

# California Public Utilities Commission



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## CPUC TUFFS User Guide May 2023

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Telecommunications & User Fees Filing System (TUFFS)



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## 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 <https://tuffs.cpuc.ca.gov/s>.

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

The screenshot shows the TUFFS login interface. At the top, there is a blue navigation bar with the CA.GOV logo, a home icon, and an email icon. Below this is a light blue banner featuring a cloud and signal icon. The main content area is white and displays the California Public Utilities Commission seal, the word "Welcome", and a login form. The form consists of two input fields: "Email Address" and "Password", followed by a blue "Login" button. At the bottom, a dark blue footer contains links for "Back to Top", "Contact Us", "Help and FAQs", "Conditions Of Use", and "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](mailto: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.

To determine your User Fee Payment Cycle, please identify below if your annual gross intrastate revenue is equal to or less than \$750,000.

\* Is your annual gross intrastate revenue equal or less than \$750,000?

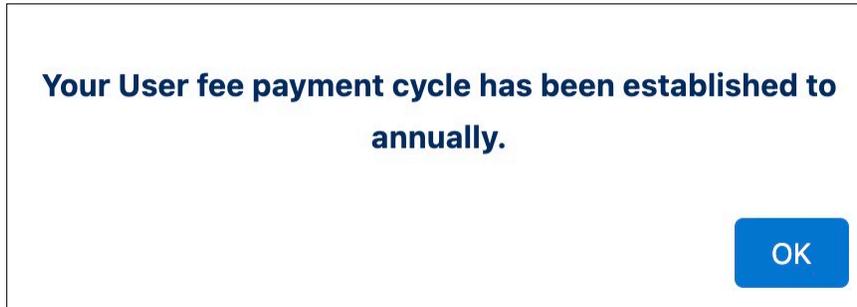
✓ --None--  
Yes  
No

Confirm Revenue

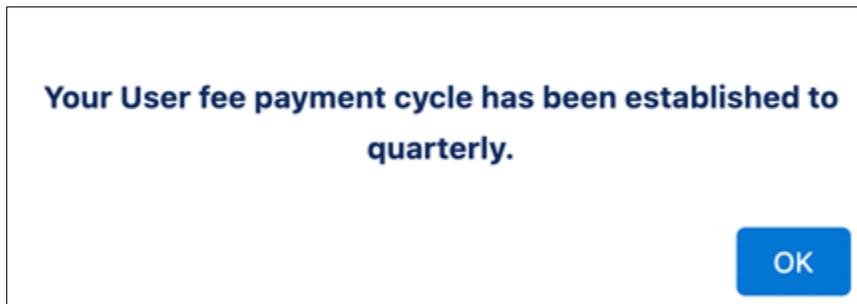
After the User Fee payment cycle has been chosen, depending on your selection, a confirmation message may be displayed.



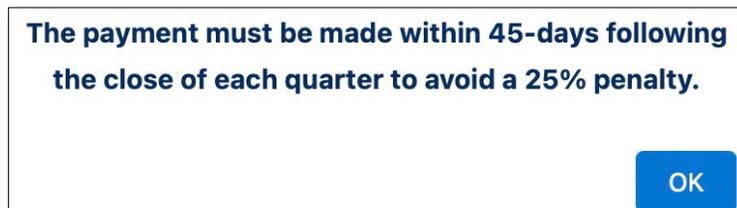
- For carriers with annual revenue less than or equal to \$750,000, the User Fee for the preceding year is shown in the third month of each calendar quarter and payments for each of the four quarters are due between January 1st and 15th of the following year.



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
Reporting and History
Adjustment Request Forms
Refund & Credit Request Forms


 TUFFS user



### Carrier Profile 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 for purposes of resolving consumer complaints. **The information on this screen must be updated and submitted to the Commission within 30 days of any change** by clicking on the "Utility Contact Update" button on this screen. If there were no changes within the past year, **validate the information annually by June 1 of each calendar year** by clicking on the "Review & Validate" button on this screen.

Utility ID Number : U-1431-C	Carrier Name : TUFFS user	DBA Name (s) : TEST DBA	Surcharge Payment Cycle : Bi-Annual
Utility 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 : Annual
Customer 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 :	

▼ **TUFFS Secondary Contact**

First Name :	Middle Name :	Last Name :
Job Title :	Email :	Business Phone :
Extension :		

**Mailing Address**

Street :	City :	State :
Zip Code :	Country :	

▼ **Primary Complaint Contact**

First Name :	Middle Name :	Last Name :
Job Title :	Email :	Business Phone :
Extension :		

**Mailing Address**

Street :	City :	State :
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▼ **Filer Information**

First Name :	Middle Name :	Last Name :
Job Title :	Email :	Business Phone :
Extension :		

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.

**Carrier Profile 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 for purposes of resolving consumer complaints. **The information on this screen must be updated and submitted to the Commission within 30 days of any change** by clicking on the “Utility Contact Update” button on this screen. If there were no changes within the past year, **validate the information annually by June 1 of each calendar year** by clicking on the “Review & Validate” button on this screen.

Utility ID Number : U-1431-C	Carrier Name : TUFFS user	DBA Name (s) : TEST DBA	Surcharge Payment Cycle : Bi-Annual
Utility 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 : Annual
Customer Service Telephone Number : 6476457647	Website Address : www.google.com		

- > Business Address
- > Primary Regulatory Contact
- > 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**

Utility ID Number : 1431	Carrier Name : TUFFS user	DBA Name(s) : TEST DBA
Utility Type : CEC; LEC; RTU	Authorization Date : June 1, 2022	CPUC ID : 1431TUFF
Surcharge Payment Cycle : Bi-Annual	User Fee Payment Cycle : Annual	

Federal Tax ID (FEIN) <input type="text" value="7976876.0"/>	California Secretary of State ID <input type="text" value="GF6575"/>	Operating Carrier Number (OCN) <input type="text"/>
---	---	--

*Website Address <input type="text" value="www.google.com"/>	*Customer Service Telephone Number <input type="text" value="6476457647"/>
---	---

**Business Address**

*Country <input type="text" value="United States"/>	
*Street <input type="text" value="132 w canon"/>	
*City <input type="text" value="San Francisco"/>	*State <input type="text" value="California"/>
*Zip Code <input type="text" value="12345"/>	

Next



### 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 Contact Information**

**Primary Regulatory Contact Information**

Carriers must submit a Contact Update anytime there is a change to the Primary Regulatory and/or Complaint Contact information. If no changes within the year, the carrier must Validate Contact Information annually by June 1st to confirm that there's been no changes to the current information on file.

