ACP Pilot Instructions for the California LifeLine Wireline Claim Form Effective August 1, 2023

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California LifeLine Service Providers (SP) may claim reimbursement for administrative costs and lost revenues from the California LifeLine Fund (Fund) consistent with General Order (GO) 153.

* All wireline SPs must complete [California LifeLine Wireline Claim Form Effective 08.01.2023](https://cpuc.ca.gov/-/media/cpuc-website/divisions/communications-division/documents/lifeline/claim-forms/wireline/acp-pilot-2023/claimformwirelineeffective812023acppilot.xlsx), which can be found on the CPUC website. SPs may not make changes to the claim form except where directed to by these Wireline Claim Form Instructions or by Communications Division (CD) staff.
* The [California LifeLine Wireline Claim Form Effective 08.01.2023](https://cpuc.ca.gov/-/media/cpuc-website/divisions/communications-division/documents/lifeline/claim-forms/wireline/acp-pilot-2023/claimformwirelineeffective812023acppilot.xlsx) can be found on the CPUC website under “California LifeLine Related Forms and Notices for Carriers” at the following URL: <https://www.cpuc.ca.gov/lifeline-related-forms-and-notices-for-carriers>. Additionally, staff has provided a [Sample Wireline Claim Form](https://cpuc.ca.gov/-/media/cpuc-website/divisions/communications-division/documents/lifeline/claim-forms/wireline/acp-pilot-2023/sampleclaimformwireline812023acppilot.xlsx).
* SPs must complete and submit all sheets of the California LifeLine Wireline Claim Form Effective 08.01.2023 excel workbook. Additionally, SPs must submit a signed copy of the Claim Form Summary page as a PDF.
* All required documents must be submitted via email to [lifelineclaim@cpuc.ca.gov](mailto:lifelineclaim@cpuc.ca.gov) in advance of the deadline.
* California LifeLine SPs with 100 or more California LifeLine subscribers shall submit the California LifeLine Claim Form no later than 60 days after the conclusion of the month during which service was provided. If the 60th day falls on a weekend or holiday, the forms shall be submitted on the next business day. Administrative costs must be filed at least every three months. All late filed LifeLine Claims are deemed void and denied.
* California LifeLine SPs with fewer than 100 California LifeLine subscribers may request permission from CD to file their California LifeLine Claim Forms on a biannual basis. No claim form shall be accepted if it is filed more than 6 months after the end of the month during which service was provided and any claim for California LifeLine Program reimbursement not timely submitted is deemed void and denied. California LifeLine SPs with fewer than 100 California LifeLine subscribers who have not requested permission to file their claims biannually must submit them no later than 60 days after the end of the claim month.
* California LifeLine SPs must include a PDF copy of their federal LifeLine Claims Worksheet every month along with their California LifeLine claims filing if it claims federal Lifeline subsidies from the Universal Service Fund (USF). Further instructions regarding this requirement can be found in the [Replacement for Form 497 in California Claim Filings Administrative Letter.](https://www.cpuc.ca.gov/-/media/cpuc-website/files/uploadedfiles/cpuc_public_website/content/utilities_and_industries/communications_-_telecommunications_and_broadband/consumer_programs/california_lifeline_program/replaceform497adminltr04112018.pdf)
* Whenever the submitted Claim Form workbook reflects a change in rates, the SP must also submit a copy of the approved tariff or a copy of the California LifeLine SP’s approved schedule of rates and charges.
* To facilitate timely process of the claims, supporting documents should be made available to CD, upon request, within 10 business days. Failure to provide supporting workpapers for all claimed items will constitute reasonable grounds for rejection of such claims.
* California LifeLine SPs may only claim those costs and lost revenues identified in GO 153 or other Commission Decision. California LifeLine SPs shall not claim any costs or lost revenues that are prohibited by GO 153or the Commission’s rules and regulations.
* California LifeLine SPs will continue to report their administrative costs with their monthly claims, which may include data processing, subscriber notification, accounting, service representative, legal, and administrative costs associated with the deferred payment plan. SPs must claim their administrative costs in their claim filing at least every three months, or they will not receive any reimbursement. (D.10.11.033 Page 83)
* Claims shall be reported to the nearest cent.

