adjustment request. tevenue June - 2022 \$1,000.00 Otal Revised Revenue(Quarter) \$27,000.00 Revised User Fee	Total Reported Revenue Reported Revenue \$21,000,00 Adjustment Amount Du	(Quarter) \$21,000.00 Adjustment Amount Due \$6,000.00 ue
containing the date(s) of the adjustment re * Please Verify the information below is cor Reported Revenue April - 2022 Revised Revenue April - 2022 \$20,000 Program User Fee Quarter(2022)	est, and the amou ect. Press the "Prev \$10,000.00 Revised Rever 00	nt to be adjusted. ious Page" button to go ba Reported Revenue Ma nue May - 2022 \$2,000.00 User Fee Rate	y - 2022 Revised R	e changes, otherwise, \$10,000,00 levenue June - 2022 \$3 User Fee Due	Reported R 5.000.00	t* to submit your adjustment request. tevenue June - 2022 \$1,000.00 Total Revised Revenue(Quarter) \$27,000.00 Revised User Fee 0 \$202.50	Total Reported Revenue Reported Revenue \$21.000.00 Adjustment Amount Do	(Quarter) \$21,000.00 Adjustment Amount Due \$6,000.00

Successful Submission of Adjustment

On successful submission of the adjustment request, you will receive a confirmation e-mail. You will also receive an in-app notification, which is accessible from any page when you log into your TUFFS account. Click on the "Notification" icon on upper right-hand corner of the screen to view the request.







6.2 Pending Adjustment Request

All newly submitted adjustment requests can be accessed by clicking the "Pending Request" tab. Adjustment status will display "Pending."

Home I TUFFS	Reporting and History	Adjustment Request Forms Refund & Credit Request Forms		Legislation TUFFSuser
Request Adjustments Pending Reque	st Approved/Denied Requ	uests		T C
REPORTING PERIOD	FEE CATEGORY	SURCHARGE/USER FEE DUE DATE	REQUEST DATE	STATUS
June 2022	Surcharge AccessLines	Aug 13, 2022	Apr 6, 2023	(§) Pending
March 2022	User Fee Revenue	May 19, 2022	Mar 27, 2023	(Pending





To view details of an adjustment, click a reporting period.

Request Adjustments Pending Request	Approved/Denied Requests			
Pending Adjustments (2)				T C
REPORTING PERIOD	FEE CATEGORY	SURCHARGE/USER FEE DUE DATE	REQUEST DATE	STATUS
June 2022	Surcharge AccessLines	Aug 13, 2022	Apr 6, 2023	() Pending
March 2022	User Fee Revenue	May 19, 2022	Mar 27, 2023	() Pending

Verify that the status is "Pending" on the "Adjustment Request Details."

			Adjustment F	Request Details				
Utility ID#:	U-2143-C							
Carrier Name :	Swati Khandelwal							
Status :	Pending							
Reporting Period :	April 2022							
Request Date :	April 10, 2023							
✓ Surcharge Adjustment Access Lines Reported		Resulting Surcharge		Revised Number Acc	ess Lines	Revised Resulting Surcha	rze	
10,000		\$11.100		10,000		\$22,200		
Adjusted Access Line# 20,000	Accors Linos	Adjustment Reason Under Reported		Adjustment Amount \$11,100				
(6)								▼ C'
PROGRAMS			WEIGHTED AVERAGE REMITTANCE RAT	E %	REPORTED SURCHARGE	REVISED SURCHARGE	ADJUSTMENT AMOUNT	
CALIFORNIA ADVANCED SERVI	CE FUND (CASF)		12.19%		\$91,058.24	\$182,116.49	\$91,058.24	
CALIFORNIA HIGH COST FUND-	-A (CHCF-A)		8.37%		\$132,616.49	\$265,232.97	\$132,616.49	
CALIFORNIA HIGH COST FUND-	-B (CHCF-B)							
CALIFORNIA TELECONNECT FU	IND (CTF)		9.33%		\$118,971.06	\$237,942.12	\$118,971.06	
DEAF AND DISABLED TELECOM	MUNICATION PROGRAM (DDTP)		13.28%		\$83,584.34	\$167,168.67	\$83,584,34	
UNIVERSAL LIFELINE TELEPHON	NE SERVICE PROGRAM (ULTS)		56.83%		\$19,531.94	\$39,063.87	\$19,531.94	

6.2.1 Underpayment

In an event of an underpayment, click "**Make Payment**" on the bottom of the screen. You will be redirected to the First Data payment portal to make a payment to the adjustment.





