



# Post-Commitment Change Requests – Telecommunications (Telecom) Program

Post-Commitment Change Requests  
June 11, 2025

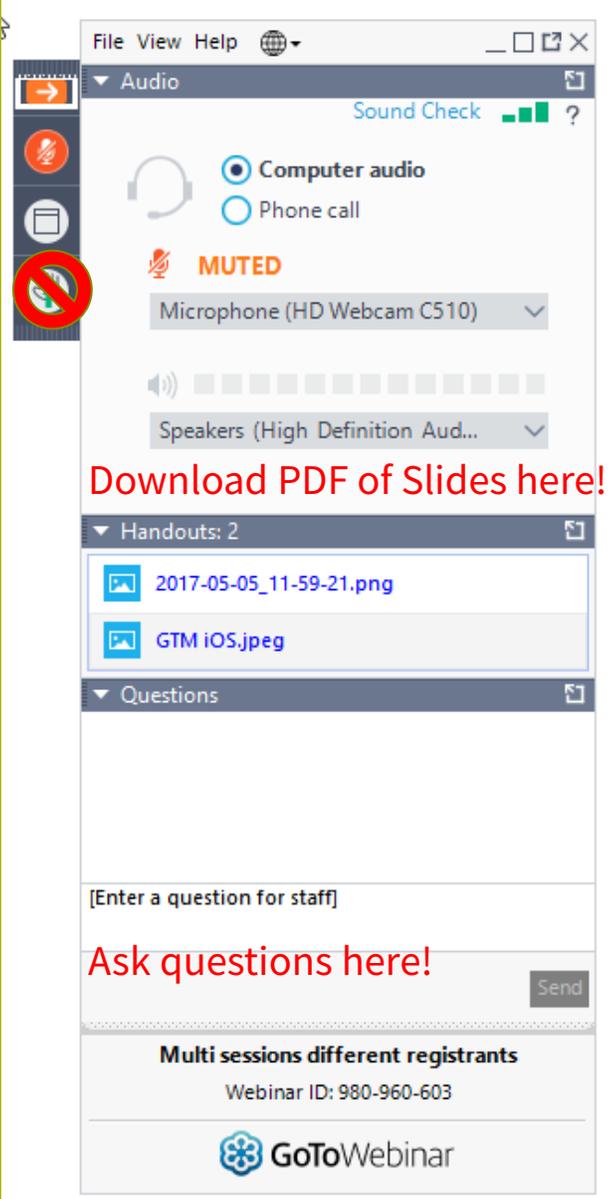
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[Enter a question for staff]

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# Meet Our Team



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# Agenda

- Post-Commitment Changes Overview
- SPIN Changes
  - Corrective
  - Operational
- Invoice Filing Deadline Extensions
- Service Substitutions – RHC Connect
- Important Dates and Resources

## By the end of the webinar, you will be able to...

- Understand each category of post-commitment change requests.
  - SPIN changes
  - Invoice filing deadline extensions
  - Service Substitutions
- Submit service substitutions in RHC Connect.

# Glossary

<b>Acronym</b>	<b>Definition</b>
FCC	Federal Communications Commission
HCF	Healthcare Connect Fund
FY	Funding Year
HCP	Health Care Provider (your site)
HCP Number	Number associated with your site
FCL	Funding Commitment Letter
FRN	Funding Request Number
NCW	Network Cost Worksheet
SPIN/498 ID	Service Provider Identification Number

# RHC Connect Update – Telecom Program

- Service substitutions are now available for the Telecom Program in RHC Connect.
- The following post-commitment change requests for the Telecom Program will move to RHC Connect in August or September ahead of the October 28 invoice filing deadline for FY2024 funding commitments.
  - SPIN Changes
  - Invoice filing deadline extensions for HCPs and Service Providers.
- Please hold off on submitting these post-commitment change requests for FY2024 commitments until they have moved to RHC Connect.
- A complete step-by-step RHC Connect Post-Commitment Change Request User Guide will be posted on the USAC website.
- A new [Post-Commitment Actions](#) webpage for the Telecom Program is now posted on the USAC website.

