



CALIFORNIA TELECONNECT FUND APPLICANT & PARTICIPANT GUIDEBOOK

California Public Utilities Commission
Communications Division
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1. Introduction

This guidebook contains information, instructions, and forms on the California Teleconnect Fund (CTF) Program for current participants and potential applicants.

The CTF Program is a government program administered by the California Public Utilities Commission. The program aims to bring every Californian direct access to advanced communications services in their local communities, particularly those with lower rates of internet adoption and greater financial need. The CTF Program provides participants discounted rates on broadband and advanced communication services. The program's participants include schools, libraries, community colleges, government hospitals/clinics, community-based organizations (CBOs), healthcare CBOs, and 2-1-1 providers.

2. Program Overview

The California Public Utilities Commission implemented the CTF Program in 1996 pursuant to Public Utilities Code § 280(a). Decision 96-10-066 created the CTF Program to promote innovation in the delivery and use of advanced communication services, encourage the diversity of choices among services and providers, and ensure for affordable and widespread access to California's broadband networks and technology.

The CTF Program provides a 50 percent discount on monthly recurring charges of eligible services.

The CTF Program is funded by California ratepayers through a surcharge assessed on revenues collected by telecommunications companies for intrastate telecommunications products and services.

Within the California Public Utilities Commission, the Communications Division manages the CTF Program in coordination with the CTF Administrative Committee. The Communications Division administers the program, which includes processing applications, processing claims for reimbursement from carriers, preparing annual budgets, proposing changes to the surcharge, and other administration tasks. The CTF Administrative Committee advises the Commission regarding the development, implementation and administration of the program.

3. Eligibility Criteria

Participants in the CTF Program must be within California and meet additional eligibility requirements.

The CTF Program categorizes applicants (and participants) into seven distinct groups: schools, libraries, community colleges, government hospitals/clinics, CBOs, healthcare CBOs, and 2-1-1 providers. Each category has different eligibility requirements. The sections below contain the eligibility requirements for each category.

Prior to participation in the CTF Program, entities must apply to and receive approval from the CTF Program. The CTF Program utilizes a different application form for each category of applicant. Please refer to Chapter 4 for the application forms and instructions.

A. Schools

To qualify for the CTF Program, a *public* school must:

- Provide elementary or secondary education (grades K–12).
- Possess an active County District School code number from California Department of Education.

To qualify for the CTF Program, a *private* school must:

- Provide elementary or secondary education (grades K–12).
- Possess an active County District School code number from California Department of Education.
- Possess an annual endowment under \$50 million.
- File taxes as a nonprofit entity with the Internal Revenue Service.

B. Libraries

To qualify for the CTF Program, a library must be eligible to participate in state-based plans for funds under the federal Library Services and Technology Act.

C. Community Colleges

To qualify for the CTF Program, a community college must be a California Community College (as determined by California Education Code Section 70900) and possess a Management Information System (MIS) code.

D. Government Hospitals/Clinics

Hospitals and health clinics that are owned and operated by a municipal government, county government, or a hospital district may qualify for the CTF Program as a Government Hospital/Clinic.

Critical Access Hospitals may apply to the CTF Program as a Government Hospital/Clinic if they are a government owned and operated facility.

(Non-government hospitals, health clinics, and healthcare facilities can apply to the CTF Program as a “Healthcare CBO,” which is a subgroup of the CBO category. See below for the eligibility criteria applicable to Healthcare CBO.)

E. Community-Based Organizations

To qualify for the CTF Program, a CBO must:

- File taxes with the Internal Revenue Service as a 501(c)(3) organization.
- Offer one or more of the following Qualifying Services to individuals and/or families in the community:
 - Educational Instruction: These services include regular, ongoing, preschool or K-12 academic educational or instructional programs that can also include ESL and language education, literacy, job training, technology instructions and information on public benefit and social services programs eligibility and access. Educational instruction must include the use of a CTF-eligible communication service by community members.
 - Head Start Program: Refer to the Head Start Center Locator at <https://eclkc.ohs.acf.hhs.gov/center-locator>.
 - Job Placement: These services provide community members with assistance in obtaining employment, including activities related to job recruiting and placement. Eligible job placement services must include the use of a CTF-eligible telecommunication service by community members.
 - Job Training: These services provide community members with training or skill-building for the purpose of obtaining employment. Job Training services do not include a CBO’s work to train its own workforce or volunteers. The subject matter of eligible Job Training includes trade and vocational education and Community College curriculum but excludes

training exceeding the level of an Associate of Arts or equivalent degree from a California Community College. Eligible Job Training Services must include the use of a CTF-eligible telecommunication service by community members.

