



CALIFORNIA TELECONNECT FUND SERVICE PROVIDER MANUAL

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Communications Division
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1. Introduction

This manual is a guide for telecommunication carriers and other communication service providers to participate in the California Teleconnect Fund Program (CTF Program). The contents include important information, instructions, and forms for service providers to commence and continue participation in the program.

A list of authorities and references is available at Appendix A. A glossary of the important terms and phrases is available at Appendix B.

2. Program Overview

The California Public Utilities Commission (CPUC or Commission) implemented the CTF 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. CTF 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 enables discounts on advanced communications services to approved Participants, including: schools, libraries, hospitals, health clinics, community colleges, 2-1-1 referral providers, and community-based organizations (CBOs). Participants receive a 50 percent discount on monthly recurring charges of eligible services. Service providers apply the discount within Participants' monthly bills, then submit claims for reimbursement to the CPUC Communications Division.¹

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

The CPUC Communications Division manages the CTF 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 day-to-day administration tasks. The CTF Administrative Committee advises the CPUC regarding the development, implementation, and administration of the program.

¹ The CTF program will only approve payment of claims for reimbursement filed by companies that have a Certificate of Public Convenience and Necessity. However, service providers that do not have a Certificate of Public Convenience and Necessity can still participate in the CTF program if they partner with a company with a Certificate of Public Convenience and Necessity. Refer to Chapter 4 for more information.

3. Role of Service Providers

Service providers are vital to the success of the CTF Program. They play an important role as the conduit through which the CTF Program delivers benefits to Californians. Service providers apply discounts within Participants' monthly bills, then submit claims for reimbursement to the CPUC Communications Division.² Service providers also make information on the CTF Program available to the public and submit data to the CPUC Communications Division on a regular basis.

4. How to Participate

Service providers must obtain approval from the CTF Program prior to offering discounts and submitting claims for reimbursement. To obtain approval, a service provider must:

1. Submit a response to CTF Service Provider Data Request No. CTF-001 to CTFClaims@cpuc.ca.gov.
2. Maintain a public webpage (on the service provider's website) that includes information on the CTF Program, a list of eligible services/products, and contact information for the public to inquire with the service provider about the CTF Program.
3. Maintain CTF Program provisions within tariff. This requirement is only applicable if the service provider intends to apply CTF discounts to tariffed services.
4. If necessary, update your contact information on file with the CPUC Communications Division by submitting a Contact Information Update Request form, available on the [CPUC Communications Division website](#) under the "Helpful Forms" menu on the right side of the page.
5. If necessary, update your Payee Data Record (to indicate the appropriate destination of reimbursements from the CTF Program) by submitting a [Form STD-204](#) to the CPUC Fiscal Department at:

California Public Utilities Commission
Fiscal Office, 3rd Floor
505 Van Ness Ave
San Francisco, CA 94102

² The CTF program will only approve payment of claims for reimbursement filed by telecommunication carriers that have a Certificate of Public Convenience and Necessity. However, service providers that do not have a Certificate of Public Convenience and Necessity can still participate in the CTF Program if they partner with a telecommunication carrier that does have a Certificate of Public Convenience and Necessity. Refer to Chapter 6 Section C for more information.

The mailing address indicated on your Payee Data Record must match the mailing address on file with the CPUC Communications Division (via the Contact Information Update Request form).

6. Provide additional documentation or information requested by the CPUC Communications Division on a case-by-case basis.

The CPUC Communications Division will use the information provided on Data Request No. CTF-001 to assess the service provider's eligibility to participate in the CTF Program and notify the service provider on its eligibility status via email.

After obtaining approval from the CPUC Communications Division, service providers may begin giving discounts to Participants and filing claims for reimbursement of those discounts. Refer to Chapter 5 for more information on CTF discounts. Refer to Chapter 6 for more information on claims for reimbursement.

To maintain eligibility for participation in the CTF Program, service providers must:

1. Respond in a timely manner to all Data Requests and other inquiries from the CPUC Communications Division.
2. Submit updated information to the CTF Program if there are any changes to the information within the initial response to the CTF Service Provider Data Request No. CTF-001.
3. Keep all CTF-related webpages and tariffs up-to-date and accurate.
4. Keep all regulatory contact information current with the CPUC Communications Division. (To update contact information, please complete and file a Contact Information Update Request form, available on the [CPUC Communications Division website](#) under the "Helpful Forms" menu on the right side of the page.)
5. Keep your Payee Data Record up-to-date with the CPUC Fiscal Department. The mailing address indicated on your Payee Data Record must match the mailing address on file with the CPUC Communications Division via the Contact Information Update Request form.
6. Remain in good standing with the CPUC, including up to date on all require surcharge and fee collections and remittances.
7. Comply with all CPUC and CTF Program rules and requirements.