# **SPIN Changes**

## Post-Commitment Change Requests

# SPIN Changes

- [FCC Order 19-78](#) formalized the process to request SPIN changes in the Healthcare Connect Fund (HCF) and Telecommunications (Telecom) Programs.
- A SPIN change can be either corrective or operational.
- Per [FCC Order 23-110](#), the SPIN change request deadline has been moved to align with the invoice filing deadline (Beginning in FY2023).
- SPIN changes for Telecom for FY2024 and forward will be available in RHC Connect in August/September prior to the October 28 Invoice Filing Deadline.
- Once the request is received, USAC will make no additional payments on the FRN until the change is reviewed and either:
  - Approved and the SPIN is changed, or
  - Denied and USAC verifies that additional invoices are for services rendered to the applicant by the original service provider.

# SPIN Changes – Corrective

- A corrective SPIN change is any amendment to the SPIN associated with an FRN that does not involve a change to the service provider associated with that FRN.
- This occurs when:
  - A change is required for clerical or data entry errors (e.g., fixing clerical errors or situations where the applicant names the correct service provider in the funding request but provides the incorrect SPIN).
  - There is an update to a service provider's SPIN that has changed due to the merger of companies or the acquisition of one company by another.
  - Effectuating a change that was not initiated by the applicant.

# SPIN Changes – Operational

- An operational SPIN change is a request to change the actual service provider associated with an FRN.
- This occurs when:
  - The applicant has a legitimate reason to change providers (e.g., breach of contract or the service provider is unable to perform); and
  - The applicant's newly selected service provider received the next highest point value in the original bid evaluation, assuming there were multiple bidders.
- **NOTE:** Changing service providers because the services are available at a lower cost from another service provider or because the applicant now wishes to do business with a service provider that did not participate in the competitive bidding process are not considered legitimate reasons for change, and requests citing such reasons will be denied.

# When to File a SPIN Change Request

- A request for a SPIN change must be received **no later than the invoice filing deadline for that FRN.**
- Applicants should notify USAC of their intent to change service providers as soon as the decision is made and should advise USAC of the proposed effective date of the change.
- Applicants should send the request for the change to USAC **before** the change takes place so that USAC has time to process the request before the submission of any invoices for services rendered by the new service provider.
- Once the request is received, USAC will make no additional payments on the FRN until the change is reviewed and either:
  - Approved and the SPIN is changed, or
  - Denied and USAC verifies that additional invoices are for services rendered to the applicant by the original service provider.

# How to File a SPIN Change Request

- If the SPIN change occurs **after** the FRN is approved, applicants should submit SPIN change request as follows:
  - Funding Years 2024 and after – the applicant should submit the SPIN change request through RHC Connect.
- If a corrective SPIN change is needed **before** an FRN has been committed, applicants should reach out to the RHC Customer Service Center with the request. The affected FRN should be included in the subject line of the email.
- As part of this request, applicants must also certify to the following:
  - The SPIN change is allowed under all applicable state and local procurement rules and under the terms of the contract, if any, between the applicant and its original service provider, and
  - The applicant has notified its original service provider of its intent to change service providers.

**Note:** If the applicant's original service provider is no longer in business, the applicant must instead certify that it attempted to notify its original service provider of its intent to change service providers but could not because the service provider is not available for contact.

**Questions?**

# **Invoice Filing Deadline Extension Requests**

Post-Commitment Change Requests

# Invoice Deadline Extension

- Per [FCC Order 19-78](#), applicants and service providers may request and automatically receive a one-time, 120-day extension of the deadline to file an invoice.
- Invoice filing deadline extension requests must be submitted on or before the original invoice deadline.
- The invoice filing deadline is included in [the applicant's FCL](#).
- For FY2024, invoice filing deadline requests will be submitted in RHC Connect by both applicants and service providers.
- The deployment will be sometime before the October 28 invoice filing deadline.

