

# 2007 SL Service Provider Conference Call Minutes

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**UNIVERSAL SERVICE ADMINISTRATIVE COMPANY**

**Schools and Libraries Service Provider Conference Call**

**January 17, 2007**

**AGENDA**

- Funding Commitments for FY2006 and FY2005
- FY2007 Window Update
- Update on New and Revised Letters for Applicants
- Update on Service Provider Training
- Two-in-Five Tool Update
- Invoicing Update
- General Questions Received by Email

**MINUTES**

**1. Funding Commitments for FY2006 and FY2005**

Funding Year 2006

<b>Wave</b>	<b>FCDL Date</b>	<b>Amount</b>
035	12/19/2006	\$20.6 M
036	12/20/2006	\$33.3 M
037	12/27/2006	\$14.9 M
038	1/9/2007	\$1.9 M

Funding Year 2005

<b>Wave</b>	<b>FCDL Date</b>	<b>Amount</b>
065	12/18/2006	\$904 Thousand
066	1/17/2007	\$173.7 M (includes Internal Connections at 80%)

We have set the final funding and denial thresholds for FY2005. We will fund Priority 2 funding requests at 80 percent and above and deny at 79percent and below.

USAC will issue occasional waves as commitments can be made, but FY2005 waves will no longer be issued weekly. These additional waves will be designated 66A, 66B, 66C, and so on.

**2. FY2007 Window Update**

January 10 was the last day to file an FCC Form 470 and still be able to meet the window filing requirements for the Form 471. The window closes at 11:59 p.m. EST on February 7.

**3. Update on New and Revised Letters for Applicants**

Due to recent FCC orders, some new letters are being created and other letters are being revised. While most of these letters will be issued to applicants, the information they contain may have implications for service providers as well.

- **Notification of Form 470 Posted but No Associated FCC Form 471**

USAC issues this letter to applicants that have posted a timely Form 470 but have not yet submitted an FCC Form 471. These letters will be dated and mailed tomorrow, shortly after the last day to post a timely Form 470. Consequently, some applicants may be confused because they will receive this letter before the end of their required 28-day waiting period.

- **Notification of FCC Form 471 with No Certification**

USAC issues this letter to applicants that have submitted a timely FCC Form 471 online but have not yet certified the form. These applicants will have 20 days after the date on this letter to postmark a paper certification. (Applicants that certify an FCC Form 471 online after the close of the window will receive an out-of-window letter.)

- **Urgent Reminder: Your FCC Form 486 May Be Late**

USAC issues this letter to applicants that – based on the date of the Funding Commitment Decision Letter and the service start date reported on the FCC Form 471 – may be late in filing their Forms 486. Applicants will have 20 days after the date on this letter to submit an FCC Form 486 or FCC Form 486 Certification (if the FCC Form 486 is submitted but uncertified) online or on paper without penalty. Note that, if the service start date has been delayed beyond the date reported on the FCC Form 471, the FCC Form 486 may not be late.

- **Receipt Notification Letter (RNL)**

The FCC Form 470 RNL is issued after an FCC Form 470 has been posted to the website. The FY2007 RNL has been reformatted to make it easier for applicants to submit ministerial and clerical error corrections.

- **Receipt Acknowledgment Letter (RAL)**

The FCC Form 471 RAL is issued after an FCC Form 471 has been certified. The FY2007 RAL has been reformatted to make it easier for applicants to submit ministerial and clerical error corrections.

- **FCC Form 486 Rejection Letter**

USAC reviews a random sample of FCC Forms 486 for compliance with technology plan requirements. USAC issues this letter if an FCC Form 486 is being rejected for failure to comply with these requirements. In the situations where applicants can come into compliance later (for example, an applicant with an unapproved technology plan can get its plan approved by a

USAC-certified Technology Plan Approver), these applicants can submit a new FCC Form 486 once compliance has been achieved.

Watch for a detailed update on these and other letters in a future Schools and Libraries News Brief.

#### **4. Update on Service Provider Training**

Thanks for all of your input on spring service provider training.

We are currently looking at holding two sessions in April, probably in Atlanta and Chicago. We reviewed our Form 498 records and found that these two locations would be convenient for many of our current service providers. We are developing agenda and researching possible locations, and will publicize information and provide a registration page once arrangements have been finalized.

The [SPtraining@usac.org](mailto:SPtraining@usac.org) box is still open if you have additional comments.