* First Name <input type="text" value="I"/>	Middle Name <input type="text"/>	* Last Name <input type="text"/>	
* Job Title <input type="text"/>	* Email <input type="text"/>	* Business Phone <input type="text"/>	Extension <input type="text"/>

Mailing Address

\* Country

\* Street

* City <input type="text"/>	* State <input type="text"/>
* Zip Code <input type="text"/>	



## 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.

### Secondary Contact Information

First Name	Middle Name	Last Name	
<input type="text"/>	<input type="text"/>	<input type="text"/>	
Job Title	Email	Business Phone	Extension
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

#### Mailing Address

Country

Street

City  State

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 anytime there is a change to the Primary Regulatory and/or Complaint Contact information. If no changes within the year, the carrier must Validate Contact Information annually by June 1st to confirm that there's been no changes to the current information on file.

Same as Primary Regulatory Contact Information

* First Name	Middle Name	* Last Name	
<input type="text"/>	<input type="text"/>	<input type="text"/>	
* Job Title	* Email	* Business Phone	Extension
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

Mailing Address

\* Country

\* Street

\* City \* State

\* 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 Complaint Contact Information

Carriers must submit a Contact Update anytime there is a change to the Primary Regulatory and/or Complaint Contact information. If no changes within the year, the carrier must Validate Contact Information annually by June 1st to confirm that there's been no changes to the current information on file.

Same as Primary Regulatory Contact Information

First Name :	Sk	Middle Name :	
Last Name :	LS	Business Phone :	1234567890
Job Title :	BA	Email :	sk@gmail.com
Extension :			
<b>Mailing Address</b>			
Country :	United States	City :	
State :	Alabama	Postal Code :	
Street :	4240 albany drive		

[Back](#) [Next](#)

## 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.



### Update Utility Contact Information

**Update Request Filer Information**

\*First Name  Middle Name  \*Last Name

\*Job Title  \*Email  \*Business Phone  Extension

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.

## 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.

### Preview 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	CPUC ID :	1431TUFF
Surcharge Payment Cycle :	Bi-Annual	User Fee Payment Cycle :	Annual
Federal 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 Information**
- > **Primary Complaint Contact Information**
- > [Update Request Filer Information](#)



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.

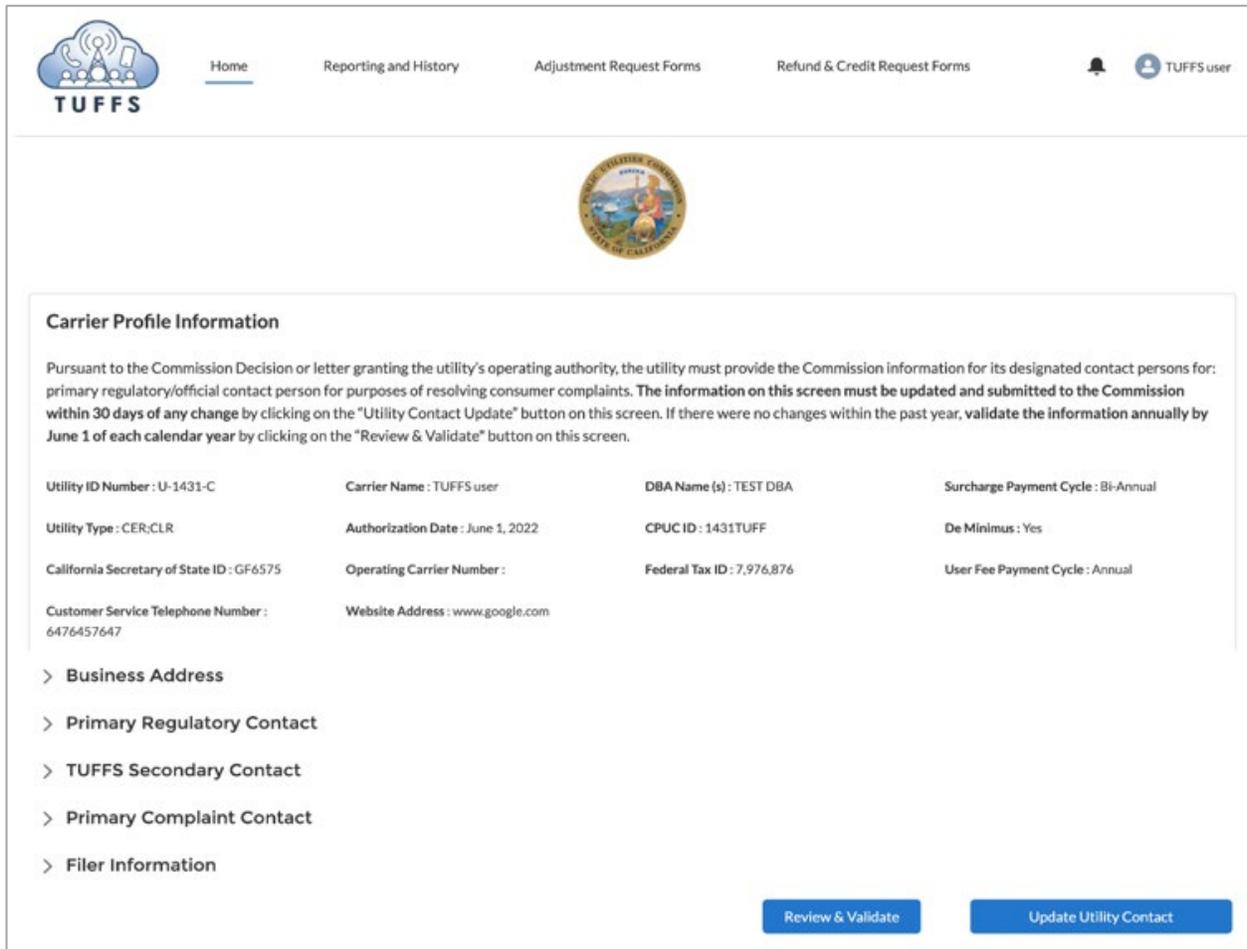
[Click here to download the a copy of the Contact Information Update requested](#)

**Finish**

## 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.





The screenshot displays the TUFFS user interface. At the top, there is a navigation bar with the TUFFS logo on the left and menu items: Home, Reporting and History, Adjustment Request Forms, Refund & Credit Request Forms, a notification bell, and a user profile icon labeled 'TUFFS user'. Below the navigation bar is the California Public Utilities Commission seal. The main content area is titled 'Carrier Profile Information' and contains a paragraph of text explaining the requirement to update contact information. Below this text is a table of carrier details:

Utility ID Number : U-1431-C	Carrier Name : TUFFS user	DBA Name (s) : TEST DBA	Surcharge Payment Cycle : Bi-Annual
Utility 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 : Annual
Customer Service Telephone Number : 6476457647	Website Address : www.google.com		

Below the table are expandable sections: Business Address, Primary Regulatory Contact, TUFFS Secondary Contact, Primary Complaint Contact, and Filer Information. At the bottom right of the main content area are two buttons: 'Review & Validate' and 'Update Utility Contact'.