∨ File		
🌇 File (1)		▼ C'
TITLE	FILE EXTENSION	DOWNLOAD
Reason	xlsx	🛓 Download
		Upload Files Withdraw
Previous		Make Payment Back to Home

6.2.2 Withdraw Adjustment Request

An adjustment request can only be withdrawn when the status is "Pending." To withdraw the request, click "Withdraw" located on the bottom right corner of the Adjustment Request viewing screen.

✓ File		
💼 File (1)		▼ C'
TITLE	FILE EXTENSION	DOWNLOAD
Reason	xlsx	🛓 Download
		Upload Files Withdraw
Previous		Make Payment Back to Home

Enter "Comment Title" and "Comment" to describe the reason for withdrawing the adjustment request. Click "Finish" to proceed with the withdrawal request.

*Comment Title	* Comment	
Withdraw	Withdrawing due to incorrect details.	e e e e e e e e e e e e e e e e e e e
		Finish

A new adjustment request can be submitted within the same period, only if there are no requests pending for that report period.





6.2.3 Approved/Denied Adjustment Request

Once the request has been reviewed by the Communications Division, the system will notify you via an e-mail of the approval or denial. You will also receive an in-app notification, which is accessible from any page when you log into your TUFFS account. Click on the "Notification" icon on upper right-hand corner of the screen to view the request.

Home	Reporting and History Adjustment Request Forms	Refund & Credit Request Forms		
TUFFS			Notifications	Mark all as read
quest Adjustments Pending Red	quest Approved/Denied Requests		Adjustment Request Approval Notifi Adjustment request is approved Order Number : 00001395 Report Type : Intrastate Access Lines	fication s subject to Surcharge
REPORT PERIOD	REQUEST TYPE	REQUES	a few seconds ago 🔹	
December 2022	Intrastate Access Lines subject to Surcharge	Apr 5, 20	Denied - User Fee Adjustment Requ	est Notification
June 2022	Intrastate Access Lines subject to Surcharge	Apr 6, 20	Your request has been denied please Order Number : 00001109	check reason
March 2022	Intrastate Revenue subject to User Fees	Mar 27, 2	Report Type : Intrastate Revenue sub Reporting Period : a3n3S0000007wl Reason : Incorrect refund amount 42 minutes ago •	oject to User Fees KhQAI
			Successfully Submitted Adjustment Your request to adjust the access line successfully submitted. It will be revi Once processed, you will receive a no or a request for additional information an hour ago •	Request e count has been iewed by CPUC staff. stification of the decision on.
			Overpayment Notification Report Type : Intrastate Access Lines	subject to Surcharge

All the adjustment requests could be under the "Adjustment Request Forms", click

"Approved/Denied Requests" tab, and click the reporting period to view the adjustment request.

Home TUFFS	Reporting and History	Adjustment Request Forms	Refund & Credit Request Forms			Swati Khandelwal
Request Adjustments Pending F	Request Approved/Denied R	equests				
E Closed Request (1)						▼ C ⁴
REPORT PERIOD	REQUE	ST TYPE		REQUEST DATE	STATUS	
April 2022	Intrasta	te Access Lines subject to Surcharge		Apr 10, 2023	2 Approved	





The adjustment request status will be displayed as either "Approved" or "Denied."

