



CALIFORNIA TELECONNECT FUND APPLICANT & PARTICIPANT GUIDEBOOK

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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. This chapter contains 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. Eligibility for the CTF Program is further limited to library outlet locations, which are the locations where library services are provided to the community. Locations that do not provide library services directly to the community, such as administrative sites, are not eligible to participate in the CTF Program.

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.

Government Hospitals/Clinics that participate in the CTF Program must have a valid healthcare license and identification number from the Office of Statewide Health Planning and Development. Only locations that provide healthcare services to the community can participate in the CTF Program. Administrative-only sites are not eligible to participate in the CTF Program.

Hospitals, health clinics, and healthcare facilities that are not owned and operated by the government 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.
- File taxes with the Internal Revenue Service as a 501(c)(3) organization.
- 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 2-1-1 Provider's Internal Revenue Service Form 990 shows annual revenues in excess of \$5 million, the

entity is not eligible to participate in the CTF Program irrespective of how many locations it operates.)

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. This chapter contains 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 1: 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. The CTF Program will use this information as the primary mailing address for communications related to your application, including approval notices and other important notifications.
- 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 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. A list of service providers that participate in the CTF Program is available for [download via this link](#). Refer also to the [California Interactive Broadband Map](#) 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).
- If you are requesting the CTF discount for mobile broadband services and you do not participate in the E-rate program, you must also complete the attestation in Section C of the Application Form to attest that 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 a primary means of communicating with an applicant/participant including for delivery of important notifications.

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

The Application Form for Libraries is attached to this document at Appendix B.

A library can apply for eligibility at one or more of its library outlet locations (i.e. places where library services are provided to the community). Alternatively, a library district or other aggregator can apply on behalf of one or more affiliated library outlet locations.

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

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 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. A list of service providers that participate in the CTF Program is available for [download via this link](#). Refer also to the [California Interactive Broadband Map](#) 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 copy of Certification from the California State Library for each library outlet requesting the CTF discount.

Step 3: Complete each application form as follows -

Section A. Basic Information. Please complete all fields:

- Name of Library / District / Organization – Enter the name of the entity submitting the application.
- Mailing Address, City, State and Zip Code – Enter the mailing address of the entity filing the application. The CTF Program will use this information as the primary mailing address for communications related to your application, including approval notices and other important notifications.

Section B. Locations Requesting the CTF Discount.

- Eligibility is limited to library outlet locations that provide library services directly to the community. Other sites, such as administrative sites, are not eligible to participate in the CTF Program.
- A single application can request eligibility for the CTF discount at multiple library outlet locations.
- In the space provided, enter each library outlet location for which you are requesting the CTF discount. Each location must have a unique street address. For each location, enter the library outlet's name, street address, and zip code.
- In order to participate in the CTF Program, each location listed must individually meet all applicable eligibility criteria for libraries, including the provision of library services directly to the community at that location. 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 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. A list of service providers that participate in the CTF Program is available for [download via this link](#). Refer also to the [California Interactive Broadband Map](#) 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).

- If you are requesting the CTF discount for mobile broadband services and you do not participate in the E-rate program, you must also complete the attestation stating that fixed broadband is not available at your location.

Section D. Required Documents.

- Provide a copy of the Certification from the California State Library for each library outlet requesting the CTF discount.
- Please provide the required document(s) 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 to sign on behalf of the school and 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 a primary means of communicating with an applicant/participant including for delivery of important notifications.

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

C. Community Colleges

The Application Form for Community Colleges is attached to this document at Appendix C.

Community colleges applying to the CTF Program must submit a separate application per college. A single application can request eligibility for one or more campus locations so long as each location is of the same community college. A community college application must provide a unique Management Information Systems (MIS) Code for each campus location.

College Districts can apply on behalf of their college(s). However, College District locations that are not [community college campuses](#) are not eligible for the CTF Program.