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	
		<a href="#">Next</a>

## 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 :	
		<a href="#">Back</a> <a href="#">Next</a>



## 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 :		
<b>Mailing Address</b>		
Street :	City :	State :
Zip Code :	Country :	

[Back](#) [Next](#)

## 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 :		
<b>Mailing Address</b>		
Street :	City :	State :
Zip Code :	Country :	

[Back](#) [Next](#)



## 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 representative of the service provider, and to the best of my knowledge and belief, the information provided is true and correct.

Back

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

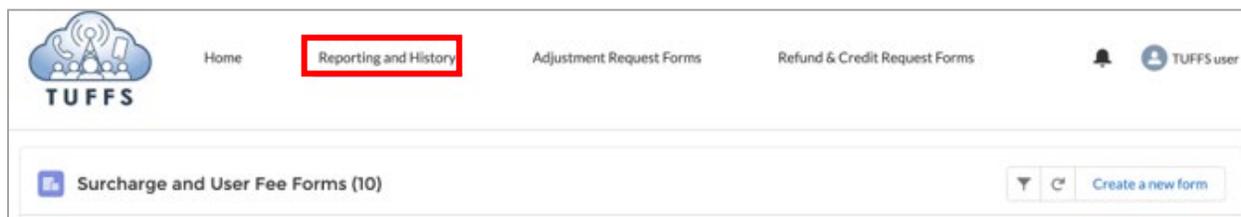
"Thank you for confirming that the information on record is true and correct."

## 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.





### 3.2 Create New Form

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



### 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 in the field below and click the calculate button for the system to calculate the resulting surcharges

* Access Lines 0	Flat Rate \$1.11	Grand Total \$0.00	<a href="#">Calculate</a>		
---------------------	---------------------	-----------------------	---------------------------	--	--

Program	Weighted Average Remittance Rate%	Calculated Amount Per Program	Interest	Total Due
CALIFORNIA ADVANCED SERVICE 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 FUND (CTF)	9.33	\$0.00	\$0.00	\$0.00
DEAF AND DISABLED TELECOMMUNICATION PROGRAM (DDTP)	13.28	\$0.00	\$0.00	\$0.00
UNIVERSAL LIFELINE TELEPHONE SERVICE PROGRAM (ULTS)	56.83	\$0.00	\$0.00	\$0.00
<b>Grand Total Calculated Surcharge Amount Due</b>				<b>\$0.00</b>

[Continue](#)

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 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 in the field below and click the calculate button for the system to calculate the resulting surcharges		
* Access Lines	Flat Rate	Grand Total
<input type="text" value="0"/>	\$1.11	\$0.00
		<input type="button" value="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 Fee

\* 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 "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

Surcharge Payment Due Date : April 13, 2022

Today's Date : April 10, 2023

**Confirm Surcharge**

Total Number of Access Lines	Flat Rate	Grand Total
0	\$1.11	\$0.00

Program	Weighted Average Remittance Rate%	Calculated Amount Per Program	Interest	Total Due
CALIFORNIA ADVANCED SERVICE 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 FUND (CTF)	9.33	\$0.00	\$0.00	\$0.00
DEAF AND DISABLED TELECOMMUNICATION PROGRAM (DDTP)	13.28	\$0.00	\$0.00	\$0.00
UNIVERSAL LIFELINE TELEPHONE SERVICE PROGRAM (ULTS)	56.83	\$0.00	\$0.00	\$0.00
<b>Grand Total Calculated Surcharge Amount Due</b>				<b>\$0.00</b>

[Reported User Fee](#)

Quarter/Year  
Q1/2022

Revenue Type Total Intrastate Revenue Subject To User Fee For February 2022	User Fee Revenue \$10,000
--	------------------------------

Previous Page
Submit



### 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 information for your records before continuing with "Make Payment" and then "Finished".

\* Payment on resulting user fees are remitted quarterly or annually. The payment due at this time only for the resulting surcharges.

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 Rate	Grand Total		
0	\$1.11	\$0.00		

Program	Weighted Average Remittance Rate%	Calculated Amount Per Program	Interest	Total Due
CALIFORNIA ADVANCED SERVICE 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 FUND (CTF)	9.33	\$0.00	\$0.00	\$0.00
DEAF AND DISABLED TELECOMMUNICATION PROGRAM (DDTP)	13.28	\$0.00	\$0.00	\$0.00
UNIVERSAL LIFELINE TELEPHONE SERVICE PROGRAM (ULTS)	56.83	\$0.00	\$0.00	\$0.00
<b>Grand Total Calculated Surcharge Amount Due</b>				<b>\$0.00</b>

∨ Reported User Fee

Quarter/Year  
Q1/2022

Revenue Type	User Fee Revenue	
Total Intrastate Revenue Subject To User Fee For February 2022	\$10,000	

Make  
Payment

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.



Please note that to comply with the reporting/remittance requirements, payment has to be submitted by clicking on the make payment link below. Click 'Cancel' or the "Make Payment" link below, if you want to make a payment or click 'OK' if you want to exit the transmittal page.

[Make Payment](#)

Cancel

OK

### 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.

**First Data.**    Make Payment    Payment Inquiry    Account Profile    Bank Account Maintenance    FAQ    Logout

**Select Payment Type**

The links below facilitate the remittance of California Public Utilities Commission public purpose program surcharges and user fees by telecommunications corporations and VoIP providers based on reporting period.

For all payment remittances beginning with April 2023 and beyond please select "Access Line Surcharges & User Fee (new TUFFS)"

For all payment remittances for period prior to updating the Surcharge Mechanism (any period through March 2023), please select "Surcharge and User Fee"

Please be sure that you are reporting and submitting payment for the correct payment period. Submitting payment for the incorrect reporting period, surcharge program fund or user fee type will result in non-compliance status, and such carries are subject to accrued interest and penalties applicable to payment obligation, and possible additional sanctions.

**For all reporting periods beginning April 2023**

**Surcharge:** For the remittance of surcharge revenues derived from the sale of intrastate telecommunication and VoIP services.

**User Fee:** For the remittance of User Fee revenues derived from the sale of intrastate telecommunications services, reported and paid quarterly.

Access Line Surcharges

User Fee (new TUFFS)

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



**First Data.**    [Make Payment](#)    [Payment Inquiry](#)    [Account Profile](#)    [Bank Account Maintenance](#)    [FAQ](#)    [Logout](#)    

### Make a Payment

Please enter the following payment information.

**Debit Date:** Debit dates must be the next business day and cannot be greater than 45 days in the future.

**Payment Amount:** Carrier's payment amount should reflect the total amount due from TUFFS inclusive of all late payment penalties and interest for the specified reporting period. This is the number that is specified in the Total Due column on the Transmittal Page in TUFFS.

By clicking continue on this page, you will be making a payment "For all reporting periods beginning April 2023" using the legacy Surcharge Mechanism based on Access Lines. If you are NOT trying to make a payment for periods beginning April 2023 ,please return to the previous page and select the "Surcharge and User Fee" option.)

