



Communicate Your Way | [www.CAconnect.org](http://www.CAconnect.org) | 1-800-806-1191

## CALIFORNIA CONNECT Equipment and Service Responsibility Letter

The California Connect equipment or accessory you have received is the property of the State of California through the California Connect program, part of the Deaf and Disabled Telecommunications Program (DDTP). Program equipment is provided on loan and remains State property at all times. It is provided at no charge as long as you continue to meet Program eligibility requirements, continue to demonstrate a qualifying communication need, remain a California resident, and comply with Program rules.

Please review your equipment carefully to ensure it meets your communication needs. California Connect may repair or exchange equipment if it stops working or malfunctions or if your certified communication needs change. Please return equipment with all parts and accessories. If available, use the original manufacturer packaging.

### **Service Responsibilities (Phone, Cellular, and Internet)**

California Connect provides equipment only. The Program does not provide, activate, pay for, support, or troubleshoot any telephone, cellular, or internet service. You are responsible for all service plans, data usage, provider charges, and account issues. All questions about activation, billing, coverage, compatibility, or internet access must be directed to your network service provider. California Connect cannot contact providers on your behalf or intervene in account matters. Service availability varies by provider, and the Program cannot guarantee that any provider will activate or support your device for telephone, cellular, or internet use. The Program is not responsible for personal data stored on your device or for any consequences arising from lack of telephone, cellular, or internet service. Consumers are responsible for researching and choosing whether to connect Program equipment to the internet, cellular data, Wi-Fi, or any other type of network services. Some Program equipment requires internet or cellular data for full functionality. Whether to activate or purchase these services is the consumer's choice, and all associated costs and arrangements for telephone, cellular, or internet service are the consumer's responsibility.





Program of the California Public Utilities Commission

## **Equipment Use, Accessories, and Required Parts**

California Connect Program equipment must be used as intended and may not be modified or tampered with. California Connect provides the parts and accessories required for the primary device to function. Essential items needed for device operation may be replaced when they are lost, damaged, or no longer working.

Accessories or components that are not required for the device to function are the consumer's responsibility, including normal wear, tear, or damage to those items. Batteries and other consumable items are also the consumer's responsibility unless they are an essential component of the device's communication function. California Connect does not reimburse consumers for accessories, batteries, or any other items purchased or maintained by the consumer.

Unauthorized modifications or misuse may result in loss of eligibility or denial of replacement equipment.

## **Non-Transfer and Non-Resale**

Program equipment is loaned exclusively to the eligible consumer and may not be sold, transferred, given away, or used by others. Unauthorized transfer or resale may result in loss of eligibility or recovery of the equipment.

## **Repair, Damage, Loss, or Theft**

If your equipment stops working or malfunctions, contact California Connect immediately at 800-806-1191. California Connect staff will attempt to troubleshoot and repair your device. If repair is not possible, a replacement may be provided after Program review and is subject to availability. Replacement devices may differ in model but will provide equivalent functionality. Replacement decisions are made at the sole discretion of California Connect based on Program rules, evaluation, and available resources.

If equipment is damaged, lost, or stolen, notify California Connect right away. Repeated loss or damage may limit future replacements. If reported as stolen, you are required to file a police report and complete the State of California STD 99 form.



Program of the California Public Utilities Commission

## **Moves, Disconnection, and Returning Equipment**

Equipment must be returned if you move out of California, no longer qualify for the Program, no longer need the equipment, or when Program staff request its return. If you move within California, contact California Connect to update your contact information and address records.

You may return equipment by bringing it to a Service Center or contacting the Contact Center at 1-800-806-1191 for instructions. Return equipment with all required parts, accessories, and cords, and package it securely. California Connect is not responsible for personal items mistakenly returned with equipment.

## **Equipment Eligibility and Quantity**

California Connect provides telecommunications and communication equipment based on the needs of each eligible consumer. While there is no fixed numerical limit, each device or accessory must support the consumer's functional communication needs. The Program does not provide duplicate equipment serving the same purpose. Availability of equipment types may change, and not all device models are guaranteed. Requests for additional equipment are reviewed case by case and may require additional information. California Connect reserves the right to determine whether any requested equipment is necessary, appropriate, and consistent with responsible use of public funds. California Connect may approve, deny, or modify equipment requests based on Program and state rules, device availability, and professional evaluation findings.

## **Batteries**

Some Program equipment requires batteries to operate. Batteries are generally consumer-maintained unless the battery is an essential component of the device's communication function. Some devices may also require batteries to function during power outages. Please refer to the user manual for specific requirements. California Connect is not responsible for battery depletion, user maintenance, or failure of equipment to operate during a power outage.

## **Information About Discounted Phone and Cellular Service Programs**

If you need help paying for telephone or cellular service, you may be eligible for the California LifeLine Program. Visit [www.californialifeline.com](http://www.californialifeline.com) or call 1-866-272-0349. Federal Lifeline or provider-specific discounts may also be available at [www.lifelinesupport.org](http://www.lifelinesupport.org) or by contacting your provider.



Program of the California Public Utilities Commission

## **Program Responsibilities and Consumer Obligations**

California Connect does not access or manage personal information stored on your device and cannot recover data. Submitting false information, misrepresenting eligibility, or misusing Program services may result in loss of eligibility and referral to authorities. You must maintain accurate contact information to avoid delays in repairs or replacements. Program rules and available equipment may change under State law or CPUC decisions.

## **Limitation of Liability**

California Connect and the State of California are not liable for damages, losses, or missed communications resulting from equipment malfunction, service interruption, lack of telephone, cellular, or internet service, or user error. The Program does not guarantee uninterrupted communication, emergency access, or device performance. Program equipment does not replace emergency services and may not function in all situations, including power outages or service interruptions. Always maintain an alternative method of emergency communication.

## **Safety**

California Connect is committed to safe interactions. Verbal or physical abuse or harassment of staff will not be tolerated and may result in loss of eligibility. Services may be paused or discontinued if safety is compromised.

This letter explains Program responsibilities and does not replace State laws, regulations, or official CPUC decisions.

## **CONTACT US**

English/ASL/Video Phone (All Languages): 1-800-806-1191

TTY: 1-800-806-4474

Fax: 1-800-889-3974

P.O. Box 30310, Stockton, CA 95213

Website: [www.CAconnect.org](http://www.CAconnect.org)