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

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 or information, including -

- Community college applicants must provide a valid [MIS code](#) for each campus location requesting the CTF discount.
- If you are requesting the CTF discount for mobile broadband services, 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. A list of service providers that participate in the CTF Program is available for [download via this link](#). Refer also to the [California Interactive Broadband Map](#) 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).

Step 3: Complete each application form as follows -

Section A. Basic Information. Please complete all fields:

- Name of Community College – Enter the name of the community college requesting participation in the CTF Program.
- Mailing Address, City, State and Zip Code – Enter the mailing address of the community college applicant. The CTF Program will use this information as the primary mailing address for communications related to your application, including approval notices and other important notifications.

Section B. Locations Requesting the CTF Discount.

- A single application can request eligibility for the CTF discount at multiple campus locations so long as each campus location is of the same community college.
- In the space provided, enter each campus location for which you are requesting the CTF discount. Each location must have a unique street address. For each location, enter the [MIS Code](#), Street Address, and ZIP Code.
- In order to participate in the CTF Program, each campus location listed must individually meet all applicable eligibility criteria for community colleges. 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, 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. A list of service providers that participate in the CTF Program is available for [download via this link](#). Refer also to the [California Interactive Broadband Map](#) 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).
- If you are requesting the CTF discount for mobile broadband services, you must also complete the attestation stating that fixed broadband is not available at the location.

Section D. 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 to sign on behalf of the school and 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 a primary means of communicating with an applicant/participant including for delivery of important notifications.

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

D. Government Hospitals/Clinics

The Application Form for Government Hospitals and Clinics is attached to this document at Appendix D.

A Government Hospital/Clinic can apply for eligibility at one or more locations. Only locations that provide healthcare services to the community can participate in the CTF Program. Administrative-only sites are not eligible to participate in the CTF Program.

Below are step-by-step instructions on how to complete the Application Form for Government Hospitals/Clinics.

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 or information, including -

- Applicants must provide their Health Care Facility License Number from the [California Department of Public Health](#). Refer also to the California Health and Human Services [Open Data Portal](#). This requirement is for information only, not documents.
- Applicants must provide a valid identification number from the California Office of Statewide Health Planning and Development (OSHPD). Refer to the [OSHPD Facility Finder](#). This requirement is for information only, not documents.

- If you are requesting the CTF discount for mobile broadband services, 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. A list of service providers that participate in the CTF Program is available for [download via this link](#). Refer also to the [California Interactive Broadband Map](#) 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).

Step 3: Complete each application form as follows -

Section A. Basic Information. Please complete all fields:

- Name of Hospital/Clinic – Enter the name of the entity submitting the application.
- Mailing Address, City, State and Zip Code – Enter the mailing address of the entity filing the application. The CTF Program will use this information as the primary mailing address for communications related to your application, including approval notices and other important notifications.
- Check the corresponding box if you are a Critical Access Hospital and/or a member of the California Telehealth Network.

Section B. Locations Requesting the CTF Discount.

- Only locations that provide healthcare services to the community can participate in the CTF Program. Other sites, such as administrative sites, are not eligible to participate in the CTF Program.
- A single application can request eligibility for the CTF discount at multiple locations for a hospital/clinic.
- In the space provided, enter each hospital/clinic location for which you are requesting the CTF discount. Each location must have a unique street address. For each location, enter the hospital/clinic name, street address, zip code, license number, and OSHPD-ID.
- In order to participate in the CTF Program, each location listed must individually meet all applicable eligibility criteria for Government Hospitals/Clinics, including the provision of healthcare services directly to the

community at that location. 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, 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. A list of service providers that participate in the CTF Program is available for [download via this link](#). Refer also to the [California Interactive Broadband Map](#) 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).
- If you are requesting the CTF discount for mobile broadband services, you must also complete the attestation stating that fixed broadband is not available at the location.

Section D. 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 to sign on behalf of the school and 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 a primary means of communicating with an applicant/participant including for delivery of important notifications.