CPUC ID :	4001TEST
Carrier Name :	Test Lucia Magana
Payment Type :	Access Line Surcharges
Reporting Period :	<input type="text" value="04/2023"/> (MM/YYYY)
Debit Date :	<input type="text" value="05/01/2023"/> (MM/DD/YYYY)

Access Line Surcharges	Total Amount
<input type="text" value="100.00"/>	

**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 have chosen to remit are shown below. You cannot remit payments of zero (\$0.00) or less.  
Please review and confirm before remitting 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 penalties and interest on amounts due.

CPUC ID : 4001TEST

Carrier Name : Test Lucia Magana

Payment Type : Access Line Surcharges

Reporting Period : 03/2023

Debit Date : 05/01/2023

Access Line Surcharges	Total Amount
Access Line Surcharges	\$100.00

[Edit Payment](#) [Submit 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.



**Access Line Reporting Form**

Utility ID Number : U-2143-C  
 Carrier Name : Swati Khandelwal  
 Reporting Period : 202203  
 Surcharge Payment Due Date : May 14, 2022  
 Today's Date : April 10, 2023

Please report your total number of access lines in the field below and click the calculate button for the system to calculate the resulting surcharges

* Access Lines 5000	Flat Rate \$1.11	Grand Total \$5,550.00	<a href="#">Calculate</a>		
------------------------	---------------------	---------------------------	---------------------------	--	--

Program	Weighted Average Remittance Rate%	Calculated Amount Per Program	Interest	Total Due
CALIFORNIA ADVANCED SERVICE FUND (CASF)	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 TELECOMMUNICATION PROGRAM (DDTP)	13.28	\$737.04	\$66.84	\$803.88
UNIVERSAL LIFELINE TELEPHONE SERVICE PROGRAM (ULTS)	56.83	\$3,154.07	\$286.03	\$3,440.09
<b>Grand Total Calculated Surcharge Amount Due</b>				<b>\$6,053.30</b>

[Continue](#)

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 REVENUE FORM**

Utility ID Number : U-2143-C

**Carrier Name :** Swati Khandelwal

**Reporting Period :** 202203

Revenue Type : Intrastate Revenue subject to User Fees

Surcharge Payment Due Date : May 14, 2022

User Fee Payment Due Date : May 14, 2022

Quarter/Year : Q1/2022

Today's Date : April 10, 2023

**User Fee Report**

<b>* January 2022</b>	<b>* February 2022</b>	<b>* March 2022</b>	Total Entered User Fee Revenue For The Quarter
\$10,000.00	\$10,000.00	\$3,000.00	\$23,000.00

[Apply adjustment and Calculate user fees](#)

Program	User Fee rate%	User Fee Due	Penalty	Total Due
User Fee Quarter(2022)	0.75	\$0.00	\$0.00	\$0.00
<b>Total Due</b>				<b>\$0.00</b>

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

[Previous Page](#)

[Continue](#)

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 PAGE**

\* Please review the information below. If you 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 Due Date : May 14, 2022

User Fee Payment Due Date : May 19, 2022

Quarter/Year : Q1/2022

Today's Date : April 10, 2023

**Surcharge AccessLines Report**

Total Number of Access Lines	Flat Rate	Grand Total
5,000	\$1.11	\$5,550.00

Program	Weighted Average Remittance Rate%	Calculated Amount Per Program	Interest	Total Due
CALIFORNIA ADVANCED SERVICE FUND (CASF)	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 TELECOMMUNICATION PROGRAM (DDTP)	13.28	\$737.04	\$66.84	\$803.88
UNIVERSAL LIFELINE TELEPHONE SERVICE PROGRAM (ULTS)	56.83	\$3,154.07	\$286.03	\$3,440.09
<b>Grand Total Calculated Surcharge Amount Due</b>				<b>\$6,053.30</b>

**Total Interstate Revenue Subject To User Fee**

January 2022	February 2022	March 2022	Total Entered User Fee Revenue For The Quarter
\$10,000.00	\$10,000.00	\$3,000.00	\$23,000.00

Program	User Fee rate%	User Fee Due	Penalty	Total Due
User Fee Quarter(2022)	0.75	\$172.50	\$38.52	\$211.02
<b>Total Due</b>				<b>\$211.02</b>

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.**”



TRANSMITTAL PAGE

\* Print this page to retain this information for your records before continuing with "Make Payment" and then "Finished".

Utility ID Number: U-2143-C  
 Carrier Name: Swati Khandelwal  
 Today's Date: April 10, 2023

Surcharge Reporting Period: 202203  
 Surcharge Payment Due Date: May 14, 2022

User Fee Reporting Period: 202203  
 User Fee Payment Due Date: May 19, 2022

Surcharge Revenue Allocations Per Program

Surcharge AccessLines Report

Total Number of Access Lines 5,000  
 Flat Rate \$1.11  
 Grand Total \$5,550.00

Program	Weighted Average Remittance Rate%	Calculated Amount Per Program	Interest	Total Due
CALIFORNIA ADVANCED SERVICE FUND (CASF)	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 TELECOMMUNICATION PROGRAM (DDTP)	13.28	\$737.04	\$66.84	\$803.88
UNIVERSAL LIFELINE TELEPHONE SERVICE PROGRAM (ULTS)	56.83	\$3,154.07	\$286.03	\$3,440.09
<b>Grand Total Calculated Surcharge Amount Due</b>				<b>\$6,053.30</b>

User Fee Report

January 2022 \$10,000.00  
 February 2022 \$10,000.00  
 March 2022 \$3,000.00  
 Total Entered User Fee Revenue For The Quarter \$23,000.00

Program	User Fee rate%	User Fee Due	Penalty	Total Due
User Fee Quarter(2022)	0.75	\$172.50	\$38.52	\$211.02
<b>Total Due</b>				<b>\$211.02</b>

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.

