

**PUBLIC UTILITIES COMMISSION**

505 VAN NESS AVENUE  
SAN FRANCISCO, CA 94102-3298



July 18, 2023

To: Service List for Rulemaking 20-02-008 and California LifeLine Service Providers

Re: GUIDANCE REGARDING THE SUBMISSION OF ADVICE LETTERS AND REIMBURSEMENT CLAIMS FOR THE AFFORDABLE CONNECTIVITY PROGRAM PILOTS (ADMINISTRATIVE LETTER 3)

**A. Affordable Connectivity Program (ACP) Pilot Tariffs or Schedules of Rates and Charges**

On June 9, 2023, the California Public Utilities Commission adopted the ACP Pilot Programs in Decision 23-06-003. Communications Division hereby issues this letter to provide implementation guidance on the ACP Pilot Programs.

Effective August 1, 2023, the ACP Pilot Program transition period will start, and service providers (SPs) are required to add all ACP Pilot information on their tariffs or schedules and marketing materials.

- **Wireline:**
  - Submit Tier 2 Advice Letters to add ACP Pilot information on the tariffs.
- **Wireless:**
  - Submit Tier 2 Advice Letters to add ACP Pilot information on the schedules of rates and charges.

**B. Administration - ACP Pilot Subscribers**

All active wireless California LifeLine subscribers who are also enrolled in the ACP Pilot must be moved to the “A” or “B” CA Service Tier. All active wireline California LifeLine subscribers who are enrolled in the ACP Pilot must be moved to the “M” CA Service Tier.

For any ACP Pilot approved SP with subscribers in the Pilot during July 2023:

- If the SP is using Service Provider Intake Api (SPIA) for subscriber account updates, the SP must complete the CA Service Tier assignments before COB on July 31, 2023; and
- If the SP uses the daily file process for subscriber account updates, the SP must submit to the TPA the transactions in a daily upload file before COB on July 30, 2023.

This is critical so that the Weighted Average Reports (WAR), which the TPA will publish on August 3, 2023, has the subscribers assigned to the correct CA Service Tiers. The effective date

of the move to the appropriate service tier for all other subscribers should be the ACP Pilot enrollment date.

### C. Costs and reimbursements associated with the ACP Pilot

- ACP Pilot Claims

Effective July 2023 claim period, SP may submit manual claims for the ACP Pilot only if the new service tiers are not implemented on electronic Claim and Application Portal (eCAP). The claim form for the ACP Pilot will be emailed to the SPs by the end of July 2023 and will be downloadable on the following link: [California LifeLine Related Forms and Notices For Carriers](#).

- Non-ACP Pilot Claims

SPs must continue to submit reimbursements for California LifeLine subscribers not on the ACP Pilot through eCAP.

SPs will receive administrative costs of up to \$0.50 for each California LifeLine subscriber enrolled in the ACP Pilot. Existing California LifeLine rules for service connection/activation reimbursements will apply to California LifeLine subscribers who are enrolled in the ACP Pilot. SPs will not charge California LifeLine subscribers a conversion or connection fee for transitioning to and from ACP Pilot and California LifeLine.

If you have any questions regarding this notice, please contact Tina Lee at 415-703-2285 or [U17@cpuc.ca.gov](mailto:U17@cpuc.ca.gov).

Sincerely,



Maria Ellis  
Communications Division Acting Director  
California Public Utilities Commission