#### **5. Two-in-Five Tool Update**

This is just a reminder that the Two-in-Five Tool is available to any interested user to check the Two-in-Five status of particular entities. You may find this information helpful as you review FCC Forms 470.

#### **6. Invoicing Update**

Payments for the month of December totaled \$80,071,664.89 against requests for \$105.4M. In total, 5,903 invoices were processed for 1,208 service providers. This represented 22,498 lines in December with 98 percent being completed within 30 days and 430 lines over 30 days.

There are currently just over 60 in-process lines over 30 days old out of 862 lines in process.

The invoice deadline for all non-extended Funding Year 2005 FRNs is January 29, 2007. If you have already invoiced USAC and been paid all eligible funds for your FRN, there is no need to file a new invoice. Please work with your customers to ensure that they have submitted any BEARs for covered services.

- **Online BEAR Update**

The Online BEAR Form is now live. Applicants continue to tell us how easy the online BEAR is to use. We have received 1,560 online BEARs with over 3,500 lines submitted by 715 applicants for over 400 service providers. This represents 34 percent of the BEARs filed during this period and over \$65M in reimbursement requests.

If your customers use BEAR Forms, you should log into the E-Cert system on a regular basis to see if you have any Online BEARs waiting for your review and approval. You can access the E-Cert system by following the “FCC Form 498” or “FCC Form 499-A” links on the USAC Forms

page or the “Certify BEAR Online” link on the Required Forms page. If you are having difficulty with the E-cert system, please contact our customer service group at (888) 641-8722.

Please note that this system requires that you approve – either individually or in total – the lines for the invoices you review by checking the appropriate box(es). If you simply click the “Certify” button at the bottom of the BEAR Form without checking the boxes to the right of each line, the system will consider you to have rejected the lines.

USAC sends you an email notification email from [no-reply@saic.com](mailto:no-reply@saic.com) when one of your customers files a BEAR Form online. Please make a note of this email address so that you can check to see that the email is not blocked by your system.

Do not submit paper copies of any BEAR Forms you certify online. If you wish, you can print and retain paper copies of the forms you review, but it is not necessary to do so. You can always use the Certify BEAR or Bulk Download feature of the online BEAR Form to retrieve historical copies.

To access help with the online BEAR Form, click on the Need Help selection at the top of each page.

- **FCC Form 498 Reminder**

The company officer who submits the FCC Form 498 will receive a password automatically via email. Email addresses cannot be generic (e.g., [serviceprovider@yourcompany.com](mailto:serviceprovider@yourcompany.com)) as the system must be able to identify the individual who certifies forms. Remember that you must also include a certification letter when you first file an FCC Form 498 on paper. If you are updating an existing FCC Form 498, be sure to review Blocks 1, 2, 10, and 11 for correct contact information.

## **7. General Questions Received by Email**

**Q1:** In a Midwestern state, the regional educational consortiums (operating under the state umbrella) act as service providers for both telecommunications and Internet services for member districts. The state, through the dept. of education, provides cash grants to districts that purchase services from the consortium service provider. Districts purchasing services from providers other than the consortium are denied the cash grants. The state run consortium is encouraging applicants to select their bid while reminding applicants that by doing so they can receive the grants. I understand that some of this may be viewed as a state funding issue. Can you review “an open and fair competitive bidding process” and how this may be affected by these actions? Thank you.

**A1:** In general, if you have a concern about a situation, using the Whistleblower or Code 9 process is really the best vehicle to relay information to us about a situation you feel that we should investigate. Remember that (1) we may have additional questions – so if you want to remain anonymous we may not be able to contact you about those questions and that may limit our investigation – and (2) we don’t report back to individual callers on anything we find.

**Q2:** We have filled out several FCC Forms 498 forms and changed information by mailing and faxing in the forms yet the information is not being changed. How long should this take and how many times do we need to send it in? Our contact passed away in June and 6 months later is still receiving emails. We need to get this changed. Thanks.

**A2:** We did some research into this specific problem. This service provider filed a form in September that was missing information in several required fields and contained a generic email address. (We require the email address of an actual person.) The service provider submitted another form in December which was rejected because the necessary certification letter was missing. In both cases, the name in question had not been removed from the form prior to submission.

If you submit a form to us and you don't get the result you expect, please call us at (888) 641-8722 and ask us to walk you through the process.