- Community Lab / Technology Center: To qualify, these services must provide the community training and/or access to technology and advanced communication services. Eligible Community Technology Programs must include the use of a CTF-eligible communication service by community members.
- Offer one or more Qualifying Services directly to individuals at a specific geographic location without charge or at a minimal fee.
- Utilize the advanced communication service(s) that receives the CTF discount when providing one or more Qualifying Services.
- Provide the community access to the advanced communication service(s) that receives the CTF discount.
- Possess annual revenues less than \$5 million. (The CTF Program determines an applicant's annual revenues according to the Internal Revenue Service Form 990 at line 12. The CTF Program assesses annual revenue per unique tax filing entity with a Federal Employer Identification Number. If a CBO's Internal Revenue Service Form 990 shows annual revenues in excess of \$5 million, the CBO is not eligible to participate in the CTF Program irrespective of how many locations it operates.)
- A majority of the CBO's board members must reside in California.

F. Healthcare Community-Based Organizations.

To qualify for the CTF Program, a Healthcare CBO must:

- File taxes with the Internal Revenue Service as a 501(c)(3) organization.
- Offer healthcare services *as their primary function* directly to individuals at a specific geographic location.
- Have licensed medical personnel on site providing healthcare services to individuals and/or families within the community.

- Accept medical plans such as Medi-Cal, Medicare, Department of Veterans Affairs insurance, and/or provide services without charge or at a minimal fee.
- Possess annual revenues less than \$50 million. (The CTF Program determines an applicant's annual revenues according to the Internal Revenue Service Form 990 at line 12. The CTF Program assesses annual revenue per unique tax filing entity with a Federal Employer Identification Number. If a Healthcare CBO's Internal Revenue Service Form 990 shows annual revenues in excess of \$50 million, the Healthcare CBO is not eligible to participate in the CTF Program irrespective of how many locations it operates.)
- A majority of the Healthcare CBO's board members must reside in California.

Please note, Critical Access Hospitals may apply to the CTF Program as a Healthcare CBO if they meet the applicable eligibility criteria and are not owned and operated by the government.

G. 2-1-1 Providers

To qualify for the CTF Program, a 2-1-1 Service Provider must have existing authorization from the California Public Utilities Commission (via Resolution) to operate as a 2-1-1 Service Provider.

Please note, entities that receive referrals from 2-1-1 Service Providers, but are not themselves approved by California Public Utilities Commission (via Resolution) to operate as a 2-1-1 Service Provider, are not eligible to participate in the CTF Program as a 2-1-1 Service Provider.

4. Application Forms & Instructions

Prospective applicants should first review the applicable eligibility criteria within Chapter 3 prior to completing or submitting an application.

The CTF Program utilizes different application forms for different categories of applicants. There are five distinct application forms, including one each for (1) schools, (2) libraries, (3) community colleges, (4) government hospitals/clinics, and (5) CBOs. Please note, 2-1-1 Service Providers and Healthcare CBO applicants should utilize the Application Form for Community-Based Organizations. The sections below contain the forms and instructions for each category of applicant.

After submitting an application, applicants will receive one or more of the following letters via e-mail:

- **Acknowledgement Letter.** The Acknowledgement Letter will confirm the date the program received the application and include the following information: applicant name, address, contact information, and application number.
- **Deficiency Letter.** The Deficiency Letter is a request for additional information. It may request a specific document, clarification, or other information. The deadline to respond to a Deficiency Letter is thirty days from the date of the letter. Applicants should contact the CTF Program if they require more than 30 days to respond to a Deficiency Letter.
- **Approval Letter.** The Approval Letter informs the applicant of an approved application and contains instructions on how the applicant can obtain the CTF discount. This letter states the entity name, service and billing address, approval date. The CTF Program uses the Approval Letter to assign an identification number to approved CTF participants. CTF participants present their Approval Letter to a participating service provider to obtain CTF discounts.
- **Rejection Letter.** The Rejection Letter informs applicants of an unsuccessful application. This letter states that the CTF application was rejected and explains the reason for the rejection. There is no appeal process. If in the future there are changes to your entity that make it eligible for CTF, you can reapply.