5. Providing the CTF Discount

The CTF discount is 50% of the monthly recurring charge for Eligible Services. Service providers must provide the discount within monthly recurring invoices prior to submitting claims for reimbursement to the CTF Program. Monthly invoices to Participants should list CTF

discounts as separate line items and indicate a total amount payable that is net of CTF discounts for the billing period.

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. As a prerequisite to offering the CTF discount, and as an ongoing annual requirement, service providers submit information on the products they offer that might appropriately fit into an Eligible Service category. After reviewing this information, the CTF Program will notify the service provider 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)³

In addition to the services listed above, Mobile Broadband Services are may be eligible in specific instances for certain participants. A Participant's Approval Letter must 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

³ 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.

services/products), the service provider can only apply the CTF discount in accordance with those restrictions.

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. Refer to Chapter 5 Section G for additional instruction for bundled services and ancillary features.

Ineligible service categories include:

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

B. Verify Participant Eligibility

Before providing CTF discounts, service providers must complete the following two steps to verify the eligibility of Participants by:

1. Obtain a copy of the participant’s “Approval Letter.” When approving an application, the CPUC Communications Division issues an Approval Letter to the participant with instructions to provide said letter to a service provider. If the Participant does not provide a copy of its Approval Letter, the service provider should request the document from the Participant. Service providers must apply the CTF discounts in accordance with the directions contained within a Participant’s Approval Letter. Service providers should retain a copy of all Approval Letters.
2. Verify the participant is included on the publicly available [CTF Approved Participant List](#). The lists are organized by participant category. Service providers should verify the following information is consistent with the Participant’s Approval Letter: application number (or CTF-ID number if the applicant was approved after July 1, 2019), name, approved date, and mobile broadband eligibility.

Service providers should verify the consistency of the information and dates contained within the participant’s Approval Letter and within the CTF Approved Participant List. Service providers should inquire with the CTF Program if any information or documents are inconsistent or irregular.

Prior to applying the discount to Mobile Broadband Services, service providers must verify that the Participant acquired the requisite approval from the CTF Program. The CTF Program determines the eligibility of Mobile Broadband Services on a case-by-case basis for Participants and applicants that request such a determination. A Participant is eligible to receive discounts on certain Mobile Broadband Services only if (a) the Participant’s Approval Letter includes explicit affirmation of the eligibility of Mobile Broadband Services, and (b) the [CTF Approved](#)

[Participant List](#) also denotes the eligibility of Mobile Broadband Services for that Participant. Service Providers must only apply the discount to eligible Mobile Broadband Service lines/products as indicated within the Participant's Approval Letter. Participants must inform their service provider which Mobile Broadband Service lines/products were approved for discounts in accordance with the instructions in their Approval Letter and consistent with the information contained within their application.

C. Discount Start Date

A Participant's Approval Letter conveys the date the service provider should begin to apply the discount. 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.

D. 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)⁴ or Service Provider Invoice (SPI).⁵ Service providers cannot apply CTF discounts when a Participant receives E-rate support via the BEAR method. Service providers can apply CTF discounts when a Participant receives E-rate support via the SPI method. Service providers must verify the customers method of receiving support (BEAR or SPI) prior to application of the CTF discount.

If a Participant is eligible for E-rate, the CTF discount (in terms of total dollars) that a Participant receives for a service cannot exceed the E-rate support the Participant may receive for that service.

Further, if the 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

⁴ With the BEAR method, the E-rate program provides support directly to participants.

⁵ 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.

receive from E-rate. For example, if the monthly recurring cost of an 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 Letters⁶ 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 Decision Letter), the service provider must "true up" the CTF discounts from prior periods that relied on the statewide average E-rate support level. If the Participant's actual E-rate support level differs from the statewide average, which is commonplace, the "true up" process will determine the shortfall or excess CTF discounts the Participant is owed or owes for prior periods. Service providers should resolve the shortfall or excess CTF discounts by applying a nonrecurring lump sum CTF discount (positive or negative) within the Participant's next bill. The "true up" process ensures that a Participant's cumulative CTF discounts for the funding year incorporate the Participant's E-rate support level and not the statewide average.

