



CALIFORNIA TELECONNECT FUND

What is CTF?

- A state program administered by the California Public Utilities Commission (CPUC)
- The CTF program mission is to reduce the digital divide by financially facilitating access to more advanced telecommunications infrastructure within California.

What are the Benefits?

- Access to more advanced telecommunications infrastructure
 - Increased data transfer rate
 - Improved communications ability (i.e. videos, web services, webinars, data resources)
 - Ability to offer public modern access options
- Participants receive a 50% discount on select telecommunications services

Who is Eligible?

- **Government-owned and operated hospitals & clinics: municipal, county, or district.**
 - Non-government-owned and operated hospital or clinics could qualify as a community based organization offering health care.
- **Community Based Organizations: must be non-profit and directly provide health care, educational instruction, computer training, job training/placement, or 2-1-1 Information & Referral Services**
- K-12 Schools: public and private, annual endowments < \$50 million
- Public Libraries
- Community Colleges
- California Telehealth Network Consortium

Which Internet Services are Eligible?

Any internet access service provided by a CTF participating service provider directly or in partnership with an Internet service provider.

Common Examples include:

- Dial-up
- Digital Subscriber Line (DSL)
- Cable (Broadband)
- T-1 Lines
- T-3 Lines
- Wireless Internet (data plans, wireless internet cards, no voice)
- Functional equivalents, which may vary between service providers

How does the CTF Discount Work?

- 50% off the monthly recurring charges of eligible services
 - Discount also applies to: company specific surcharge/surcredit, CPUC User Fee, Federal Excise Fee, 911 Fee, and local/city specific taxes
 - **Not** eligible: installation, equipment and other non-recurring charges
- Savings/Discounted amount is reflected on monthly bill.
- The service providers are reimbursed for the discounts by the CTF program
- CTF discounted services cannot be resold to, or shared with, any other non-qualifying entity or person