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

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 below 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

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 *Service Hours Worksheet*, which is a Microsoft Excel file provided by the CTF Program and [available for download via this link](#). CBO applicants must complete the *Services Hours 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

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.

- 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 necessary, submit the documentation as an attachment to your application form. A list of service providers that participate in the CTF Program is available for [download via this link](#). Refer also to the [California Interactive Broadband Map](#) 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).
- 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.
- Applicants that provide healthcare services must provide the job title and state license number of medical personnel on site. This requirement is for information only (job title and state license number) and does not require submission of any documents or copies of documents.

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. The CTF Program will use this information as the primary mailing address for communications related to your application, including approval notices and other important notifications.
- 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 Resolution granting you authority to operate as a 2-1-1 Service Provider. The Resolution number is five digits, preceded by a “T-“, and located at the top-right corner of the Resolution document. 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.
- Applicants that provide healthcare services should check the ‘Healthcare’ box and complete the corresponding Section F: Healthcare Provider Info.
- 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.
- In the space provided, describe your organization’s mission, goals and services offered to the community.

- We encourage you to provide additional information in support of your application to demonstrate your organization’s mission/goals/services. You may provide items such as brochures, pictures, sign-in sheets, etc. Please provide these items as attachments to your application form.
- Complete the *Services Hours Worksheet* template, which is a Microsoft Excel file [available for download via this link](#). Follow the instructions provided below and within the file to complete the worksheet.
- CBO applicants must complete the *Service Hours Worksheet* and submit the file as an attachment to their application form in order to submit a complete application. The CTF Program uses the *Service Hours Worksheet* to determine the percentage of your organization’s services that are “CTF Qualifying Services” at a particular location.
- Applicants must submit a separate *Services Hours Worksheet* for each location (address) requesting the CTF discount. Applicant’s answers within the *Services Hours Worksheet* should be attributable to a single location (address) for which the applicant is requesting the CTF discount.
- After completing the *Services Hours Worksheet*, print the worksheet tab and attached the printout to your application form. Then, in Section B of your application form, check the box to confirm that you completed the *Services Hours Worksheet* and attached the printout. If the printout is illegible or otherwise insufficient, the CTF Program will contact you to request that you submit a copy of your completed *Service Hours Worksheet* via email.

Section C. Board of Directors.

- Please provide the name, city and state of residence for 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 501(c)(3) tax-exempt letter.

- A copy of your organization's most recent Internal Revenue Service Form 990 (including Parts I and III), Internal Revenue Service Form 990-N, or California Franchise Tax Board Form 199. (2-1-1 service providers are exempt from this requirement.)
- If the information you provided in Section A does not match the information contained within your organization's Internal Revenue Service and/or California Franchise Tax Board documents, please explain the discrepancy. Explain any discrepancies involving your organization's Name, Service Address, Mailing Address and/or Federal Employer Identification Number 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.
- "Onsite" mobile broadband service are used exclusively at participant's Service Address as a substitute for fixed broadband services.
- "Offsite" mobile broadband are used exclusively at locations other than the participant's Service Address. Refer to Chapter 5-A: Eligible Services for additional information on "onsite" vs. "offsite" mobile broadband services.
- If you are requesting the CTF discount for *onsite* mobile broadband services, please complete part (i) or (ii) as follows -
 - (i) 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.
 - (ii) 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. A list of service providers that participate in the CTF Program is available for [download via this link](#). Refer also to the [California Interactive Broadband Map](#) 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).

- 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 Provider Info.

- Organizations that provide healthcare services must complete this section.
- Skip this section and proceed to Section G if your organization does not provide healthcare services.
- 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>.
- 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>.
- 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>.
- Check the box provided if you are a member of the California Telehealth Network. For more information on the California Telehealth Network, refer to <https://www.caltelehealth.org/>.
- Check the corresponding box if your organization 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. Acceptable documentation includes: a copy of the first page of your Health and Human Services Medicare Enrollment Record or a copy of your California Department of Public Health Medi-Cal Provider Agreement Approval Letter.

