

Telecommunications &



User Fees Filing System

# TUFFS

*User Guide*

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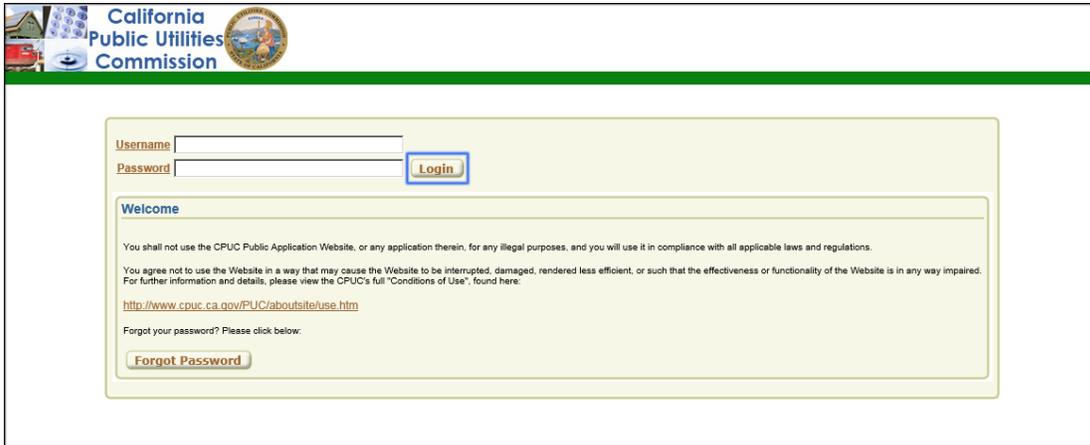
## I. Logging In

1. Open your Internet Explorer version 9 or higher web browser and point it to the following address:

<https://delaps1.cpuc.ca.gov/IMSLLogin>

2. Enter your Username and Password then click **Login** on the Welcome screen (Figure 1).

**Note:** When the Commission newly certifies a carrier a new account will be created and the carrier will receive an email notification that includes their TUFFS Username and Temporary Password (which will need to be updated upon first login). If you are a registered carrier, but have not received a CPUC TUFFS Account, please contact the CPUC Communications Division via email at, [telco\\_surcharge@cpuc.ca.gov](mailto:telco_surcharge@cpuc.ca.gov).



California Public Utilities Commission

Username

Password

**Welcome**

You shall not use the CPUC Public Application Website, or any application therein, for any illegal purposes, and you will use it in compliance with all applicable laws and regulations.

You agree not to use the Website in a way that may cause the Website to be interrupted, damaged, rendered less efficient, or such that the effectiveness or functionality of the Website is in any way impaired. For further information and details, please view the CPUC's full "Conditions of Use", found here:

<http://www.cpuc.ca.gov/PUC/aboutsite/use.htm>

Forgot your password? Please click below:

FIGURE 1: CPUC WELCOME PAGE

3. Under "Your Applications", select **TUFFS Telecom & User Fees Filing System** (Figure 2).



CA.GOV

California Public Utilities Commission

**Your Applications**

**Your Applications (Click one to continue)**

Application	Description
<a href="#">TUFFS Telecom &amp; User Fees Filing System</a>	This application is to be used for the reporting and remittance of CPUC Surcharges and User Fees due on intrastate telecommunications revenues.

FIGURE 2: YOUR APPLICATIONS

4. In the “Sign in to TUFFS” box enter your assigned User Name and Password then click **Sign In** (Figure 3).



FIGURE 3: APPLICATION SIGN IN

5. The first time you sign in to TUFFS, you will be taken to the Carrier Profile screen and asked to select whether or not you qualify to pay under the de minimis rule. To determine if you qualify to file as a de minimis carrier, please review the de minimis Rule section in this User Guide on page 33.

You are also asked to identify if your annual revenue is less than or equal to \$750,000 in order to determine your User Fee payment cycle. For carriers with annual revenue greater than \$750,000, the User Fee is shown and due in the third month of each calendar quarter and the payment is due between the 1<sup>st</sup> and the 15<sup>th</sup> of the next month (for example: for Q1, the User Fee is shown and due in March and the payment is due April 15<sup>th</sup>). For carriers with annual revenue less than or equal to \$750,000, the User Fee for the preceding year is shown in the third month of each calendar quarter and payments for each of the four quarters is due between January 1<sup>st</sup> and 15<sup>th</sup> of the following year.

Please make your selections and click **Submit** to continue. Below is a representation of all of the possible configurations for the de minimis Rule and User Fee threshold (Figure 4).



FIGURE 4: DE MINIMIS RULE & USER FEE REPORTING THRESHOLD SELECTION OPTIONS

6. After the surcharge and User Fee cycles have been chosen, depending on your selections, a confirmation message may display (Figure 5). If you did not change from the default setting “No” for both prompts, no confirmation message will display.

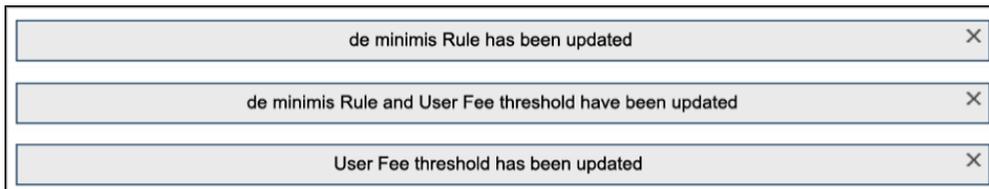


FIGURE 5: DE MINIMIS RULE/USER FEE THRESHOLD CONFIRMATION

7. With the surcharge and User Fee cycles set, the Carrier Profile screen will display Carrier Contact Information, Surcharge Reporting Cycle and User Fee Reporting Cycle (Figure 6). Please ensure that all carrier information displayed on this screen is accurate.

If any carrier information, such as the address, phone number, etc., is incorrect or out of date, please update it by using the Regulatory/Official Contact Information Update Request form. Access the form at:

[http://www.cpuc.ca.gov/uploadedFiles/cpuc\\_public\\_website/landing\\_pages/utilities\\_and\\_industries/communications/ucsupdaterequest813.pdf](http://www.cpuc.ca.gov/uploadedFiles/cpuc_public_website/landing_pages/utilities_and_industries/communications/ucsupdaterequest813.pdf).

Service Providers must update their Primary Contact, Consumer Service and User Fee contact information whenever necessary.

Carrier Profile	Reporting and History	Reporting Adjustment
<b>Carrier Profile</b>		
<b>Carrier Contact Information</b>		
Carrier Name	Innovations, Inc.	
Utility ID Number	U-7201-C	
DBA Name(s)		
Utility Types	DVS	
First Name	JUDE	
Last Name	LEY	
Phone	(405) 172-8177	
Address Line 1	PO BOX 28	
Address Line 2		
City	OKLAHOMA CITY	
State	OK	
Zip Code	73128	
Email	jley@tele.net	
<b>Surcharge Reporting Cycle</b>		
De Minimis	No	
Reporting Cycle	Monthly	
<b>User Fee Reporting Cycle</b>		
<= \$750,000/yr	Yes	
Reporting Cycle	Annual	

FIGURE 6: CARRIER PAYMENT CYCLE AND PROFILE

## II. Non-Wireless Carriers: Creating and Submitting a New Surcharge Report and User Fee Report Forms

1. To begin the surcharge and/or User Fee reporting process, click the **Reporting and History** tab in the navigation bar.
2. Under the Report CPUC Program Surcharges and User Fees section, click **Create a New Form** (Figure 7).

**Note for de minimis Rule Carriers:** Although you are only required to report and remit payments twice a year, you are required to submit a separate online Surcharge Report form and User Fee Report form as well as remit individual payments for each month in the six-month period.

**Note for Annual User Fee Filers:** Although you are only required to report and remit User Fee payments once a year, you are required to submit a separate online Surcharge Report form and User Fee Report form for each quarter (Q1, Q2, Q3 and Q4) in the year as well as remit individual payments for each quarter at the end of the year.



FIGURE 7: SURCHARGE REPORTING AND HISTORY

3. On the Surcharge Reporting Form, verify that the Utility Identification Number, Carrier Name and Billing Period are correct.

Enter the total intrastate revenue subject to surcharge in the field and click **Calculate Surcharges** to continue (Figure 8).

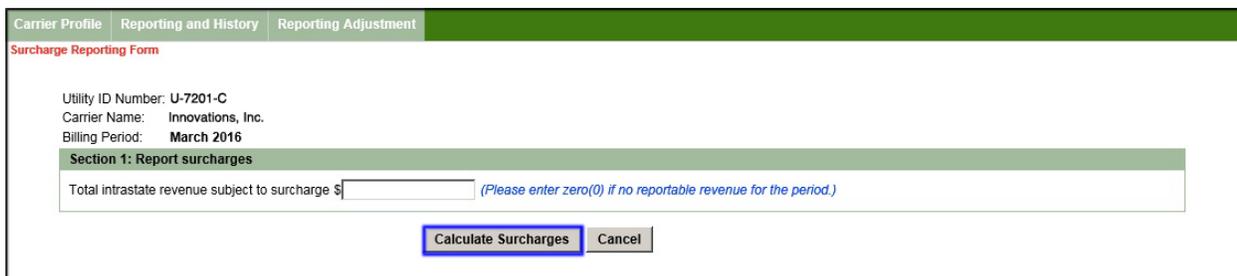
The image shows the 'Surcharge Reporting Form' interface. At the top, there is a green navigation bar with three tabs: 'Carrier Profile', 'Reporting and History', and 'Reporting Adjustment'. The 'Reporting and History' tab is selected. Below the navigation bar, the page title is 'Surcharge Reporting Form'. The form contains the following information:  
Utility ID Number: U-7201-C  
Carrier Name: Innovations, Inc.  
Billing Period: March 2016  
Section 1: Report surcharges  
Total intrastate revenue subject to surcharge \$  (Please enter zero(0) if no reportable revenue for the period.)  
At the bottom of the form, there are two buttons: 'Calculate Surcharges' and 'Cancel'. The 'Calculate Surcharges' button is highlighted with a blue border.

FIGURE 8: SURCHARGE REPORTING FORM

4. If you are satisfied with the calculations and do not need to make corrections to the total intrastate revenue subject to surcharge or enter collection adjustments, click **Continue** (Figure 9) and go to #8. If you need to make adjustments to the surcharge amount or collection adjustments, proceed to #5.

The screenshot shows the 'Surcharge Reporting Form' for carrier Innovations, Inc. in March 2016. The total intrastate revenue subject to surcharge is \$1,200.00. A table lists various programs with their respective surcharge rates, calculated surcharges, and total due amounts. The 'Continue' button is highlighted.

Program	Surcharge Rate %	Calculated Surcharge	Collection Adjustment	Surcharge Due	Penalty Interest	Total Due
UNIVERSAL LIFELINE TELEPHONE SERVICE PROGRAM (ULTS)	5.500	\$66.00	<input type="text"/>	\$66.00	\$6.64	\$72.64
DEAF AND DISABLED TELECOMMUNICATIONS PROGRAM (DDTP)	0.500	\$6.00	<input type="text"/>	\$6.00	\$0.60	\$6.60
CALIFORNIA HIGH COST FUND-A (CHCF-A)	0.350	\$4.20	<input type="text"/>	\$4.20	\$0.42	\$4.62
CALIFORNIA HIGH COST FUND-B (CHCF-B)	0.000	\$0.00	<input type="text"/>	\$0.00	\$0.00	\$0.00
CALIFORNIA TELECONNECT FUND (CTF)	1.080	\$12.96	<input type="text"/>	\$12.96	\$1.30	\$14.26
CALIFORNIA ADVANCED SERVICES FUND (CASF)	0.464	\$5.57	<input type="text"/>	\$5.57	\$0.56	\$6.13

FIGURE 9: SURCHARGE REPORTING FORM CARRIER COLLECTION ADJUSTMENT

The fees due for each Public Purpose Program will be automatically calculated for you, along with any Penalty Interest amounts. All values are displayed to the nearest cent.

Per D.98-01-023 and G.O. 153 (11.4), carriers who are late in remitting surcharges shall pay a penalty equal to an annual interest rate of 10%. Any penalty amount assessed on surcharges will be shown in the Penalty Interest column (Figure 9).

5. To recalculate the surcharges after entering a different amount for the total intrastate revenue subject to surcharge, click **Calculate Surcharges** at the bottom of the screen (Figure 10).

This screenshot is identical to Figure 9, but the 'Calculate Surcharges' button at the bottom is highlighted with a blue border, indicating the next step in the process.

FIGURE 10: RE-CALCULATE SURCHARGES

**Note:** Clicking **Calculate Surcharges** will always clear out any **Collection Adjustment** amount previously entered and require the user to re-enter these figures.

6. To adjust the system-calculated surcharge amounts, enter an amount to adjust by in the **Collection Adjustment** column and click **Apply Adjustments** (Figure 11). This adjustment is to account for the actual collection of surcharges from end-user customers. The Total Due column now reflects your adjustments.

**Note:** The figures you enter in this column will be applied to the system-calculated values. Entering a value of 500 will result in \$500.00 being added to the surcharge amount. Entering a value of -500 will result in \$500.00 being subtracted from the surcharge amount.

Carrier Profile Reporting and History Reporting Adjustment

**Surcharge Reporting Form**

Utility ID Number: U-7201-C  
 Carrier Name: Innovations, Inc.  
 Billing Period: March 2016  
 Surcharge Payment Due Date: 05/10/2016  
 User Fee Payment Due Date: 01/15/2017

**Section 1: Report surcharges**

Total intrastate revenue subject to surcharge \$ 1,200.00

Program	Surcharge Rate %	Calculated Surcharge	Collection Adjustment	Surcharge Due	Penalty Interest	Total Due
UNIVERSAL LIFELINE TELEPHONE SERVICE PROGRAM (ULTS)	5.500	\$66.00		\$66.00	\$6.64	\$72.64
DEAF AND DISABLED TELECOMMUNICATIONS PROGRAM (DDTP)	0.500	\$6.00		\$6.00	\$0.60	\$6.60
CALIFORNIA HIGH COST FUND-A (CHCF-A)	0.350	\$4.20		\$4.20	\$0.42	\$4.62
CALIFORNIA HIGH COST FUND-B (CHCF-B)	0.000	\$0.00		\$0.00	\$0.00	\$0.00
CALIFORNIA TELECONNECT FUND (CTF)	1.080	\$12.96		\$12.96	\$1.30	\$14.26
CALIFORNIA ADVANCED SERVICES FUND (CASF)	0.464	\$5.57		\$5.57	\$0.56	\$6.13

Apply Adjustments Clear

Calculate Surcharges Cancel Continue

FIGURE 11: SURCHARGE COLLECTION ADJUSTMENT

**Note:** Clicking **Clear** only clears out any **Collection Adjustment** number previously entered and allows you to re-enter these numbers.