Applicant's and participants must retain for record-keeping copies of all notices, letters, and communications from the CTF Program.

Applicants and participants must keep their contact information current and up to date with the CTF Program in order to receive important notices and information from the CTF Program. Failure to respond to an inquiry or request from CTF may result in the suspension of CTF discounts.

A. Schools

The Application Form for Schools is attached hereto as Appendix A.

An individual school can submit an application to request eligibility at its location(s). Alternatively, a School District, Board of Education, or County Offices of Education can submit an application on behalf of one or more member schools to request eligibility at the location(s) of those schools.

Below are step-by-step instructions on how to complete the Application Form for Schools.

Step 1: Prospective applicants should first review the applicable eligibility criteria within Chapter 3 prior to completing or submitting an application.

Step 2: Obtain copies of necessary documents, including -

- If you are requesting the CTF discount for mobile broadband services and you participate in the E-rate program, you must provide documentation from the E-rate program verifying the approval of E-rate support for your mobile broadband services.
- If you are requesting the CTF discount an “school annex” location, you must provide documentation from your School District or County Office of Education that verifies the street address of the annex.
- If you are requesting eligibility for a private school, you must provide a copy of the school’s Internal Revenue Service 501(c)(3) tax-exempt letter.
- If you are requesting eligibility for a private school, provide documentation of the recent balance of the school’s total endowments. If the total endowments are more than \$50 million, the school is not eligible and should not apply to the CTF Program.
- K-12 private nonprofit schools without a CDS Code must provide a copy of the Private School Affidavit from the CDE or an E-rate Funding Letter from the Universal Service Administrative Company.

Step 3: Complete each application form as follows -

Section A. Basic Information. Please complete all fields:

- Name of Applicant – Enter the name of the entity submitting the application. An individual school can submit an application to request eligibility at its location(s). Alternatively, a School District, Board of Education, or County Offices of Education can submit an application on behalf of one or more member schools to request eligibility at the location(s) of those schools.
- Mailing Address, City, State and Zip Code – Enter the mailing address of the entity filing the application.
- Type of School – Check the box that best describes the school locations requesting the CTF discount.

- If you are requesting the CTF discount at the location(s) of a charter school, enter the charter school's sponsoring School District or County Office of Education.

Section B. Locations Requesting the CTF Discount.

- Enter each location for which you are requesting the CTF discount. Each location must have a unique street address. For each location, enter the school name, street address, County-District-School (CDS) Code, and indicate if the location is a school annex.
- Please note, each CDS Code must match the name and address on the California Department of Education (CDE) School Directory at <https://www.cde.ca.gov/schooldirectory/>.
- K-12 private nonprofit schools without a CDS Code must provide a copy of the Private School Affidavit from the CDE or an E-rate Funding Letter from the Universal Service Administrative Company. If necessary, attached a copy of the document(s) to your application form.
- In order to receive approval from the CTF Program, each location listed must individually meet all applicable eligibility criteria for schools. The CTF Program will evaluate each of the requested locations separate from all other requested locations.

Section C. Mobile Broadband Services.

- Select the appropriate box to indicate whether you are also requesting the CTF discount for mobile broadband services.
- If you are requesting the CTF discount for mobile broadband services and you participate in the E-rate program, you must provide documentation from the E-rate program verifying the approval of E-rate support for your mobile broadband services.
- If you are requesting the CTF discount for mobile broadband services and you do not participate in the E-rate program, you must (1) provide a letter from the closest California Teleconnect Fund service provider stating fixed broadband is not available at your location, and (2) complete the attestation confirming that to the best of your knowledge fixed broadband is not available at your location.

Section D. Required Documents.

- If you included the address of an “annex” location in your response to Section B of the application, you must provide documentation from your School District or County Office of Education to demonstrate a school annex is located at that address.
- If you are requesting eligibility for a private school, you must provide a copy of the school’s Internal Revenue Service 501(c)(3) tax-exempt letter.
- If a school’s name and address does not match the information listed on your IRS 501(c)(3) letter, please explain the discrepancy in the space provided.
- If you are requesting eligibility for a private school, provide documentation of the recent balance of the school’s total endowments. If the total endowments are more than \$50 million, the school is not eligible.
- Please provide all required documents as attachments to your application form.

Section E. Signature.