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			
July 2022	Yes	Sep 13, 2022			
June 2022	Yes	Aug 13, 2022		Aug 18, 2022	
May 2022	Yes	Jul 14, 2022			
April 2022	Yes	Jun 13, 2022			
March 2022	Yes	May 14, 2022		May 19, 2022	
February 2022	Yes	Apr 13, 2022			
January 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**

[Home](#)
[Reporting and History](#)
[Adjustment Request Forms](#)
[Refund & Credit Request Forms](#)


 TUFFS user

### Reported and Payment History

Utility ID #: U-1431-C  
 Carrier Name: TUFFS user  
 Reporting Period: June 2022  
 Surcharge Payment Due Date: August 13, 2022  
 Reported Date: April 12, 2023

**Reported Access Lines & Resulting Surcharges**

Reported Access Lines 100	Total number of access lines subject to surcharge 100	Surcharge flat fee \$1.11	Resulting Surcharge \$111
Interest \$7.36	Grant total surcharge amount due \$118.36	Amount Paid \$0	Balance Due/Variance \$118.36

**Surcharge Access Lines**

6

▼
↻

PROGRAMS	CALCULATED AMOUNT 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 Revenue**

Quarter/Year  
Q2/2022

Revenue For April \$0	Revenue For May \$0	Revenue For June \$0	Total Intrastate Revenue Subject to User fee \$0
User Fee Rate 0.75%	Calculated User Fee \$0	Penalty \$0	Total Amount Due \$0
Amount Paid \$0	Balance Due \$0	Last Payment Received	

[Previous](#)
[Make Payment](#)
[Back to Home](#)



## 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.

Home Reporting and History **Adjustment Request Forms** Refund & Credit Request Forms Swati Khandelwal

Request Adjustments Pending Request Approved/Denied Requests

Request Adjustments (4)

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

Home Reporting and History **Adjustment Request Forms** Refund & Credit Request Forms Swati Khandelwal

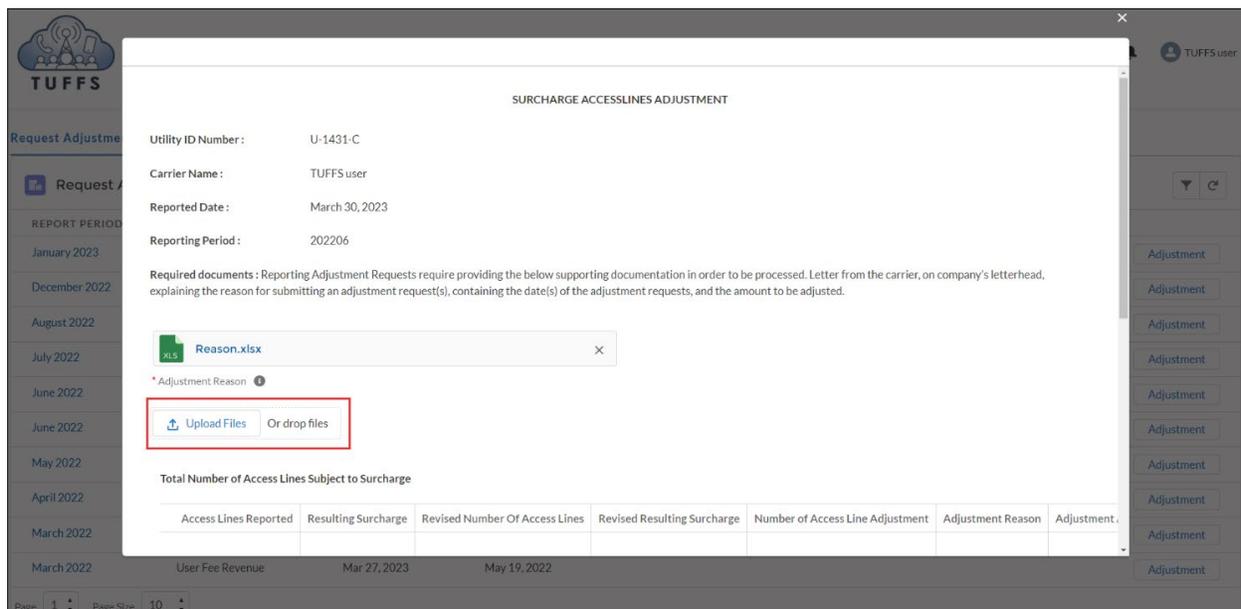
Request Adjustments Pending Request Approved/Denied Requests

Request Adjustments (4)

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.”**



### 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.



**Total Number of Access Lines Subject to Surcharge**

Access Lines Reported	Resulting Surcharge	Revised Number Of Access Lines	Revised Resulting Surcharge	Number of Access Line Adjustment	Adjustment Reason	Adjustment Amount
100	\$111.00	1,000	\$1,110.00	900	Under Reported	

**Calculate Surcharges**

Program	Weighted Average Remittance Rate %	Reported Surcharge	Revised Surcharge	Adjusted Amount
CALIFORNIA ADVANCED SERVICE FUND (CASF)	12.19	\$13.53	\$135.31	\$121.78
CALIFORNIA HIGH COST FUND-A (CHCF-A)	8.37	\$9.29	\$92.91	\$83.62
CALIFORNIA HIGH COST FUND-B (CHCF-B)	0	\$0.00	\$0.00	\$0.00
CALIFORNIA TELECONNECT FUND (CTF)	9.33	\$10.36	\$103.56	\$93.21
DEAF AND DISABLED TELECOMMUNICATION PROGRAM (DDTP)	13.28	\$14.74	\$147.41	\$132.67
UNIVERSAL LIFELINE TELEPHONE SERVICE PROGRAM (ULTS)	56.83	\$63.08	\$630.81	\$567.73

Cancel Continue

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

**ACCESSLINES ADJUSTMENT PREVIEW PAGE**

Utility ID Number : U-3500-C  
Carrier Name : TUFFS User A  
Request Date : April 25, 2023  
Reporting Period : 202208

Required documents : Reporting Adjustment Requests require providing the below supporting documentation in order to be processed.

- Letter from the carrier, on company's letterhead, explaining the reason for submitting an adjustment request(s), containing the date(s) of the adjustment requests, and the amount to be adjusted.

**Total Number of Access Lines Subject to Surcharge**

Access Lines Reported	Resulting Surcharge	Revised Number Of Access Lines	Revised Resulting Surcharge	Number of Access Line Adjustment	Adjustment Reason	Adjustment Amount
7,000	\$7,770.00	7,500	\$8,325.00	500	Under Reported	\$555.00

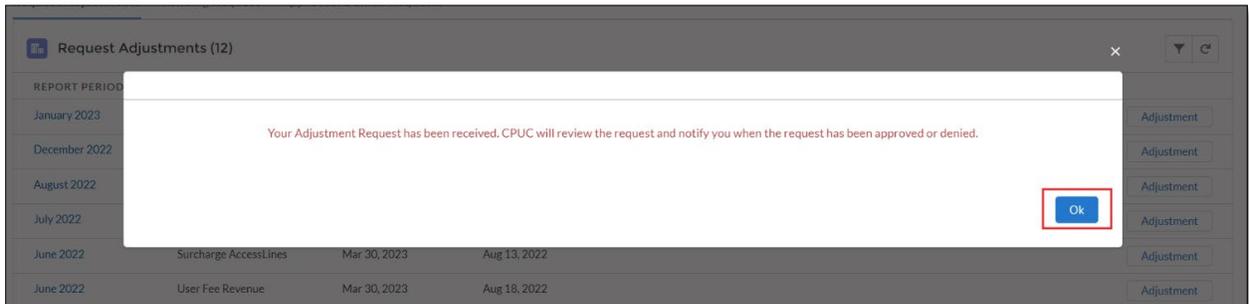
Program	Weighted Average Remittance Rate %	Reported Surcharge	Revised Surcharge	Adjusted Amount
CALIFORNIA ADVANCED SERVICE FUND (CASF)	12.82	\$996.11	\$1,067.27	\$71.15
CALIFORNIA HIGH COST FUND-A (CHCF-A)	7.536	\$585.55	\$627.37	\$41.82
CALIFORNIA HIGH COST FUND-B (CHCF-B)	0	\$0.00	\$0.00	\$0.00
CALIFORNIA TELECONNECT FUND (CTF)	16.04	\$1,246.31	\$1,335.33	\$89.02
DEAF AND DISABLED 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

\* Please Verify the information below is correct. Press the "Previous Page" button to go back and make changes, otherwise, click "Submit" to submit your adjustment request.