## Claim Form Summary Tab

* The Claim Form Summary shows all the items for which the SP is claiming reimbursement. The Line numbers shown on the Claim Form Summary are used to label calculations throughout the California LifeLine Wireline Claim Form Effective 08.01.2023 workbook and these claim form instructions.
* SPs must fill in the claim period (month and year), the California LifeLine SP name, and the CPCN. Additionally, SPs must completely fill out the certification/signature section.
* The Claim Form Summary page has been pre-populated with links to the detail tabs, so it should not be necessary for SPs to enter any numbers on any of the numbered lines on this tab. However, SPs should verify each number on the Claim Form Summary prior to submission.
* SPs must manually enter information in the Subscriber Statistics table.
* Service Provides must submit a signed PDF copy of the Claim Form Summary page along with the completed California LifeLine Wireline Claim Form Effective 08.01.2023 workbook.
* Funding Type F is used for participants that are eligible to receive both the federal and state subsidies. Funding Type C is used for participants that are eligible for only the state subsidy. The California LifeLine Program will provide an additional state subsidy to make up for the loss of federal support for Funding Type C participants in accordance with Decision 21-09-023.
* D. 21-09-023 authorized the California LifeLine Program to provide an additional state subsidy to make up for the loss of federal support for Funding Type F participants that do not meet the broadband service standards effective December 1, 2022.
* The Subscriber Statistics will be populated by the SP. Decision 23-06-003 authorizes the use of Tier M, which was added on the Subscriber Statistics table.
  + The California LifeLine Third-Party Administrator (TPA) created the tiered structure for the different plans that will be included in the Weighted Average Report (WAR).
  + 

Affordable Connectivity Program (ACP) was adopted on November 15, 2021 by the FCC. ACP participating providers will make available to eligible household a month discount up to $30.00 per month and $75.00 for Tribal lands.

## Data Fields

* The Data Fields tab is designed to auto-populate based on the information that is entered on the other tabs of the Wireline Claim Form Effective 08.01.2023; SPs do not need to enter any information on this tab. However, SPs should review the data that appears in this tab every month prior to submitting their claim to confirm that it is accurate and consistent with the rest of the claim.
* No data should be entered in cells that are shaded gray.

## Weighted Average

* SPs must fill out both tables on the Weighted Avg sheet. In the first table, service provides are only required to show categories for which they have customers during the relevant claim month. Information provided in this table should match the information in the Weighted Average Report (WAR) provided by the TPA).
* The list below lists the information that should be entered in each column of the Weighted Average table.
  + Service Type: Flat
  + Rate Group: varies by SP
  + USAC Service Type: “Voice”, “Bundled Voice”, “Bundled Broadband”, or “Bundled Voice and Broadband”. There will be a drop-down list that the SP can choose from.
  + LifeLine Funding Type: C or F. Funding Type F is used for participants that are eligible to receive both the federal and state subsidies. Funding Type C is used for participants that are eligible for only the state subsidy. There will be a drop-down list that the SP can choose from.
  + Tribal Lands: Y (Yes) or N (No). Only participants who meet the requirements for Enhanced LifeLine and have submitted the required form should be shown as “Y” in this category. There will be a drop-down list that the SP can choose from.
  + TTY Indicator: Y (Yes) or N (No). This refers to 2nd line discounts for participants who use a TTY. There will be a drop-down list that the SP can choose from.
  + Weighted Average: The weighted number of subscribers that fit into the category defined in the other columns for the claim month. The weighted average may not be higher than number shown in WAR issued by the TPA for any category.
  + EOM Status Count: The number of California LifeLine participants in that category active with the SP at the end of the claim month. These numbers should math End-of-Month (EOM) numbers in the WAR issued by the TPA.
* The Total row should reflect the total Weighted Average and EOM (End-of-Month) numbers of participants in all categories. A sum formula has been included in the Total row cells, but SPs should verify the sum is accurate and includes all used rows.
  + SPs may insert additional rows in the Weighted Average table if needed. Staff recommends that the additional rows are added in the middle (not immediately before the Total row) so that sum in total cells automatically updates. Otherwise, SPs will need to modify the formula in the total rows.
* SPs are required to complete the Rate Group with Corresponding Tariffed Rate table (the 2nd table on the Weighted Avg tab).
  + Definitions of Columns A through H are the same as in the 1st table.
  + Regular Rate: the rate charged to non-LifeLine customers.
  + LifeLine Rate is the rate charged to LifeLine participants.
  + Both the Regular Rate and LifeLine Rate should match the rates in the SPs’ approved tariff.
  + If the rates for some rate groups do not change depending on the information in the LifeLine Funding Type, then the SP may write in “F or C” in that column.