Refer to Chapter 6 Section D for instructions on how to return funds to the CTF Program, which is sometimes required as a result of the "true up" process.

Service providers should retain detailed records of E-rate discounts, CTF discounts, and any "true up" calculations and provide those records to the CPUC Communications Division upon request.

E. 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 the costs of eligible services.

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

⁶ 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.

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.

For Participants who are awaiting approval for RHCP support, the service provider should apply CTF discounts without regard to possible RHCP support. If the RHCP approves support to a Participant for prior service periods, the service provider must “true up” the CTF discounts from those prior service periods. To account for the retroactive RHCP support, service providers reduce the Participant’s CTF discounts (in the next bill) by an amount equal to the excess from prior periods. The “true up” process for RHCP support ensures that a Participant’s cumulative CTF discounts (for the funding year) equal 50 percent of the balance of eligible costs remaining after the application of the support the Participant received from the RHCP.

Refer to Chapter 6 Section D for instructions on how to return funds to the CTF Program, which is sometimes required as a result of the “true up” process.

Service providers should retain detailed records of RHCP discounts, CTF discounts, and any “true up” calculations and provide those records to the CPUC Communications Division upon request.

F. Taxes, Fees, & Surcharges

Taxes, fees, and surcharges are generally ineligible and do not receive the CTF discount.

Under very limited circumstances, service providers can apply the CTF discount to certain taxes and fees that correspond to the monthly recurring cost of Eligible Services. The taxes and fees that are sometimes, albeit rarely, eligible to receive the CTF discount are limited to the following: 911 taxes, Federal Excise taxes, local utility user taxes, and the CPUC user fees. A service provider can only apply the CTF discount to these taxes and fees if a Participant has filed a “Verification of Non-Exemption from Taxes Form.” Prior to applying the CTF discount to any taxes and fees, a service provider should (1) contact the CTF Program to verify that a Participant has filed the requisite form, and (2) obtain a copy of the form from the Participant.

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.

G. Bundled Services & Ancillary Features

To the extent a Participant purchases “bundled services” wherein Eligible Services are sold together with ineligible products/services at a single bundled cost, service providers must cost-allocate the cost of the ineligible products/services apart from the cost of the Eligible Services. In order to cost allocate, service providers should apply the price of purchasing the components of a bundle separately on a standalone basis. The CTF discount should only apply *to the lower of*: (a) the portion of the bundled cost allocated to the Eligible Service, or (b) the monthly recurring cost of the bundle.

If the price of a voice component of a bundle is not readily available, service providers can determine the price of the voice component using the following methods:

- Service providers participating in the E-rate program can differentiate between voice and broadband services using the E-rate cost allocation methodology.
- Service providers that do not participate in the E-rate program can cost allocate the inter-state and intra-state voice components as needed for surcharges to differentiate between voice and broadband services.

If an Eligible Service is sold with ineligible features or add-ons, the service provider should cost allocate so that the CTF discount applies only to the monthly recurring charge of Eligible Service and not the ineligible features or add-ons. (Usage fees are also ineligible and do not receive the CTF discount.) If ineligible features are insubstantial and inseparable from the Eligible Service and are included on an “ancillary basis,” service providers can apply the CTF discount to the full monthly recurring cost of the product or service. If no separate pricing is available for extra features, then costs need not be allocated to the ineligible functionality. “Ineligible functionality” is considered “ancillary” if (1) a price for the ineligible component cannot be determined, and (2) the product or service is the most cost-effective means of obtaining the eligible functionality. For example, the standard pricing for some Internet access services includes caching and/or filtering services that are not themselves Eligible Services. Since these components are part of the standard product offering, the full cost of the service is eligible to receive the CTF discount.

Service providers should keep documentation demonstrating that ineligible functionalities meet the definition of “ancillary,” and provide that documentation to the CTF Program upon request. Service providers must also ensure that they do not “hide” the attempted procurement of ineligible features using a single line item charge that is not cost allocated.