**Q3:** What is the proper procedure for returning funds to USAC for overbilling on an FRN that is now out of funds? At one time I was told that USAC would contact us regarding payment, is this correct? If so, how does this happen, how long does it take, and how do we submit the amount to USAC?

**A3:** The short answer is that you should follow the guidance in the Reference Area entitled Returning Funds to USAC. In this case, however, you should first make sure that USAC understands what you are trying to do. For example, if you want to return funds because you invoiced USAC incorrectly but then want to request reimbursement for other, eligible services, we may not be able to accommodate your request because the deadline to invoice has passed.

**Q4:** As a Service Provider with multiple, multiple SPINs, is there a way to create a "master" SPIN in order to be able to access all of my online BEARs at one time? Or, at least be able to see what SPINs have Pending Certifications? To date, I am unable to receive the notifications because of an FCC Form 498 situation that currently exists. We are working on this but a "master" or pseudo SPIN would be helpful.

**A4:** You can ask USAC to consolidate all of your SPINs into a single "master" SPIN. However, this will result in all FRNs being reassigned to that SPIN.

We are looking at modifying the home page –the page a service provider sees after logging in to the Online BEAR system – to include a list of SPINs for that service provider and a count of BEARs awaiting approval.

**Q5:** Two years ago, an applicant filed a 470 for Priority One services and looked over bids during the 28-day waiting period. They decided on a five-year contract but with school board meetings and lawyer reviews, they missed the mid-February FCC Form 471 signing deadline and it was signed in early March. The first year they were denied (withdrawn, actually, because PIA told them that they had "missed the window"). The second year's FCC Form 471 application has been pending for a year for no known reason. I just want to confirm that this contract, while dated early March, is valid for the remaining years of the contract--they waited the 28 days, were

not funded the first year due to a late contract signature, but the remaining four years are valid on the contract with E-Rate, right? Thanks.

**A5:** If the applicant misses the window deadline, USAC will not consider funding that application for that funding year until all other eligible requests have been funded first. However, as long as program rules have been followed, the applicant can file a Form 471 in the following funding year for this multi-year contract.

**Q6:** Recently a FL applicant filed an FCC Form 470 asking for Digital Transmission Service and a WAN. We responded with a network solution and were told that they wanted their VoIP voice/video/data solution, which includes equipment on their prem. It would be more than the "single router/switch at the point of demarcation". The applicant said that they had been leasing this equipment under their monthly WAN payment from a wireless provider for several years. I thought that the December 03 FCC 3rd Order disallowed this type of arrangement. Am I right? If the applicant wants Interconnected VoIP for FY2007, did they need to mention that specifically on the FCC Form 470 under Telecom and Internet Access? I know that you had a Friday News Brief that mentioned filing under both categories.

**A6:** We would need more information to be able to give a definitive answer to the first part of this question. However, the Eligible Services List does indicate that there can be one demarc for each WAN service.

As for the Interconnected VoIP question, we advised applicants to file in both categories so that when it came time to file an FCC Form 471, the service provider they chose could provide services in the appropriate category of service.

**Q7:** Rumor has it that FY2005 80 percent Priority 2 funding will be approved soon. If applicants had signed a Basic Maintenance contract but had not implemented it until they received the funding letter, can they still use this? What dates should they use on their FCC Form 486 for the Service Start Date? On Internal Connections, if it hasn't been installed, can they still use it? What date should they use on their FCC Form 486 for the Service Start Date? I've heard that SL will not pay for anything that has an invoice before the Service Start Date on the FCC Form 486. Thanks.

**A7:** Reimbursement can only be requested for the months in which the service is actually delivered. Therefore, if the service provider started providing the service on July 1 of the funding year with the applicant paying for the service from its own funds, USAC can reimburse for the service as of July 1. If, however, the applicant has been waiting for the funding commitment decision before starting the service and the FCDL is issued (and service started) on January 1, only six months of the service can be reimbursed.

**UNIVERSAL SERVICE ADMINISTRATIVE COMPANY**

**Schools and Libraries Service Provider Conference Call**

**February 14, 2007**

**AGENDA**

- Funding Commitments for FY2006 and FY2007
- FY2007 Window Update
- Update on Letters
- Update on Service Provider Training
- Update on Two-in-Five Guidance
- Invoicing Update

**MINUTES**

**1. Funding Commitments for FY2006 and FY2005**

Funding Year 2006

We are issuing funding decisions on FY2006 Priority 2 requests at 87 percent and above.

