**California Public Utilities Commission  
505 Van Ness Ave., San Francisco**

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**FOR IMMEDIATE RELEASE**  **PRESS RELEASE**

Media Contact: Terrie Prosper, 415.703.1366, [news@cpuc.ca.gov](mailto:news@cpuc.ca.gov)

CPUC Streamlines California Teleconnect Fund Recertification Process for Eligible Organizations

SAN FRANCISCO, May 12, 2023 – The California Public Utilities Commission (CPUC) has announced updates to the California Teleconnect Fund’s (CTF) recertification process, whereby beginning July 1, 2023, all participants must recertify their eligibility via the eCAP website prior to their eligibility end date. This change is part of CPUC’s ongoing efforts to enhance the program’s efficiency and ensure that it continues to benefit eligible organizations. The improved process will enable CTF participants to maintain their eligibility with ease and without any disruptions.

The CTF provides a 50 percent discount on advanced communication services (including internet access and broadband services) to qualifying schools, libraries, community colleges, government-owned hospitals/health clinics, and community-based organizations. As part of the new streamlined process, the CTF will no longer send recertification notices to participants via postal mail. Instead, the notices will only be sent through the [eCAP website](https://ecap.cpuc.ca.gov/pcms/s/) to the email address(es) on file. CTF participants will have the flexibility to submit their Recertification Application up to 120 days before their eligibility end date.

CTF participants are required to access their eCAP account and click the “Recertification Application” button for the appropriate service address to submit their Recertification Application. Creating a new eCAP account is not necessary to complete the recertification process. CTF participants must adhere to the recertification requirement to maintain their eligibility for the program’s discounts. Failure to recertify could result in revocation of eligibility and termination of discounts. For additional information, please visit the [CTF Program Participant Recertification website](http://www.cpuc.ca.gov/CTFrecertification).

If participants and applicants require assistance accessing their eCAP account, they may contact the program at [CTFHelp@cpuc.ca.gov](mailto:CTFHelp@cpuc.ca.gov). Service providers can contact [CTFClaims@cpuc.ca.gov](mailto:CTFClaims@cpuc.ca.gov) for additional help or inquiries regarding eCAP.

The CTF program, established by the CPUC in 1996, has been instrumental in promoting innovation in the delivery and use of advanced communication services. This program provides discounted access to advanced communication services, such as internet access and broadband services, to qualifying schools, libraries, community colleges, government-owned hospitals/health clinics, and community-based organizations. The CPUC is committed to ensuring that eligible Californians continue to have access to discounted communication services through the CTF program. By implementing these updates, the program can focus on its mission of supporting eligible organizations and helping them fulfill their communication needs.

More information about the California Teleconnect Fund (CTF) is available at [www.cpuc.ca.gov/ctf](http://www.cpuc.ca.gov/ctf).

The CPUC regulates services and utilities, protects consumers, safeguards the environment, and assures Californians’ access to safe and reliable utility infrastructure and services. For more information on the CPUC, please visit [www.cpuc.ca.gov](http://www.cpuc.ca.gov).

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