

Schools & Libraries - Receipt Acknowledgment Letter (RAL)

- **What is the RAL?** USAC sends a RAL (Form 471 Receipt Acknowledgment Letter) to applicants and service providers after a Form 471 application has been received and certified. It provides confirmation of the details of your funding requests.
- **Why is it important?** It provides an opportunity to recheck your application(s) and make necessary changes and corrections early in the process. Accurate information will speed up the PIA review process, facilitate timely funding and invoice processing.
- **What changes or corrections can I make?** Within **three weeks** of the date of the RAL, you can modify:
 - Block 1 – Contact name, address, telephone number, email address, etc., and to provide alternate vacation/holiday contact information.
 - Block 4 – Add or delete entities receiving requested services. Having the correct entities listed is even more important with the "Two-in-Five" Rule for Internal Connections (note: USAC cannot increase your discount percentage as a result of any changes).
 - Block 5 –
 - Reduce a funding request – recipients, amounts, services, etc.
 - Cancel a funding request.
 - Split or unbundle a funding request. This may be necessary if two service providers bill you for the services, or your request contains more than one Category of Service (e.g., Telecommunications Service, Internet Access, Basic Maintenance or Internal Connections).
 - Replace an incorrect or Interim SPIN if your service provider didn't have one when you filed the Form 471.
 - Correct an incorrect site identifier (Entity Number of a recipient of service). USAC will not increase your discount percentage as a result of any changes.
 - Block 6 – Correct an incorrect budget entry in Item 25d.

[Note: Reductions and cancellations are not subject to the three-week deadline, but these changes will reduce the non-discount amount you must have budgeted for your application(s).]

- **How can I send the changes?** You can send corrections by email, fax or via email using the "Submit a Question" feature on the website. Refer to the sample RAL letter on the website for detailed instructions. Send your service provider a copy of your changes and keep a marked-up copy for use during PIA review. Also, make sure your contact person is available at the phone number or e-mail address you provided to ensure the PIA reviewer can contact you.
- **What should I do if I did not receive my RAL?** Check the Form 471 Display in the Apply Online page on the USAC website for the date your RAL was issued. If it has been more than two weeks from that date, contact the Client Service Bureau at the number below.

For additional information, please use the USAC resources listed below:

RAL Questions: [\(888\) 203-8100](tel:8882038100)
RAL Description: <http://www.usac.org/sl/applicants/step07/receipt-acknowledgement-letter.aspx>
Contact Updates: <http://www.usac.org/sl/about/update-contact-information.aspx>