7. Click **Continue** to accept the new surcharge amounts (Figure 12) or repeat #5 and #6 to correct the amounts.

If you are not reporting for the third month in a calendar quarter, proceed to #10.

Calculate Surcharges Cancel Continue

FIGURE 12: CONTINUE SURCHARGE REPORTING

8. If you are reporting for the third month of a calendar quarter, you may adjust the total intrastate revenue subject to User Fee.

Enter an amount to adjust by in the **Adjustment Amount** column and click **Apply Adjustment and Calculate User Fee** (Figure 13). The adjustment amount must be zero (0) or greater.

Carrier Profile Reporting and History Reporting Adjustment

**User Fee Reporting Form**

Utility ID Number: U-7201-U  
 Carrier Name: Innovations, Inc.  
 Billing Period: March 2016  
 Surcharge Payment Due Date: 05/10/2016  
 User Fee Payment Due Date: 01/15/2017

**Section 2: Report User Fee**

Revenue Type	Reported Surcharge Revenue	+ Adjustment Amount	= User Fee Revenue
Total Intrastate Revenue subject to User Fee	\$1,001,200.00	<input type="text"/>	\$1,001,200.00

**Apply Adjustment and Calculate User Fee**

Cancel Continue

FIGURE 13: USER FEE REPORTING FORM

9. You can make adjustments to the User Fee revenue not subject to surcharge by entering an amount to adjust by in the **Collection Adjustment** column (Figure 14). The adjustment amount must be zero (0) or greater. Steps 1-3 below are an example you can use to calculate the Collection Adjustment amount.

- Step 1:** User Fee Revenue Not Subject to Surcharge (not reported in TUFFS): \$1500.00
- Step 2:** Multiplied by the User Fee Rate: x .0018
  - .0018 (.18%) for Regular User Fee
  - .0023 (.23%) for MTS User Fee
- Step 3:** Collection Adjustment for User Fee (amount to be entered in TUFFS as the Collection Adjustment): = \$2.70

Carrier Profile	Reporting and History	Reporting Adjustment				
<b>User Fee Reporting Form</b>						
Utility ID Number:	U-7201-C					
Carrier Name:	Innovations, Inc.					
Billing Period:	March 2016					
Surcharge Payment Due Date:	05/10/2016					
User Fee Payment Due Date:	01/15/2017					
<b>Section 2: Report User Fee</b>						
Revenue Type	Reported Surcharge Revenue	+ Adjustment Amount = User Fee Revenue				
Total Intrastate Revenue subject to User Fee	\$1,001,200.00	\$1,001,200.00				
<b>Apply Adjustment and Calculate User Fee</b>						
Program	User Fee Rate %	Calculated User Fee	Collection Adjustment	User Fee Due	Penalty Interest	Total Due
User Fee calculated for Q1 2016	0.230	\$2,302.76		\$2,302.76	\$575.69	\$2,878.45
<b>Apply Adjustments</b>						Clear
Cancel		Continue				

FIGURE 14: USER FEE COLLECTION ADJUSTMENT

Per Public Utilities Code Section 405, User Fees remitted later than 30 days after their due date continue to be subject to a penalty of 25%. Any penalty amount assessed on User Fees will be shown in the Penalty Interest column (Figure 14).

10. On the Confirmation Page, verify the information and click **Submit** to confirm that the information is correct (Figure 15).

**Note:** The example Confirmation Page displays the Report User Fee Section 2. If you are not reporting for the third month of a calendar quarter, Section 2 will not be displayed.

<b>Confirmation Page</b>							
Please review the information below. If you need to make changes, click the "Previous Page" button. If you have no changes to make, click the "Submit" button. You may need to scroll down to access the buttons.							
Utility ID Number:	U-7201-C						
Carrier Name:	Innovations, Inc.						
Billing Period:	March 2016						
Surcharge Payment Due Date:	05/10/2016						
User Fee Payment Due Date:	01/15/2017						
Today's Date:	05/12/2017						
<b>Section 1: Report surcharges</b>							
Total intrastate revenue subject to surcharge: <b>\$1,200.00</b>							
Program	Surcharge Rate %	Calculated Surcharge	Collection Adjustment	Surcharge Due	Penalty Interest	Total Due	
UNIVERSAL LIFELINE TELEPHONE SERVICE PROGRAM (ULTS)	5.500	\$66.00	\$0.00	\$66.00	\$6.64	\$72.64	
DEAF AND DISABLED TELECOMMUNICATIONS PROGRAM (DDTP)	0.500	\$6.00	\$0.00	\$6.00	\$0.60	\$6.60	
CALIFORNIA HIGH COST FUND-A (CHCF-A)	0.350	\$4.20	\$0.00	\$4.20	\$0.42	\$4.62	
CALIFORNIA HIGH COST FUND-B (CHCF-B)	0.000	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	
CALIFORNIA TELECONNECT FUND (CTF)	1.080	\$12.96	\$0.00	\$12.96	\$1.30	\$14.26	
CALIFORNIA ADVANCED SERVICES FUND (CASF)	0.464	\$5.57	\$0.00	\$5.57	\$0.56	\$6.13	
<b>Section 2: Report User Fee</b>							
Revenue Type	Reported Surcharge Revenue	Adjustment Amount	User Fee Revenue				
Total Intrastate Revenue subject to User Fee	\$1,001,200.00	\$0.00	\$1,001,200.00				
Program	User Fee Rate %	Calculated User Fee	Collection Adjustment	User Fee Due	Penalty Interest	Total Due	
User Fee calculated for Q1 2016	0.230	\$2,302.76	\$0.00	\$2,302.76	\$575.69	\$2,878.45	
Previous Page		<b>Submit</b>					

FIGURE 15: CONFIRMATION PAGE

11. On the Transmittal Page, the buttons are numbered to guide you through the process of first printing a copy for your records, second making a payment, and lastly, finishing the process (Figure 16).

**Note:** The example Transmittal Page below displays the Reported User Fee Section 2. If you are not reporting for the third month of a calendar quarter, Section 2 will not be displayed.

**Transmittal Page**

Please click the "Print" button (1) to retain this information for your records before continuing with "Make Payment" (2) and then "Finished" (3).

Utility ID Number: U-7201-C  
 Carrier Name: Innovation, Inc.  
 Billing Period: March 2016  
 Surcharge Payment Due Date: 05/10/2016  
 User Fee Payment Due Date: 01/15/2017  
 Reported Date: 05/12/2017

**Section 1: Reported surcharges**

Total intrastate revenue subject to surcharge: \$1,200.00

Program	Surcharge Rate %	Calculated Surcharge	Collection Adjustment	Surcharge Due	Penalty Interest	Total Due
UNIVERSAL LIFELINE TELEPHONE SERVICE PROGRAM (ULTS)	5.500	\$66.00	\$0.00	\$66.00	\$6.64	\$72.64
DEAF AND DISABLED TELECOMMUNICATIONS PROGRAM (DDTP)	0.500	\$6.00	\$0.00	\$6.00	\$0.60	\$6.60
CALIFORNIA HIGH COST FUND-A (CHCF-A)	0.350	\$4.20	\$0.00	\$4.20	\$0.42	\$4.62
CALIFORNIA HIGH COST FUND-B (CHCF-B)	0.000	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
CALIFORNIA TELECONNECT FUND (CTF)	1.080	\$12.96	\$0.00	\$12.96	\$1.30	\$14.26
CALIFORNIA ADVANCED SERVICES FUND (CASF)	0.464	\$5.57	\$0.00	\$5.57	\$0.56	\$6.13

**Section 2: Reported User Fee**

Revenue Type	Reported Surcharge Revenue	Adjustment Amount	User Fee Revenue
Total Intrastate Revenue subject to User Fee	\$1,001,200.00	\$0.00	\$1,001,200.00

Program	User Fee Rate %	Calculated User Fee	Collection Adjustment	User Fee Due	Penalty Interest	Total Due
User Fee calculated for Q1 2016	0.230	\$2,302.76	\$0.00	\$2,302.76	\$575.69	\$2,878.45

(1) Print (2) Make Payment (3) Finished

FIGURE 16: TRANSMITTAL PAGE

12. A standard print dialog will appear and allow you to select your printer, specify number of copies, etc. (Figure 17).

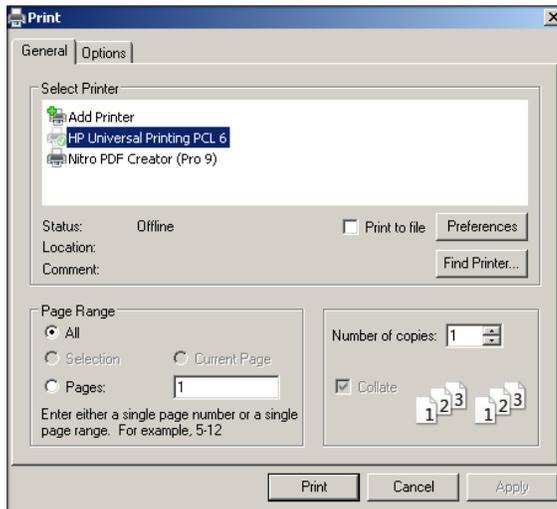


FIGURE 17: PRINT THE TRANSMITTAL FORM

### III. Wireless Carriers: Creating and Submitting a New Surcharge Report and User Fee Report Forms

1. To begin the surcharge and/or User Fee reporting process, click the **Reporting and History** tab in the navigation bar.
2. Under the Report CPUC Program Surcharges and User Fees section, click **Create a New Form** (Figure 18).

**Note for de minimis Rule Carriers:** Although you are only required to report and remit payments twice a year, you are required to submit a separate online Surcharge Report form and User Fee Report form as well as remit individual payments for each month in the six-month period.

**Note for Annual User Fee Filers:** Although you are only required to report and remit User Fee payments once a year, you are required to submit a separate online Surcharge Report form and User Fee Report form for each quarter (Q1, Q2, Q3 and Q4) in the year as well as remit individual payments for each quarter at the end of the year.



FIGURE 18: REPORTING AND HISTORY

**A. For billing periods through December 2015,** you will see the form as it appears below (Figure 19). Please verify that the Utility Identification Number, Carrier Name and Billing Period are correct before proceeding.

1. Now enter the total intrastate revenue subject to surcharge in the appropriate field and click **Calculate Surcharges** to continue (Figure 14).

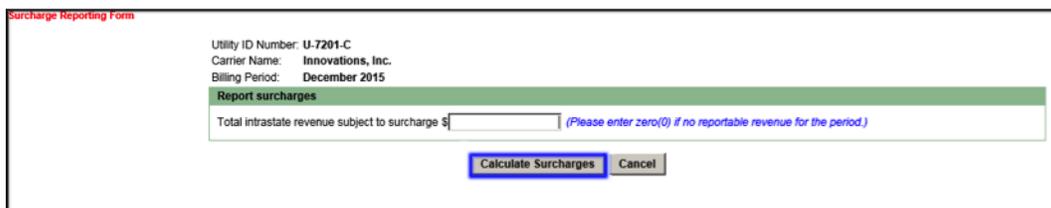
The image shows a 'Surcharge Reporting Form' with a white background and a green header. The header contains the text 'Report surcharges'. Below the header, there are three lines of text: 'Utility ID Number: U-7201-C', 'Carrier Name: Innovations, Inc.', and 'Billing Period: December 2015'. Below this text is a green-bordered box containing a text input field with the label 'Total intrastate revenue subject to surcharge \$' and a blue link '(Please enter zero(0) if no reportable revenue for the period.)'. At the bottom of the form are two buttons: 'Calculate Surcharges' (highlighted with a blue border) and 'Cancel'.

FIGURE 19: SURCHARGE REPORTING FORM

3. To recalculate the surcharges after entering a different amount for the total interstate revenue, click **Calculate Surcharges** at the bottom of the screen (Figures 20).

**Note:** Clicking **Calculate Surcharges** will always clear out any Collection Adjustment number previously entered and you will need to re-enter these numbers.

Utility ID Number: U-7201-C  
 Carrier Name: Innovations, Inc.  
 Billing Period: December 2015  
 Payment Due Date: 02/09/2016

**Report surcharges**

Total intrastate revenue subject to surcharge \$ 12,323.00

Program	Surcharge Rate %	Calculated Surcharge	Collection Adjustment	Surcharge Due	Penalty Interest	Total Due
UNIVERSAL LIFELINE TELEPHONE SERVICE PROGRAM (ULTS)	1.1500	\$141.71		\$141.71	\$31.40	\$173.11
DEAF AND DISABLED TELECOMMUNICATIONS PROGRAM (DDTP)	0.2000	\$24.65		\$24.65	\$7.85	\$32.50
CALIFORNIA HIGH COST FUND-A (CHCF-A)	9.9000	\$1,219.98		\$1,219.98	\$259.05	\$1,479.03
CALIFORNIA HIGH COST FUND-B (CHCF-B)	0.3000	\$36.97		\$36.97	\$7.85	\$44.82
CALIFORNIA TELECONNECT FUND (CTF)	0.0790	\$9.74		\$9.74	\$0.00	\$9.74
CALIFORNIA ADVANCED SERVICES FUND (CASF)	2.0000	\$246.46		\$246.46	\$54.95	\$301.41

Buttons: Calculate Surcharges, Cancel, Continue, Apply Adjustments, Clear

FIGURE 20: SURCHARGE REPORTING FORM CARRIER ADJ – THROUGH DECEMBER 2015

The fees due for each Public Purpose Program will be automatically calculated for you, along with any Penalty Interest amounts. All values are rounded two decimal places to the nearest cent.

Per D.98-01-023 and G.O. 153 (11.4), carriers who are late in remitting surcharges shall pay a penalty equal to an annual interest rate of 10%. On the Surcharge Reporting Form screen any interest amount will be shown in the Penalty Interest column (Figure 20).

3. If you are satisfied with the calculations, click **Continue** (Figure 20) and go to #7. If you need to make adjustments to the surcharge amount(s), proceed to #4.

4. You can now make adjustments to the system-calculated surcharge amounts if necessary by entering an amount to adjust by in the **Collection Adjustment** column (Figure 20). This adjustment is to identify any difference between the actual collection of surcharge revenues from end-user customers and the system-calculated amount.

**Note:** The figures you enter in this column will be applied to the system-calculated values. Entering a value of 500 will result in \$500.00 being added to the surcharge amount. Entering a value of -500 will result in \$500.00 being subtracted from the surcharge amount.