- Please read the conditions and terms of agreement necessary to apply to the CTF Program prior to signing.
- The signatory must have the appropriate authority and maintain the ability to answer questions related to the application. Consultants or third-party administrators cannot sign on behalf of the entity.
- Sign the application form in the space provided. The CTF Program considers unsigned applications incomplete and will return the incomplete application to the applicant.
- Please note, the CTF Program utilizes the email address provided as the primary means of communicating with an applicant.

Step 4: Please make a copy of the completed application form and all attachments for your records.

Step 5: Mail the completed application form with all required attachments to:

California Public Utilities Commission
Communications Division – CTF Program
505 Van Ness Avenue
San Francisco, CA 94102

B. Libraries

Additional instruction coming soon.

C. Community Colleges

California Community Colleges can submit one application for all campuses under their jurisdiction, but must provide a unique Management Information Systems (MIS) Code for each campus location

Additional instruction coming soon.

D. Government Hospitals/Clinics

Additional instruction coming soon.

E. Community Based-Organization

The Application Form for Community-Based Organizations is attached hereto as Appendix E.

CBOs, Healthcare CBOs, and 2-1-1 Service Providers should utilize the Application Form for Community-Based Organizations, and follow the instructions provided within this section, to apply to the CTF Program.

CBO applicants must submit a complete application (including the application form with all required information and documents) for each CBO location requesting eligibility for the CTF discount. For example, if a CBO provides services to the community at four different locations, and the CBO wants to request eligibility for the CTF discount at each location, that CBO must submit four separate and complete applications. The CTF Program identifies a location per unique street address (including only the street number and street name).¹

¹ For CBO applicants/participant, the CTF Program considers the street number and street name (but *not* suite numbers, room numbers, floors, etc.) to identify a unique location.

Below are step-by-step instructions on how to complete the Application Form for Community-Based Organizations.

Step 1: Prospective applicants should first review the applicable eligibility criteria within Chapter 3 prior to completing or submitting an application.

Step 2: Obtain copies of necessary documents, including -

- The *Qualifying Services Worksheet*, which is a Microsoft Excel file provided by the CTF Program and [available for download via this link](#). CBO applicants must complete the *Qualifying Services Worksheet* and submit the file as an attachment to their application form in order to submit a complete application.
- Your 501(c)(3) tax-exempt letter from the Internal Revenue Service.
- A copy of your organization's most recent Internal Revenue Service Form 990 (including Parts I and III) or California Franchise Tax Board Form 199
- Optional: If you wish to provide additional information in support of your application, you may provide items such as brochures, pictures, sign-in sheets, etc. Please provide these items as attachments to your application form.
- If you are requesting eligibility for the CTF discount for mobile broadband services and you participate in the E-rate program, you must provide documentation from the E-rate program verifying the approval of E-rate support for your mobile broadband services.
- If you are requesting eligibility for the CTF discount for mobile broadband services and you do not participate in the E-rate program, you must provide a letter from the closest CTF-participating service provider stating fixed broadband is not available at your location.
- If your organization provides healthcare services, you must provide documentation to verify which of the following insurance you accept, if any: Medicare, Medical, and/or Department of Veteran Affairs Insurance.

Step 3: Complete each section the application form as follows -

Section A. Basic Information. Please complete all fields:

- Name of Applicant – Enter the name of your organization.

- Service Address, City, State and Zip Code – Enter the service address of your organization. Your service address is the location where your organization provides services directly to community members and is also the location requesting eligibility for the CTF discount.
- Mailing Address, City, State and Zip Code – If your mailing address is different from your service address, enter the mailing address of your organization.
- Enter your organization’s website URL address in the space provided.
- Enter your Federal Employment Identification Number in the space provided.
- If you are a 2-1-1 Service Provider, enter the number of the California Public Utilities Commission (CPUC) Resolution granting you authority to operate as a 2-1-1 Service Provider. This number is located on the top-right corner of the Resolution document, and is a five digit number preceded by a “T-“. This information is not required of applicants that are not a 2-1-1 Service Provider.
- If there is a need to keep confidential your service address or any other information, please provide a brief explanation as to why in the space provided. This information is optional for all applicants.

Section B. Qualifying Services. Please complete all fields:

- Select the service(s) that your CBO provides to the community by checking the corresponding box. The CTF Program’s requires CBO participants to offer at least one of the services listed.
- Check the appropriate box to indicate whether your CBO is a religious organization. Please note, religious organizations providing educational instruction should not use the Application Form for Community-Based Organizations to apply to the CTF Program. Instead, religious organizations providing educational instruction (other than religious instruction) should use the Application Form for Schools to apply to the CTF Program, if they meet the eligibility requirements for non-profit private schools.
- Provide a description of your organization’s mission and goals in the space provided.