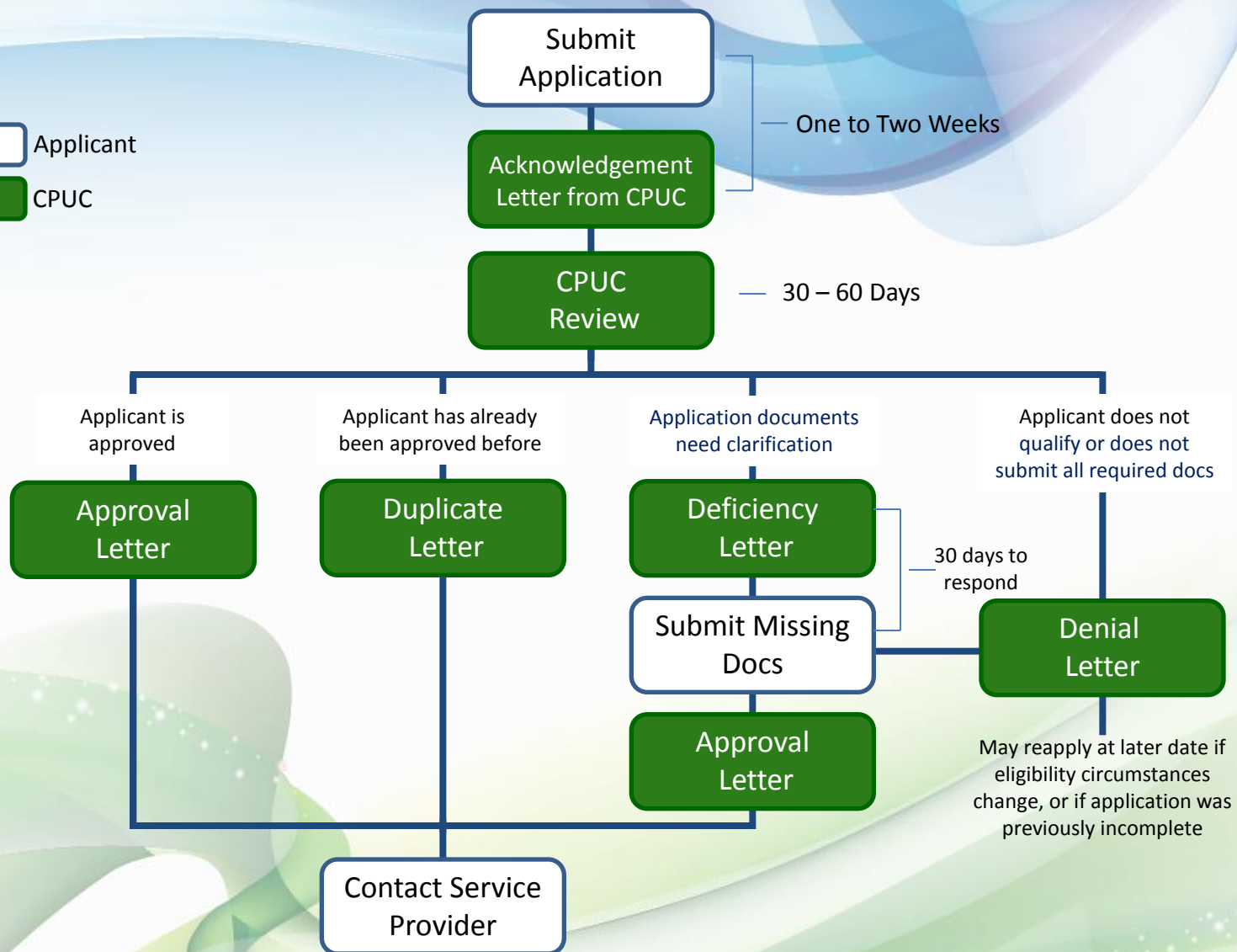
Application Process

- Eligibility requirements, the application and instructions are at the CTF website

www.cpuc.ca.gov/PUC/Telco/Public+Programs/CTF/

- Applications that contain all required documents and meet all the requirements are eligible to participate in the CTF program.
- If additional information or clarification is needed, CPUC staff will send a 30-day deficiency letter. Applicant that fails to respond within 30 days will be rejected.
- **WARNING:** Applications without the required documents will be automatically rejected upon receipt.

Application Process



Note* All notifications are sent via email to the email address provided on your applications.

Application Process: Required Info

- **Government-Owned and Operated Hospitals and Health Clinics**
 - Letter indicating that it is owned and operated by government employees
 - Copy of page in the directory indicating the name of the person that signed the letter

Application Process: Required Info

- **Community Based Organizations**

- 501(c)(3) or 501(d) IRS tax-exempt status letter addressed to the organization
- Latest IRS Form 990 that is addressed to the organization
- Mission statement
- Brochure of the organization
- Name change documentation, if applicable
- A letter explaining a change of address, if applicable

Application Process: Required Info

- **Community Based Organizations (cont'd)**

- o Non-profit hospitals and health clinics applying as CBOs must also provide the following information:
 - o List the names and **residential** addresses of your board of directors and describe how they represent the community you serve.
 - o Are you located in a rural area and/or do you provide health care to a rural population? If yes, describe that rural area/community.
 - o Describe the geographic community or neighborhood, community of identity, or community of interest to which you provide health care.
 - o Is your yearly revenue, including grants and contributions, under \$50 million? If yes, state the amount of your yearly revenue.

Application Process: Tips

- Carefully read and follow all application instructions
- Double-check all required documents are attached
 - Remember that applications missing any required documents are automatically rejected
- Ensure all handwriting is legible
- Provide documentation that highlights CTF-eligible services/activities that are offered to the community by your organization
 - Think about how your organization qualifies for CTF and how to clearly document that in your application
- Don't forget to sign the application and include your email address! All notifications are sent to the email address provided on the application.
- Make a copy of entire application packet and attached documents for your records

Information for Approved Applicants

- Approved applicants receive an Approval Letter via email within 30-60 days and an Application Number, which they use to notify their service provider of CTF eligibility
 - *If customer notifies their service provider within 30 days from receipt of the Approval Letter, the discount is retroactive to the day the application was filed*
 - *If customer notifies their service provider after 30 days from receipt of the Approval Letter, the discount begins on the date of notification*
- Customer should inform their service provider of CTF eligibility each time a new service is ordered
- Customer should document (contact info, date, request made...) all requests made to their service provider
- Once approved, there is no need to re-apply or submit a new CTF application with the California Public Utilities Commission – CTF Program
- Be advised that not all service providers participate in the CTF program. To confirm participation, a customer can visit the following page for further information:
<http://www.cpuc.ca.gov/PUC/Telco/Public+Programs/CTF/Service+Providers.htm>

Online Application Assistance

- Online, self-guided tutorial of the CTF Application
- Can complete the application in tandem with the tutorial
- Provides in-depth tips and strategies for submitting a complete and thorough application
- Tailored especially for CBOs and GHHCs only
- Visit www.ctfprogram.org and look for the green Online Tutorial button



CALIFORNIA TELECONNECT FUND

State Funded Discounts for
Advanced Communication Services

View
Brochure

Download
Application

Need Help on the Application?
Click Here for the Online Tutorial

Click Here to View Upcoming
Free Public Informational Sessions

Contact Information

www.ctfprogram.org

- For more information on the CTF program and for assistance with the application process, contact:

(866) 742-8587; Monday – Friday, 8:00 am – 5:00 pm

- or -

CTFHelpDesk@rhainc.com

RHA
program design+management