<b>Wave</b>	<b>FCDL Date</b>	<b>Amount</b>
039	1/18/2007	\$29.4 M
040	1/23/2007	\$19.3 M
041	1/30/2007	\$29.7 M
042	2/6/2007	\$38.6 M

Funding Year 2005

Letters of explanation will be going out in the next few weeks on all funding requests for which decisions have not yet been issued.

<b>Wave</b>	<b>FCDL Date</b>	<b>Amount</b>
066A	2/7/2007	\$5.2 M

**2. FY2007 Window Update**

The FCC Form 471 application filing window was extended an additional day – to 11:59 PM ET on Thursday, February 8 - due to a server problem that occurred during the morning on February 7. Note that FCC Forms 471 filed but not certified within the window can still be certified and considered as filed within the window. Within the next two weeks, USAC will be sending out a

notification letter to applicants that can take advantage of this opportunity. This letter will give them guidance on how to submit certifications and establish the deadline for them to act.

USAC is processing paper applications and paper certifications as quickly as possible in order to prepare the demand estimate for FY2007 funding requests for the FCC. USAC posts the demand estimate on its website after it is submitted to the FCC.

### **3. Update on Letters**

- **FCC Form 471 Receipt Acknowledgment Letter (RAL)**

The applicant RAL for FY2007 has been reformatted to make it easy for applicants to make allowable corrections to certain fields on their FCC Forms 471. They can copy the RAL, write in corrections, sign and date the copy, and submit it to USAC. You should check your copy of the RAL as well. If you notice that a funding amount is off by an order of magnitude, or a discount seems wrong, it wouldn't hurt to contact your customer and provide that information.

Applicants can make allowable corrections using the RAL process and also during PIA review. Note that USAC cannot identify all errors. For example, an applicant may have meant to list 47 schools on a Block 4 worksheet but actually listed 49. Even so, applicants can still make these allowable corrections - as well as those that USAC identifies - either with the RAL correction process or during PIA review.

- **FCC Form 486 and Alaska Gateway**

All of the database updates should now be complete for applicants who received relief under the Alaska Gateway order ([DA 06-1871](#), released September 14, 2006). Basically, these applicants include:

- 1) Appellants specifically mentioned in the order.
- 2) FY2005 and FY2006 applicants.
- 3) Applicants from earlier funding years whose last date to invoice was on or after September 14, 2006.

The relief provided was:

- 1) For applicants who filed a late FCC Form 486 and had their service start date changed as a result, USAC reset the service start date to the original date reported on the FCC Form 486 and restored funding if it had been reduced.
- 2) For applicants who have not yet filed an FCC Form 486 or who filed an FCC Form 486 online but did not certify that form, USAC notified them by letter that they had 20 days to do so without penalty. If they do not file within that time period, the normal penalty will apply. (Note that, if services have not yet started or just started recently, the FCC Form 486 might not yet be late.)
- 3) Going forward, USAC uses the date of the FCDL and the service start date reported on the FCC Form 471 to calculate when an FCC Form 486 might be late, and will notify

applicants by letter that they have 20 days to file this form. (Note that, if the service start date has been delayed from the original planned date, the FCC Form 486 might not yet be late.)

So, at this point:

- 1) Applicants and service providers should have received revised Form 486 Notification Letters for any FRNs with service start dates modified under this guidance. In many cases, the change of service start date may mean that some funding has been restored and USAC can be invoiced for that funding if those services have been delivered.
- 2) If you're not sure about the service start date for an FRN, check the [Data Retrieval Tool](#).

- **FCC 486 Rejection Letters**

Random samples of FCC Forms 486 are reviewed for compliance with technology plan rules. If the applicant is found to be out of compliance with those rules, the FCC Form 486 is rejected and a Form 486 Rejection Letter is sent. If an applicant is later able to come into compliance, the applicant can submit a new FCC Form 486 for services delivered on or after the date of compliance. (For example, if the applicant had a technology plan but the plan was not approved when the FCC Form 486 was filed, the applicant can submit the plan for approval, get proof of the approval, and then file a new FCC Form 486 for services delivered on or after the approval date.) More information on these letters is available in the January 26, 2007 Schools and Libraries News Brief.

FRNs for basic telephone service can be processed even if an applicant is not in compliance with technology plan rules; however, they must be resubmitted on a separate FCC Form 486. Applicants will be notified by letter if they are permitted to do this.