5. Once you have entered all the necessary collection adjustments, click **Apply Adjustments** (Figure 20). The Total Due column now reflects your adjustments.

**Note:** Clicking **Clear** only clears out any Collection Adjustment number previously entered and allows you to re-enter these numbers.

6. Click **Continue** to accept the surcharge amounts or repeat #3-#5 to correct the amounts.

7. On the Confirmation Page, verify the information and click **Submit** if the information is correct (Figure 21).

**Confirmation Page**

Please review the information below. If you need to make changes, click the "Previous Page" button. If you have no changes to make, click the "Submit" button. You may need to scroll down to access the buttons.

Utility ID Number: **U-7201-C**  
 Carrier Name: **Innovations, Inc.**  
 Billing Period: **December 2015**  
 Payment Due Date: **02/09/2016**  
 Today's Date: **04/04/2018**

**Report surcharges**

Total intrastate revenue subject to surcharge: **\$12,323.00**

Program	Surcharge Rate %	Calculated Surcharge	Collection Adjustment	Surcharge Due	Penalty Interest	Total Due
UNIVERSAL LIFELINE TELEPHONE SERVICE PROGRAM (ULTS)	1.1500	\$141.71	\$0.00	\$141.71	\$31.40	\$173.11
DEAF AND DISABLED TELECOMMUNICATIONS PROGRAM (DDTP)	0.2000	\$24.65	\$0.00	\$24.65	\$7.85	\$32.50
CALIFORNIA HIGH COST FUND-A (CHCF-A)	9.9000	\$1,219.98	\$0.00	\$1,219.98	\$259.05	\$1,479.03
CALIFORNIA HIGH COST FUND-B (CHCF-B)	0.3000	\$36.97	\$0.00	\$36.97	\$7.85	\$44.82
CALIFORNIA TELECONNECT FUND (CTF)	0.0790	\$9.74	\$0.00	\$9.74	\$0.00	\$9.74
CALIFORNIA ADVANCED SERVICES FUND (CASF)	2.0000	\$246.46	\$0.00	\$246.46	\$54.95	\$301.41

FIGURE 21: SURCHARGE CONFIRMATION PAGE

8. On the Transmittal Page, the buttons are numbered to guide you through the process of first printing a copy for your records, second making a payment and lastly, finishing the process (Figure 22).

**Transmittal Page**

Please click the "Print" button (1) to retain this information for your records before continuing with "Make Payment" (2) and then "Finished" (3).

Utility ID Number: **U-7201-C**  
 Carrier Name: **Innovations, Inc.**  
 Billing Period: **December 2015**  
 Payment Due Date: **02/09/2016**  
 Today's Date: **04/04/2018**

**Reported surcharges**

Total intrastate revenue subject to surcharge: **\$12,323.00**

Program	Surcharge Rate %	Calculated Surcharge	Collection Adjustment	Surcharge Due	Penalty Interest	Total Due
UNIVERSAL LIFELINE TELEPHONE SERVICE PROGRAM (ULTS)	1.1500	\$141.71	\$0.00	\$141.71	\$31.40	\$173.11
DEAF AND DISABLED TELECOMMUNICATIONS PROGRAM (DDTP)	0.2000	\$24.65	\$0.00	\$24.65	\$7.85	\$32.50
CALIFORNIA HIGH COST FUND-A (CHCF-A)	9.9000	\$1,219.98	\$0.00	\$1,219.98	\$259.05	\$1,479.03
CALIFORNIA HIGH COST FUND-B (CHCF-B)	0.3000	\$36.97	\$0.00	\$36.97	\$7.85	\$44.82
CALIFORNIA TELECONNECT FUND (CTF)	0.0790	\$9.74	\$0.00	\$9.74	\$0.00	\$9.74
CALIFORNIA ADVANCED SERVICES FUND (CASF)	2.0000	\$246.46	\$0.00	\$246.46	\$54.95	\$301.41

FIGURE 22: SURCHARGE TRANSMITTAL PAGE

9. A standard print dialog will appear and allow you to select your printer, specify number of copies, etc. (Figure 23).

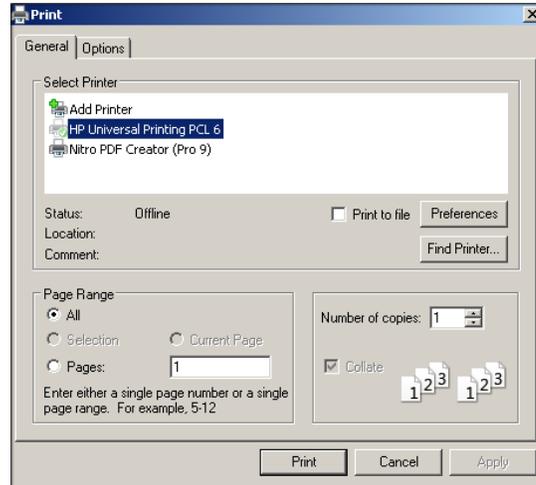


FIGURE 23: PRINTING THE TRANSMITTAL FORM

**B. For billing periods starting January 2016**, you will see the form as displayed below (Figure 24). Starting January 1, 2016 you will be required to report your wireless revenue in three separate categories.

1. Enter the total non-prepaid intrastate revenue subject to surcharge, total direct intrastate prepaid wireless revenue subject to MTS and total indirect intrastate prepaid wireless revenue subject to MTS in the appropriate fields and click **Calculate Surcharges** to continue (Figure 24).

FIGURE 24: SURCHARGE REPORTING FORM – JANUARY 2016 AND BEYOND

3. If you are satisfied with the calculations, click **Continue** (Figure 25) and go to #8. If you need to make adjustments to the revenue or the surcharge amount(s), proceed to #4.

Utility ID Number:	U-7201-C
Carrier Name:	Innovations, Inc.
Billing Period:	March 2017
Surcharge Payment Due Date:	08/09/2017
User Fee Payment Due Date:	01/15/2018

Section 1: Report surcharges for non-prepaid wireless revenue						
Total non-prepaid intrastate wireless revenue subject to surcharge \$ <input type="text" value="432,546.00"/>						
Program	Surcharge Rate %	Calculated Surcharge	Collection Adjustment	Surcharge Due	Penalty Interest	Total Due
UNIVERSAL LIFELINE TELEPHONE SERVICE PROGRAM (ULTS)	5.500	\$23,790.03	<input type="text"/>	\$23,790.03	\$0.00	\$23,790.03
DEAF AND DISABLED TELECOMMUNICATIONS PROGRAM (DDTP)	0.500	\$2,162.73	<input type="text"/>	\$2,162.73	\$0.00	\$2,162.73
CALIFORNIA HIGH COST FUND-A (CHCF-A)	0.350	\$1,513.91	<input type="text"/>	\$1,513.91	\$0.00	\$1,513.91
CALIFORNIA HIGH COST FUND-B (CHCF-B)	0.000	\$0.00	<input type="text"/>	\$0.00	\$0.00	\$0.00
CALIFORNIA TELECONNECT FUND (CTF)	1.080	\$4,671.50	<input type="text"/>	\$4,671.50	\$0.00	\$4,671.50
CALIFORNIA ADVANCED SERVICES FUND (CASF)	0.464	\$2,007.01	<input type="text"/>	\$2,007.01	\$0.00	\$2,007.01

Section 2: Report surcharges for direct prepaid wireless revenue						
Total direct intrastate prepaid wireless revenue subject to MTS \$ <input type="text" value="65,746.00"/>						
Program	MTS Rate %	Calculated Surcharge	Collection Adjustment	Surcharge Due	Penalty Interest	Total Due
UNIVERSAL LIFELINE TELEPHONE SERVICE PROGRAM (ULTS)-MTS	5.680	\$3,734.37	<input type="text"/>	\$3,734.37	\$0.00	\$3,734.37
DEAF AND DISABLED TELECOMMUNICATIONS PROGRAM (DDTP)-MTS	0.530	\$348.45	<input type="text"/>	\$348.45	\$0.00	\$348.45
CALIFORNIA HIGH COST FUND-A (CHCF-A)-MTS	0.390	\$256.41	<input type="text"/>	\$256.41	\$0.00	\$256.41
CALIFORNIA HIGH COST FUND-B (CHCF-B)-MTS	0.030	\$19.72	<input type="text"/>	\$19.72	\$0.00	\$19.72
CALIFORNIA TELECONNECT FUND (CTF)-MTS	1.170	\$769.23	<input type="text"/>	\$769.23	\$0.00	\$769.23
CALIFORNIA ADVANCED SERVICES FUND (CASF)-MTS	0.500	\$328.73	<input type="text"/>	\$328.73	\$0.00	\$328.73

Section 3: Report indirect prepaid wireless revenue	
Total indirect intrastate prepaid wireless revenue subject to MTS \$	<input type="text" value="1,343.00"/>

FIGURE 25: SURCHARGE REPORTING FORM - CONTINUE

4. To recalculate the surcharges after entering a different amount for the total non-prepaid intrastate revenue subject to surcharge, total direct intrastate prepaid wireless revenue subject to MTS and/or total indirect intrastate prepaid wireless revenue subject to MTS, click **Calculate Surcharges** (Figure 26).

**Note:** Clicking **Calculate Surcharges** will always clear out any Collection Adjustment number previously entered and you will need to re-enter these numbers.

Utility ID Number: U-7201-C  
 Carrier Name: Innovations, Inc.  
 Billing Period: March 2017  
 Surcharge Payment Due Date: 08/09/2017  
 User Fee Payment Due Date: 01/15/2018

**Section 1: Report surcharges for non-prepaid wireless revenue**

Total non-prepaid intrastate wireless revenue subject to surcharge \$ 432,546.00

Program	Surcharge Rate %	Calculated Surcharge	Collection Adjustment	Surcharge Due	Penalty Interest	Total Due
UNIVERSAL LIFELINE TELEPHONE SERVICE PROGRAM (ULTS)	5.500	\$23,790.03		\$23,790.03	\$0.00	\$23,790.03
DEAF AND DISABLED TELECOMMUNICATIONS PROGRAM (DDTP)	0.500	\$2,162.73		\$2,162.73	\$0.00	\$2,162.73
CALIFORNIA HIGH COST FUND-A (CHCF-A)	0.350	\$1,513.91		\$1,513.91	\$0.00	\$1,513.91
CALIFORNIA HIGH COST FUND-B (CHCF-B)	0.000	\$0.00		\$0.00	\$0.00	\$0.00
CALIFORNIA TELECONNECT FUND (CTF)	1.080	\$4,671.50		\$4,671.50	\$0.00	\$4,671.50
CALIFORNIA ADVANCED SERVICES FUND (CASF)	0.464	\$2,007.01		\$2,007.01	\$0.00	\$2,007.01

**Section 2: Report surcharges for direct prepaid wireless revenue**

Total direct intrastate prepaid wireless revenue subject to MTS \$ 65,746.00

Program	MTS Rate %	Calculated Surcharge	Collection Adjustment	Surcharge Due	Penalty Interest	Total Due
UNIVERSAL LIFELINE TELEPHONE SERVICE PROGRAM (ULTS)-MTS	5.680	\$3,734.37		\$3,734.37	\$0.00	\$3,734.37
DEAF AND DISABLED TELECOMMUNICATIONS PROGRAM (DDTP)-MTS	0.530	\$348.45		\$348.45	\$0.00	\$348.45
CALIFORNIA HIGH COST FUND-A (CHCF-A)-MTS	0.390	\$256.41		\$256.41	\$0.00	\$256.41
CALIFORNIA HIGH COST FUND-B (CHCF-B)-MTS	0.030	\$19.72		\$19.72	\$0.00	\$19.72
CALIFORNIA TELECONNECT FUND (CTF)-MTS	1.170	\$769.23		\$769.23	\$0.00	\$769.23
CALIFORNIA ADVANCED SERVICES FUND (CASF)-MTS	0.500	\$328.73		\$328.73	\$0.00	\$328.73

**Section 3: Report indirect prepaid wireless revenue**

Total indirect intrastate prepaid wireless revenue subject to MTS \$ 1,343.00

Calculate Surcharges Apply Adjustments Clear

Cancel Continue

FIGURE 26: RE-CALCULATE SURCHARGES

The fees due for each Public Purpose Program will be automatically calculated for you, along with any Penalty Interest amounts. All values are rounded two decimal places to the nearest cent.

Per D.98-01-023 and G.O. 153 (11.4), carriers who are late in remitting surcharges shall pay interest equal to annual interest rate of 10%. On the Surcharge Reporting Form screen any penalty amount assessed on for surcharges will be shown in the Penalty Interest column (Figure 26).

5. To adjust the system-calculated surcharge amounts, enter an amount to adjust by in the **Collection Adjustment** column and click **Apply Adjustments** (Figure 27). This adjustment is to account for the actual collection of surcharges from end-user customers. The Total Due column now reflects your adjustments.

*Note: The figures you enter in this column will be applied to the system-calculated values. Entering a value of 500 will result in \$500.00 being added to the surcharge amount. Entering a value of -500 will result in \$500.00 being subtracted from the surcharge amount.*

Utility ID Number: U-7201-C  
 Carrier Name: Innovations, Inc.  
 Billing Period: March 2017  
 Surcharge Payment Due Date: 08/09/2017  
 User Fee Payment Due Date: 01/15/2018

**Section 1: Report surcharges for non-prepaid wireless revenue**

Total non-prepaid intrastate wireless revenue subject to surcharge \$

Program	Surcharge Rate %	Calculated Surcharge	Collection Adjustment	Surcharge Due	Penalty Interest	Total Due
UNIVERSAL LIFELINE TELEPHONE SERVICE PROGRAM (ULTS)	5.500	\$23,790.03	<input type="text"/>	\$23,790.03	\$0.00	\$23,790.03
DEAF AND DISABLED TELECOMMUNICATIONS PROGRAM (DDTP)	0.500	\$2,162.73	<input type="text"/>	\$2,162.73	\$0.00	\$2,162.73
CALIFORNIA HIGH COST FUND-A (CHCF-A)	0.350	\$1,513.91	<input type="text"/>	\$1,513.91	\$0.00	\$1,513.91
CALIFORNIA HIGH COST FUND-B (CHCF-B)	0.000	\$0.00	<input type="text"/>	\$0.00	\$0.00	\$0.00
CALIFORNIA TELECONNECT FUND (CTF)	1.080	\$4,671.50	<input type="text"/>	\$4,671.50	\$0.00	\$4,671.50
CALIFORNIA ADVANCED SERVICES FUND (CASF)	0.464	\$2,007.01	<input type="text"/>	\$2,007.01	\$0.00	\$2,007.01

**Section 2: Report surcharges for direct prepaid wireless revenue**

Total direct intrastate prepaid wireless revenue subject to MTS \$

Program	MTS Rate %	Calculated Surcharge	Collection Adjustment	Surcharge Due	Penalty Interest	Total Due
UNIVERSAL LIFELINE TELEPHONE SERVICE PROGRAM (ULTS)-MTS	5.680	\$3,734.37	<input type="text"/>	\$3,734.37	\$0.00	\$3,734.37
DEAF AND DISABLED TELECOMMUNICATIONS PROGRAM (DDTP)-MTS	0.530	\$348.45	<input type="text"/>	\$348.45	\$0.00	\$348.45
CALIFORNIA HIGH COST FUND-A (CHCF-A)-MTS	0.390	\$256.41	<input type="text"/>	\$256.41	\$0.00	\$256.41
CALIFORNIA HIGH COST FUND-B (CHCF-B)-MTS	0.030	\$19.72	<input type="text"/>	\$19.72	\$0.00	\$19.72
CALIFORNIA TELECONNECT FUND (CTF)-MTS	1.170	\$769.23	<input type="text"/>	\$769.23	\$0.00	\$769.23
CALIFORNIA ADVANCED SERVICES FUND (CASF)-MTS	0.500	\$328.73	<input type="text"/>	\$328.73	\$0.00	\$328.73

**Section 3: Report indirect prepaid wireless revenue**

Total indirect intrastate prepaid wireless revenue subject to MTS \$

FIGURE 27: SURCHARGE COLLECTION ADJUSTMENT

**Note:** Clicking **Clear** only clears out any Collection Adjustment number previously entered and allows you to re-enter these numbers.

