

PUBLIC UTILITIES COMMISSION

505 VAN NESS AVENUE
SAN FRANCISCO, CA 94102-3298



April 21, 2022

To: Service List for Rulemaking 20-02-008 and California LifeLine Service Providers

Re: FURTHER GUIDANCE REGARDING THE SUBMISSION OF ADVICE LETTERS AND REIMBURSEMENT CLAIMS FOR THE FCC EMERGENCY BROADBAND BENEFIT PROGRAM AND THE AFFORDABLE CONNECTIVITY PROGRAM

A. Emergency Broadband Benefit (EBB) Tariffs or Schedules of Rates and Charges

On June 22, 2021, the California Public Utilities Commission's (CPUC) Communications Division (CD) provided guidance to the California LifeLine service providers regarding the federal EBB Program. CD hereby issues this letter to provide further clarification on the EBB Program which ended on March 1, 2022, pursuant to the Federal Communications Commission (FCC) order. Households enrolled in the EBB Program as of December 31, 2021, were permitted to receive monthly benefits for an additional 60-days. This period provided time for customers to transition from the EBB to the Affordable Connectivity Program (ACP).

Effective March 1, 2022, the EBB Program transition period has ended, and service providers are required to remove all EBB information from their tariffs or schedules and marketing materials.

- **Wireline:**
 - Submit Tier 1 Advice Letters to remove EBB information from the tariffs.
- **Wireless:**
 - Submit Tier 2 Advice Letters to remove EBB information from the schedules of rates and charges.

B. Administration of EBB/ACP Participants

All active LifeLine subscribers who are transitioned¹ to ACP and new customers who are enrolled in ACP must be moved to the "0" CA Service Tier. If the subscriber was enrolled in EBB prior to January 1, 2022 and receiving Specific Support Amounts (SSA), then the effective date of the move to Tier 0 is March 1, 2022. Otherwise, the effective date of the move to Tier 0 for all other should be the later of LifeLine start date or ACP enrollment date.

Service providers must submit all required CA Service Tier updates in daily upload files to the California LifeLine Third Party Administrator by April 29, 2022 so that the Weighted Average

¹ Subscriber transitioned from an EBB or CA LifeLine Plan to ACP. CPUC will include these subscribers in the CA LifeLine active subscribers' end of month count to calculate administrative expenses reimbursement.

Reports (WAR) that the TPA will publish on May 4, 2022, has the subscribers assigned to the correct California LifeLine service tiers.

C. Costs and reimbursements associated with the EBB and ACP

Effective January 1, 2022, California LifeLine will not approve claims for the SSA for LifeLine subscribers who are assigned to ACP. Effective March 1, 2022, California LifeLine will not approve claims for SSA for LifeLine subscribers who are assigned to EBB.

Service providers will receive administrative costs of up to \$0.50 for each California LifeLine participant enrolled in the ACP. Existing California LifeLine rules for service connection/activation reimbursements will apply to LifeLine subscribers who are enrolled in ACP. Service providers may not charge California LifeLine participants a conversion or connection fee for transitioning to and from ACP and California LifeLine.

If you have any questions regarding this notice, please contact Tina Lee at 415-703-2285 or U17@cpuc.ca.gov.

Sincerely,



Robert Osborn
Communications Division Director
California Public Utilities Commission