**Advice Letter Process Revision Questions and Answers**

On December 5,2019 and December 19, 2019, the CPUC (or Commission) Communications Division (CD) held a WebEx presentation on the Advice letter electronic filing process. The following is a summary of the questions and answers discussed during the presentations. Due to technical difficulties we were unable to post the December 5, 2019 and December 19, 2019 WebEx trainings on our website.

If you have additional questions, please send an email to [TD.\_PAL@cpuc.ca.gov](mailto:TD._PAL@cpuc.ca.gov) or call us at 415-703-2431.

**Question 1: Can we combine the new Advice Letter summary form into one PDF along with other documents?**

**A:** Yes, all PDF files associated with an advice letter must be combined into a single PDF/A compliant document.

**Question 2: Are carriers filing both via email and e-file?**

**A:** Carriers are now required to submit their Advice Letters for Informal filings via email only. The Commission’s current e-filing system is only for Formal Application filings.

For additional information about Advice Letters, please visit: <https://www.cpuc.ca.gov/General.aspx?id=1097>

For additional information about Commissions e-filing process, please visit: <https://www.cpuc.ca.gov/efile/>

**Question 3: Is sending Advice Letter protests and protest responses to the service list required? If so, will General Order 96-B be updated?**

**A:** There are no changes to the current General Order 96-B rules as they relate to the submission of protests and responses. Therefore, please note thatpursuant to General Order 96-B Section 7.4 Protests and Protest Response do not need to be sent to the service list. However, Protests and Protest Responses need to be served to the Communications Division (via TD.\_PAL@cpuc.ca.gov) and the carrier that filed the Advice Letter. The advice letter presentation and carrier manual have been updated accordingly.

**Question 4: Will the Commission be cleaning up the advice letter service lists?**

**A:** Individuals who no longer wish to be on the advice letter service lists may submit a request to unsubscribe by sending an email to [telcoadvice.letterservice@cpuc.ca.gov](mailto:telcoadvice.letterservice@cpuc.ca.gov) and provide which service list you want to be taken off. In the future, CD will work into removing email addresses that are no longer valid and we will contact individuals on the service list to confirm if they would like to stay on the service list.

**Question 5: Can we begin using the new advice letter summary form now?**

**A:** Yes, start using the revised advice letter summary form now. An updated CD Advice Letter Summary Form is available at: ttps://www.cpuc.ca.gov/uploadedFiles/CPUC\_Public\_Website/Content/Utilities\_and\_Industries/Communications\_-\_Telecommunications\_and\_Broadband/11-22-19%20Updated%20AL%20FORM.pdf

**Questions 6: Is there a confirmation receipt sent immediately after the filing is sent?**

**A:** Yes, there will be an automatic email reply generated when the advice letters are received. CD staff will reach out if there are issues with the filing preventing us from processing the advice letters into the CPUC system.

**Question 7: What is the advice letter website address?**

**A:** Advice letter information is available here: <https://www.cpuc.ca.gov/General.aspx?id=1097>.

**Question 8: Can we use an abbreviated carrier name in the file name?**

**A:** Yes, you can abbreviate the carrier name in the file name, however it is highly recommended that carriers use their full name. If using an abbreviated name, make sure to include the carrier’s full name in the email subject line, transmittal email, advice letter summary form and advice letter cover sheet.

**Question 9: Should we use underscores or spaces in the file name?**

**A:** If technical issues are encountered using blank spaces, using underscores in the file name instead of blanks is acceptable.

**Question 10: Why is the file size for email attachments limited to 5MB?**

**A:** Due to CPUC mailbox limitations, we want to ensure that the file attachments are received accordingly. We will take file size feedback into consideration and work internally if increasing attachment file size (e.g. to 15MB) is determined to be appropriate.

**Question 11: Is it sufficient to file an advice letter via sFTP, or does it also need to be emailed?**

**A:** For advice letter transmission to CD, filing via sFTP is sufficient. However, the advice letter must still be emailed to the service list. SFTP is only for CPUC staff.

**Question 12:** How do I put in an email address in an sFTP filing?

**A:** Please follow the online sFTP instructions which are available here: <https://www.cpuc.ca.gov/General.aspx?id=6442459667>. This link is also included in the AL presentation and the AL training manual.