Home TUFFS	Reporting and History	Adjustment Request Forms	Refund & Credit Request Forms					Swati Khandelwal
			Reported and I	Payment History				
UtilityID#: Carrier Name : Status : Reporting Period : Surcharge Pyment Due Date : Reported Date : V Reported Access Lines & Reported Access Lines 20,000 Interest \$1,830,74	U-2143-C Swati Khandelwal Aperoved April 2022 June 13, 2022 April 10, 2023 & Resulting Surcharges	Total number of access lines s 20.000 Grant total surcharge amoun \$23,115.37	ubject to surcharge t due	Surcharge flat fee \$1.11 Amount Paid \$1,000,000		Resulting Surcharge \$22,200 Balance Due/Variance \$-976,884,63		
(6)								₹ C
PROGRAMS			WEIGHTED AVERAGE REMITTANCE RATI	%	REPORTED SURCHARGE	REVISED SURCHARGE	ADJUSTMENT AMOUNT	
CALIFORNIA ADVANCED SERVI	CE FUND (CASF)		12.19%		\$91,058.24	\$182,116.49	\$91,058.24	
CALIFORNIA HIGH COST FUND-	A (CHCF-A)		8.37%		\$132,616.49	\$265,232.97	\$132,616.49	
CALIFORNIA HIGH COST FUND-	B (CHCF-B)							
CALIFORNIA TELECONNECT FU	ND (CTF)		9.33%		\$118,971.06	\$237,942.12	\$118,971.06	
DEAF AND DISABLED TELECOM	MUNICATION PROGRAM (DDTP)		13.28%		\$83,584.34	\$167,168.67	\$83,584.34	
UNIVERSAL LIFELINE TELEPHON	NE SERVICE PROGRAM (ULTS)		56.83%		\$19,531.94	\$39,063.87	\$19,531.94	

6.2.4 Returned Adjustment Request

If the adjustment request is returned, you will be notified via an e-mail. The e-mail notification will inform you of the action that you will need to take. Then, you can resubmit the request for review. You will also receive an in-app notification, which is accessible from any page when you log into your TUFFS account. Click on the "Notification" icon on upper right-hand corner of the screen to view the request.





Home	Reporting and History	Adjustment Request Forms	Refund & Credit Request Forms				🌲 🙆 amlan k
TUFFS					No	tifications	Mark all as read
Utility ID # :	U-9638-C		Adjustment Request D	Details	4	02 (FEB) - Adjustment Request R Your request has been returned p Report Period : February 2022 Report Type : Intrastate Access Li	eturned ilease check reason. nes subject to Surcharge
Carrier Name :	amlan					Reason : Incorrect refund amount	
Status :	Returned					a minute ago	
Reporting Period :	February 2022				_	NAME AND ADDRESS OF TAXABLE	
Request Date : V Surcharge Adjustm Access Lines Reported 2,000	April 12, 2023	Resulting Surcharge \$2,220	Revised Nu 1,000	Imber Access Lines	4	Successfully Submitted Adjustm Your request to adjust the access successfully submitted. It will be r Once processed, you will receive, or a request for additional inform 11 minutes ago •	ent Request line count has been reviewed by CPUC staff. a notification of the decision ation.
Number of Access Lines Adjus -1,000	tment ent Access Lines	Adjustment Reason Over Reported	Adjustmen \$-1.110	Amount	5	Payment Cycle Change Notificat Your payment cycle is changed Surcharge Payment Cycle : Bi-Ann Surcharge Payment Start Period : User Fee Payment Start Period : User Fee Payment Cycle : Annual	ion nual December 1, 2022 December 1, 2022
(6)						2 hours ago •	
PROGRAMS			WEIGHTED AVERAGE REMITTANCE RATE %	REPORTED SURCHARGE	REVISED	Darmont Cycle Change Notificat	lon
CALIFORNIA ADVANCED	SERVICE FUND (CASF)		12.82%	\$284.60	\$142.30	(\$142.30)	
CALIFORNIA HIGH COST	UND-A (CHCF-A)		7.54%	\$167.30	\$83.65	(\$83.65)	
CALIFORNIA HIGH COST	UND-B (CHCF-B)			\$0.00	\$0.00	\$0.00	
CALIFORNIA TELECONNE	CT FUND (CTF)		16.04%	\$356.09	\$178.04	(\$178.04)	
DEAF AND DISABLED TEL	COMMUNICATION PROGRAM (DDT	P)	9.62%	\$213.52	\$106.76	(\$106.76)	
	DUONE SERVICE PROCEDANA (UTS)		53.00%	£1 109 40	\$500.24	(\$500.24)	

The status should be updated to "Returned" on the adjustment request view page.