#### **4. Update on Service Provider Training**

At present, we intend to hold two one-day training sessions - one in Chicago and one in Atlanta - in the last half of April 2007. Our focus will be on information that service providers need to know and conducted by taking into account the service provider point of view.

When we have specific details, we will post registration information on our website and announce the training in the weekly Schools and Libraries News Brief.

#### **5. Update on Two-in-Five Guidance**

USAC plans to post guidance soon on how to remove entities from a Block 4 worksheet. This is important for applicants whose funding may be at risk because of one or more entities included on a Block 4 worksheet that have already used two of their five years under the Two-in-Five Rule.

## 6. Invoicing Update

Payments for the month of January totaled \$130,865,054.40 against requests for \$169.9M. In total, 8,172 invoices were processed for 1,498 service providers. This represented 33,527 lines in January with 100 percent being completed within 30 days and NO lines over 30 days.

There are currently less than 20 in-process lines over 30 days out of 517 lines in process.

The invoice deadline for all Funding Year 2005 non-extended FRNs (January 29, 2007) has passed. Even though the number of invoices received in January was larger than usual, the changes implemented over the last year allowed us to meet our objective of payment within 30 days.

- **Online BEAR Update**

The Online BEAR form has been live for almost three months. In addition to certifying a BEAR Form online, you can also access historical information on BEAR Forms using the Bulk Download feature.

If your customers use BEAR Forms, you should log into the [E-File system](#) on a regular basis to see if you have any Online BEARs waiting for your review and approval. You can access the E-File system by following the “FCC Form 498” or “FCC Form 499-A” links on the USAC Forms page or the “Certify BEAR Online” link on the Required Forms page. If you are having difficulty with the E-File system, please contact our customer service group at (888) 641-8722.

USAC sends you an email notification email from [no-reply@saic.com](mailto:no-reply@saic.com) when one of your customers files a BEAR Form online. Please make a note of this email address so that you can check to see that the email is not blocked by your system.

Applicants who are new to the program and who recently filed an FCC Form 470 or FCC Form 471 for the first time will be getting a PIN. These PINs are for applicant use and also allow your customers to have access to all online applicant forms, including the online BEAR Form. You may want to work with these customers to help them understand the BEAR process.

Reminder: you do not need to file on paper any BEAR Form that you approve online. You may, if you wish, print and retain paper copies of the form but you are not required to do so.

We are aware of differences in the phone numbers featured on the printable BEAR Form; we are working on a fix.

**UNIVERSAL SERVICE ADMINISTRATIVE COMPANY**

**Schools and Libraries Service Provider Conference Call**

**March 14, 2007**

**AGENDA**

- Funding Commitments for FY2006 and FY2005
- FY2005 Demand Estimates
- Service Provider Training Registration Information
- Invoicing Update
- Other
- General Questions Received by Email

**MINUTES** – No Minutes

**UNIVERSAL SERVICE ADMINISTRATIVE COMPANY**

**Schools and Libraries Service Provider Conference Call**

**April 11, 2007**

**AGENDA**

- Funding Commitments
- Service Provider Training – April 18 and April 25
- Demand Estimate for FY2007 Applications
- Recent FCC Orders
- Invoicing Update
- Other
- General Questions Received by Email

**MINUTES – No Minutes**

**UNIVERSAL SERVICE ADMINISTRATIVE COMPANY**

**Schools and Libraries Service Provider Conference Call**

**May 16, 2007**

**AGENDA**

- Funding Commitments for FY2007
- Funding Commitments for Prior Funding Years
- FY2008 FCC Forms 470
- Early Filing for FY2007 FCC Forms 486
- Invoicing Update
- Other
- General Questions Received by Email

**MINUTES – No Minutes**

**UNIVERSAL SERVICE ADMINISTRATIVE COMPANY**

**Schools and Libraries Service Provider Conference Call**

**June 20, 2007**

**AGENDA**

- Funding Commitments for FY2007 and FY2006
- Funding Commitments for Prior Funding Years
- FY2007 Rollover Funds
- FCC Form 486 Notification Letters
- Fall Training Sessions
- Proposed Service Provider Meeting
- Invoicing Update
- Other
- General Questions Received by Email