- Complete the *Qualifying Services Worksheet* template, which is a Microsoft Excel file [available for download via this link](#). Follow the instructions provided within the file to complete the worksheet.
- CBO applicants must complete the *Qualifying Services Worksheet* and submit the file as an attachment to their application form in order to submit a complete application. The CTF Program uses the *Qualifying Services Worksheet* to determine the percentage of your organization's services that are "CTF Qualifying Services."
- After completing the *Qualifying Services Worksheet*, check the box provided to confirm that you have completed the *Qualifying Services Worksheet* and will print and attached the completed worksheet to your application form.

Section C. Board of Directors.

- Please provide the name and city of residence or each member of your organization's board of directors. If you require additional space, please provide the information in a separate document, clearly label the document, and submit the document as an attachment to your application form.

Section D. Required Documents.

- All applicants must provide the following items –
 - A copy of your organization's Internal Revenue Service (IRS) 501(c)(3) tax-exempt letter.
 - A copy of your organization's most recent Internal Revenue Service Form 990 (including Parts I and III) or California Franchise Tax Board Form 199. (2-1-1 service providers are exempt from this requirement.)
- If your organization's Name, Service Address and/or Federal Employer Identification Number provided on this form does not match the information listed on your IRS 501(c)(3) letter, IRS Form 990, or CA-FTB Form 199, please explain the discrepancy in the space provided.

Section E. Mobile Broadband Services.

- Select the appropriate box to indicate whether you are also requesting the CTF discount for mobile broadband services.

- If you are requesting the CTF discount for mobile broadband services and you participate in the E-rate program, you must provide documentation from the E-rate program verifying the approval of E-rate support for your mobile broadband services. If necessary, submit the documentation as an attachment to your application form.
- If you are requesting the CTF discount for mobile broadband services and you do not participate in the E-rate program, you must provide a letter from the closest California Teleconnect Fund service provider stating fixed broadband is not available at your location. If necessary, submit the documentation as an attachment to your application form.
- If you are requesting the CTF discount for mobile broadband services and you do not participate in the E-rate program, complete the attestation confirming that fixed broadband is not available at your location.

Section F. Healthcare Services (CBO).

- This section is applicable only to Healthcare Service Providers. Please skip this section and proceed to Section F of the application form if you are not a healthcare services provider.
- If you are a healthcare service provider, enter your California Department of Public Health License Number. The License Number is a unique nine-digit identifier for each healthcare facility license issued by the California Department of Public Health. For additional information, refer to: <https://data.chhs.ca.gov/dataset/healthcare-facility-locations>.
- If you are a healthcare service provider, enter your identification number from the California Office of Statewide Health Planning and Development (OSHPD). The OSHPD-ID is a unique nine-digit identifier assigned to each healthcare facility by the Office of Statewide Health Planning and Development. For more information on OSHPD-ID, refer to <https://geo.oshpd.ca.gov/oshpd-facilities>.
- If you are a healthcare service provider, check the box provided if you are a certified Critical Access Hospital. For more information on Critical Access Hospitals, refer to <https://www.calhospital.org/critical-access-hospitals>.

- If you are a healthcare service provider, check the box provided if you a member of the California Telehealth Network. For more information on the California Telehealth Network, refer to <https://www.caltelehealth.org/>.
- If you are a healthcare service provider, check the corresponding box if your organizations accepts Medicare, Medi-Cal, and/or Department of Veterans Affairs Insurance. If your organization accepts Medicare, Medical, and/or Department of Veteran Affairs Insurance, attach verifying documentation to your application form.
- If you are a healthcare service provider, provide in the space provided a list of titles and license numbers for all licensed medical personnel on site. If you require additional space, please provide the information in a separate document, clearly label the document, and submit the document as an attachment to your application form.

Section G. Signature.

- Please read the conditions and terms of agreement necessary to apply to the CTF Program prior to signing.
- The signatory must have the appropriate authority and maintain the ability to answer questions related to the application. Consultants or third-party administrators cannot sign on behalf of the entity.
- Sign the application form in the space provided. The CTF Program considers unsigned applications incomplete and will return the incomplete application to the applicant.
- Please note, the CTF Program utilizes the email address provided as the primary means of communicating with an applicant.