Home Reporting and History TUFFS	Adjustment Request Forms	Refund & Credit Request Forms				*	Swati Khandelwa
		Adjustment R	equest Details				
Utility ID #: U-2143-C Carrier Name : Swati Khandelwal Status : Returned Reporting Period : April 2022 Remost Date : April 10.2023							
V Surcharge Adjustment Access Lines Reported 10000 Adjusted Access Line# 20000 V Surcharge Adjustment Access Lines	Resulting Surcharge \$11.100 Adjustment Reason Under Reported		Revised Number Access L 10,000 Adjustment Amount \$11,100	ines	Revised Resulting Surchar \$22,200	ga	
6)							₹ C'
PROGRAMS	1	WEIGHTED AVERAGE REMITTANCE RATE	%	REPORTED SURCHARGE	REVISED SURCHARGE	ADJUSTMENT AMOUNT	
CALIFORNIA ADVANCED SERVICE FUND (CASF)	ä	12.19%	5	591,058.24	\$182,116.49	\$91,058.24	
CALIFORNIA HIGH COST FUND-A (CHCF-A)	8	3.37%	5	\$132,616.49	\$265,232.97	\$132,616.49	
CALIFORNIA HIGH COST FUND-B (CHCF-B)							
CALIFORNIA TELECONNECT FUND (CTF)	S	9.33%	5	\$118,971.06	\$237,942.12	\$118,971.06	
DEAF AND DISABLED TELECOMMUNICATION PROGRAM (DDTP)	d	13.28%	2	\$83,584.34	\$167,168.67	\$83,584.34	
UNIVERSAL LIFELINE TELEPHONE SERVICE PROGRAM (ULTS)	5	56.83%	5	519,531.94	\$39,063.87	\$19,531.94	





6.2.5 Overpayment

For overpayment, you will receive a confirmation e-mail. You can also access your TUFFS account to review the in-app. Click the "Notification" icon on the upper right-hand corner of the screen to view the request.

TUFFS			Notifical	tions	Mark all as read
uest Adjustments Pending Request Approved/Denied Requests Closed Request (1)			Cove Repu Gran Amo Ove	rpayment Notification ort Type : Intrastate Access Lines sui nd Total Surcharge Amount Due : \$2 unt Paid : \$1,000,000 rpayment Amount : \$-976,884.63	oject to Surcharge 3,115.37
REPORT PERIOD REQUEST TYPE		REQUEST DATE	amir	nute ago •	
April 2022 Intrastate Access Lines subject to Surr	harge	Apr 10, 2023			
			Your succ Ono or a 2 min	request to adjust the access line co essfully submitted. It will be review a processed, you will receive a notifi- request for additional information. nutes ago •	unt has been ad by CPUC staff. cation of the decision
			Succ Your Succ Ono or a 19 m	resofully Submitted Adjustment Ree request to adjust the access line co esofully submitted. It will be review a processed, you will receive a notifi- request for additional information. inutes ago •	quest unt has been ad by CPUC staff. cation of the decision
			5 04(APR) - Adjustment Withdrawal Not	ification

Once you have clicked on the in-app notification, the system will take you to the "Adjustment Request Details." See Section 9.0 Adjustment Request for direction.