**MINUTES – No Minutes**

**UNIVERSAL SERVICE ADMINISTRATIVE COMPANY**

**Schools and Libraries Service Provider Conference Call**

**July 11, 2007**

**AGENDA**

- Funding Commitments for FY2007 and FY2006
- New Format for Funding Commitment Decision Letter Comment Field
- FCC Form 486 Notification Letters
- FY2007 Out-of-window Letters
- Fall Training Sessions
- Proposed Service Provider Meeting
- Invoicing Update
- Other
- General Questions Received by Email

**MINUTES – No Minutes**

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**UNIVERSAL SERVICE ADMINISTRATIVE COMPANY**

**Schools and Libraries Service Provider Conference Call**

**August 8, 2007**

**CANCELED**

**UNIVERSAL SERVICE ADMINISTRATIVE COMPANY**

**Schools and Libraries Service Provider Conference Call**

**September 12, 2007**

**AGENDA**

- Funding Commitments for FY2007 and FY2006
- Fall Training Update
- FCC Form 486 Notification Letters
- Service Provider Meeting on August 8, 2007
- FY2008 Eligible Services List and Window Opening
- Invoicing Update
- Other
- General Questions Received by Email

**MINUTES** – No Minutes

**UNIVERSAL SERVICE ADMINISTRATIVE COMPANY**

**Schools and Libraries Service Provider Conference Call**

**October 10, 2007**

**AGENDA**

- Funding Commitments for FY2007 and FY2006
- Fall Training Update
- FY2008 Eligible Services List and Window Opening
- Invoicing Update
- Other
- General Questions Received by Email

**MINUTES** – No Minutes

## UNIVERSAL SERVICE ADMINISTRATIVE COMPANY

### Schools and Libraries Service Provider Conference Call

November 14, 2007

#### AGENDA

- Funding Commitments for FY2007
- FY2008 Window Opening and FCC Form 470 Download Tool
- FY2008 FCC Form 471 Receipt Acknowledgment Letters
- Service Provider Training – Spring 2008
- Invoicing Update
- Other
- General Questions Received by Email

#### MINUTES

##### 1. Funding Commitments for FY2007

We are still making Priority 2 commitments at the 83% discount level and above. Here is a list of the FY2007 commitments since the last call:

Wave	FCDL Date	Amount
024	10/17/2007	\$49.8 M
025	10/23/2007	\$32.6 M
026	10/30/2007	\$38.6 M
027	11/6/2007	\$21.3 M
028	11/13/2007	\$40.3 M

You can find information on commitments by using the [Automated Search of Commitments tool](#) on the USAC website.

##### 2. FY2008 Window Opening and FCC Form 470 Download Tool

The FY2008 application filing window opened on November 7. You can use the [FCC Form 470 Search Posted tool](#) or the [FCC Form 470 Download Reports tool](#) to review posted FCC Forms 470. If you have any technical difficulties using these tools, please notify the Client Service Bureau at (888) 203-8100 as soon as possible.

##### 3. FY2008 FCC Form 471 Receipt Acknowledgment Letters

The first FCC Form 471 Receipt Acknowledgment Letters (RALs) for FY2008 will be mailed November 15. Applicants can make corrections to many of the items on an FCC Form 471 using

the RAL correction process. If you notice errors on your RALs, be sure to inform the affected applicants so that they can submit corrections.

#### **4. Service Provider Training – Spring 2008**

We are planning to hold two service provider training sessions in April 2008 – one in the East and one in the West. Please let us know if you have any suggestions for locations, subjects to cover, etc.

#### **5. Invoicing Update**

Payments for the month of October totaled \$244,626,879.67 against requests for \$301.6 M. In total, 15,979 invoices were processed for 1,998 service providers. This represented 52,086 line items in October with 97 percent being completed within 30 days.

There are 1,421 lines in process as of November 1.

- **Invoice Deadline Extension Requests**

If you file an invoice deadline extension request, be sure to include a short description of the reason for the delay in submitting your invoice. For example, “reasons outside service provider’s control” is not sufficient.

If you do not describe the reason for the delay, invoicing may DISMISS the request for an extension. You can then submit a revised request that includes additional information.

You should submit these requests promptly. In general, if a request is submitted more than 120 days after the last day to invoice, we will scrutinize that request much more carefully.

#### **6. Other**

On the October 10 call, several participants remarked that they were no longer receiving the call agendas by email. As it turns out, there is not a problem with USAC’s email system; each non-recipient had a different problem.