Previous Page **Submit**

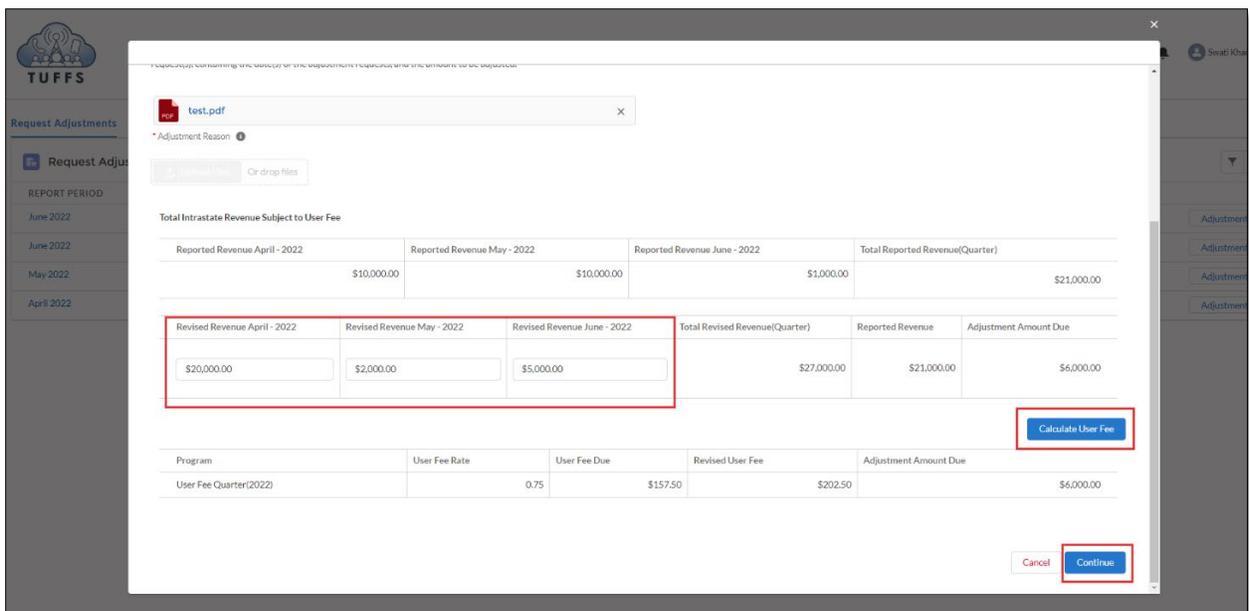


The system will display a message acknowledging the submittal of the request. To return to the Adjustment Request menu click “Ok.”



## 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.



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

USER FEE ADJUSTMENT PREVIEW PAGE

Utility ID Number : U-2143-C  
 Carrier Name : Swati Khandelwal  
 Revenue Type : User Fee  
 Request Date : April 10, 2023  
 Reporting Period : 202206

Required documents : Reporting Adjustment Requests require providing the below supporting documentation in order to be processed. Letter from the carrier, on company's letterhead, explaining the reason for submitting an adjustment request(s), containing the date(s) of the adjustment requests, and the amount to be adjusted.  
 \* Please Verify the information below is correct. Press the "Previous Page" button to go back and make changes, otherwise, click "Submit" to submit your adjustment request.

Reported Revenue April - 2022	Reported Revenue May - 2022	Reported Revenue June - 2022	Total Reported Revenue(Quarter)		
\$10,000.00	\$10,000.00	\$1,000.00	\$21,000.00		

Revised Revenue April - 2022	Revised Revenue May - 2022	Revised Revenue June - 2022	Total Revised Revenue(Quarter)	Reported Revenue	Adjustment Amount Due
\$20,000.00	\$2,000.00	\$5,000.00	\$27,000.00	\$21,000.00	\$6,000.00

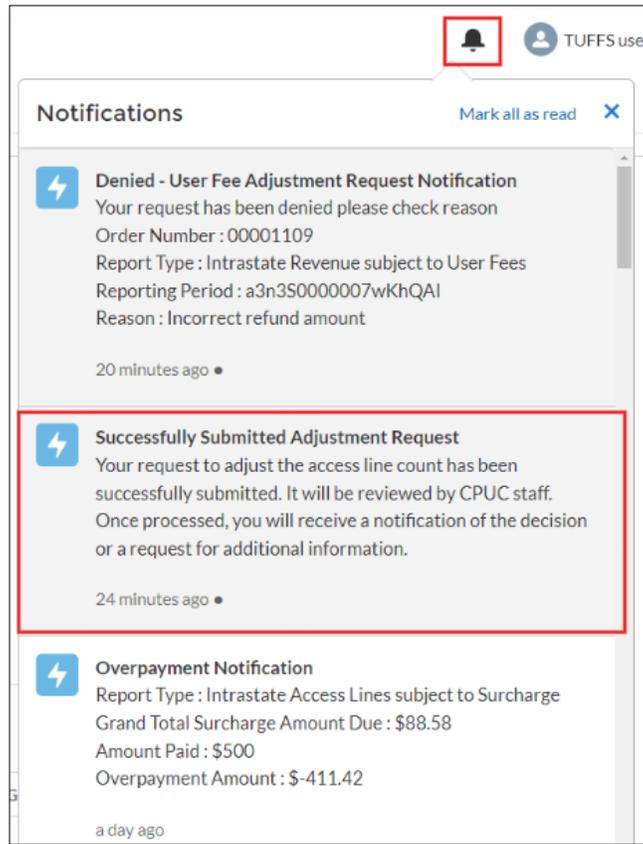
  

Program	User Fee Rate	User Fee Due	Revised User Fee	Adjustment Amount Due
User Fee Quarter(2022)	0.75	\$157.50	\$202.50	\$6,000.00

### 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."



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

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 Request Details				
Utility ID #:	U-2143-C			
Carrier Name:	Swati Khandelwal			
Status:	Pending			
Reporting Period:	April 2022			
Request Date:	April 10, 2023			
<b>Surcharge Adjustment</b>				
Access Lines Reported	Resulting Surcharge	Revised Number Access Lines	Revised Resulting Surcharge	
10,000	\$11,100	10,000	\$22,200	
Adjusted Access Line#	Adjustment Reason	Adjustment Amount		
20,000	Under Reported	\$11,100		
<b>Surcharge Adjustment Access Lines</b>				
PROGRAMS	WEIGHTED AVERAGE REMITTANCE RATE %	REPORTED SURCHARGE	REVISED SURCHARGE	ADJUSTMENT AMOUNT
CALIFORNIA ADVANCED SERVICE 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 FUND (CTF)	9.33%	\$118,971.06	\$237,942.12	\$118,971.06
DEAF AND DISABLED TELECOMMUNICATION PROGRAM (DDTP)	13.28%	\$83,584.34	\$167,168.67	\$83,584.34
UNIVERSAL LIFELINE TELEPHONE 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.