		F	Reported and Payment Histor	X			
ity ID #: U-2:	143-C						
ier Name : Swat	ti Khandelwal						
is: App	roved						
rting Period : Apri	11 2022						
arge Payment Due Date : June	e 13, 2022						
rted Date : Apri	il 10, 2023						
Reported Access Lines & Resulting \$	Surcharges						
ported Access Lines ,000		Total number of access lines subject to surcharge 20,000	Surcharge flat fee \$1.11		Resulting Surcharge \$22,200		
terest		Grant total surcharge amount due	Amount Paid		Balance Due/Variance	2	
\$1,830.74		\$23,115.37	\$1.000,000		\$-976,884.63		
Surcharge Access Lines		\$23,115,37	\$1,000,000		\$-976,884.63		
 Surcharge Access Lines (6) 		\$23.115.37	\$1.000,000		\$-976,884.63		Ŧ
 L830.74 Surcharge Access Lines (6) PROGRAMS 		\$23.115.37 WEIGHTED AVERAGE F	\$1.000,000	REPORTED SURCHARGE	\$-976,884.63 REVISED SURCHARGE	ADJUSTMENT AMOUNT	Ŧ
Surcharge Access Lines (6) PROGRAMS CALFORNIA ADVANCED SERVICE FUND (CASF))	WEIGHTED AVERAGE F 12.19%	\$1,000,000	REPORTED SURCHARGE \$91,058.24	\$-976,884.63 REVISED SURCHARGE \$102,116.49	ADJUSTMENT AMOUNT \$91,058.24	Ŧ
L830.74 Surcharge Access Lines (6) PROGRAMS CALIFORNIA ADVANCED SERVICE FUND (CASP) CALIFORNIA HIGH COST FUND-A (CHCF-A))	WEIGHTED AVERAGE F 12.19% 8.37%	\$1000,000	REPORTED SURCHARGE \$91.058.24 \$132.616.49	\$-976,884,63 REVISED SURCHARGE \$182,116,49 \$265,232,97	ADJUSTMENT AMOUNT \$91,058.24 \$132,616.49	Ŧ
L830.74 Surcharge Access Lines (6) PROGRAMS CALIFORNIA ADVANCED SERVICE FUND (CASF) CALIFORNIA HIGH COST FUND-8 (CHCF-A) CALIFORNIA HIGH COST FUND-8 (CHCF-B))	WEIGHTED AVERAGE F 12.19% 8.37%	\$1000,000	REPORTED SURCHARGE \$91.058.24 \$132.616.49	\$-975,884,63 REVISED SURCHARGE \$182,116,49 \$265,232,97	ADJUSTMENT AMOUNT 591,058,24 5132,616,49	T
Surcharge Access Lines (6) PROGRAMS CALIFORNIA ADVANCED SERVICE FUND (CASF) CALIFORNIA HIGH COST FUND-A (CHCF-A) CALIFORNIA HIGH COST FUND-B (CHCF-B) CALIFORNIA TELECONNECT FUND (CTF))	\$23.115.37 WEIGHTED AVERAGE F 12.19% 8.37% 9.33%	\$1000,000	REPORTED SURCHARGE \$91.058.24 \$132.616.49 \$118.971.06	\$-975,884,43 REVISED SURCHARGE \$182,116,49 \$265,232,97 \$237,942,12	ADJUSTMENT AMOUNT 591.058.24 5132.616.49 5118.971.06	Y
L830.74 Surcharge Access Lines (6) PROGRAMS CALIFORNIA ADVANCED SERVICE FUND (CASF) CALIFORNIA HIGH COST FUND-8 (CHCF-8) CALIFORNIA HIGH COST FUND-8 (CHCF-8) CALIFORNIA TELECONNECT FUND (CTF) DEAF AND DISABLED TELECOMMUNICATION P) PROGRAM (DDTP)	\$23.115.37 WEIGHTED AVERAGE F 12.19% 8.37% 9.33% 13.28%	SLOOQOOO	REPORTED SURCHARGE \$91.058.24 \$132.616.49 \$118.971.06 \$83.584.34	\$-975,884,63 REVISED SURCHARGE \$182,116,49 \$265,232,97 5237,942,12 \$167,168,67	ADJUSTMENT AMOUNT \$91.058.24 \$132.616.49 \$118.971.06 \$83.584.34	Ţ

7.0 Surcharge/User Fee Refund and Credit Request

7.1 Refund and Credit Request Form Submission

When an overpayment is submitted, you may request either a Refund or a Credit. For credit requests, the funds remitted in excess will be applied to the report period identified by the telephone corporation. To submit the request, click "Refund & Credit Request Forms" on the upper right-hand corner of the screen. The "Request Refund" tab will list the periods for which an overpayment amount was remitted. Click on "Refund & Credit Request" located on the right side of the screen.