If you are not receiving the call agenda by email, try the following:

- Go to the Subscribe webpage and try to subscribe. If you are successful, you probably had an auto forward on an old email address that expired.
- If the system returns the message that you are already subscribed, unsubscribe your email address (use the link at the bottom of the page) and then subscribe again. If USAC’s system sends an agenda by email and either your mailbox is full or your system returns an “undeliverable” message, the system identifies your email as inactive. Re-subscribing fixes that problem.

- If you still don't receive an agenda, find out if your spam filter blocked USAC's email message. You can also add the sender (Service Provider Call or [donotreply@lists.universalservice.org](mailto:donotreply@lists.universalservice.org)) to your safe senders list.

## **7. General Questions Received by Email**

**Q1:** When will the conference call minutes (on the SL site) be updated? The last update was from the March 2007 call.

**A1:** USAC will work to get those current.

**Q2:** A service provider requires an applicant to complete a "service order form" before beginning an e-rate eligible service. This form asks the applicant to confirm the installation date (and perhaps the type of service). Only the applicant is required to sign this form. The service provider requires only this document to begin service. There are no other documents involved in ordering the service. Should the applicant list this service as a "month-to-month" service or a "contracted" service on the FCC Form 471?

**A2:** If the document is just an informational document and is not considered a contract under state contract law, the service can be listed as "month-to-month." However, if the document looks like a contract and it is submitted to PIA as an Item 21 Attachment or as part of a review process, PIA may have questions about its function. Also, remember that applicants who designate services as "month-to-month" must file a new FCC Form 470 and open a new competitive bidding process every year.

**Q3:** We have not been receiving automated emails telling us that we have BEAR forms to certify online. When I called the SL this morning they said that there are no automatic emails. Only after certifying a BEAR form will we receive an email. Is this correct? It is different than what we were told at the USAC training.

**A3:** We have found that the first email to the service provider may not get through, but subsequent emails do. We are continuing to work on this problem.

We continue to suggest that service providers log in to the [E-file System](#) once a week and review any BEAR Forms that are pending. You do not have to wait for USAC to send you an email.

**Q4:** How can a service provider cancel a BEAR Form that has the wrong amount on it? We have one that has been online for over a month and communicated to the applicant that the amount was wrong. However, it is still in the system to be certified. How can we get this removed from the system?

**A4:** If the service provider views a BEAR Form online and does not want to approve any lines (in other words, does not put a check in the check box to the right of any lines), the service provider will in effect reject the entire form by completing the remainder of the form and submitting it.

**Q5:** The deadline for FY2006 BEAR Forms and most FY2007 FCC Forms 486 passed on October 29. Weren't the applicants supposed to get reminder letters about the deadline? With the letters, weren't they given a 20 day "grace" period? Our company called hundreds of applicants to remind them and no one had received a letter or reminder e-mail. Also, in your 10-26 News Brief (which are great), you mentioned "If you miss the deadline, you will have to take additional steps to successfully file these forms"; what steps do you recommend? File an Invoice Deadline Extension on the "[Submit a Question](#)" and attach your BEAR? Or wait until you get an approval and then file BEAR? If the applicant filed the extension after October 29, will it be approved? Thanks.

**A5:** USAC issues an FCC Form 486 Urgent Reminder Letter after an applicant has missed the 120-day deadline for filing a Form 486, based on the FCDL date and the service start date reported on the FCC Form 471. The applicant has 20 days from the date on that letter to postmark a Form 486 or file and certify it online without penalty (if in fact the service start date is still the date indicated on the FCC Form 471).

There is no BEAR Form Urgent Reminder Letter. However, if an applicant filed a BEAR Form online that was in a pending status as of October 29, 2007, the service provider can still (for a limited time) log in and approve the form. If not, the applicant must request and be approved for an invoice deadline extension request before filing a BEAR Form for FY2006 recurring services.

**Q6:** When does an applicant have to have a service provider signature before filing an FCC Form 471? I read the wording below to indicate that a vendor signature is never needed before filing the FCC Form 471. We are specifically concerned about our state telecommunications contract "CalNet 2 which need a state and a vendor signature in addition to the applicant signature" If all of these signatures are required, can they be obtained before the certification but after the submittal as the wording below seems to indicate. The wording "in place" needs to be clarified if I am incorrect. Except for services to be delivered under non-contracted tariffed or month-to-month arrangements, FCC rules require that an applicant sign a contract with the service provider before signing and submitting a completed (certified) Services Ordered and Certification Form (FCC Form 471). Applicants must be able to demonstrate that they had a signed and dated contract in place at the time they certified the FCC Form 471. The service provider signature and date is not a program requirement. Applicants must also comply with state and/or local contract law.

