

Telecommunications Program

Quarterly Webinar

December 11, 2014

Agenda

- My Portal updates
- My Portal known issues
- Contacting the RHC Program team
- Bid documentation
- Funding updates
- Appeals
- Best practices

Telecommunications Program

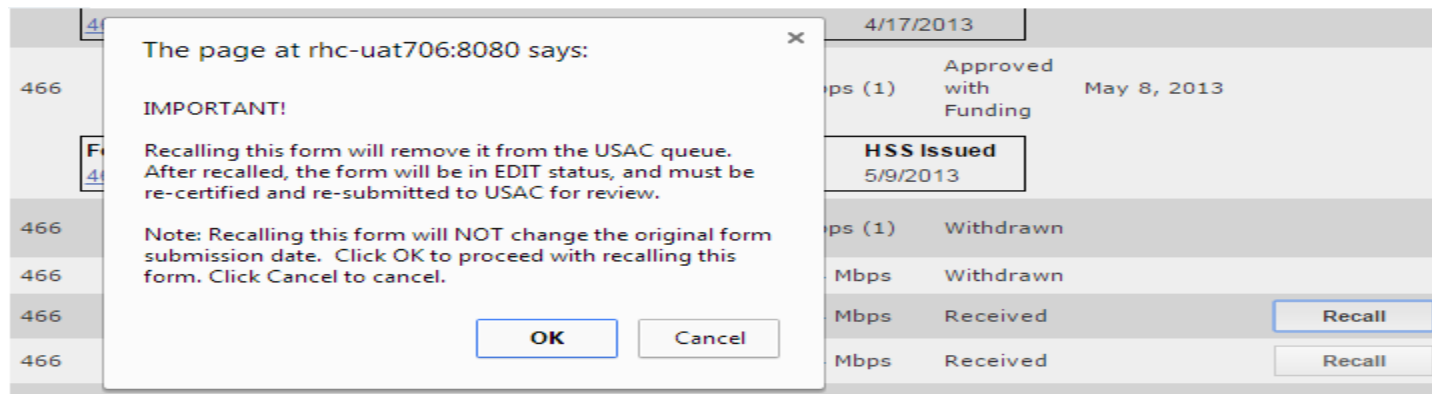
My Portal Updates

FCC Form 465 Enhancement

- Two new upload buttons will appear when an applicant selects “Community Mental Health Center” in Block 4 (Eligibility) of the FCC Form 465.
 - This allows an applicant to attach the Community Mental Health Center checklist (found on USAC’s website: [CMHC Checklist](#)) and the HCP operating license/certification.
 - My Portal will not allow an applicant to submit the form unless both of these supporting documents have been uploaded.

Pop-up text added to FCC Form 466 recall button

- Applicants can now recall the FCC Form 466 and make changes using a recall button on the My Forms page.
 - This action is not reversible and recalling the form will remove it from the USAC review queue.
 - Applicants can click “OK” to recall the form or “Cancel” to keep the form in the review queue and return to the My Forms page.



Pop-up text added to FCC Form 467 Block 3

- New pop-up boxes were added to confirm the appropriate selection has been made.

The screenshot shows a web form for FCC Form 467, Block 3: Action Taken. A pop-up dialog box is centered on the screen with the title "THIS SELECTION WILL CONFIRM THE FUNDING COMMITMENT" and a large red "IMPORTANT!" heading. The dialog contains the following text: "This selection will confirm all of the information on the funding commitment letter (FCL). Continue with this selection only if the HCP and Service Provider have confirmed the SPIN, funding amounts, and funding dates on the FCL. If any of the information on the FCL is incorrect, contact RHC at rhc-assist@usac.org immediately. If all of the information on the FCL is correct, continue with the selection, and move forward with the form." A "Close" button is at the bottom of the dialog. In the background, the form includes sections for "Block 1: HCP Information" (Line 1: HCP Name: Bob's, Line 3: HCP Number: 3489), "Block 2: Funding Year Information" (Line 4: Funding Year: Yes), and "Block 3: Action Taken" (RHC Note: Block 3 (Action Taken) must be completed). Under Block 3, there are three radio button options: "Confirming the connection of a telecommunications or Internet service for which the HCP has requested a discount and is confirming the accuracy of all information previously filed with RHCD regarding service" (selected), "Notifying RHCD of the disconnection of a discounted service.", and "Informing RHCD that the service was not (or will not be) turned on during the funding year". A "Date of Disconnection" field is also visible with a green checkmark.

Pop-up text added to FCC Form 467 Block 3

- HCPs are encouraged to review the Funding Commitment Letter (FCL) with the service provider before submitting the FCC Form 467.
- Making the wrong selection in Block 3 may reduce or cancel the commitment on the FCL.