## 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.



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

The screenshot shows a form for withdrawing an adjustment request. It contains two input fields:

- \* Comment Title: Withdraw
- \* Comment: Withdrawing due to incorrect details.

A 'Finish' button is located at the bottom right of the form, highlighted with a red box.

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.

The screenshot shows the TUFFS application interface. At the top, there are navigation tabs: Home, Reporting and History, Adjustment Request Forms, and Refund & Credit Request Forms. The 'Adjustment Request Forms' tab is active. On the right side, there is a 'Notifications' panel with a bell icon and a 'TUFFS user' profile. The panel contains three notifications:

- Adjustment Request Approval Notification** (highlighted with a red box): Adjustment request is approved. Order Number : 00001395. Report Type : Intrastate Access Lines subject to Surcharge. Received a few seconds ago.
- Denied - User Fee Adjustment Request Notification**: Your request has been denied please check reason. Order Number : 00001109. Report Type : Intrastate Revenue subject to User Fees. Reporting Period : a3n3S000007wkhQA1. Reason : Incorrect refund amount. Received 42 minutes ago.
- Successfully Submitted Adjustment Request**: Your request to adjust the access line count has been successfully submitted. It will be reviewed by CPUC staff. Once processed, you will receive a notification of the decision or a request for additional information. Received an hour ago.

Below the notifications, there is a table of 'Closed Request (3)'. The table has columns for REPORT PERIOD, REQUEST TYPE, and REQUEST DATE.

REPORT PERIOD	REQUEST TYPE	REQUEST DATE
December 2022	Intrastate Access Lines subject to Surcharge	Apr 5, 2023
June 2022	Intrastate Access Lines subject to Surcharge	Apr 6, 2023
March 2022	Intrastate Revenue subject to User Fees	Mar 27, 2023

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.

The screenshot shows the TUFFS application interface with the 'Approved/Denied Requests' tab selected. The table below shows one request:

REPORT PERIOD	REQUEST TYPE	REQUEST DATE	STATUS
April 2022	Intrastate Access Lines subject to Surcharge	Apr 10, 2023	Approved



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

**Reported and Payment History**

Utility ID #: U-2143-C  
Carrier Name: Swati Khandelwal  
**Status: Approved**  
Reporting Period: April 2022  
Surcharge Payment Due Date: June 13, 2022  
Reported Date: April 10, 2023

Reported Access Lines & Resulting Surcharges

Reported Access Lines 20,000	Total number of access lines subject to surcharge 20,000	Surcharge flat fee \$1.11	Resulting Surcharge \$22,200
Interest \$1,830.74	Grant total surcharge amount due \$23,115.37	Amount Paid \$1,000,000	Balance Due/Variance \$-976,884.63

Surcharge Access Lines

PROGRAMS	WEIGHTED AVERAGE REMITTANCE RATE %	REPORTED SURCHARGE	REVISED SURCHARGE	ADJUSTMENT AMOUNT
CALIFORNIA ADVANCED SERVICE 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 FUND (CTF)	9.33%	\$118,971.06	\$237,942.12	\$118,971.06
DEAF AND DISABLED TELECOMMUNICATION PROGRAM (DDTP)	13.28%	\$83,584.34	\$167,168.67	\$83,584.34
UNIVERSAL LIFELINE TELEPHONE 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.



The screenshot shows the 'Adjustment Request Details' page for utility ID U-9638-C. The status is 'Returned'. A notification panel on the right contains three messages: '02 (FEB) - Adjustment Request Returned', 'Successfully Submitted Adjustment Request', and 'Payment Cycle Change Notification'. The 'Returned' notification is highlighted with a red box.

**Adjustment Request Details**

Utility ID #: U-9638-C  
Carrier Name: amlan  
Status: Returned  
Reporting Period: February 2022  
Request Date: April 12, 2023

**Surcharge Adjustment**

Access Lines Reported 2,000	Resulting Surcharge \$2,220	Revised Number Access Lines 1,000
Number of Access Lines Adjustment -1,000	Adjustment Reason Over Reported	Adjustment Amount \$-1,110

**Surcharge Adjustment Access Lines**

PROGRAMS	WEIGHTED AVERAGE REMITTANCE RATE %	REPORTED SURCHARGE	REVISED SURCHARGE	ADJUSTMENT AMOUNT
CALIFORNIA ADVANCED SERVICE FUND (CASF)	12.82%	\$284.60	\$142.30	(\$142.30)
CALIFORNIA HIGH COST FUND-A (CHCF-A)	7.54%	\$167.30	\$83.65	(\$83.65)
CALIFORNIA HIGH COST FUND-B (CHCF-B)		\$0.00	\$0.00	\$0.00
CALIFORNIA TELECONNECT FUND (CTF)	16.04%	\$356.09	\$178.04	(\$178.04)
DEAF AND DISABLED TELECOMMUNICATION PROGRAM (IDTTP)	9.62%	\$213.52	\$106.76	(\$106.76)
UNIVERSAL LIFELINE TELEPHONE SERVICE PROGRAM (ULTS)	53.99%	\$1,198.49	\$599.24	(\$599.24)

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

The screenshot shows the 'Adjustment Request Details' page for utility ID U-2143-C. The status is 'Returned'. The 'Adjusted Access Line#' is 20,000. The 'Surcharge Adjustment Access Lines' table is expanded to show 6 rows.

**Adjustment Request Details**

Utility ID #: U-2143-C  
Carrier Name: Swati Khandelwal  
Status: Returned  
Reporting Period: April 2022  
Request Date: April 10, 2023

**Surcharge Adjustment**

Access Lines Reported 10,000	Resulting Surcharge \$11,100	Revised Number Access Lines 10,000	Revised Resulting Surcharge \$22,200
Adjusted Access Line# 20,000	Adjustment Reason Under Reported	Adjustment Amount \$11,100	

**Surcharge Adjustment Access Lines**

PROGRAMS	WEIGHTED AVERAGE REMITTANCE RATE %	REPORTED SURCHARGE	REVISED SURCHARGE	ADJUSTMENT AMOUNT
CALIFORNIA ADVANCED SERVICE 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 FUND (CTF)	9.33%	\$118,971.06	\$237,942.12	\$118,971.06
DEAF AND DISABLED TELECOMMUNICATION PROGRAM (IDTTP)	13.28%	\$83,584.34	\$167,168.67	\$83,584.34
UNIVERSAL LIFELINE TELEPHONE SERVICE PROGRAM (ULTS)	56.83%	\$19,531.94	\$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.