6. Click **Continue** to accept the new surcharge amounts (Figure 28) or repeat #4 and #5 to correct the amounts.

If you are not reporting for the third month in a calendar quarter, proceed to #11.

FIGURE 28: CONTINUE SURCHARGE REPORTING

7. If you are reporting for the third month of a calendar quarter, you may adjust the total non-prepaid intrastate wireless revenue subject to User Fee and/or total direct intrastate prepaid wireless revenue subject to MTS User Fee. The adjustment amount must be zero (0) or greater. Enter an amount to adjust by in the **Adjustment Amount** column and click **Apply Adjustment and Calculate User Fee** (Figure 29).

**User Fee Reporting Form**

Utility ID Number: U-7201-C  
 Carrier Name: Innovations, Inc.  
 Billing Period: December 2016  
 Surcharge Payment Due Date: 02/09/2017  
 User Fee Payment Due Date: 01/15/2017

**Section 4: Report User Fee**

Revenue Type	Reported Surcharge Revenue	+ Adjustment Amount	= User Fee Revenue
Total non-prepaid intrastate wireless revenue subject to User Fee	\$10,232.00	<input type="text"/>	\$10,232.00
Total direct intrastate prepaid wireless revenue subject to MTS User Fee	\$123,213.00	<input type="text"/>	\$123,213.00

**Apply Adjustment and Calculate User Fee**

**Cancel** **Continue**

FIGURE 29: CALCULATE USER FEE

8. You can make adjustments to the User Fee revenue not subject to surcharge by entering an amount to adjust by in the **Collection Adjustment** column (Figure 30). The adjustment amount must be zero (0) or greater. Steps 1-3 below are an example you can use to calculate the Collection Adjustment amount.

- Step 1:** User Fee Revenue Not Subject to Surcharge (not reported in TUFFS): \$1500.00
- Step 2:** Multiplied by the User Fee Rate: x .0018
  - .0018 (.18%) for Regular User Fee
  - .0023 (.23%) for MTS User Fee
- Step 3:** Collection Adjustment for User Fee (amount to be entered in TUFFS as the Collection Adjustment): = \$2.70

9. Once you have entered all necessary collection adjustments, click **Apply Adjustments** (Figure 30). The Total Due column now reflects your adjustments.

Per Public Utilities Code Section 405, User Fees remitted later than 30 days after their due date continue to be subject to a penalty of up to 25%. Any penalty amount assessed on User Fees will be shown in the Penalty Interest column (Figure 30).

Carrier Profile	Reporting and History	Reporting Adjustment				
<b>User Fee Reporting Form</b>						
Utility ID Number:	U-7201-C					
Carrier Name:	Innovations, Inc.					
Billing Period:	December 2016					
Surcharge Payment Due Date:	02/09/2017					
User Fee Payment Due Date:	01/15/2017					
<b>Section 4: Report User Fee</b>						
Revenue Type	Reported Surcharge Revenue	+ Adjustment Amount	= User Fee Revenue			
Total non-prepaid intrastate wireless revenue subject to User Fee	\$10,232.00	<input type="text"/>	\$10,232.00			
Total direct intrastate prepaid wireless revenue subject to MTS User Fee	\$123,213.00	<input type="text"/>	\$123,213.00			
<b>Apply Adjustment and Calculate User Fee</b>						
Program	User Fee Rate %	Calculated User Fee *	Collection Adjustment	User Fee Due	Penalty Interest	Total Due
User Fee calculated for Q4 2016	0.230	\$23.61	<input type="text"/>	\$23.61	\$5.90	\$29.51
MTS User Fee calculated for Q4 2016	0.210	\$258.75	<input type="text"/>	\$258.75	\$64.69	\$323.44
*Your calculated User Fee may have been adjusted to reflect the CPUC mandated \$100 annual minimum User Fee payment.						
				<b>Apply Adjustments</b>	<b>Clear</b>	
<b>Cancel</b>		<b>Continue</b>				

FIGURE 30: USER FEE COLLECTION ADJUSTMENT

**Note:** Clicking **Clear** only clears out any Collection Adjustment number previously entered and allows you to re-enter these numbers.

10. Click **Continue** to accept the new User Fee amounts (Figure 31) or repeat #7-#9 to correct the amounts.

<b>Cancel</b>	<b>Continue</b>
---------------	-----------------

FIGURE 31: CONTINUE USER FEE REPORTING

11. On the Confirmation Page, verify the information and click **Submit** to confirm that the information is correct (Figure 32).

**Note:** The example Confirmation Page below displays the Report User Fee Section 4. If you are not reporting for the third month of a calendar quarter, Section 4 will not be displayed.

**Confirmation Page**

Please review the information below. If you need to make changes, click the "Previous Page" button. If you have no changes to make, click the "Submit" button. You may need to scroll down to access the buttons.

Utility ID Number: U-7201-C  
 Carrier Name: Innovations, Inc.  
 Billing Period: December 2016  
 Surcharge Payment Due Date: 02/09/2017  
 User Fee Payment Due Date: 01/15/2017  
 Today's Date: 05/16/2017

**Section 1: Report surcharges for non-prepaid wireless revenue**

Total non-prepaid intrastate wireless revenue subject to surcharge **\$10,232.00**

Program	Surcharge Rate %	Calculated Surcharge	Collection Adjustment	Surcharge Due	Penalty Interest	Total Due
UNIVERSAL LIFELINE TELEPHONE SERVICE PROGRAM (ULTS)	5.500	\$562.76	\$0.00	\$562.76	\$14.80	\$577.56
DEAF AND DISABLED TELECOMMUNICATIONS PROGRAM (DDTP)	0.500	\$51.16	\$0.00	\$51.16	\$1.34	\$52.50
CALIFORNIA HIGH COST FUND-A (CHCF-A)	0.350	\$35.81	\$0.00	\$35.81	\$0.94	\$36.75
CALIFORNIA HIGH COST FUND-B (CHCF-B)	0.000	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
CALIFORNIA TELECONNECT FUND (CTF)	1.080	\$110.51	\$0.00	\$110.51	\$2.91	\$113.42
CALIFORNIA ADVANCED SERVICES FUND (CASF)	0.464	\$47.48	\$0.00	\$47.48	\$1.25	\$48.73

**Section 2: Report surcharges for direct prepaid wireless revenue**

Total direct intrastate prepaid wireless revenue subject to MTS **\$123,213.00**

Program	MTS Rate %	Calculated Surcharge	Collection Adjustment	Surcharge Due	Penalty Interest	Total Due
UNIVERSAL LIFELINE TELEPHONE SERVICE PROGRAM (ULTS)-MTS	5.680	\$6,998.50	\$0.00	\$6,998.50	\$184.07	\$7,182.57
DEAF AND DISABLED TELECOMMUNICATIONS PROGRAM (DDTP)-MTS	0.530	\$653.03	\$0.00	\$653.03	\$17.18	\$670.21
CALIFORNIA HIGH COST FUND-A (CHCF-A) -MTS	0.390	\$480.53	\$0.00	\$480.53	\$12.64	\$493.17
CALIFORNIA HIGH COST FUND-B (CHCF-B) -MTS	0.030	\$36.96	\$0.00	\$36.96	\$0.97	\$37.93
CALIFORNIA TELECONNECT FUND (CTF)-MTS	1.170	\$1,441.59	\$0.00	\$1,441.59	\$37.92	\$1,479.51
CALIFORNIA ADVANCED SERVICES FUND (CASF)-MTS	0.500	\$616.07	\$0.00	\$616.07	\$16.20	\$632.27

**Section 3: Report indirect prepaid wireless revenue**

Total indirect intrastate prepaid wireless revenue subject to MTS **\$4,355.00**

**Section 4: Report User Fee**

Revenue Type	Reported Surcharge Revenue	Adjustment Amount	User Fee Revenue
Total non-prepaid intrastate wireless revenue subject to User Fee	\$10,232.00	\$34.00	\$10,266.00
Total direct intrastate prepaid wireless revenue subject to MTS User Fee	\$123,213.00	\$0.00	\$123,213.00

Program	User Fee Rate %	Calculated User Fee *	Collection Adjustment	User Fee Due	Penalty Interest	Total Due
User Fee calculated for Q4 2016	0.230	\$23.61	\$0.00	\$23.61	\$5.90	\$29.51
MTS User Fee calculated for Q4 2016	0.210	\$258.75	\$0.00	\$258.75	\$64.69	\$323.44

\*Your calculated User Fee may have been adjusted to reflect the CPUC mandated \$100 annual minimum User Fee payment.

FIGURE 32: CONFIRMATION PAGE

12. On the Transmittal Page, the buttons are numbered to guide you through the process of first printing a copy for your records, second making a payment and lastly, finishing the process (Figure 33).

**Note:** The example Transmittal Page displays the Reported User Fee Section 4. If you are not reporting for the third month of a calendar quarter, Section 4 will not be displayed.

**Transmittal Page**

Please click the "Print" button (1) to retain this information for your records before continuing with "Make Payment" (2) and then "Finished" (3).

Utility ID Number: U-7201-C  
 Carrier Name: Innovations, Inc.  
 Billing Period: December 2016  
 Surcharge Payment Due Date: 02/09/2017  
 User Fee Payment Due Date: 01/15/2017  
 Reported Date: 05/16/2017

**Section 1: Reported surcharges for non-prepaid wireless revenue**

Total non-prepaid intrastate wireless revenue subject to surcharge \$10,232.00

Program	Surcharge Rate %	Calculated Surcharge	Collection Adjustment	Surcharge Due	Penalty Interest	Total Due
UNIVERSAL LIFELINE TELEPHONE SERVICE PROGRAM (ULTS)	5.500	\$562.76	\$0.00	\$562.76	\$14.80	\$577.56
DEAF AND DISABLED TELECOMMUNICATIONS PROGRAM (DDTP)	0.500	\$51.16	\$0.00	\$51.16	\$1.34	\$52.50
CALIFORNIA HIGH COST FUND-A (CHCF-A)	0.350	\$35.81	\$0.00	\$35.81	\$0.94	\$36.75
CALIFORNIA HIGH COST FUND-B (CHCF-B)	0.000	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
CALIFORNIA TELECONNECT FUND (CTF)	1.080	\$110.51	\$0.00	\$110.51	\$2.91	\$113.42
CALIFORNIA ADVANCED SERVICES FUND (CASF)	0.464	\$47.48	\$0.00	\$47.48	\$1.25	\$48.73

**Section 2: Reported surcharges for direct prepaid wireless revenue**

Total direct intrastate prepaid wireless revenue subject to MTS \$123,213.00

Program	MTS Rate %	Calculated Surcharge	Collection Adjustment	Surcharge Due	Penalty Interest	Total Due
UNIVERSAL LIFELINE TELEPHONE SERVICE PROGRAM (ULTS)-MTS	5.680	\$6,998.50	\$0.00	\$6,998.50	\$184.07	\$7,182.57
DEAF AND DISABLED TELECOMMUNICATIONS PROGRAM (DDTP)-MTS	0.530	\$653.03	\$0.00	\$653.03	\$17.18	\$670.21
CALIFORNIA HIGH COST FUND-A (CHCF-A)-MTS	0.390	\$480.53	\$0.00	\$480.53	\$12.64	\$493.17
CALIFORNIA HIGH COST FUND-B (CHCF-B)-MTS	0.030	\$36.96	\$0.00	\$36.96	\$0.97	\$37.93
CALIFORNIA TELECONNECT FUND (CTF)-MTS	1.170	\$1,441.59	\$0.00	\$1,441.59	\$37.92	\$1,479.51
CALIFORNIA ADVANCED SERVICES FUND (CASF)-MTS	0.500	\$616.07	\$0.00	\$616.07	\$16.20	\$632.27

**Section 3: Reported indirect prepaid wireless revenue**

Total indirect intrastate prepaid wireless revenue subject to MTS \$4,355.00

**Section 4: Reported User Fee**

Revenue Type	Reported Surcharge Revenue	Adjustment Amount	User Fee Revenue
Total non-prepaid intrastate wireless revenue subject to User Fee	\$10,232.00	\$34.00	\$10,266.00
Total direct intrastate prepaid wireless revenue subject to MTS User Fee	\$123,213.00	\$0.00	\$123,213.00

Program	User Fee Rate %	Calculated User Fee *	Collection Adjustment	User Fee Due	Penalty Interest	Total Due
User Fee calculated for Q4 2016	0.230	\$23.61	\$0.00	\$23.61	\$5.90	\$29.51
MTS User Fee calculated for Q4 2016	0.210	\$258.75	\$0.00	\$258.75	\$64.69	\$323.44

\*Your calculated User Fee may have been adjusted to reflect the CPUC mandated \$100 annual minimum User Fee payment.

(1) Print (2) Make Payment (3) Finished

FIGURE 33: TRANSMITTAL PAGE

13. A standard print dialog will appear and allow you to select your printer, specify number of copies, etc. (Figure 34).