6. Requesting Reimbursement

Service providers apply CTF discounts within Participants’ monthly bills, then submit a claim for reimbursement of those discounts to the CPUC Communications Division.

A. Submitting Claims

To submit claims for reimbursement a service provider must:

- Possess a Certificate of Public Convenience and Necessity (CPCN).
- Remain compliant and current on all collections and remittances of surcharges and user fees to the CPUC.
- Abide by all CPUC rules and regulations.

Service providers that do not have a CPCN cannot submit claims for reimbursement but can still participate in the CTF Program. Refer to Chapter 6 Section C for rules regarding service providers that do not have a CPCN.

i. Timeline and Due Dates

Claims for reimbursement are filed on a monthly basis, so that a service provider submits one claim per month. A claim for reimbursement must include all CTF discounts (including all “true up” adjustments) that the service provider (or its affiliate/partner) applied to Participants’ bills during the month for which the claim is submitted.

Claims for reimbursement are due 45 days from the last day of the month. The CTF Program will not approve payment of claims that are submitted more than one year after the due date.

The CTF Program strives to process claims for reimbursement within one month and payment from the State Controller’s Office will follow approximately one month after a claim is approved.

ii. Required Docs & Info

A claim for reimbursement must contain all the following:

- Signed and dated Claim Form (page 1 of the Claim Workbook) (PDF file).
- A completed Claim Workbook with all required information to support the request of the Claim Form. When submitting a claim for reimbursement, the Claim Workbook should be a single Microsoft Excel file and should not require passwords to access or contain any protected or otherwise un-editable or inaccessible content. Do not add any scripts, macros, or code to the template Excel file provided by the CPUC Communications Division.
- If the claim includes a refund to the CTF Program,⁷ state so in the body of the email and provide the courier’s name and corresponding tracking number.

The file name of all documents submitted with a claim must begin with the service provider’s Utility Identification Number (U-####-C) followed by the month and year for which the claim is made (MM-YYYY). Here is an example of a valid file name: “U-1234-C, 07-2019, Claim Workbook.xlsx.”

iii. Method of Submission

Service providers must submit claims via email to CTFClaims@cpuc.ca.gov. Service providers can submit only one claim per email. The email subject line must begin with “CTF Claim,” followed by the service provider’s Utility Identification Number (U-####-C) and the month and year for which the claim is made (MM-YYYY). Here is an example of a valid subject line: “CTF Claim, U-1234-C, 07-2019.”

⁷ Refer to Chapter 6 Section D for additional instructions on returning funds to the CTF Program.

B. Claim Workbook

A Claim Workbook template is available for [download here](#). Service providers should save a copy of the template to create the requisite file to include with a claim for reimbursement each month.

Service providers should enter data into the Claim Workbook on all CTF discounts (including all “true up” adjustments) that the service provider (or its affiliate/partner) applied to Participants’ bills during the month for which the claim is submitted. The requisite information (discount subtotals) must be organized by the category of Participant (i.e. school, library, etc.) and the fiscal year of the service period that corresponds to the discount.

The Claim Workbook is a Microsoft Excel file containing the following forms and reports:

- **Claim Form:** The Claim Form provides a summary of the claim. Service providers are required to sign and date the claim form and submit the signed form as a single-page PDF file when submitting a claim for reimbursement.
- **Service Report:** The Service Report summarizes the total CTF discounts provided for each product or service by fiscal year and participant type.
- **Customer Report:** The Customer Report summarizes the total CTF discounts provided to each Participant by fiscal year and participant type. Insert additional rows by participant type under the corresponding fiscal year as necessary.
- **Variance Report:** The Variance Report compares current claim to the previous months’ and the rolling 12-month average. Should the variance to previous month or variance to average exceed 10%, an explanation is required.
- **Rate Report:** The Rate Report lists the rate (monthly recurring charge) of any de-tariffed or unregulated product that receives the CTF discount. It contains two columns. Column A lists the de-tariffed or unregulated products that received the CTF discount, and Column B lists the monthly recurring charge of the product. If a single product is provisioned to customers at different prices, then the carrier should disclose the range of the monthly recurring charges. Similarly, if the monthly recurring charge of a product were to change during the claim month, the range should be disclosed. If the carrier chooses to report the information via a Guidebook, the Guidebook must be made available as part of the claim submission.
- **Affiliate Reports:** If the claim includes discounts provided by an unregistered service provider(s) via an affiliation or partnership (refer to Chapter 6 Section C), the Claim Workbook must also include the details of those discounts within the following supplemental forms:

- Service Report – Affiliate 1
- Customer Report – Affiliate 1
- Rate Report – Affiliate 1

If the claim includes discounts provided by more than one unregistered service provider(s) via an affiliation or partnership, the same forms are required as “Affiliate 2,” “Affiliate 3,” etc...