- Check the corresponding box if your organization offers services at no fee or on a sliding-scale. If applicable, you must provide documentation to verify your organization offers services at no fee or on a sliding-scale. Attach verifying documentation to your application form.
- In the space provided, enter the titles and license numbers of 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. Please submit the original signed form (with 'wet' signature) and not a copy. 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 a primary means of communicating with an applicant/participant including for delivery of important notifications.

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 “onsite” and “offsite” mobile broadband services are eligible in specific instances for certain participants.

- “Onsite” mobile broadband service are used exclusively at participant’s approved street address as a substitute for fixed broadband services. For the CTF Program, onsite mobile broadband services are only eligible on a case-by-case basis where onsite fixed broadband services are not available at the participant’s service address and/or when mobile broadband service is the most cost-effective broadband service available at the participant’s service address.
- “Offsite” mobile broadband are used exclusively at locations *other than* the participant’s service address. For the CTF Program, offsite mobile broadband services are only eligible on a case-by-case basis for non-E-rate CTF

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.

participants that demonstrate mobile broadband services are the only means of broadband service available to provide qualifying services at offsite locations.

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

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

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.

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 chapter 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, 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

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.

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.

6. Application Renewal Process

The California Public Utilities Commission requires all CTF Program participants to periodically renew their eligibility. The process to renew participants' eligibility is called the Application Renewal Process. Additional information on the Application Renewal Process is available at <https://www.cpuc.ca.gov/ctfarp/>.

Participants are not required to renew their eligibility until they receive a notification from the CTF Program alerting the participant of the need to complete the Application Renewal Process. Upon receiving notice, participants must complete the Application Renewal Process within 90 days to maintain their discounts. The Application Renewal Process requires participants submit a new, up to date application (with updated forms, information, and documents). Refer to Chapter 4 for the application forms and instructions.

The CTF Program will notify participants of the need to complete the Application Renewal Process approximately every three to five years. The CTF Program will notify Community-Based Organizations at least every three years and will notify other participants at least every five years.

Upon receiving notice, participants have 90 days from the date of the (first) notice to complete the Application Renewal Process. The initial notice will request the participant submit an updated application within 30 days. If the participant does not comply, the CTF Program will issue a second notice, again requesting the participant to submit an updated application within 30 days. If the participant again fails to comply, the CTF Program will issue a third and final notice requesting the participant submit an updated application. Failure to complete the Application Renewal Process within 90 days from the date of the first/initial notice will result in expulsion from the program and a termination of discounts.

When a participant submits an updated application for the Application Renewal Process, the CTF Program will conduct a cursory review of the application to check for completeness. If the application is complete (including all required forms, information, and documents), the CTF Program will send the participant an Acknowledgment Letter to confirm receipt of the complete application. However, if the application is incomplete (e.g., missing forms, information, or documents), the CTF Program will return the application to the participant. The CTF Program will only process complete applications. If, during the processing of an application, the CTF Program requires additional

information or documents, the CTF Program will send the participant a Deficiency Letter to request the additional information or documents. After processing the application, the CTF Program will send the participant a Disposition Letter to indicate the results of the attempt to renew eligibility. If the CTF Program determines that renewed eligibility is warranted, the Disposition Letter will assign a “CTF Number” to the participant and provide instructions for continued participation in the CTF Program (including for the continuation of discounts). The “CTF Number” will replace any prior “Application Number” assigned to the participant.

The following is a tentative schedule for the Application Renewal Process:

- The CTF Program will call California Telehealth Network members into the Application Renewal Process beginning September 2019.
- The CTF Program will call Community-Based Organization participants into the Application Renewal Process beginning December 2019.
- Commencement of the Application Renewal Process for all other CTF participants is to be determined.

Appendix A: Application Form for Schools

[Available on the next three pages.]

CALIFORNIA TELECONNECT FUND APPLICATION FOR SCHOOLS

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

Section E: 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

Appendix B: Application Form for Libraries

[Available on the next two pages.]