Pop-up text added to FCC Form 467 Block 3

- The second option (notifying USAC of the disconnection) will generate a pop-up box explaining that this selection will change and possibly reduce the FCL.
- The third option (informing USAC that the service was not or will not be turned on during the funding year) will generate a pop-up box alerting the applicant that this option will cancel the funding commitment, resulting in zero funding for this service.

Telecommunications Program

My Portal Known Issues

FCC Form 467 button not available

- Issue: Internal change caused the buttons to disappear.
- Resolution: In progress. Contact RHC-Assist@usac.org with questions.
- FCC Form 467 revisions (SPIN or date changes) require review, and therefore take longer to review than FCC Forms 467 submitted without changes (those forms are processed automatically and the HSS is delivered within the day).

Weekly FCL and HSS reports not sent to some service providers

- Issue: A software error has caused some reports to fail to deliver.
- Resolution: In progress. Contact RHC-Assist@usac.org with questions.

Denial letter content

- Issue: Denial letter lacks denial rationale.
- Resolution: In progress. Contact RHC-Assist@usac.org for questions

Questions?

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Contacting the RHC Program Team


Contacting the RHC Program Team

Contacting USAC about forms status?

- An applicant can check the status of forms through My Portal, and see the same status as RHC staff.

466		MPLS	80 Mbps	In review	
466	test	Frame Relay	1.544 Mbps	Draft	<input type="button" value="Edit"/>
466	testing testing	ATM	1.544 Mbps	Received	<input type="button" value="Recall"/>
466	Another MAD exceeded Test	Digital Data Service (DDS)	1.544 Mbps	Approved with no Funding	Jun 10, 2014
466	another test for install charges	Bonded T1(s)	9 Mbps	Approved with Funding	Jul 2014
Form Type 467		FRN <input type="text"/>	Status Approved	HSS Issued	
466	asdfasdf	T1 or DS1	1.544 Mbps	Approved with Funding	Jun 5, 2014
Form Type 467		FRN <input type="text"/>	Status Approved	HSS Issued 7/14/2014	

Status of the Form



Helpful information

- When calling or emailing the RHC Help Desk, please provide the HCP number and Funding Request Number (FRN).

Telecommunications Program

Bid Documentation

Bid documentation requirement

- If an HCP receives multiple bids in response to an FCC Form 465, all received bids must be submitted with the FCC Form 466.
 - If bids are for services at multiple locations, to decrease form processing time, we request that applicants include a list of all participating sites along with their bidding documentation.
 - Please include HCP name, HCP number, FRN, service type, bandwidth, and cost.

Telecommunications Program

Funding Updates

Funding Year 2013 and Funding Year 2014

Funding Year 2013 (through 12/1/2014)

- Forms Received 11,524
- Forms Processed 10,445
- Estimated Completion Date 12/31/2014
- Funding Committed \$119.96 M

Funding Year 2014 (through 12/1/2014)

- Forms Received 2,013
- Forms Processed 102
- Funding Committed \$4.62 M

Telecommunications Program

Appeals

Appeal Overview

- All USAC decisions are appealable, including eligibility and funding decisions.
- If you believe USAC has made an error, please contact RHC-Assist@USAC.org with your questions before submitting an appeal. Many issues can be resolved without an appeal.

How to Appeal

- The FCC released Public Notice DA 14-1657 on Nov 17, 2014 stating that program participants must appeal to USAC before appealing to the FCC.
- Please check your forms and supporting documentation to ensure that the information you provide to USAC is correct.
- For more information about submitting an appeal, see the [Appeals page](#) under the Program Integrity section of the RHC website.

Telecommunications Program

Best Practices

FCC Form 466: Form name

- Use the “Friendly Name” functionality to distinguish between multiple funding requests. (e.g., form named after the service or location).
- FCC Form 466: when submitting multiple forms for one HCP, please include the city, or other differentiating characteristic, as part of the HCP name.

Additional locations, service upgrades, term extensions

- HCPs must use the FCC Form 465, Line 29, to state that new locations, term extensions, and service upgrades are desired in the contract if the HCP plans to request funding for additional or upgraded services under the terms of its evergreen contract.
- If an HCP wishes to purchase additional services or upgrade existing services under the terms of its evergreen contract, the HCP must submit an FCC Form 466 to request funding for the additional or upgraded services.

Change of HCP Location

- If an HCP moves during the funding year, the FCC Form 465 must be updated with the new address before the FCC Form 466 can be submitted.

Thank You!

- Thanks for joining us at this quarter's webinar
- Sign up for reminders in the subscription center
 - Go to www.usac.org and click “subscribe” in the upper-right corner, then select the quarterly webinar
- Submit suggestions for next quarter's webinar to rhc-assist@usac.org
- Additional questions?
 - Email RHC-Assist@usac.org
 - Call (800) 453-1546