Service providers should not edit the Claim Workbook template beyond populating the required data and adding rows when necessary.

C. Affiliates and Partnerships

Service providers that do not have a CPCN cannot submit claims for reimbursement but can still participate in the CTF Program. Service providers that do not have a CPCN can apply the CTF Discount to Participants’ bills and then seek reimbursement for those discounts by partnering with a carrier with a CPCN. The carrier with a CPCN can file claims for reimbursement on the behalf of the uncertificated service provider. The CTF Program will only approve Claims for Reimbursement from carriers with a CPCN. Payment of approved claims for reimbursement are addressed to the certificated carrier, who can pass the reimbursement funds to the uncertificated service provider. The CPUC and the CTF Program do not facilitate the creation or management of service provider/carrier partnerships. Carriers that file a Claim for Reimbursement are held responsible for all aspects of the Claim for Reimbursement.

D. Returning Funds

The “true up” process for E-rate and RHCP recipients sometimes requires that service providers return funds to the CTF Program. Refer to Chapter 5 Section D and Chapter 6 Section D for additional information and instruction on the “true up” process.

If the inclusion of “true up” adjustments within a claim for reimbursement results in a negative subtotal for any single fiscal year,⁸ the service provider should return funds to the CTF Program by issuing a check payable to “California Public Utilities Commission – CTF Program.” The amount of the check should equal the absolute value of the negative subtotal for a single fiscal year.

⁸ The CTF Program’s funding authority is per fiscal year. Therefore, when paying an approved claim, the CTF Program relies on funds from the appropriate fiscal year funding authority. To facilitate this requirement, the Claim Workbook organizes claims for reimbursement as subtotals per fiscal year.

For example, consider a scenario with the following circumstances:

- A service provider applies CTF discounts to only two Participants.
- The service provider applied \$10 in CTF discounts to each Participant during July 2019 for the July 2019 service period.
- The service provider also applied one “true up” adjustment each to the two Participants during July 2019.
- One of the “true up” adjustments increased the Participant’s CTF Discount from \$10 to \$20 for the June 2018 service period.
- The other “true up” adjustment decreased the Participant’s CTF Discount from \$45 to \$30 for the May 2018 service period.

In this example, the service provider’s July 2019 claim will request a total reimbursement of \$15, including a subtotal of \$20 for fiscal year 2018-2019 and a subtotal of *negative* \$5 for fiscal year 2017-2018. However, the CTF Program cannot combine the subtotals of the two fiscal years into one payment of \$15. Refer to Footnote 8. Instead, the service provider submits a check for \$5 to the CTF Program for the fiscal year 2017-2018 subtotal and the CTF Program will reimburse the service provider \$20 for the fiscal year 2018-2019 subtotal.

The CTF Program must process each claim independent of all other claims. If a carrier submits multiple claims, the CTF Program cannot combine the amounts to a single net total.

If the “true up” adjustments included within a claim do not result in a negative subtotal for any single fiscal year, service providers do not need to submit a check to the CTF Program.

When submitting a check to refund the CTF Program, service providers must also include a hardcopy of the associated Claim Form (page one of the Excel workbook) with signature and date. Service providers should mail checks and the hardcopy Claim Form using a reputable courier and obtain a parcel tracking number. Please mail checks to the following address and keep all records:

California Public Utilities Commission
Communications Division, 3rd Floor
ATTN: CTF Program
505 Van Ness Avenue
San Francisco, CA 94102

When a claim for reimbursement necessitates a refund to the CTF Program, service providers should first mail the check and obtain the requisite tracking number. Then, the email submission of that claim should include in the body of the email the courier’s name and tracking number of the parcel containing the check.