## ACP Pilot

* The maximum ACP is $30 or $75 on Tribal Lands which started August 2023.
* The ACP Pilot tab is divided into eight (4) tables for reimbursement for the 1st LifeLine Line, Tribal Subscribers, 2nd LifeLine line for TTY and, 2nd LifeLine line for TTY for Tribal participants.
* The plans have been separated by line categories on Col A.
* Service Tier will be provided by the TPA in the WAR.

### Columns

* + Col A (Claim Form Line #), B (Service Tier), and G (LifeLine Funding Type) have been pre-populated. SPs will not need to change the information entered in any of these columns.
  + Rates shown in Col C (Regular Basic Service Rate), Col D (EUCL Charge) and Col H (LifeLine Rate) must match the approved tariff.
  + Col F (USAC Service Type): Choose from the drop-down list for the correct Service Type that matches the information on the WAR.
  + Col I (Federal Support): The claim form must show that the SP has claimed the maximum amount of support for which they are eligible from the federal lifeline program before claiming ACP Pilot and SSA.

#### Funding Type F

* For Funding Type F lines, SPs must show the amount of Federal Support in Col I.
* Col J (Affordable Connectivity Program): The max ACP is $30 off the standard rate after subtracting the Federal subsidy.
* For Funding Type F lines, the amount of State Makeup shown in Col K will be $0. Col K has been pre-filled to show $0 for all Funding Type F lines.
  + Col L (Lost Revenue): Calculates the regular basic service rate minus federal support, ACP and State Support. The lost revenue is the amount that will be eligible for SSA.
* Col M (Amount of SSA Eligible for Reimbursement): This will be up to $17.90 depending on the Lost Revenue and the Plan Type.
* Col N (State Reimbursement Amount per Subscriber): This column was pre-populated with formula that will choose the minimum amount between Col L and M.

#### Funding Type C

* The amount of Federal Support shown in Col I will be $0. Col I has been pre-filled to show $0 for all Funding Type C lines.
* For services that do not meet the Federal broadband standards, the amount of Federal Support shown in Col I will be $0. Col I has been pre-filled to show $0 for all Funding Type C lines.
* Col J (Affordable Connectivity Program): The max ACP make up will be $30 and $75 for Tribal.
* Col K (State Makeup for Federal Support up to $9.25): The State makeup will be entered after the max ACP is calculated.
  + Col L (Lost Revenue): Calculates the regular basic service rate minus federal support, ACP and State Support. The lost revenue is the amount that will be eligible for SSA.
* Col M (Amount of SSA Eligible for Reimbursement): This will be up to $17.90.
* Col N (State Reimbursement Amount per Subscriber): This column was pre-populated with formulas that will choose the minimum amount between Col L and M.
* See [Sample Wireless Claim Form](https://cpuc.ca.gov/-/media/cpuc-website/divisions/communications-division/documents/lifeline/claim-forms/wireline/acp-pilot-2023/sampleclaimformwireline812023acppilot.xlsx) for sample calculations.