# **Service Substitutions – Telecom Program**

## Post-Commitment Change Requests

# Service Substitutions

- Service substitutions allow the applicant to reallocate un-invoiced committed funds to substitute, modify, or upgrade services.
- Substitutions provide the flexibility for applicants to spend all of the committed funds, even though USAC-supported services or the service location may change over the course of the funding commitment.
- Substitution modifications cannot exceed the approved funding amount.
- Please keep in mind that site and service substitutions take a minimum of 90 days to process.
- **Substitutions must be submitted by the service delivery deadline.**

# Service Substitutions – Telecom Program

- Applicants may request a service substitution if:
  - The substitution is provided for in the contract, within the change clause, or constitutes a minor modification,
  - The service is an eligible service under the Telecom Program,
  - The substitution does not violate any contract provision or state, Tribal or local procurement laws, and
  - The requested change is within the scope of the controlling request for services, including any applicable request for proposal used in the competitive bidding process.

# My Portal Landing Page

- Log in to My Portal and click **RHC Connect**.

The screenshot displays the 'Dashboard' of the My Portal. At the top, there is a yellow notification banner with an information icon and text: 'In accordance with the Supply Chain orders, new certifications have been added to the following forms: RHC - FCC Form 463 and th and High Cost & Lifeline - FCC Form 481. Service providers are required to submit these annual certifications. For additional inform'. Below the banner, the dashboard is divided into two main sections. On the left, 'Upcoming Dates' is shown with a calendar icon, listing '07/07 New Filer ID Basics Webinar' and '08/01 Quarterly Filing due August 1'. On the right, 'Rural Health Care' is shown with an upward arrow icon. Under this heading, there are three distinct boxes. The top box, outlined in red, is titled 'RHC Connect' and states: 'Health care providers must use this section to create and submit required forms for the Healthcare Connect Fund (HCF) Program for all required forms other than the FCC Form 460 for FY2022 and later.' The middle box is titled 'RHC My Portal' and states: 'Health care providers must use this section to create and submit required forms for the Telecommunications (Telecom) Program, the Connected Care Pilot Program (CCPP), and the Healthcare Connect Fund (HCF) Program for the FCC Form 460 and all required forms for FY2021 and earlier.' The bottom box is titled 'Connected Care Pilot Program' and states: 'Health care providers must use this form to complete and submit their original Connected Care Pilot Program proposal application directly to FCC.'

Dashboard

① In accordance with the Supply Chain orders, new certifications have been added to the following forms: RHC - FCC Form 463 and th and High Cost & Lifeline - FCC Form 481. Service providers are required to submit these annual certifications. For additional inform

Upcoming Dates

07/07 **New Filer ID Basics Webinar**

08/01 **Quarterly Filing due August 1**

Rural Health Care

**RHC Connect** - Health care providers must use this section to create and submit required forms for the Healthcare Connect Fund (HCF) Program for all required forms other than the FCC Form 460 for FY2022 and later.

**RHC My Portal** - Health care providers must use this section to create and submit required forms for the Telecommunications (Telecom) Program, the Connected Care Pilot Program (CCPP), and the Healthcare Connect Fund (HCF) Program for the FCC Form 460 and all required forms for FY2021 and earlier.

**Connected Care Pilot Program** - Health care providers must use this form to complete and submit their original Connected Care Pilot Program proposal application directly to FCC.

# Dashboard – First Method

- Click on the **Post-Commitment Change Requests** tab, then click **Create Post-Commitment Change Request**.

The screenshot displays the RHC Connect dashboard interface. At the top, there is a navigation bar with 'DASHBOARD', 'START A FORM', and 'TOOLS' options. The main header area features the 'RHC Connect' logo and a notification banner for '(102) Unread Notifications'. Below this, a row of tabs includes 'Information Requests', 'My Forms', 'My Organizations', and 'Post-Commitment Change Requests', with the latter being highlighted by a red box. A large digital clock on the left shows the time as 11:03. Underneath the tabs, there is a section for 'Post-Commitment Change Requests' containing a prominent blue button labeled 'CREATE POST-COMMITMENT CHANGE REQUEST', also highlighted with a red box. Below this button are four sub-sections: 'SPIN Change', 'Substitutions', 'Service Delivery Deadline Extension', and 'Invoice Filing Deadline Extension'. At the bottom, a search bar is labeled 'Search Change Requests' with a 'SEARCH' button and a dropdown menu icon.