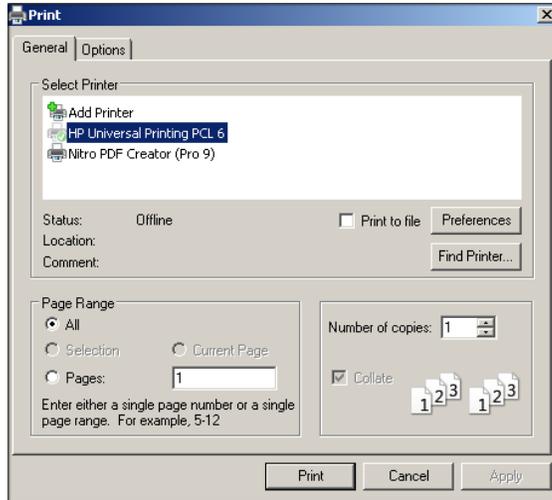


FIGURE 34: PRINTING THE TRANSMITTAL FORM

**IV. Making Your Payment**

1. From the Transmittal Page you should now make a payment by clicking **(2) Make Payment (Figure 35)**. If you do not wish to make a payment at this time, click **(3) Finished (Figure 35)**.

**Transmittal Page**

Please click the "Print" button (1) to retain this information for your records before continuing with "Make Payment" (2) and then "Finished" (3).

Utility ID Number: U-7201-C  
 Carrier Name: Innovations, Inc.  
 Billing Period: December 2016  
 Surcharge Payment Due Date: 02/09/2017  
 User Fee Payment Due Date: 01/15/2017  
 Reported Date: 05/16/2017

**Section 1: Reported surcharges for non-prepaid wireless revenue**

Total non-prepaid intrastate wireless revenue subject to surcharge \$10,232.00

Program	Surcharge Rate %	Calculated Surcharge	Collection Adjustment	Surcharge Due	Penalty Interest	Total Due
UNIVERSAL LIFELINE TELEPHONE SERVICE PROGRAM (ULTS)	5.500	\$562.76	\$0.00	\$562.76	\$14.80	\$577.56
DEAF AND DISABLED TELECOMMUNICATIONS PROGRAM (DDTP)	0.500	\$51.16	\$0.00	\$51.16	\$1.34	\$52.50
CALIFORNIA HIGH COST FUND-A (CHCF-A)	0.350	\$35.81	\$0.00	\$35.81	\$0.94	\$36.75
CALIFORNIA HIGH COST FUND-B (CHCF-B)	0.000	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
CALIFORNIA TELECONNECT FUND (CTF)	1.080	\$110.51	\$0.00	\$110.51	\$2.91	\$113.42
CALIFORNIA ADVANCED SERVICES FUND (CASF)	0.464	\$47.48	\$0.00	\$47.48	\$1.25	\$48.73

**Section 2: Reported surcharges for direct prepaid wireless revenue**

Total direct intrastate prepaid wireless revenue subject to MTS \$123,213.00

Program	MTS Rate %	Calculated Surcharge	Collection Adjustment	Surcharge Due	Penalty Interest	Total Due
UNIVERSAL LIFELINE TELEPHONE SERVICE PROGRAM (ULTS)-MTS	5.680	\$6,998.50	\$0.00	\$6,998.50	\$184.07	\$7,182.57
DEAF AND DISABLED TELECOMMUNICATIONS PROGRAM (DDTP)-MTS	0.530	\$653.03	\$0.00	\$653.03	\$17.18	\$670.21
CALIFORNIA HIGH COST FUND-A (CHCF-A)-MTS	0.390	\$480.53	\$0.00	\$480.53	\$12.64	\$493.17
CALIFORNIA HIGH COST FUND-B (CHCF-B)-MTS	0.030	\$36.96	\$0.00	\$36.96	\$0.97	\$37.93
CALIFORNIA TELECONNECT FUND (CTF)-MTS	1.170	\$1,441.59	\$0.00	\$1,441.59	\$37.92	\$1,479.51
CALIFORNIA ADVANCED SERVICES FUND (CASF)-MTS	0.500	\$616.07	\$0.00	\$616.07	\$16.20	\$632.27

**Section 3: Reported indirect prepaid wireless revenue**

Total indirect intrastate prepaid wireless revenue subject to MTS \$4,355.00

(1) Print (2) Make Payment (3) Finished

FIGURE 35: TRANSMITTAL PAGE – MAKE PAYMENT

2. A pop-up window for the payment portal will appear (Figure 36). Please verify that you are submitting a payment for the correct surcharge/fee type, reporting period and amounts. Submitting a payment for the incorrect surcharge or fee type will result in the payment being rejected. If this occurs, you will still be responsible for the original payment obligation in addition to any applicable penalties and interest that accrues.

**Note:** You must disable the browser's pop-up blocker to access the payment portal since it will open in a new window.

The screenshot shows the sign-in page for the First Data payment portal. At the top, there is a navigation bar with the following links: "First Data.", "Access the CPUC website", "Return to the California EFT System Menu", and "FAQ". On the right side of the navigation bar is the logo for the "California Public Utilities Commission".

Below the navigation bar, the page is titled "Sign in" in blue text. Underneath, it says "Please enter your account information to access our secure system."

The page is divided into two main sections:

- Returning User:** This section contains a "Username:" label followed by a text input field with the placeholder "Enter your Username". Below that is a "Password:" label followed by a text input field with the placeholder "Enter your Password". Under the password field, there is a "Help?" link. Below the password field, there are two links: "Forgot Username?" and "Forgot Password?". At the bottom of this section is a blue "Login" button.
- First Time User:** This section contains the text: "Are you an Enrolled User using this payment website for the very first time? If so, please click here to activate your web account." Below this text is a blue "Register" button.

At the bottom of the page, there is a footer with the text: "© 2009–2016 First Data Corporation. All rights reserved." and a link for "Privacy Policy".

FIGURE 36: PAYMENT PORTAL

**V. Viewing Reported and Payment History**

You may view your submitted Surcharge and User Fee remittances at any time by clicking the Reporting and History tab and then clicking on a Billing Period under the Reported Surcharge History and User Fee History section of the screen (Figure 37). On the Reported and Payment History Detail screen (Figure 37) you can click “Make Payment” if you did not already make a payment when you finished the Surcharge and User Fee Transmittal Page.

CA .GOV California Public Utilities Commission

Carrier Profile Reporting and History Reporting Adjustmer

Carrier Profile

Carrier Profile Reporting and History Reporting Adjustmer

Reporting and History

Report CPUC Program Surcharges and User Fees

Create a New Form

Reported Surcharge History and User Fee History

Billing Period	Outstanding Balance	Surcharge Due Date
September 2016 Q3 2016	70 \$1,441.50	\$0.00
August 2016	600 \$618.07	\$0.00
July 2016		

\$4,355.00

(1) Print (2) Make Payment (3) Finished

FIGURE 37: MAKE PAYMENT

## VI. Wireless Carriers: Requesting an Adjustment

If you reported an incorrect Surcharge and/or User Fee amount, you may request a Reporting Adjustment for any previously reported billing period.

1. Under the Reporting Adjustment tab, you will see a Request Adjustments section. This section will display all previously reported billing periods. Select a **Billing Period** displayed in that section (*Figure 38*).

The screenshot shows the 'Reporting Adjustment' tab selected. Below the navigation bar, there are three main sections:

- Request Adjustments:** A table with two columns: 'Billing Period' and 'Reported Date'. It lists six billing periods from November 2016 to June 2016 Q2 2016, all with a reported date of 05/11/2018 or 05/09/2018. A pagination control shows 'row(s) 1 - 6 of 43' and a 'Next >' button.
- Pending Adjustment Requests:** A table with four columns: 'Billing Period', 'Request Type', 'Request Date', and 'Status'. It lists four pending requests for October 2016, June 2016 Q2 2016, and March 2016 Q1 2016, with request dates of 05/11/2018. A pagination control shows '1 - 4'.
- Closed Adjustment Requests:** A table with four columns: 'Billing Period', 'Request Type', 'Request Date', and 'Status'. It lists two approved requests for November 2016 and March 2016 Q1 2016, with request dates of 05/11/2018 and 04/23/2015. A pagination control shows '1 - 2'.

FIGURE 38: REPORTING ADJUSTMENT

**A. For billing periods through December 2015,** you should now see the Request Adjustment screen (*Figure 39*). This screen will display all previously reported amounts for a chosen Billing Period. There are four steps to complete an adjustment request:

**Step 1:** To change the total intrastate revenue subject to surcharge amount, enter the correct amount in the **Revised Revenue** column and click **Calculate Surcharges** (*Figure 39*).

**Note:** Clicking **Calculate Surcharges** will always clear out any **Collection Adjustment** number previously entered and you will need to re-enter these numbers.

**Step 2:** To make changes to individual surcharge amounts, enter the adjustment value in the **Collection Adjustment** column as done when initially reporting for the appropriate surcharge and click **Apply Adjustments** (*Figure 39*).

**Required Documentation**  
 Reporting Adjustment Requests require supporting documentation in order to be approved. Please see the TUFFS User Guide for documentation mailing instructions. Required documents needed for any Reporting Adjustment Request are:

- Letter of explanation from a carrier, on the carrier's company letterhead, containing the date(s) of the adjustment requests, amounts to be adjusted, and reasons for the adjustment request(s)
- Proof of payment in the form of bank statements

**Report Adjustment**  
 Utility Identification Number: **U-7201-C**  
 Carrier Name: **Innovations, Inc.**  
 Billing Period: **December 2015**  
 Reported Date: **04/04/2018**

**Revenue Adjustment**

Revenue Type	Reported Revenue	Revised Revenue	Adjustment Amount
Total Intrastate Revenue subject to surcharge	\$12,323.00		\$0.00

**Calculate Surcharges**

**Surcharge Adjustment**

Program	Surcharge Due	Collection Adjustment	Adjusted Surcharge
UNIVERSAL LIFELINE TELEPHONE SERVICE PROGRAM (ULTS)	\$141.71		\$141.71
DEAF AND DISABLED TELECOMMUNICATIONS PROGRAM (DDTP)	\$24.65		\$24.65
CALIFORNIA HIGH COST FUND-A (CHCF-A)	\$1,219.98		\$1,219.98
CALIFORNIA HIGH COST FUND-B (CHCF-B)	\$36.97		\$36.97
CALIFORNIA TELECONNECT FUND (CTF)	\$9.74		\$9.74
CALIFORNIA ADVANCED SERVICES FUND (CASF)	\$246.46		\$246.46

**Apply Adjustments** **Clear**

**Cancel** **Continue**

FIGURE 39: ADJUSTMENT REQUESTS – THROUGH DECEMBER 2015

**Step 3:** Once you have entered and applied your adjustments, click **Continue** (Figure 39).

**Step 4:** Review the information on the Confirmation screen and click **Submit** to send the request (Figure 40). The CPUC Fiscal Office will be notified when your request is submitted.

**Confirmation**  
 Please confirm the information below is correct. Press the "Previous Page" button to go back and make changes, otherwise press "Submit" to submit your adjustment request.

**Report Adjustment**  
 Utility Identification Number: **U-7201-C**  
 Carrier Name: **Innovations, Inc.**  
 Billing Period: **December 2015**  
 Request Date: **04/04/2018**

**Revenue Adjustment**

Revenue Type	Reported Revenue	Revised Revenue	Adjustment Amount
Total Intrastate Revenue subject to surcharge	\$12,323.00	\$43.00	-\$12,280.00

**Surcharge Adjustment**

Program	Surcharge Due	Collection Adjustment	Adjusted Surcharge
UNIVERSAL LIFELINE TELEPHONE SERVICE PROGRAM (ULTS)	\$0.49	\$234.00	\$234.49
DEAF AND DISABLED TELECOMMUNICATIONS PROGRAM (DDTP)	\$0.09	\$0.00	\$0.09
CALIFORNIA HIGH COST FUND-A (CHCF-A)	\$4.26	\$0.00	\$4.26
CALIFORNIA HIGH COST FUND-B (CHCF-B)	\$0.13	\$0.00	\$0.13
CALIFORNIA TELECONNECT FUND (CTF)	\$0.03	\$0.00	\$0.03
CALIFORNIA ADVANCED SERVICES FUND (CASF)	\$0.86	\$0.00	\$0.86

**Previous Page** **Submit**

FIGURE 40: ADJUSTMENT REQUEST CONFIRMATION – THROUGH DECEMBER 2015

In order for your Adjustment Request to be approved, supporting documentation as outlined below is required:

- Letter of explanation from a carrier, on the carrier’s company letterhead, containing the (date(s) of the adjustment request(s), amount(s) to be adjusted, and reasons for the adjustment request(s) (i.e., incorrect Intrastate Billing Amount reported).
- Proof of payment in the form of bank statements

The CPUC Fiscal Office requires all supporting documentation within two weeks of submittal of an Adjustment Request. Please forward all supporting documentation via email ([TUFFS@cpuc.ca.gov](mailto:TUFFS@cpuc.ca.gov)) or fax (415) 703-2261.

**B. For billing periods starting January 2016**, carriers must identify the adjustment request type, Surcharge or User Fee, for certain billing periods in order to access and complete the correct request form.

1. Click on a Billing Period to begin the adjustment request process (*Figure 41*).

The screenshot shows a web interface with a navigation bar at the top containing 'Carrier Profile', 'Reporting and Payment History', and 'Reporting Adjustment'. Below the navigation bar, the page title is 'Reporting Adjustment'. The main content area is divided into three sections:

**Request Adjustments**

Billing Period	Reported Date
<a href="#">November 2016</a>	05/11/2018
<a href="#">October 2016</a>	05/11/2018
<a href="#">September 2016 Q3 2016</a>	05/09/2018
<a href="#">August 2016</a>	05/09/2018
<a href="#">July 2016</a>	05/09/2018
<a href="#">June 2016 Q2 2016</a>	05/09/2018

row(s) 1 - 6 of 43 Next >

**Pending Adjustment Requests**

Billing Period	Request Type	Request Date	Status
<a href="#">October 2016</a>	Surcharge	05/11/2018	Pending
<a href="#">June 2016 Q2 2016</a>	UserFee	05/11/2018	Pending
<a href="#">June 2016 Q2 2016</a>	Surcharge	05/11/2018	Pending
<a href="#">March 2016 Q1 2016</a>	Surcharge	05/11/2018	Pending

1 - 4

**Closed Adjustment Requests**

Billing Period	Request Type	Request Date	Status
<a href="#">November 2016</a>	Surcharge	05/11/2018	Approved
<a href="#">March 2016 Q1 2016</a>	UserFee	04/23/2015	Approved

1 - 2

FIGURE 41: REQUEST ADJUSTMENTS – JANUARY 2016 AND BEYOND

If the selection is a non-quarter end month (every month except March, June, September and December), the Report Adjustment for Surcharge form displays by default. Proceed to Surcharge Adjustment Request: Step 1 to view the sample screens and instructions.