**A6:** If services are provided under a contract, the contract must:

- Contain an applicant signature and a date to meet FCC requirements
- Meet all state and local requirements that are necessary for the contract to be considered a contract under the state's contract law (which could include a service provider signature or other requirements)
- Meet all of the above requirements before the FCC Form 471 is submitted, which must occur before the filing window closes to be considered as within the window.

The grace period for certifying an FCC Form 471 submitted online but not certified before the filing window closes has no effect on contract requirements.

**UNIVERSAL SERVICE ADMINISTRATIVE COMPANY**

**Schools and Libraries Service Provider Conference Call**

**December 12, 2007**

**AGENDA**

- Revised Date for 2008 Service Provider Calls
- Funding Commitments for FY2007
- FCC Form 470 Download Tool
- Service Provider Training – Spring 2008
- Invoicing Update
- Other
- General Questions Received by Email

**MINUTES**

**1. Revised Date for 2008 Service Provider Calls**

Starting in January 2008, we are moving the service provider call to the first Wednesday of each month. If you have questions for the January 2, 2008 call, please send them through Submit a Question by 5:00 p.m. on December 28, 2007.

**2. Funding Commitments for FY2007**

We are still making Priority 2 commitments at the 83 percent discount level and above. Here is a list of the FY2007 commitments since the last call:

Wave	FCDL Date	Amount
029	11/20/2007	\$16.8 M
030	11/27/2007	\$7.0 M
031	11/29/2007	\$8.9 M
032	12/4/2007	\$13.7 M
033	12/11/2007	\$27.7 M

You can find information on commitments by using the [Automated Search of Commitments tool](#) on the USAC website.

Remember that we are posting information on appeal waves and prior year waves for each month in the Applicant Conference Call section of the Outreach and Training webpage.

### **3. FCC Form 470 Download Tools**

Applicants are continuing to post FCC Forms 470 to the USAC website. You can use the [FCC Form 470 Search Posted tool](#) to review individual forms or the [FCC Form 470 Download Reports tool](#) to download a comma-delimited file with information from multiple forms. If you have any technical difficulties using these tools, please notify the Client Service Bureau at (888) 203-8100.

Remember that the last day for applicants to post an FCC Form 470 is January 10, 2008. Applicants who post a Form 470 after that date will not be able to wait the necessary 28 days before selecting a service provider, signing a contract, and signing and submitting a Form 471 by the window close deadline of February 7, 2008.

### **4. Service Provider Training (Spring 2008)**

We are planning to hold two service provider training sessions in April 2008 – one in the East and one in the West. Please let us know if you have any suggestions for locations, subjects to cover, etc.

### **5. Invoicing Update**

Payments for the month of November totaled \$170,811,335.96 against requests for \$258.4 M. In total, 12,289 invoices were processed for 1,949 service providers. This represented 40,510 lines in November with 98 percent being completed within 30 days.

There are 989 lines in process as of December 12.

- **Service Certifications**

Service certifications may be requested during an invoice review. Using a service certification, applicants can confirm the amounts on Service Provider Invoice (SPI) Forms and verify that the invoiced services were delivered.

Service certifications apply to the invoice being reviewed, not the customer bill. If an invoice is being re-submitted, the applicant must complete a new service certification; USAC will not accept the previously filed service certification for the re-submitted invoice.

### **6. Other**

USAC, PIA (application and invoice review), and CSB are all closed on Monday, December 24; Tuesday, December 25; and Tuesday, January 1.

### **7. General Questions Received by Email**

**Q1:** Could USAC change the way they request "multi-year" contracts in the future? Either make a pop-up when applicants check 7b "yes, I might sign a contract" with "will you entertain multi-year" so that they must check the box or don't have a multi-year box on a new FCC Form 470. Many applicants seem to be making that mistake.

**A1:** In the past, applicants had to remember to put this information in one of two open text boxes (what are now Items 13a and 13b concerning state or local restrictions on bidding procedures and additional services for future years). The check boxes on the current FCC Form 470 are a great improvement. We have reservations about forcing applicants to opt out of checking a box, but we can look at putting a pop-up on this item for FY2009 that reminds applicants of the possible consequences of not checking these boxes.