## Lines 1, 2, 3, and 4 for Monthly Recurring Charges

* The Lines 1, 2, 3, and 4 tab shows the same categories as the SSA tab, but they have been rearranged to match with the numbered lines on the Claim Form Summary page.
* ACP was added to each category located on Col A. The line number will be listed with the “ACP Pilot”.
* SPs must fill out Columns D, E, F and G. The formulas in Col H have been pre-populated. SPs will need to include the formulas if additional lines are added.
* The Total reimbursement amount for each rate group category will equal the reimbursement amount per subscriber for that category multiplied by the weighted average. This formula has been pre-filled in the spreadsheet.
* SPs may add additional rows to each numbered claim form line section if needed to show additional rate groups. If additional rows are added, it is recommended that SPs insert the new rows between the 2 original rows so that the sum in the total cell will automatically include the values from the new rows. Otherwise, SPs must update the sum formula in the yellow total cells to include the information in the new rows. Additionally, SPs must copy the formula from Col H into the additional rows.
* The USAC Service Type (Col E) will be provided by the WAR from the TPA.
* The Reimbursement Amount Per Subscriber (Col F) should be pulled from SSA tab. It is recommended that SPs link the cells in Col F to the relevant cells on the SSA tab.
* See [Sample Wireline Claim Form](https://cpuc.ca.gov/-/media/cpuc-website/divisions/communications-division/documents/lifeline/claim-forms/wireline/acp-pilot-2023/sampleclaimformwireline812023acppilot.xlsx)  for sample calculations.

## Lines 5, 6, 7, and 8 for Non-Recurring Charges – ACP Pilot

* SPs must fill out the information in Columns C, E, F, G, and K. The other columns are pre-filled with the required formulas.
  + Col C – For SPs who have multiple types and costs of connection or conversion charges (such as premise visits or reconnection charges), this information should be included in Col C. Each type of connection or conversion charge (that has a separate price) should be in its own row within the appropriate Claim Form Line # section. SPs who only have 1 type/price of connection or conversion charges may leave this column blank.
  + Col E – Regular Charge: This is the rate charged to non-LifeLine customers. It must match the rate shown in the tariff
  + Col F- LifeLine Charge: This is the rate charged to LifeLine customers. It must match the rate shown in the tariff.
  + Col G- Federal Support: This is the amount of support (if any) received from the federal Lifeline program for this type of charge.
* If additional rows are needed, SPs should copy the data and formulas from the pre-filled cells in the existing rows.
* For SPs that have multiple prices for Connection or Conversion charges, a separate row should be used for each price and a description of the service (i.e. premise visit or reconnection for non-payment) should be included in Col C (Service Description – Detail)
* In accordance with Decision 14-01-036, reimbursement for connection and conversion charges is capped at $39 per participant per instance.
* The total state reimbursement amount for each Line number should be shown in the yellow cells in Col L, these amounts should be included on the Claim Form Summary page.
* See [Sample Wireline Claim Form](https://cpuc.ca.gov/-/media/cpuc-website/divisions/communications-division/documents/lifeline/claim-forms/wireline/acp-pilot-2023/sampleclaimformwireline812023acppilot.xlsx) for sample calculations

### Supplemental Documentation for Non-Recurring Charges

In addition to filling out the Lines 5,6,7,8 tab in the California LifeLine Wireline Claim Form Effective 08.01.2023 workbook, all participating wireline SPs are required to submit an additional excel workbook with the information described below. SPs must include tables with the heading shown below and complete them for all claimed connection and conversion charges if.

In the tables shown below, the Tribal Lands and TTY columns should show Y or N and the LifeLine Funding Type should show F or C, similar to the Weighted Average tab of the California LifeLine Wireline Claim Form Effective 08.01.2023.