If the selection is a quarter ending billing period (March, June, September or December), a pop-up window opens and to identify the Adjustment Request type: Surcharge or User Fee. Select either the Surcharge or User Fee checkbox and click OK (Figure 42).

*Note: If there is already a pending adjustment request for Surcharge or User Fee for the quarter ending billing period, the Adjustment Request type that is pending will be deactivated (grayed out) and not selectable.*



FIGURE 42: ADJUSTMENT REQUEST TYPE

There are five steps to complete a **Surcharge Adjustment Request**:

**Step 1:** To change the total non-prepaid intrastate wireless revenue subject to surcharge, total direct intrastate prepaid wireless revenue subject to MTS, or total indirect intrastate prepaid wireless revenue subject to MTS amount(s), enter the correct amount(s) in the **Revised Revenue** column and click **Calculate Surcharges** (Figure 43).

*Note: Clicking **Calculate Surcharges** will always clear out any Collection Adjustment number previously entered and you will need to re-enter these numbers.*

**Step 2:** To make changes to individual surcharge amounts, enter the adjustment value in the **Collection Adjustment** column as done when initially reporting for the appropriate surcharge and click **Apply Adjustments** (Figure 43).

**Required Documentation**

Reporting Adjustment Requests require supporting documentation in order to be approved. Please see the TUFFS User Guide for documentation mailing instructions. Required documents needed for any Reporting Adjustment Request are:

- Letter of explanation from a carrier, on the carrier's company letterhead, containing the date(s) of the adjustment requests, amounts to be adjusted, and reasons for the adjustment request(s)
- Proof of payment in the form of bank statements

**Report Adjustment for Surcharge**

Utility Identification Number: **U-7201-C**  
Carrier Name: **Innovations, Inc.**  
Billing Period: **December 2016 Q4 2016**  
Reported Date: **03/06/2017**

**Surcharge Revenue Adjustment**

Revenue Type	Reported Revenue	Revised Revenue	Adjustment Amount
Section 1: Total non-prepaid intrastate wireless revenue subject to surcharge	\$565.00	<input type="text"/>	\$0.00
Section 2: Total direct interstate prepaid wireless revenue subject to MTS	\$6,767.00	<input type="text"/>	\$0.00
Section 3: Total indirect intrastate prepaid wireless revenue subject to MTS	\$787.00	<input type="text"/>	\$0.00

**Surcharge Due Adjustment - Section 1: Total non-prepaid intrastat wierless revenue subject to surcharge**

Program	Surcharge Due	Collection Adjustment	Adjusted Surcharge
UNIVERSAL LIFELINE TELEPHONE SERVICE PROGRAM	\$31.08	<input type="text"/>	\$31.08
DEAF AND DISABLED TELECOMMUNICATIONS PROGRAM (DDTP)	\$2.83	<input type="text"/>	\$2.83
CALIFORNIA HIGH COST FUND-A (CHCF-A)	\$26.39	<input type="text"/>	\$26.39
CALIFORNIA HIGH COST FUND-B (CHCF-B)	\$0.00	<input type="text"/>	\$0.00
CALIFORNIA TELECONNECT FUND (CTF)	\$79.17	<input type="text"/>	\$79.17
CALIFORNIA ADVANCED SERVICES FUND (CASF)	\$2.62	<input type="text"/>	\$2.62

**Surcharge Due Adjustment - Section 2: Total direct intrastat wierless revenue subject to MTS**

Program	Surcharge Due	Collection Adjustment	Adjusted Surcharge
UNIVERSAL LIFELINE TELEPHONE SERVICE PROGRAM (ULTS) - MTS	\$384.37	<input type="text"/>	\$384.37
DEAF AND DISABLED TELECOMMUNICATIONS PROGRAM (DDTP) - MTS	\$5,700.87	<input type="text"/>	\$5,700.87
CALIFORNIA HIGH COST FUND-A (CHCF-A) - MTS	\$26.39	<input type="text"/>	\$26.39
CALIFORNIA HIGH COST FUND-B (CHCF-B) - MTS	\$2.03	<input type="text"/>	\$2.03
CALIFORNIA TELECONNECT FUND (CTF) - MTS	\$79.17	<input type="text"/>	\$79.17
CALIFORNIA ADVANCED SERVICES FUND (CASF) - MTS	\$33.84	<input type="text"/>	\$33.84

FIGURE 43: SURCHARGE ADJUSTMENT REQUESTS - JANUARY 2016 AND BEYOND

**Step 3:** Once you have entered and applied your adjustments, click **Continue** (Figure 43).

In order for your Surcharge Adjustment Request to be approved, supporting documentation as outlined below is required:

- Letter of explanation from a carrier, on the carrier's company letterhead, containing the (date(s) of the adjustment request(s), amount(s) to be adjusted, and reasons for the adjustment request(s) (i.e., incorrect Intrastate Billing Amount reported).
- Proof of payment in the form of bank statements

The CPUC Fiscal Office requires all supporting documentation within two weeks of submittal of an Adjustment Request. Please forward all supporting documentation via email ([TUFFS@cpuc.ca.gov](mailto:TUFFS@cpuc.ca.gov)) or fax (415) 703-2261.

**Step 4:** Review the information on the Confirmation screen and click **Submit** to send the request (Figure 44). The CPUC Fiscal Office will be notified when your request is submitted.

**Confirmation**  
Please confirm the information below is correct. Press the "Previous Page" button to go back and make changes, otherwise press "Submit" to submit your adjustment request.

**Report Adjustment for Surcharge**  
Utility Identification Number: U-7201-C  
Carrier Name: Innovations, Inc.  
Billing Period: December 2016 Q4 2016  
Request Date: 03/14/2017

**Surcharge Revenue Adjustment**

Revenue Type	Reported Revenue	Revised Revenue	Adjustment Amount
Section 1: Total non-prepaid intrastate wireless revenue subject to surcharge	\$565.00	\$1,000.00	\$435.00
Section 2: Total direct interstate prepaid wireless revenue subject to MTS	\$6,767.00	\$7,000.00	\$233.00
Section 3: Total indirect intrastate prepaid wireless revenue subject to MTS	\$787.00	\$450.00	-\$337.00

**Surcharge Due Adjustment - Section 1: Total non-prepaid intrastat wierless revenue subject to surcharge**

Program	Surcharge Due	Collection Adjustment	Adjusted Surcharge
UNIVERSAL LIFELINE TELEPHONE SERVICE PROGRAM (ULTS)	\$55.00	\$20.00	\$75.00
DEAF AND DISABLED TELECOMMUNICATIONS PROGRAM (DDTP)	\$5.00	\$6.00	\$11.00
CALIFORNIA HIGH COST FUND-A (CHCF-A)	\$3.50	\$5.00	\$8.50
CALIFORNIA HIGH COST FUND-B (CHCF-B)	\$0.00	\$0.00	\$0.00
CALIFORNIA TELECONNECT FUND (CTF)	\$10.80	-\$5.00	\$5.80
CALIFORNIA ADVANCED SERVICES FUND (CASF)	\$4.64	\$2.00	\$6.64

**Surcharge Due Adjustment - Section 2: Total direct intrastat wierless revenue subject to MTS**

Program	Surcharge Due	Collection Adjustment	Adjusted Surcharge
UNIVERSAL LIFELINE TELEPHONE SERVICE PROGRAM (ULTS) - MTS	\$397.60	-\$100.00	\$297.60
DEAF AND DISABLED TELECOMMUNICATIONS PROGRAM (DDTP) - MTS	\$37.10	\$50.00	\$87.10
CALIFORNIA HIGH COST FUND-A (CHCF-A) - MTS	\$27.30	\$3.00	\$30.30
CALIFORNIA HIGH COST FUND-B (CHCF-B) - MTS	\$2.10	\$2.00	\$4.10
CALIFORNIA TELECONNECT FUND (CTF) - MTS	\$81.90	-\$40.00	\$41.90
CALIFORNIA ADVANCED SERVICES FUND (CASF) - MTS	\$35.00	\$0.00	\$35.00

Previous Page **Submit**

FIGURE 44: SURCHARGE ADJ REQUEST CONFIRMATION – JANUARY 2016 AND BEYOND

**Step 5:** A pop-up window will display to confirm that an adjustment request for Surcharge is submitted and that an adjustment request for User Fee may also be necessary. Click OK to confirm that you have reviewed the message (Figure 45).



FIGURE 45: APPLICATION MESSAGE/SURCHARGE

Once you have submitted your Surcharge Adjustment Request form, the CPUC Fiscal Office will be notified. The request will display in the “Pending Adjustment Requests” section (Figure 42) until it is Approved or Denied. Once the adjustment has been approved or denied, the Adjustment Request will appear in the “Closed Adjustment Request” section of the screen and the status will be updated to show whether the request was approved or denied (Figure 42). Once a Surcharge Adjustment Request is approved, the affected billing periods reported Surcharges are updated with the approved amounts.

There are five steps to complete a **User Fee Adjustment Request**:

**Step 1:** To change the total non-prepaid intrastate wireless revenue subject to User Fee and/or total direct intrastate wireless revenue subject to MTS User Fee, enter the correct amount(s) in the **Revised Revenue** column and click **Calculate User Fee** (Figure 46).

**Note:** Clicking **Calculate User Fee** will always clear out any Collection Adjustment number previously entered and you will need to re-enter these numbers.

**Step 2:** To make changes to individual User Fee amounts, enter the adjustment value in the **Collection Adjustment** column and click **Apply Adjustments** (Figure 46). The User Fee adjustment value must be zero (0) or greater.

**Required Documentation**

Reporting Adjustment Requests require supporting documentation in order to be approved. Please see the TUFFS User Guide for documentation mailing instructions. Required documents needed for any Reporting Adjustment Request are:

- Letter of explanation from a carrier, on the carrier’s company letterhead, containing the date(s) of the adjustment requests, amounts to be adjusted, and reasons for the adjustment request(s)
- Proof of payment in the form of bank statements

---

**Reporting Adjustment**

Utility Identification Number: **U-7201-C**  
 Carrier Name: **Innovations, Inc.**  
 Billing Period: **December 2016 Q4 2016**  
 Reported Date: **03/06/2017**

**Revenue Adjustment**

Revenue Type	Reported Revenue	Revised Revenue	Adjustment Amount
Total non-prepaid intrastate wireless revenue subject to User Fee	\$525,000.00	<input type="text"/>	\$0.00
Total direct intrastate wireless revenue subject to MTS User Fee	\$1,050,000.00	<input type="text"/>	\$0.00

**Calculate User Fee**

---

**User Fee Adjustment**

Program	User Fee Due	Collection Adjustment	Adjusted User Fee
User Fee calculation for Q4 2016	\$94,500.00	<input type="text"/>	\$94,500.00
MTS User Fee calculation for Q4 2016	\$220,500.00	<input type="text"/>	\$220,500.00

**Apply Adjustments**

FIGURE 46: USER FEE ADJUSTMENT REQUESTS - JANUARY 2016 AND BEYOND

**Step 3:** Once you have entered and applied your adjustments, click **Continue** (Figure 46).

In order for your User Fee Adjustment Request to be approved, supporting documentation as outlined below is required:

- Letter of explanation from a carrier, on the carrier’s company letterhead, containing the (date(s) of the adjustment request(s), amount(s) to be adjusted, and reasons for the adjustment request(s) (i.e., incorrect Intrastate Billing Amount reported).
- Proof of payment in the form of bank statements

The CPUC Fiscal Office requires all supporting documentation within two weeks of submittal of an Adjustment Request. Please forward all supporting documentation via email ([TUFFS@cpuc.ca.gov](mailto:TUFFS@cpuc.ca.gov)) or fax (415) 703-2261.

**Step 4:** Review the information on the Confirmation screen and click **Submit** to send the request (*Figure 47*). The CPUC Fiscal Office will be notified when your request is submitted.

**Confirmation**

Please confirm the information below is correct. Press the "Previous Page" button to go back and make changes, otherwise press "Submit" to submit your adjustment request.

---

**Report Adjustment**

Utility Identification Number: **U-7201-C**  
 Carrier Name: **Innovations, Inc.**  
 Billing Period: **December 2016 Q4 2016**  
 Request Date: **03/14/2017**

**User Fee Revenue Adjustment**

Revenue Type	Reported Revenue	Revised Revenue	Adjustment Amount
Total non-prepaid intrastate wireless revenue subject to User Fee	\$525,000.00	\$600,000.00	\$75,000.00
Total direct intrastate wireless revenue subject to MTS User Fee	\$1,050,000.00	\$1,010,000.00	-\$40,000.00

**User Fee Due Adjustment**

Program	User Fee Due	Collection Adjustment	Adjusted User Fee
User Fee calculation for Q4 2016	\$1,380.00	\$120.00	\$1,500.00
MTS User Fee calculation for Q4 2016	\$2,121.00	-\$121.00	\$2,000.00

FIGURE 47: USER FEE ADJ REQUEST CONFIRMATION – JANUARY 2016 AND BEYOND

**Step 5:** A pop-up window will display to confirm that an adjustment request for User Fee is submitted and that an adjustment request for Surcharge may also be necessary. Click **OK** to confirm that you have reviewed the message (*Figure 48*).

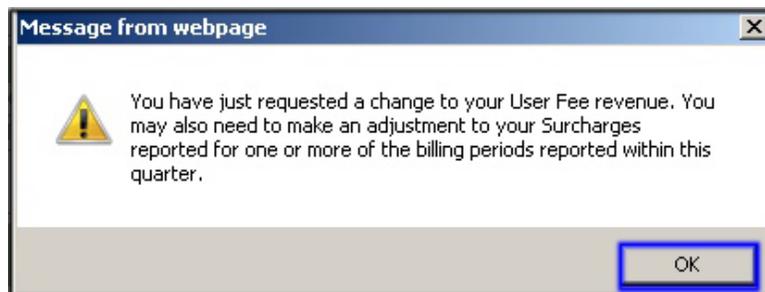


FIGURE 48: APPLICATION MESSAGE/USER FEE

Once you have submitted your User Fee Adjustment Request form, the CPUC Fiscal Office will be notified. The request will display in the “Pending Adjustment Requests” section (*Figure 42*) until it is Approved or Denied. Once the adjustment has been approved or denied, the Adjustment Request will appear in the “Closed Adjustment Request” section of the screen and the status will be updated to show whether the request was approved or denied (*Figure 42*). Once a User Fee Adjustment Request is approved, the affected billing periods reported User Fees are updated with the approved amounts.

## VII. Non-Wireless Carriers: Requesting an Adjustment

If you reported an incorrect Surcharge and/or User Fee amount, you may request a Reporting Adjustment for any previously reported billing period.