Step 4: Please make a copy of the completed application form and all attachments for your records.

Step 5: Mail the completed application form with all required attachments to:

California Public Utilities Commission
 Communications Division – CTF Program
 505 Van Ness Avenue
 San Francisco, CA 94102

F. Healthcare Community-Based Organizations

Healthcare CBO should utilize the Application Form for Community Based Organizations and refer to Chapter 4-E for instructions on completing the application.

G. 2-1-1 Service Providers

2-1-1 Service Providers should utilize the Application Form for Community Based Organizations and refer to Chapter 4-E for instructions on completing the application.

5. The CTF Discount

The CTF discount is 50% of the monthly recurring charge for Eligible Services. Service providers provide the discount within monthly recurring invoices as a separate line items and the total amount payable is net of CTF discounts for the billing period.

Approved applicants should give their service provider a copy of the Approval Notification to request the CTF discount. Please note that not all service providers participate in the CTF Program. A list of service providers that participate in the CTF Program is [available for download via this link](#). Refer to the California Interactive Broadband Map (<http://www.broadbandmap.ca.gov/>) to see the service providers that offer broadband service in your area (by clicking on the icon of the house, entering your address, and clicking the “Load Location” button).

A. Eligible Services

Eligible Services are categories of advanced communication services that are eligible to receive the CTF discount. In practice, participants purchase services that have unique product names depending on the marketing practices of the services provider. The CTF Program works with service providers to identify which of its products qualify as Eligible Services and can receive the CTF discount.

Eligible Services categories generally correspond to E-rate Category One services.

Effective July 1, 2019, Eligible Services include:

- Asynchronous Transfer Mode (ATM)
- Broadband Over Power Lines (BPL)
- Cable Modem
- Digital Subscriber Line (DSL)
- Digital Signal (DS) / Trunk Level (T) – DS1 (T-1), DS-3 (T-3), and Fractional T-1 or T-3
- Ethernet
- Fiber Optics, including Leased Dark Fiber, Leased Lit Fiber
- Fixed Wireless (e.g. Microwave)
- Frame Relay
- Integrated Services Digital Network (ISDN), excluding dedicated voice channels
- Multi-Protocol Label Switching (MPLS)
- Optical Carrier (OC) – OC-1, OC-3, OC-12, OC-n
- Satellite
- Switched Multimegabit Data Service (SMDS)
- Wide Area Network (WAN)²

In addition to the Eligible Service categories listed above, Mobile Broadband Services are also eligible in specific instances for certain participants. Mobile broadband service refers to cellular and/or mobile internet access or broadband services. Both “offsite” and “onsite” mobile broadband services are eligible in specific instances for certain participants.

- “Offsite” mobile broadband service refers to the location where the service is utilized. Offsite indicates the service is utilized at a location *other than* the physical/service address of the organization. For the CTF Program, offsite mobile broadband services are only eligible on a case-by-case basis for non-E-rate CTF participants that demonstrate mobile broadband services are the only means of broadband service available to provide qualifying services at offsite locations.
- “Onsite” mobile broadband service also refers to the location where the mobile broadband service is utilized. Onsite indicates the service is utilized at the stationary physical/service address of the organization. For the CTF Program, onsite mobile broadband services are only eligible on a case-by-case basis

² WAN connections that form a data network between multiple Participants are eligible for the CTF discount. Local Area Network (LAN), Managed Internal Broadband Services, and other connections that from a data network between or among multiple buildings of a single participant service address, campus, or branch are not eligible for CTF.

where onsite fixed broadband services are not available at a physical/service address and/or when mobile broadband service is the most cost-effective broadband service available at the participant's onsite location.

Eligibility for CTF discounts on Mobile Broadband Services requires a participant's Approval Letter explicitly state that the participant is eligible to receive discounts on Mobile Broadband Services. If the participant's Approval Letter includes restrictions on the extent of eligibility for Mobile Broadband Services (for example, restrictions on the number of lines or on the types of services/products), the service provider can only apply the CTF discount in accordance with those restrictions.

B. Ineligible Services

Ineligible service categories include:

- All voice including voice over internet protocol (VoIP)
- Equipment / Maintenance
- Construction / Infrastructure
- Local Area Network (LAN)
- Other services (contact CTF staff to inquire eligibility)

C. Eligible Service Charges/Fees

The CTF discount applies only to the *monthly recurring charge* of Eligible Services. Usage fees and service "add-ons" are ineligible and do not receive the CTF discount. For bundled services and services sold with ancillary features, service providers cost allocates to determine the appropriate CTF discount.