Appendix A: Table of Authorities

Document	Summary
Decision 96-10-066	Created the CTF Program.
Resolution T-16319	Set rules for claims beginning October 1999.
Resolution T-16330	Set rules for claims for 1997.
Resolution T-16381	Modified rules for claims beginning July 1999, including on: interest calculations, bundled offerings, adjustments, due dates, etc.
Resolution T-16542	Set rules on service eligibility, consortia eligibility, revised time limits for claims, surcharge remittance requirements, etc.
Resolution T-16584	Expands eligible service list, adds consortia as eligible CTF entities, adds the DCP, an operation of the Corporation for Education Network Initiatives in California, as an eligible CTF entity, adopts time limits in filing CTF claims, etc.
Resolution T-16742	Implements portions of Senate Bill (SB) 1863 (Stats. 202, Ch.308), standardizes services and discount levels, clarifies eligibility of DSL, streamlines application process, etc.
Resolution T-16763	Sets time limits for submitting claims, adopts forms/worksheets, specifies timing of discount, creates Guide for Carriers Submitting CTF Claims, adopts rules to incorporate E-Rate discounts, specifies interest provisions, eliminates filing of amended claims, etc.
Administrative Letter 6	Revises requirements for CTF claims, clarifies eligibility of all CTN-related service, and clarifies eligibility of CBO's offering 211 services.
Administrative Letter 7	Introduces the E-Rate credit worksheet and contains instructions on the timing of E-Rate credits within CTF claims.
Administrative Letter 9	Revised method for calculating discounts for less than a one-month period.
Administrative Letter 8A	Implementation of PU Code 884.
Administrative Letter 11	Revised method for submitting claims.

Administrative Letter 10B	Rules to account for E-rate discounts.
Administrative Letter 14	Restriction on use of Billed Entity Applicant Reimbursement (BEAR) for E-rate participants.
Administrative Letter 15	Implementation of Public Utilities Code Section 884.
Decision 08-06-020	Expands eligibility to community colleges, creates an Office of CTF Outreach and Assistance, removes the tariff requirements related to CTF for non-rate-of-return carriers, clarifies eligibility of California Telehealth Network participants, etc.
Administrative Letter 16	Clarifies eligibility of internet access services and participation of California Community Colleges.
Administrative Letter 17	Revised method for submitting claims.
Decision 15-07-007	Restates program goals, revises eligibility criteria for participants and services, caps CTF discounts at the level of E-rate support, etc.
Administrative Letter 24	Caps CTF discounts at the level of E-rate support.
Decision 16-04-021	Applies E-rate cap for voice services, provides exemption criteria for reduced voice support, etc.
Decision 18-01-006	Provides rules for CBO recertification process, addresses hybrid use of services, clarifies eligibility of Health Care CBOs, etc.
Decision 19-04-013	Eliminates CTF support for voice services, expands eligibility to mobile broadband services, updates criteria for eligibility of CBOs, adopts a cost allocation process for non-E-rate Participants, clarifies that taxes, fees, and surcharges are not eligible for CTF support, etc.

Appendix B: Glossary

Approval Letter: Upon approving an application, the CPUC Communications Division issues an “Approval Letter” to the participant with instructions to provide the said letter to a service provider. Participants must provide a copy of their Approval Letter to the service provider. If the Participant does not provide a copy of its Approval Letter the service provider should request the Approval Letter from the Participant.

Applicant: A school, library, government-owned hospital or health clinic, California community college, 2 1 1 service provider, or community-based organization that is eligible or is applying for CTF but has not been approved to receive the CTF discount.

Participant: A public or private school, library, government-owned hospital or health clinic, California community college, 2-1-1 service provider, or community-based organization that has been approved by CTF staff to receive the CTF discount.

Carrier: A telecommunications corporation that possesses a valid CPCN and is authorized by the CPUC to provide telecommunications services in California.

Service address: The location where a participant receives or will receive CTF-eligible services.

Billing address: Mailing or postal address.

Utility Contact Information Request: Also known as a UCS Form or the Regulatory/Official Utility Contact Information Request form. The CPUC Communications Division maintains contact information for all telecommunications carriers certificated by the Commission to provide telecommunications services in California. The Commission will use this information for its official mailings and contacts, primarily through e-mail.

Payee Data Record (STD 204 Form): is required for all payees (non-governmental entities or individuals) entering into a transaction that may lead to a payment from the state. Each state agency requires a completed, signed, and dated STD 204 on file; therefore, it is possible for you to receive this form from multiple state agencies with which you do business.