1. Under the Reporting Adjustment tab, you will see a Request Adjustments section. This section will display all previously reported billing periods. Select a **Billing Period** displayed in that section (*Figure 49*).

The screenshot shows a web interface with a green header bar containing three tabs: "Carrier Profile", "Reporting and Payment History", and "Reporting Adjustment". The "Reporting Adjustment" tab is active. Below the header, the text "Reporting Adjustment" is displayed in red. The main content area is titled "Request Adjustments" and contains three tables.

**Request Adjustments Table:**

Billing Period	Reported Date
<a href="#">November 2016</a>	05/11/2018
<a href="#">October 2016</a>	05/11/2018
<a href="#">September 2016 Q3 2016</a>	05/09/2018
<a href="#">August 2016</a>	05/09/2018
<a href="#">July 2016</a>	05/09/2018
<a href="#">June 2016 Q2 2016</a>	05/09/2018

row(s) 1 - 6 of 43 Next >

**Pending Adjustment Requests Table:**

Billing Period	Request Type	Request Date	Status
<a href="#">October 2016</a>	Surcharge	05/11/2018	Pending
<a href="#">June 2016 Q2 2016</a>	UserFee	05/11/2018	Pending
<a href="#">June 2016 Q2 2016</a>	Surcharge	05/11/2018	Pending
<a href="#">March 2016 Q1 2016</a>	Surcharge	05/11/2018	Pending

1 - 4

**Closed Adjustment Requests Table:**

Billing Period	Request Type	Request Date	Status
<a href="#">November 2016</a>	Surcharge	05/11/2018	Approved
<a href="#">March 2016 Q1 2016</a>	User Fee	04/23/2015	Approved

1 - 2

FIGURE 49: REPORTING ADJUSTMENT

2. If the selection is a non-quarter end month (every month except March, June, September and December), the Report Adjustment for Surcharge form displays by default. Proceed to Surcharge Adjustment Request: Step 1 to view the sample screens and instructions.

If the selection is a quarter ending billing period (March, June, September or December), a pop-up window opens and to identify the Adjustment Request type: Surcharge or User Fee. Select either the Surcharge or User Fee checkbox and click OK (*Figure 50*).

**Note:** If there is already a pending adjustment request for Surcharge or User Fee for the quarter ending billing period, the Adjustment Request type that is pending will not be deactivated and not selectable.



FIGURE 50: ADJUSTMENT REQUEST TYPE

There are five steps to complete a **Surcharge Adjustment Request**:

**Step 1:** To change the total intrastate revenue subject to surcharge, enter the correct amount in the **Revised Revenue** column and click **Calculate Surcharges** (Figure 51).

**Note:** Clicking **Calculate Surcharges** will always clear out any **Collection Adjustment** number previously entered and you will need to re-enter these numbers.

**Step 2:** To make changes to individual surcharge amounts, enter the adjustment value in the **Collection Adjustment** column as done when initially reporting for the appropriate surcharge and click **Apply Adjustments** (Figure 51).

**Required Documentation**  
Reporting Adjustment Requests require supporting documentation in order to be approved. Please see the TUFFS User Guide for documentation mailing instructions. Required documents needed for any Reporting Adjustment Request are:

- Letter of explanation from a carrier, on the carrier's company letterhead, containing the date(s) of the adjustment requests, amounts to be adjusted, and reasons for the adjustment request(s)
- Proof of payment in the form of bank statements

**Report Adjustment for Surcharge**

Utility Identification Number: **U-7201-C**  
Carrier Name: **Innovations, Inc.**  
Billing Period: **December 2016 Q4 2016**  
Reported Date: **03/13/2017**

**Surcharge Revenue Adjustment**

Revenue Type	Reported Revenue	Revised Revenue	Adjustment Amount
Section 1: Total Intrastate Revenue subject to surcharge	\$20,000.00	<input type="text"/>	\$0.00

**Calculate Surcharges**

**Surcharge Due Adjustment**

Program	Surcharge Due	Collection Adjustment	Adjusted Surcharge
UNIVERSAL LIFELINE TELEPHONE SERVICE PROGRAM (ULTS)	\$1,100.00	<input type="text"/>	\$1,100.00
DEAF AND DISABLED TELECOMMUNICATIONS PROGRAM (DDTP)	\$100.00	<input type="text"/>	\$100.00
CALIFORNIA HIGH COST FUND-A (CHCF-A)	\$70.00	<input type="text"/>	\$70.00
CALIFORNIA HIGH COST FUND-B (CHCF-B)	\$0.00	<input type="text"/>	\$0.00
CALIFORNIA TELECONNECT FUND (CTF)	\$216.00	<input type="text"/>	\$216.00
CALIFORNIA ADVANCED SERVICES FUND (CASF)	\$92.80	<input type="text"/>	\$92.80

**Apply Adjustments** **Clear**

**Cancel** **Continue**

FIGURE 51: ADJUSTMENT REQUESTS

**Step 3:** Once you have entered and applied your adjustments, click **Continue** (Figure 51).

In order for your Surcharge Adjustment Request to be approved, supporting documentation as outlined below is required:

- Letter of explanation from a carrier, on the carrier’s company letterhead, containing the (date(s) of the adjustment request(s), amount(s) to be adjusted, and reasons for the adjustment request(s) (i.e., incorrect Intrastate Billing Amount reported).
- Proof of payment in the form of bank statements

The CPUC Fiscal Office requires all supporting documentation within two weeks of submittal of an Adjustment Request. Please forward all supporting documentation via email ([TUFFS@cpuc.ca.gov](mailto:TUFFS@cpuc.ca.gov)) or fax (415) 703-2261.

**Step 4:** Review the information on the Confirmation screen and click **Submit** to send the request (*Figure 52*). The CPUC Fiscal Office will be notified when your request is submitted.

**Confirmation**

Please confirm the information below is correct. Press the "Previous Page" button to go back and make changes, otherwise press "Submit" to submit your adjustment request.

---

**Report Adjustment for User Fee**

Utility Identification Number: **U-7201-C**  
 Carrier Name: **Innovations, Inc.**  
 Billing Period: **December 2016 Q4 2016**  
 Request Date: **03/14/2017**

**Surcharge Revenue Adjustment**

Revenue Type	Reported Revenue	Revised Revenue	Adjustment Amount
Section 1: Total Intrastate Revenue subject to surcharge	\$20,000.00	\$10,000.00	-\$10,000.00

**Surcharge Due Adjustment**

Program	Surcharge Due	Collection Adjustment	Adjusted Surcharge
UNIVERSAL LIFELINE TELEPHONE SERVICE PROGRAM (ULTS)	\$550.00	-\$850.00	-\$300.00
DEAF AND DISABLED TELECOMMUNICATIONS PROGRAM (DDTP)	\$50.00	\$50.00	\$100.00
CALIFORNIA HIGH COST FUND-A (CHCF-A)	\$35.00	\$40.00	\$75.00
CALIFORNIA HIGH COST FUND-B (CHCF-B)	\$0.00	\$0.00	\$0.00
CALIFORNIA TELECONNECT FUND (CTF)	\$108.00	-\$67.00	\$41.00
CALIFORNIA ADVANCED SERVICES FUND (CASF)	\$46.40	\$0.00	\$46.40

FIGURE 52: ADJUSTMENT REQUEST CONFIRMATION

**Step 5:** A pop-up window will display to confirm that an adjustment request for Surcharge is submitted and that an adjustment request for User Fee may also be necessary. Click **OK** to confirm that you have reviewed the message (*Figure 53*).



FIGURE 53: APPLICATION MESSAGE/SURCHARGE

Once you have submitted your Surcharge Adjustment Request form, the CPUC Fiscal Office will be notified. The request will display in the “Pending Adjustment Requests” section (Figure 42) until it is Approved or Denied. Once the adjustment has been approved or denied, the Adjustment Request will appear in the “Closed Adjustment Request” section of the screen and the status will be updated to show whether the request was approved or denied (Figure 42). Once a Surcharge Adjustment Request is approved, the affected billing periods reported Surcharges are updated with the approved amounts.

There are five steps to complete a **User Fee Adjustment Request**:

**Step 1:** To change the total intrastate revenue subject to User Fee, enter the correct amount in the **Revised Revenue** column and click **Calculate User Fee** (Figure 54).

**Note:** Clicking **Calculate User Fee** will always clear out any **Collection Adjustment** number previously entered and you will need to re-enter these numbers.

**Step 2:** To make changes to individual User Fee amount, enter the adjustment value in the **Collection Adjustment** column and click **Apply Adjustments** (Figure 54). The adjustment value must be zero (0) or greater.

**Required Documentation**

Reporting Adjustment Requests require supporting documentation in order to be approved. Please see the TUFFS User Guide for documentation mailing instructions. Required documents needed for any Reporting Adjustment Request are:

- Letter of explanation from a carrier, on the carrier's company letterhead, containing the date(s) of the adjustment requests, amounts to be adjusted, and reasons for the adjustment request(s)
- Proof of payment in the form of bank statements

---

**Report Adjustment for User Fee**

Utility Identification Number: U-7201-C  
 Carrier Name: Innovations, Inc.  
 Billing Period: December 2016 Q4 2016  
 Reported Date: 03/13/2017

**User Fee Revenue Adjustment**

Revenue Type	Reported Revenue	Revised Revenue	Adjustment Amount
Total Intrastate Revenue subject to User Fee for Q4 2016	\$27,500.00	<input type="text"/>	\$0.00

**User Fee Due Adjustment**

Program	User Fee Due	Collection Adjustment	Adjusted User Fee
User Fee calculation for Q4 2016	\$63.25	<input type="text"/>	\$0.00

FIGURE 54: USER FEE ADJUSTMENT REQUESTS

**Step 3:** Once you have entered and applied your adjustments, click **Continue** (Figure 54).

In order for your User Fee Adjustment Request to be approved, supporting documentation as outlined below is required:

- Letter of explanation from a carrier, on the carrier's company letterhead, containing the (date(s) of the adjustment request(s), amount(s) to be adjusted, and reasons for the adjustment request(s) (i.e., incorrect Intrastate Billing Amount reported).
- Proof of payment in the form of bank statements

The CPUC Fiscal Office requires all supporting documentation within two weeks of submittal of an Adjustment Request. Please forward all supporting documentation via email ([TUFFS@cpuc.ca.gov](mailto:TUFFS@cpuc.ca.gov)) or fax (415) 703-2261.

**Step 4:** Review the information on the Confirmation screen and click **Submit** to send the request (Figure 55). The CPUC Fiscal Office will be notified when your request is submitted.

**Confirmation**  
Please confirm the information below is correct. Press the "Previous Page" button to go back and make changes, otherwise press "Submit" to submit your adjustment request.

**Report Adjustemnt for User Fee**

Utility Identification Number: U-7201-C  
Carrier Name: Innovations, Inc.  
Billing Period: December 2016 Q4 2016  
Request Date: 03/14/2017

**User Fee Revenue Adjustment**

Revenue Type	Reported Revenue	Revised Revenue	Adjustment Amount
Total Intrastate Revenue subject to User Fee for Q4 2016	\$27,500.00	\$30,000.00	\$2,500.00

**User Fee Due Adjustment**

Program	User Fee Due	Collection Adjustment	Adjusted User Fee
User Fee calculation for Q4 2016	\$69.00	-\$20.00	\$49.00

FIGURE 55: USER FEE ADJ REQUEST CONFIRMATION – JANUARY 2016 AND BEYOND

**Step 5:** A pop-up window will display to confirm that an adjustment request for User Fee is submitted and that an adjustment request for Surcharge may also be necessary. Click **OK** to confirm that you have reviewed the message (Figure 56).

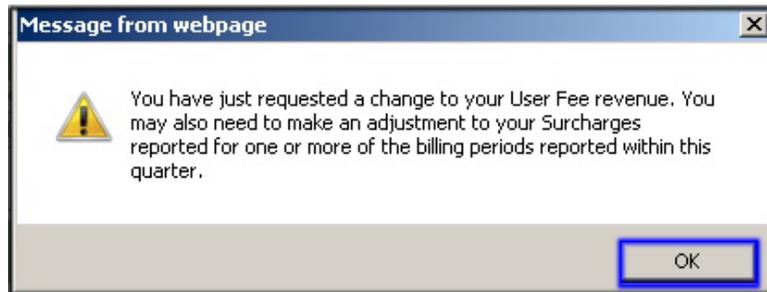


FIGURE 56: APPLICATION MESSAGE/USER FEE

Once you have submitted your User Fee Adjustment Request form, the CPUC Fiscal Office will be notified. The request will display in the "Pending Adjustment Requests" section (Figure 42) until it is Approved or Denied. Once the adjustment has been approved or denied, the Adjustment Request will appear in the "Closed Adjustment Request" section of the screen and the status will be updated to show whether the request was approved or denied (Figure 42). Once a User Fee Adjustment Request is approved, the affected billing periods reported User Fees are updated with the approved amounts.

## VIII. Viewing Pending and Closed Adjustment Requests

Your Reporting Adjustment screen will update to display the submitted adjustment request under the Pending Adjustment Requests section of the screen. You can view the details of an adjustment request by clicking a **Billing Period** (Figure 57).

Carrier Profile	Reporting and Payment History	Reporting Adjustment	
<b>Reporting Adjustment</b>			
<b>Request Adjustments</b>			
Billing Period	Reported Date		
<a href="#">November 2016</a>	05/11/2018		
<a href="#">October 2016</a>	05/11/2018		
<a href="#">September 2016 Q3 2016</a>	05/09/2018		
<a href="#">August 2016</a>	05/09/2018		
<a href="#">July 2016</a>	05/09/2018		
<a href="#">June 2016 Q2 2016</a>	05/09/2018		
row(s) 1 - 6 of 43 Next >			
<b>Pending Adjustment Requests</b>			
Billing Period	Request Type	Request Date	Status
<a href="#">October 2016</a>	Surcharge	05/11/2018	Pending
<a href="#">June 2016 Q2 2016</a>	User Fee	05/11/2018	Pending
<a href="#">June 2016 Q2 2016</a>	Surcharge	05/11/2018	Pending
<a href="#">March 2016 Q1 2016</a>	Surcharge	05/11/2018	Pending
			1 - 4
<b>Closed Adjustment Requests</b>			
Billing Period	Request Type	Request Date	Status
<a href="#">November 2016</a>	Surcharge	05/11/2018	Approved
<a href="#">March 2016 Q1 2016</a>	User Fee	04/23/2015	Approved
			1 - 2

FIGURE 57: PENDING ADJUSTMENT REQUESTS

1. From the Adjustment Detail screen you can view the adjustment request or print the request by clicking **Print** (Figures 58 & 59). The status of the request displays in bold red letters.