**Sheet #1 – New Connections – ACP Pilot**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| Customer Phone Number | Service Address | Rate Group | LifeLine Funding Type | Tribal Lands | TTY | Connection Description |
|  |  |  |  |  |  |  |

**Sheet #2 – Conversions – ACP Pilot**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| Customer Phone Number | Service Address | Rate Group | LifeLine Funding Type | Tribal Lands | TTY | Reason for Conversion |
|  |  |  |  |  |  |  |

## Lines 9 through 9.1a for Untimed Calls

D. 20-10-006 – Program eliminated subsidies for measured rate plans, effective December 1, 2020.

## Line 10 for Surcharges and Taxes – ACP Pilot

* SPs may claim reimbursement for surcharges and taxes in accordance with Go 153, Sections 9.3.4 through 9.3.6
* The reimbursable amount of Federal Excise Tax (FET) is limited to the lost revenues specified in GO 153, Section 9.5.3. SPs must show the calculation used to determine the claimed amount of FET and may add an additional table to the Line 10 tab of the Wireline Claim Form to show these calculations.

## Lines 11 and 12 for Administrative Expenses – ACP Pilot

* All California LifeLine SPs may choose to either claim for their actual incremental administrative expenses by filling out Line 11 or claim a fixed amount of $0.03 per subscriber by filling out Line 12.
* SPs may claim for Line 11 or Line 12 expenses, not both.
* SPs will submit supporting documentation for all administrative expenses.
* See [Sample Wireline Claim Form](https://cpuc.ca.gov/-/media/cpuc-website/divisions/communications-division/documents/lifeline/claim-forms/wireline/acp-pilot-2023/sampleclaimformwireline812023acppilot.xlsx)  for sample calculations.

### Line 11 – Incremental Administrative Expense – ACP Pilot

* SPs that choose to claim for Incremental Administration Expenses must fill in the first Line 11 table with their actual incremental expenses. SPs may not add additional rows or categories to this table.
* SPs must include a description of the costs in Col C.
* Incremental Administrative Expenses are capped at $0.50 per subscriber based on the total weighted average for the claim month.
* The Incremental Administrative Expense calculation table will show the calculation of allowable expenses. Columns B through F should automatically populate with information that has been entered elsewhere in the form. SPs must then enter the formula shown below into Col G to calculate the total allowable incremental administrative expense.

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Col G (Total Incremental Administrative Expense) | = | Col C (Total weighted average) | x | Col F (Allowable Incremental Administrative Cost per subscriber) |

### Line 12 – Administrative Expense Cost Factor – ACP Pilot

California LifeLine SPs that are not reporting incremental costs may use the Line 12 Administrative Expense Cost Factor to claim $0.03 per subscriber. The total weighted average count (Col B) should use the total weighted average number from the Weighted Average tab.

SPs intending to claim for this item must enter the following formula into Col D:

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Col D (Total Administrative Expense Cost Factor) | = | Col B (Total weighted average) | x | Col C (Administrative Expense Cost Factor) |

## Line 13 for Implementation Costs

* SPs may only claim for Implementation Costs if given explicit direction in a Commission Decision or Resolution or from Commission staff via an Administrative Letter.
* The implementation costs may include methods and procedures development, training, special subscriber notification, system revision, etc.
* California LifeLine SPs shall state whether the implementation costs are for one-time only or for a period of months with an estimated completion date.
* California LifeLine SPs shall provide copies of invoices for any fees paid to third-party vendors, e.g., Direct Materials, Equipment, Direct Labor, etc.
* California LifeLine SPs shall provide a description for internal Direct Labor cost, for example, three programmers working on billing system, totaling 200 hours.

## Line 14 for Other Expenses

* SPs must describe reasons for requesting reimbursement for other expenses not listed on the Claim Form, true‑ups, and credits.
* SPs must provide detailed calculations broken down by month if the period covers more than one claim period.
* SPs may add additional rows to the Line 14 table but must ensure that the total cell still correctly sums all amounts.