TUFFS Hom	e Reporting and History	Adjustment Request Forms	Refund & Credit Request Forms			Swati Khandelwal
Request Refunds Pending	Requests Approved /Denied Rec	juests				₹ ¢
REPORT PERIOD	REPORTING PERIOD	OVER PAYMENT	REFUND STATUS	PAYMENT AMOUNT	STATUS	
April 2022	202204	V		\$23,115.37	2 Approved	Refund & Credit Request





Enter the required details in the Refund & Credit Request Form, upload supporting documents indicated on the form, and click on the policy acknowledgment checkbox. Then select whether you are intending to get Refund or a Credit. Click on "Submit" to proceed with the request.

	REFUND AND CREDIT REQUEST FORM	
TILITY IDENTIFICATION NUMBER: 2143SWAT		
 Utility & Reporting Information 		
UTILITY LEGAL NAME : Swati Khandelwal	EMAIL ADDRESS :	
UTILITY DBA:	TELEPHONE :	
CONTACT PERSON NAME/DEPARTMENT : Swati Khandelwai	BILLING ADDRESS :	
REPORTING PERIOD : 202204	COUNTRY : United States CITY : San Fransisco	
REPORTED_DATE : April 10, 2023	STREET: 132 w canon STATE : California	
REFUND TYPE : Surcharge AccessLines	ZIP CODE : California	
mease Note: vVe may contact you to gather further details about your refund	request	
 Payment Information 		
* PAYMENT DATE	* REFUND REQUEST AMOUNT	
Apr 10, 2023	51,000	
Please provide a detailed explanation for requesting a refund Refunding the excess Liaims are limited to reporting errors that occurred within 12 months prior to the o Applying a credit to a past or future reporting period: this credit will only occur v (III be asked to modify the request to obtain a refund, (consult with legal) Please attach the following documents to this form before submitting the "Refu	late the carrier notifies the Commission by e-mail of the error. Carriers should submit a claim as soon as an error is discov (thin the same Fiscal Year (July- June). If you are asking for a credit to be applied to a reporting period in a different Fisc nd and Credit Request Form."	vered. Ji Year, the request will be rejected and yo
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On successful submission of the refund & credit request, you will receive an e-mail confirmation. You can also access your TUFFS account to review the in-app notification. Click on the "Notification" icon on the top right-hand corner of the screen to view the request.







7.2 Approved/Denied Refund & Credit Request

The request will be reviewed by the Communications Division. If approved or denied, you will be notified by e-mail. You could also access your TUFFS account to review the in-app. Click on the "Notification" icon on the top right-hand corner of the screen to view the request.





Home	e Reporting and History	Adjustment Request Forms	Refund & Credit Request Forms				swati Khandelwal
TUFFS						Notifications	Mark all as read X
Request Refunds Pending	Requests Approved /Denied Reque	ists				Approved - Refund & Credit R Refund & Credit Request Forr Order Number : 00001431 Reporting Period : 202204 Refund Amount : 50.000	A has been approved
REPORT PERIOD	REPORTING PERIOD	OVER PAYMENT	REFUND STATUS	PAYMENT AMOUNT	STATUS	Date Of Warrant Was Issued	April 10, 2023
April 2022	202204		1X WIP	\$23,115.37	🙎 Approved	a few seconds ago •	
						Refund & Credit Request For Your refund & credit request I It will be reviewed by CPUC si receive a notification of the de information. 21 minutes ago •	m Successfully Submitted as been submitted successfully, aff. Once processed, you will clsion or request for additional
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