CALIFORNIA TELECONNECT FUND APPLICATION FOR LIBRARIES

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

Section C: Mobile Broadband Services

Are you also requesting the CTF discount for mobile broadband services? Yes No

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 following attestation confirming that to the best of your knowledge fixed broadband is not available at your location:

I, _____, hereby attest that fixed broadband is not available at the [Print Name]
following address: _____ [Street Address]
Signature: _____ Date: _____

Section D: Required Documents

All applicants must provide a copy of the Certification from the California State Library for each library outlet requesting the CTF discount.

Section E: 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

Appendix C: Application Form for Community Colleges

[Available on the next two pages.]

CALIFORNIA TELECONNECT FUND APPLICATION FOR COMMUNITY COLLEGES

For use by community colleges only. Refer to the *CTF Applicant & Participant Guidebook* for instructions.

Section C: Mobile Broadband Services

Are you also requesting the CTF discount for mobile broadband services? Yes No

If you are requesting the CTF discount for mobile broadband services, 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 following attestation confirming that to the best of your knowledge fixed broadband is not available at your location:

I, _____, hereby attest that fixed broadband is not available at the [Print Name]
following address: _____ [Street Address]
Signature: _____ Date: _____

Section D: 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

Appendix D: Application Form for Government Hospitals/Clinics

[Available on the next two pages.]

CALIFORNIA TELECONNECT FUND APPLICATION FOR GOVERNMENT HOSPITALS/CLINICS

For use by government hospitals and clinics only. Refer to the *CTF Applicant and Participant Guidebook* for instructions.

Section C: Mobile Broadband Services

Are you also requesting the CTF discount for mobile broadband services? Yes No

If you are requesting the CTF discount for mobile broadband services, 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 following attestation confirming that to the best of your knowledge fixed broadband is not available at your location:

I, _____, hereby attest that fixed broadband is not available at the [Print Name]
following address: _____ [Street Address]
Signature: _____ Date: _____

Section D: 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

Appendix E: Application Form for Community-Based Organizations

[Available on the next five 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:

<input type="checkbox"/> 2-1-1 Service Provider	<input type="checkbox"/> Job Placement / Training
<input type="checkbox"/> Educational Instruction	<input type="checkbox"/> Computer Lab / Technology Center
<input type="checkbox"/> Head Start Program	<input type="checkbox"/> Healthcare (<i>Applicants that check the ‘Healthcare’ box must complete the corresponding Section F.</i>)

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)

Describe your organization's mission and provide an overview of how your organization serves the community:

All applicants must complete and submit the Qualifying Services Worksheet (available [here](#)) 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 (available [here](#)) and will submit the completed worksheet as part of your application.

We encourage you 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, city of residence, and state of residence of each member of your organization's board of directors:

Name:	City:	State:

CALIFORNIA TELECONNECT FUND APPLICATION FOR COMMUNITY BASED ORGANIZATIONS

Section D: Required Documents

All applicants must provide the items listed below as attachments to this form.

- 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 the information you provided in Section A does not match the information contained within your Internal Revenue Service and/or California Franchise Tax Board documents, please explain the discrepancy. Explain any discrepancies involving your organization's Name, Service Address, Mailing Address and/or Federal Employer Identification Number in the space provided below:

Section E: Mobile Broadband Services

Are you requesting the CTF discount for mobile broadband services? Yes (Onsite) Yes (Offsite) No

If you are requesting the CTF discount for "onsite" mobile broadband services, please complete part (i) or (ii) below.

- (i) If you are requesting the CTF discount for "onsite" 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.
- (ii) If you are requesting the CTF discount for "onsite" 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 following attestation confirming that to the best of your knowledge fixed broadband is not available at your location:

I, _____, hereby attest that fixed broadband is not available at the
[Print Name]

following address: _____
[Street Address]

Signature: _____ Date: _____

CALIFORNIA TELECONNECT FUND APPLICATION FOR COMMUNITY BASED ORGANIZATIONS

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