

## **Telecommunication Consumer Education Fund Grant Making Guidelines (TCEF)**

The Telecommunications Consumer Education Fund was created in October 2009 as a result of an investigation by the California Public Utilities Commission into the operations, practices, and conduct of Pacific Bell Wireless LLC dba Cingular Wireless and related entities. The investigation resulted in a settlement of \$1.9 million which will be used to support the efforts of community-based organizations to ensure that Californians become more informed, savvy consumers of wireless telecom services.

### **THE GOAL OF THE FUND**

To support community-based programs that effectively educate consumers on the prevention and amelioration of abusive practices in wireless telecom services (such as contract and calling card fees and misleading marketing). Any proposed project should utilize strategies that demonstrate measurable results.

### **GRANTMAKING GOALS AND PRIORITIES**

- Regional efforts that support the coordinated delivery of focused consumer education programs and related services. Network and/or partnership must be one that has demonstrated its ability to work together successfully.
- Consumer education strategies that utilize technology and the Internet to create cost efficient methods of delivering effective consumer education programs and related services.
- Facilitate the integration of telecom education into ongoing consumer education programs.
- Demonstrated experience and knowledge in telecom consumer education programming by organization or organization's partners

### **GRANT MAKING**

- Grant size will depend on scope of project, capacity of organization, numbers served.
- Grants will generally be considered for a 12-month period, however, longer-term projects may be reviewed, if timeline can be justified by compelling programmatic factors.
- There will be two grantmaking cycles in 2012 with applications **due on: February 1 and May 1.**
- Operating support may be awarded dependent on how closely the applicant's programs are aligned with the purpose and goals of the Fund, and the quality of services provided.

### **ELIGIBLE ACTIVITIES:**

- Activities that may be funded include education, publication and dissemination of consumer information, investigation of trends, resolution of consumer complaints, and advocacy.

### **FUNDS WILL NOT BE USED FOR:**

- Research
- Capital
- Equipment (with the exception of minor purchases directly related to implementation of project)
- Media campaigns in the absence of on-the-ground consumer education campaign.
- Litigation or lobbying
- General consumer education about how to use or purchase a mobile phone or mobile device