# Start Page

- Select the type of post-commitment change from the dropdown menu.
- Click **Save & Continue**.

**Post-Commitment Change Request**

Start      FCC Form Selection      Supporting Documentation      Signature

**Post-Commitment Change Request Details**

Select the type of post-commitment change you would like to make

ex. SPIN Change

ex. SPIN Change

SPIN Change

**Substitutions**

Service Delivery Deadline Extension

Invoice Filing Deadline Extension

EXIT

**SAVE & CONTINUE**

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# Start Page (Continued)

- Select the **Program Type**.
- Click **Save & Continue**.

The screenshot displays the 'Post-Commitment Change Request' form. The navigation bar at the top includes 'DASHBOARD', 'START A FORM', and 'TOOLS'. The main title is 'Post-Commitment Change Request'. Below the title is a progress bar with steps: 'Start', 'FCC Form Selection', 'Service Information', 'Connection Information', 'Rates', 'Installation Charges', 'Supporting Documentation', and 'Certification'. The 'Service Information' step is currently active. The form content is titled 'Post-Commitment Change Request Details' and includes a dropdown menu for 'Select the type of post-commitment change you would like to make' with 'Substitutions' selected. Below this is the 'Program Type' section with radio buttons for 'HCF' and 'Telecom'. The 'Telecom' radio button is selected and highlighted with a red box. To the right of the radio buttons is a text box for 'Request Nickname'. A 'Service Substitution' information box is visible on the right side of the form. At the bottom left is an 'EXIT' link, and at the bottom right is a 'SAVE & CONTINUE' button, which is also highlighted with a red box.

**Post-Commitment Change Request**

Start    FCC Form Selection    Service Information    Connection Information    Rates    Installation Charges    Supporting Documentation    Certification

