STATE OF CALIFORNIA Edmund G. Brown Jr., *Governor*



PUBLIC UTILITIES COMMISSION

505 VAN NESS AVENUE

SAN FRANCISCO, CA 94102-3298

August 4, 2016

To: Telecommunications Carriers Participating in the California LifeLine

**Subject: California LifeLine Expedited Payment Option**

Starting with July 2016 claims, California LifeLine service providers may voluntarily participate in an expedited payment option which will shorten the processing cycle resulting in service providers receiving payments in approximately 90 days compared to the 120 day payment cycle defined in the Commission’s General Order 153, Section 9.5.2, and 9.9.1.

Beginning with the July 2016 claims, service providers who desire expedited claim processing will have the option of submitting their claims within 30 days after the claim period. Communications Division staff will process California LifeLine claims on an expedited basis with the goal of service providers receiving payment within 90 days of the date the claim was filed with the Communications Division. Carriers submitting claims after the 30 day deadline will follow the 120 day payment process contained in General Order 153. Communications Division staff have been processing California LifeLine claims following the Commission’s General Order 153, Section 9.5.2, and 9.9.1 which requires service providers to file claims within 60 days of the last day of the claim period and requires service providers to receive payment no later than 120 days after the end of a claim period. This Administrative Letter advises LifeLine service providers of a voluntary expedited option. Under the voluntary expedited option, claims with errors will be subject to the 120 day processing timeline contained in General Order 153.

As a reminder to all LifeLine service providers, Communications Division will continue to adhere to the payment rule set forth in GO 153, Sections 9.5.2, 9.5.4, and 9.9.1. A copy of the General Order 153 and ULTS claim form is available on the California Public Utilities Commission website at: <http://cpuc.ca.gov/General.aspx?id=1100>. Please continue to email completed claims to lifelineclaim@cpuc.ca.gov.

If you have any questions regarding this matter, please email lifelineclaim@cpuc.ca.gov or Wireline Carriers may contact Tina Lee by phone at 415-703-2285 and Wireless Carriers may contact Hannah Steiner at 415-703-1638.

Sincerely,

/s/ Jonathan Lakritz

Jonathan Lakritz

Program Manager, Communications Division