Carrier Profile	Reporting and History	Reporting Adjustment		
Reporting Adjustment > Adjustment Detail				
Utility Identification Number: U-7201-C				
Carrier Name: Innovations, Inc.				
Status <b>Pending</b>				
Billing Period: April 2016				
Request Date: 04/22/2017				
<b>Revenue Adjustment</b>				
Revenue Type	Reported Revenue	Revised Revenue	Adjustment Reason	Adjustment Amount
Section 1: Total non-prepaid intrastate wireless revenue subject to surcharge	\$565.00	\$565.00	No Change	\$0.00
Section 2: Total direct intrastate prepaid wireless revenue subject to MTS	\$6,767.00	\$6,767.00	No Change	\$0.00
Section 3: Total indirect intrastate prepaid wireless revenue subject to MTS	\$787.00	\$787.00	No Change	\$0.00
<b>Surcharge Adjustment – Section 1: Total non-prepaid intrastate wireless revenue subject to surcharge</b>				
Program	Calculated Surcharge	Collection Adjustment	Adjustment Reason	Adjusted Surcharge
UNIVERSAL LIFELINE TELEPHONE SERVICE PROGRAM (ULTS)	\$31.08	\$100.00	Under Reported	\$131.08
DEAF AND DISABLED TELECOMMUNICATIONS PROGRAM (DDTP)	\$2.83	\$0.00	No Change	\$2.83
CALIFORNIA HIGH COST FUND-A (CHCF-A)	\$1.98	\$0.00	No Change	\$1.98
CALIFORNIA HIGH COST FUND-B (CHCF-B)	\$0.00	\$0.00	No Change	\$0.00
CALIFORNIA TELECONNECT FUND (CTF)	\$6.10	\$0.00	No Change	\$6.10
CALIFORNIA ADVANCED SERVICES FUND (CASF)	\$2.62	\$0.00	No Change	\$2.62
<b>Surcharge Adjustment – Section 2: Total direct intrastate prepaid wireless revenue subject to MTS</b>				
Program	Calculated Surcharge	Collection Adjustment	Adjustment Reason	Adjusted Surcharge
UNIVERSAL LIFELINE TELEPHONE SERVICE PROGRAM (ULTS) - MTS	\$384.37	\$0.00	No Change	\$384.37
DEAF AND DISABLED TELECOMMUNICATIONS PROGRAM (DDTP) - MTS	\$35.87	\$0.00	No Change	\$35.87
CALIFORNIA HIGH COST FUND-A (CHCF-A) - MTS	\$26.39	\$0.00	No Change	\$26.39
CALIFORNIA HIGH COST FUND-B (CHCF-B) - MTS	\$2.03	\$0.00	No Change	\$2.03
CALIFORNIA TELECONNECT FUND (CTF) - MTS	\$79.17	\$0.00	No Change	\$79.17
CALIFORNIA ADVANCED SERVICES FUND (CASF) - MTS	\$33.84	\$0.00	No Change	\$33.84
<a href="#">Previous Page</a> <a href="#">Print</a>				

FIGURE 58: WIRELESS ADJUSTMENT DETAIL – PENDING

Carrier Profile	Reporting and Payment History	Reporting Adjustment		
Reporting Adjustment > Adjustment Detail				
Utility Identification Number: U-7201-C				
Carrier Name: Innovations, Inc.				
Status <b>Pending</b>				
Billing Period: December 2015				
Request Date: 08/19/2017				
<b>Revenue Adjustment</b>				
Revenue Type	Reported Revenue	Revised Revenue	Adjustment Reason	Adjustment Amount
Total Intrastate Revenue subject to surcharge	\$111,720.15	\$23.00	Over Reported	-\$111,697.15
<b>Surcharge Adjustment</b>				
Program	Calculated Surcharge	Collection Adjustment	Adjustment Reason	Adjusted Surcharge
UNIVERSAL LIFELINE TELEPHONE SERVICE PROGRAM (ULTS)	\$1.27	\$0.00	No Change	\$1.27
DEAF AND DISABLED TELECOMMUNICATIONS PROGRAM (DDTP)	\$0.12	\$343.00	Under Reported	\$343.12
CALIFORNIA HIGH COST FUND-A (CHCF-A)	\$0.08	\$0.00	No Change	\$0.08
CALIFORNIA HIGH COST FUND-B (CHCF-B)	\$0.00	\$0.00	No Change	\$0.00
CALIFORNIA TELECONNECT FUND (CTF)	\$0.25	\$0.00	No Change	\$0.25
CALIFORNIA ADVANCED SERVICES FUND (CASF)	\$0.11	\$0.00	No Change	\$0.11
<a href="#">Previous Page</a> <a href="#">Print</a>				

FIGURE 59: NON-WIRELESS ADJUSTMENT DETAIL - PENDING

2. Once the request has been approved or denied, it will appear in the Closed Adjustment Request section of the page. You can view the details of an adjustment request by clicking a **Billing Period** (Figure 60).

The screenshot shows a web interface with a green header bar containing navigation tabs: "Carrier Profile", "Reporting and Payment History", and "Reporting Adjustment". Below the header, the page title "Reporting Adjustment" is displayed in red. The main content area is divided into three sections:

- Request Adjustments:** A table with two columns: "Billing Period" and "Reported Date". It lists six rows of data, with the first five rows having blue underlines under the "Billing Period" column. Below the table is a pagination control showing "row(s) 1 - 6 of 43" and a "Next >" button.
- Pending Adjustment Requests:** A table with four columns: "Billing Period", "Request Type", "Request Date", and "Status". It lists four rows of data, with the first three rows having blue underlines under the "Billing Period" column. The "Status" column for all rows is "Pending". Below the table is a pagination control showing "1 - 4".
- Closed Adjustment Requests:** A table with four columns: "Billing Period", "Request Type", "Request Date", and "Status". It lists two rows of data, with the first two rows having blue underlines under the "Billing Period" column. The "Status" column for both rows is "Approved". Below the table is a pagination control showing "1 - 2".

FIGURE 60: CLOSED ADJUSTMENT REQUESTS

3. From the Adjustment Detail screen you can view the adjustment request or print the request by clicking **Print** (Figures 61 & 62). The status of the request displays in bold red letters.

If a request is approved, the values you originally entered on the Surcharge Reporting Form are adjusted accordingly. If a request is denied, the values you originally entered on the Surcharge Reporting Form remain unchanged.

Carrier Profile	Reporting and History	Reporting Adjustment		
Reporting Adjustment > <b>Adjustment Detail</b>				
Utility Identification Number: U-6762-C				
Carrier Name: <b>Better World Telecom, LLC</b>				
Status: <b>Approved</b>				
Billing Period: <b>September 2016 Q3 2016</b>				
Request Date: <b>04/19/2017</b>				
Approval/Denial Date: <b>04/19/2017</b>				
<b>Revenue Adjustment</b>				
Revenue Type	Reported Revenue	Revised Revenue	Adjustment Reason	Adjustment Amount
Section 1: Total non-prepaid intrastate wireless revenue subject to surcharge	\$20,000.00	\$30,000.00	Under Reported	\$10,000.00
Section 2: Total direct intrastate prepaid wireless revenue subject to MTS	\$20,000.00	\$40,000.00	Under Reported	\$20,000.00
Section 3: Total indirect intrastate prepaid wireless revenue subject to MTS	\$5,000.00	\$10,000.00	Under Reported	\$5,000.00
<b>Surcharge Adjustment – Section 1: Total non-prepaid intrastate wireless revenue subject to surcharge</b>				
Program	Calculated Surcharge	Collection Adjustment	Adjustment Reason	Adjusted Surcharge
UNIVERSAL LIFELINE TELEPHONE SERVICE PROGRAM (ULTS)	\$1,650.00	\$50.00	Under Reported	\$1,700.00
DEAF AND DISABLED TELECOMMUNICATIONS PROGRAM (DDTP)	\$150.00	\$50.00	Under Reported	\$200.00
CALIFORNIA HIGH COST FUND-A (CHCF-A)	\$105.00	-\$5.00	Over Reported	\$100.00
CALIFORNIA HIGH COST FUND-B (CHCF-B)	\$0.00	\$10.00	Under Reported	\$10.00
CALIFORNIA TELECONNECT FUND (CTF)	\$324.00	-\$24.00	Over Reported	\$300.00
CALIFORNIA ADVANCED SERVICES FUND (CASF)	\$139.20	-\$9.20	Over Reported	\$130.00
<b>Surcharge Adjustment – Section 2: Total direct intrastate prepaid wireless revenue subject to MTS</b>				
Program	Calculated Surcharge	Collection Adjustment	Adjustment Reason	Adjusted Surcharge
UNIVERSAL LIFELINE TELEPHONE SERVICE PROGRAM (ULTS) - MTS	\$2,272.00	-\$72.00	Over Reported	\$2,200.00
DEAF AND DISABLED TELECOMMUNICATIONS PROGRAM (DDTP) - MTS	\$212.00	-\$12.00	Over Reported	\$200.00
CALIFORNIA HIGH COST FUND-A (CHCF-A) - MTS	\$156.00	-\$6.00	Over Reported	\$150.00
CALIFORNIA HIGH COST FUND-B (CHCF-B) - MTS	\$12.00	\$8.00	Under Reported	\$20.00
CALIFORNIA TELECONNECT FUND (CTF) - MTS	\$468.00	-\$18.00	Over Reported	\$450.00
CALIFORNIA ADVANCED SERVICES FUND (CASF) - MTS	\$200.00	\$0.00	No Change	\$200.00
<a href="#">Previous Page</a> <a href="#">Print</a>				

FIGURE 61: WIRELESS ADJUSTMENT DETAIL – APPROVED

Carrier Profile	Reporting and Payment History	Reporting Adjustment		
Reporting Adjustment > <b>Adjustment Detail</b>				
Utility Identification Number: U-6791-C				
Carrier Name: <b>Chunghwa Telecom Global, Inc.</b>				
Status: <b>Approved</b>				
Billing Period: <b>December 2015</b>				
Request Date: <b>08/19/2017</b>				
Approval/Denial Date: <b>08/19/2017</b>				
<b>Revenue Adjustment</b>				
Revenue Type	Reported Revenue	Revised Revenue	Adjustment Reason	Adjustment Amount
Total Intrastate Revenue subject to surcharge	\$111,720.15	\$23.00	Over Reported	-\$111,697.15
<b>Surcharge Adjustment</b>				
Program	Calculated Surcharge	Collection Adjustment	Adjustment Reason	Adjusted Surcharge
UNIVERSAL LIFELINE TELEPHONE SERVICE PROGRAM (ULTS)	\$1.27	\$0.00	No Change	\$1.27
DEAF AND DISABLED TELECOMMUNICATIONS PROGRAM (DDTP)	\$0.12	\$343.00	Under Reported	\$343.12
CALIFORNIA HIGH COST FUND-A (CHCF-A)	\$0.08	\$0.00	No Change	\$0.08
CALIFORNIA HIGH COST FUND-B (CHCF-B)	\$0.00	\$0.00	No Change	\$0.00
CALIFORNIA TELECONNECT FUND (CTF)	\$0.25	\$0.00	No Change	\$0.25
CALIFORNIA ADVANCED SERVICES FUND (CASF)	\$0.11	\$0.00	No Change	\$0.11
<a href="#">Previous Page</a> <a href="#">Print</a>				

FIGURE 62: NON-WIRELESS ADJUSTMENT DETAIL - APPROVED

#### IV. Logging Out

1. Once you are done reporting or paying surcharges, click the Logout link at the top right of the screen (*Figure 63*).



FIGURE 63: LOGOUT

2. You will be directed to the CPUC Public Application Directory (*Figure 64*). To log back in to TUFFS, click the **Main CPUC Application Login Page** link. If you would like to exit completely, simply close your web browser.

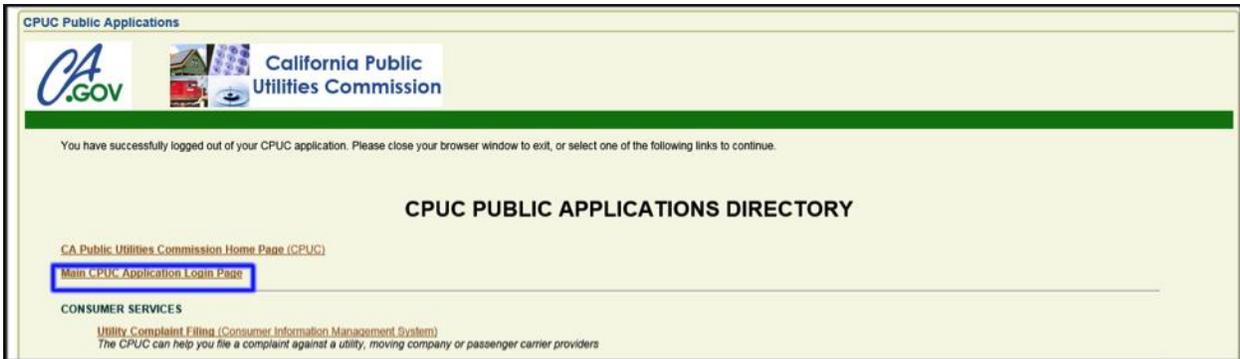


FIGURE 64: CPUC APPLICATIONS DIRECTORY

## **V. de minimis Rule**

All certificated carriers must report and remit surcharges on a monthly basis except those that qualify as de minimis. **De minimis carriers are carriers whose average intrastate billings are equal to or less than \$60,000 in a six-month period.** De minimis carriers are permitted to pay on a semi-annual basis for the periods of January to June and July to December. Although you are only required to report and remit payments twice a year, you are required to submit a separate online Surcharge Transmittal form as well as remit individual payments for each month in the six-month period. Additionally, regardless of your de minimis status, for User Fees you are required to submit a separate online Surcharge Transmittal form for each quarter (Q1, Q2, Q3 and Q4) in the year as well as remit individual payments for each quarter at the end of each year.

If a carrier is paying on a monthly basis and recognizes that it qualifies to be designated as a de minimis carrier, it must continue paying on a monthly basis until it arrives at one of the two six month periods above. At that time the carrier may submit a request to the Commission by e-mail.

The e-mail should be sent to [telco\\_surcharge@cpuc.ca.gov](mailto:telco_surcharge@cpuc.ca.gov) and include the carrier's name, 4-digit Utility Identification Number, and a statement that the average intrastate billings are equal to or less than \$10,000 a month. Similarly, if a carrier is paying on a de minimis basis and realizes that it no longer qualifies as de minimis, it must inform the CPUC by e-mail of its intention to report and remit payment on a monthly basis. The e-mail should include the carrier's name, 4-digit Utility Identification Number, and a statement that the average intrastate billings are greater than \$10,000 a month.