The screenshot displays the TUFFS application interface. At the top, there are navigation tabs: Home, Reporting and History, Adjustment Request Forms, and Refund & Credit Request Forms. The user's name, Swati Khandewal, is visible in the top right corner. A notification panel is open on the right side, showing a red-bordered notification for an overpayment. The notification text is as follows:

- Overpayment Notification**
- Report Type: Intrastate Access Lines subject to Surcharge
- Grand Total Surcharge Amount Due: \$23,115.37
- Amount Paid: \$1,000,000
- Overpayment Amount: \$-976,884.63
- 4 minutes ago

Below the notification, there are two other notifications for "Successfully Submitted Adjustment Request" and one for "04 (APR) - Adjustment Withdrawal Notification".

The main content area shows a table of "Closed Request (1)".

REPORT PERIOD	REQUEST TYPE	REQUEST DATE
April 2022	Intrastate Access Lines subject to Surcharge	Apr 10, 2023

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.



**Reported and Payment History**

Utility ID #: U-2143-C  
Carrier Name: Swati Khandelwal  
Status: Approved  
Reporting Period: April 2022  
Surcharge Payment Due Date: June 13, 2022  
Reported Date: April 10, 2023

▼ **Reported Access Lines & Resulting Surcharges**

Reported Access Lines 20,000	Total number of access lines subject to surcharge 20,000	Surcharge flat fee \$1.11	Resulting Surcharge \$22,200
Interest \$1,830.74	Grant total surcharge amount due \$23,115.37	<b>Amount Paid \$1,000,000</b>	<b>Balance Due/Variance \$-976,884.63</b>

▼ **Surcharge Access Lines**

(6)

PROGRAMS	WEIGHTED AVERAGE REMITTANCE RATE %	REPORTED SURCHARGE	REVISED SURCHARGE	ADJUSTMENT AMOUNT
CALIFORNIA ADVANCED SERVICE 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 FUND (CTF)	9.33%	\$118,971.06	\$237,942.12	\$118,971.06
DEAF AND DISABLED TELECOMMUNICATION PROGRAM (DDTP)	13.28%	\$83,584.34	\$167,168.67	\$83,584.34
UNIVERSAL LIFELINE TELEPHONE SERVICE PROGRAM (ULTS)	56.83%	\$19,531.94	\$39,063.87	\$19,531.94

## 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.

Home Reporting and History Adjustment Request Forms **Refund & Credit Request Forms** Swati Khandelwal

Request Refunds Pending Requests Approved /Denied Requests

Refund Requests (1)

REPORT PERIOD	REPORTING PERIOD	OVER PAYMENT	REFUND STATUS	PAYMENT AMOUNT	STATUS
April 2022	202204	<input checked="" type="checkbox"/>		\$23,115.37	Approved <b>Refund &amp; Credit Request</b>

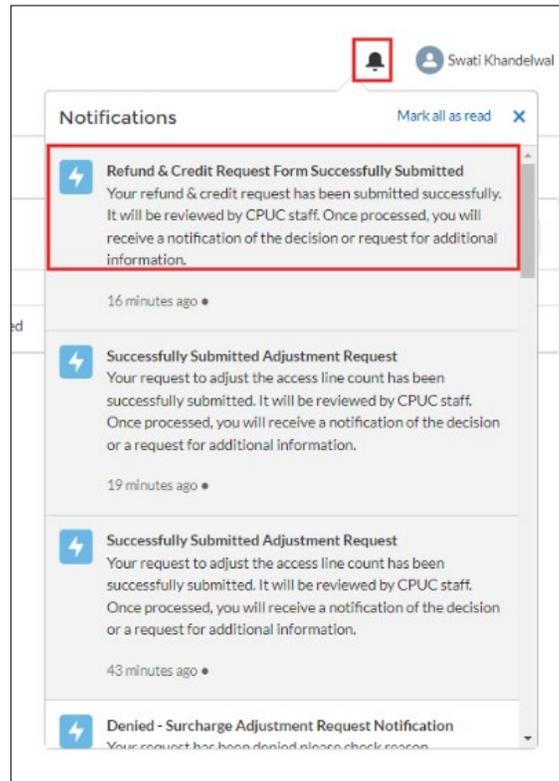


Enter the required details in the Refund & Credit Request Form, upload supporting documents indicated on the form, and click on the policy acknowledgment checkbox. Then select whether you are intending to get Refund or a Credit. Click on “Submit” to proceed with the request.

The screenshot shows the 'REFUND AND CREDIT REQUEST FORM' interface. At the top, it displays the utility identification number '2143SWAT'. The 'Utility & Reporting Information' section contains fields for utility legal name, DBA, contact person, reporting period, and date. The 'Payment Information' section includes a payment date of 'Apr 10, 2023' and a refund request amount of '\$1,000'. A text box for a detailed explanation contains the text 'Refunding the excess'. Below this, there are instructions and a list of required documents: proof of payment, a letter explaining the reason for the refund, and a company letterhead. The 'CPUC Internal Use Only' section has checkboxes for 'Refund request' (checked) and 'Credit request for past or future period' (unchecked). A 'Submit' button is located at the bottom right.

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.



The screenshot displays the TUFFS web application interface. At the top, there is a navigation menu with options: Home, Reporting and History, Adjustment Request Forms, and Refund & Credit Request Forms. The user is logged in as Swati Khandelwal. The main content area shows a 'Request Refunds' section with tabs for 'Pending Requests' and 'Approved / Denied Requests'. Under 'Approved / Denied Requests', there is a 'Refund Requests (1)' section containing a table with the following data:

REPORT PERIOD	REPORTING PERIOD	OVER PAYMENT	REFUND STATUS	PAYMENT AMOUNT	STATUS
April 2022	202204	<input checked="" type="checkbox"/>	N WIP	\$23,115.37	Approved

On the right side, there is a 'Notifications' sidebar. The top notification, which is highlighted with a red box, reads: 'Approved - Refund & Credit Request Form'. The details for this notification are: 'Refund & Credit Request Form has been approved', 'Order Number : 00001431', 'Reporting Period : 202204', 'Refund Amount : 50,000', 'Date Of Warrant Was Issued : April 10, 2023', and 'Issued Date : April 10, 2023'. Below this, there are two other notifications: 'Refund & Credit Request Form Successfully Submitted' and 'Successfully Submitted Adjustment Request'.

