

## PUBLIC UTILITIES COMMISSION

505 VAN NESS AVENUE  
SAN FRANCISCO, CA 94102-3298



January 30, 2023

To: Carriers Participating in the California Teleconnect Fund Program

Re: California Teleconnect Fund Administrative Letter No. 30: New Protocol for Submitting Claims for Reimbursement to the California Teleconnect Fund

The California Public Utilities Commission (CPUC) is implementing a new protocol for service providers to submit claims for reimbursement to the California Teleconnect Fund (CTF) program. This new protocol will replace the existing submission method where service providers submit claims via email. Beginning on January 30, 2023, all service providers must submit claims to the CTF program via the electronic Claim and Application Portal (eCAP).

### How to Access eCAP

- On January 30, 2023, the CPUC will email an invitation to access eCAP to each service provider's Primary Regulatory Contact and, if applicable, a designated program representative. The email will provide a link to eCAP and request the user(s) to create a password for their account. (Please note that service provider personnel that participated in the preview and/or testing of eCAP will still need to complete this step.)
- Please contact [CTFClaims@cpuc.ca.gov](mailto:CTFClaims@cpuc.ca.gov) if the Primary Regulatory Contact or designated program representative did not receive the emailed invitation by January 31, 2023.
- After logging into eCAP, users can add additional users for your company.

### Claim Submission Schedule

- The launch date for eCAP is Monday, January 30, 2023. Please submit claims to the CTF program via eCAP starting on January 30, 2023 and thereafter.
- Since the launch date of eCAP coincides with the due date of the November 2022 claim, CTF service providers may submit the November 2022 claim by email to [CTFClaims@cpuc.ca.gov](mailto:CTFClaims@cpuc.ca.gov), if they have not already done so.

### Help with eCAP

- Visit the [Help and Frequently Asked Questions](#) (FAQ) page on the eCAP portal for instructional videos and information on common help topics.
- If the topic on which you are seeking assistance is not addressed in the Help and FAQ page or you cannot submit a claim via eCAP, contact [CTFClaims@cpuc.ca.gov](mailto:CTFClaims@cpuc.ca.gov).

If you have any questions regarding this letter, please contact [CTFClaims@cpuc.ca.gov](mailto:CTFClaims@cpuc.ca.gov).

Sincerely,

A handwritten signature in black ink, appearing to read "Robert Osborn". The signature is fluid and cursive, with the first name "Robert" being more prominent than the last name "Osborn".

Robert Osborn  
Director, Communications Division  
California Public Utilities Commission