D. Taxes, Fees, & Surcharges

Taxes, fees, and surcharges are generally ineligible and do not receive the CTF discount. However, participants can submit a "Verification of Non-Exemption from Taxes Form" to the CPUC Communication Division to request the CTF discount apply to certain taxes and fees.

Effective July 1, 2020, all taxes, fees, and surcharges will be ineligible to receive the CTF discount, irrespective of the "Verification of Non-Exemption from Taxes Form." Service providers cannot apply the CTF discount to any taxes, fees, or surcharges after June 30, 2020.

E. Discount Start Date

A participant's Approval Letter includes the date a service provider should begin to apply the discount for a CTF eligible customer. Depending upon when the participant provides the Approval Letter to the service provider, the service provider should apply the discount (a) retroactively to the date indicated within the Approval Letter, or (b) beginning on the date the participant provides the Approval Letter to the service provider. Approval Letters will contain instructions on when to start a customer's discount and indicate whether a retroactive application of the discount (to prior service periods) is necessary.

Participants switching service providers must provide a copy of their Approval Letter to the new service provider.

F. E-rate Support

E-rate is a federal program administered by the Schools and Libraries Division of the Universal Service Administrative Company at the direction of the Federal Communications Commission. Like the CTF Program, E-rate provides funding for connectivity to schools and libraries. Most CTF Eligible Services are also eligible for support from E-rate (for qualifying entities). E-rate provides discounts ranging from 20% to 90% of the costs of eligible services.

The E-rate program allows participants to choose one of two methods to receive support: Billed Entity Applicant Reimbursement (BEAR)³ or Service Provider Invoice (SPI).⁴ Service providers cannot give CTF discounts to participants that receive E-rate support via the BEAR method during service periods that coincide with the use of the BEAR method. Service providers can give CTF discounts to participants that receive E-rate support via the SPI method during service periods that coincide with the use of the SPI method.

If a participant is eligible for E-rate, the CTF discount that a participant receives for a service cannot exceed the E-rate support the participant may receive for that service.

Further, if a participant is eligible for E-rate, the CTF discount applies only to the balance of eligible costs remaining after the application of any discounts or support the participant may receive from E-rate. For example, if the monthly recurring cost of an

³ With the BEAR method, the E-rate program provides support directly to participants.

⁴ With the SPI method, service providers apply E-rate discounts within participants' invoices and subsequently request reimbursement of those discounts from the E-rate program.

Eligible Service is \$120 and the participant's E-rate support level is 80%, the CTF discount of \$12 is calculated as follows:

$$\text{CTF Discount} = 50\% * (\$120 * (100\% - 80\%))$$

If a participant is eligible for E-rate support but has not yet received a Funding Commitment Decision Letters⁵ from E-rate, service providers must use the statewide average E-rate support level as a placeholder to calculate the CTF discount. (This rule applies all participant's eligible for support from E-rate irrespective of whether the participant has applied for E-rate support.) For example, if the monthly recurring cost of an Eligible Service is \$80 and the statewide average E-rate support level is 60%, the CTF discount of \$16 is calculated as follows:

$$\text{CTF Discount} = 50\% * (\$80 * (100\% - 60\%))$$

When E-rate assigns a support level to the participant (via a Funding Commitment Letter), the service provider must "true up" the CTF discounts from prior periods that relied on the statewide average E-rate support level. The "true up" process may require a nonrecurring adjustment to a participant's account to ensure that the cumulative CTF discounts for the funding year incorporate the participant's E-rate support level and not the statewide average.

G. Rural Health Care Program

The Rural Health Care Program (RHCP) is a federal program administered by the Universal Service Administrative Company at the direction of the Federal Communications Commission. The RHCP provides support for high-capacity broadband connectivity to eligible health care providers. The RHCP provides support via the Healthcare Connect Fund wherein eligible health care providers can receive a 65 percent discount on eligible expenses.

If the participant receives support from the RHCP, the CTF discount applies only to the balance of eligible costs remaining after the application of any discounts or support the participant receives from the RHCP. This requirement mirrors the process for E-rate support discussed in the section above. However, RHCP support does not cap the maximum CTF discount a participant can receive and service providers need not apply a RHCP statewide average if an RHCP application is pending.

⁵ Funding Commitment Decision Letters are letters that applicants and service providers receive from the E-rate program when E-rate approves an application for support. Funding Commitment Decision Letters contain information on the level of support that an applicant will receive from E-rate.

For participants who are awaiting approval for RHCP support, service providers apply CTF discounts without regard to possible RHCP support. If the RHCP approves retroactive support to a participant for prior service periods, the service provider must “true up” the CTF discounts from those prior service periods. The “true up” process may require a nonrecurring adjustment to a participant’s account to ensure that the cumulative CTF discounts for the funding year incorporate the participant’s RHCP support for prior service periods.

Appendix A: Application Form for Schools

[Coming soon.]

Appendix B: Application Form for Libraries

[Coming soon.]

Appendix C: Application Form for Community Colleges

[Coming soon.]

Appendix D: Application Form for Government Hospitals/Clinics

[Coming soon.]

Appendix E: Application Form for Community-Based Organizations

[Available on the next four pages]

Date Received Stamp

CPUC Use Only



CTF Application Number

Assigned Analyst: _____
CPUC Use Only

CALIFORNIA TELECONNECT FUND APPLICATION FOR COMMUNITY BASED ORGANIZATIONS

For use by CBOs and Healthcare CBOs only. Refer to the *CTF Applicant & Participant Guidebook* for instructions.

Section A: Basic Information

Organization Name

Service Address	City	State	ZIP Code
_____	_____	_____	_____

Mailing Address (if different from Service Address)	City	State	ZIP Code
_____	_____	_____	_____

Provide your organization's website URL address: _____

Federal Employment Identification Number (FEIN)

- Located on IRS tax-exempt letter and IRS Form 990.

2-1-1 Service Providers must enter the number of the California Public Utilities Commission (CPUC) Resolution granting you authority to operate:

T- Located on top right corner of the CPUC Resolution.

Is there a need to keep confidential your service address or any other information? If yes, please explain:

Section B: Qualifying Services

Select the service(s) that your organization provides to the community:

- 2-1-1 Service Provider
- Educational Instruction
- Head Start Program
- Job Placement / Training
- Computer Lab / Technology Center
- Healthcare

Are you a religious organization? Yes No

Do not submit this form if you are a religious organization providing educational instruction. Religious organizations providing educational instruction (other than religious instruction) may be eligible as a nonprofit private school and should apply using the CTF Application Form for Schools.

CALIFORNIA TELECONNECT FUND APPLICATION FOR COMMUNITY BASED ORGANIZATIONS

Section B: Qualifying Services (continued)

Please provide a description of your organization's mission and goals:

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All applicants must complete and submit the Qualifying Services Worksheet as part of their application. Refer to Chapter 4 of the CTF Applicant and Participant Guidebook.

Check this box to confirm that you have completed the Qualifying Services Worksheet and will submit the completed worksheet as part of your application.

If you wish to provide additional information in support of your application, you may provide items such as brochures, pictures, sign-in sheets, etc. Please provide these items as attachments to this form.

Section C: Board of Directors

Provide the name and city of residence of each member of your organization's board of directors:

Name:

City of Residence:

Name:	City of Residence:

CALIFORNIA TELECONNECT FUND APPLICATION FOR COMMUNITY BASED ORGANIZATIONS

Section F: Healthcare Service (Continued)

Section F is applicable only to Healthcare Service Providers.

Check the appropriate box if your organization accepts:

Medicare Medi-Cal Department of Veterans Affairs Insurance

If your organization provides healthcare services, you must provide documentation to verify which of the following insurance you accept, if any: Medicare, Medical, and/or Department of Veteran Affairs Insurance.

Provide a list of titles and license numbers for all licensed medical personnel on site:

Title:

License Number:

Title:	License Number:

Section G: Signature

By signing this application, I declare under penalty of perjury under the laws of the State of California that I am authorized to act on behalf of the applicant, that the information submitted with this application is true and accurate, and that any discounted communications service will not be sold, resold, leased, transferred, shared with any other entity or person, used for personal purposes, or used for purposes other than the intended goals of the California Teleconnect Fund. I understand that this application and the associated information are subject to audit at any time by the State of California. I agree to notify the California Public Utilities Commission in writing within 30 days of any changes to the information submitted with this application.

Print Name

Title

Email Address

Phone Number

Signature

Date