**Post-Commitment Change Request Details**

Select the type of post-commitment change you would like to make

Substitutions

**Program Type**

HCF    **Telecom**

Request Nickname

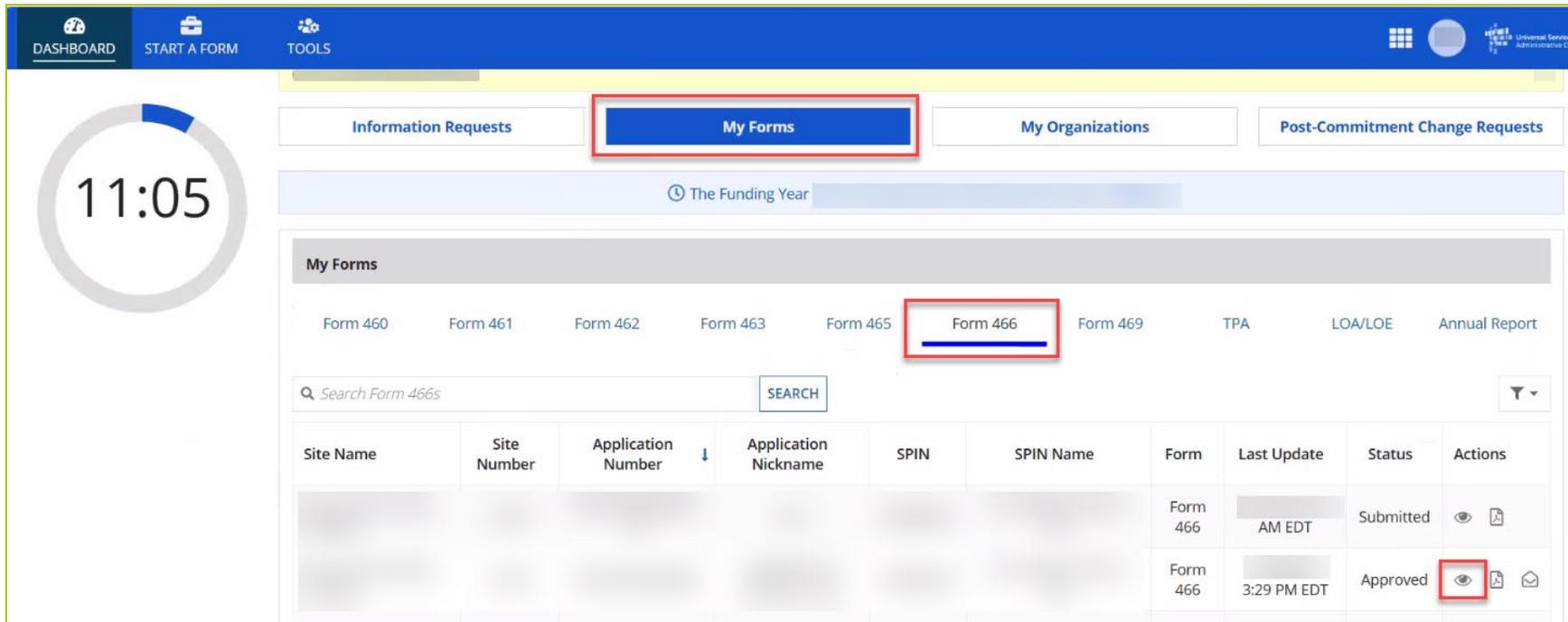
Service Substitution

Service substitutions allow applicants to reallocate un-invoiced committed funds to substitute, modify, or upgrade services. This allows applicants the flexibility to spend all of the committed funds, even though USAC-supported services may change over the course of the commitment.

EXIT    **SAVE & CONTINUE**

# Dashboard – Second Method

- Click on the **My Forms** tab, then click the **Form 466** hyperlink.
- Under the **Actions** column, click the “eye” icon to view the FCC Form 466.



The screenshot displays a dashboard interface with a blue header containing navigation tabs: DASHBOARD, START A FORM, and TOOLS. A large circular clock on the left shows 11:05. Below the header, there are four main tabs: Information Requests, My Forms (highlighted with a red box), My Organizations, and Post-Commitment Change Requests. A 'The Funding Year' filter is visible. The 'My Forms' section includes a horizontal navigation bar with links for Form 460, Form 461, Form 462, Form 463, Form 465, Form 466 (highlighted with a red box), Form 469, TPA, LOA/LOE, and Annual Report. Below this is a search bar for 'Form 466s' and a table with the following columns: Site Name, Site Number, Application Number, Application Nickname, SPIN, SPIN Name, Form, Last Update, Status, and Actions. The table contains two rows for Form 466. The first row shows 'Submitted' status with an eye icon. The second row shows 'Approved' status with an eye icon highlighted by a red box.

Site Name	Site Number	Application Number	Application Nickname	SPIN	SPIN Name	Form	Last Update	Status	Actions
						Form 466	AM EDT	Submitted	 
						Form 466	3:29 PM EDT	Approved	  

# Summary Page – FCC Form 466

- Click **Create Post Commitment Change** button.

**DASHBOARD** **START A FORM** **TOOLS** **CREATE POST COMMITMENT CHA...**

**HCP [redacted] - RHC20 [redacted]**

**Summary** Competitive Bidding Bill Payer Information Service Information Connection Information Rates Installation Charges Additional Documentation

Information Requests

**Health Care Provider (HCP) Information**

HCP	[redacted]
FCC Registration Number	[redacted]
Address	[redacted]
State	[redacted]

**FCC Form 466 Application Information**

Application Nickname (Optional)	Sample form 466, [redacted]
Funding Year	[redacted]
Application Number	RHC20 [redacted]
Funding Priority	[redacted]

# Sections of Service Substitution

- Complete information in each section of the Service Substitution.
- Each section of the Service Substitution is the same as a new FCC Form 466.

The screenshot shows a web application interface for a "Post-Commitment Change Request - RHC\_PCCR202". The interface features a blue navigation bar at the top with the following elements:

- DASHBOARD** (with a home icon)
- START A FORM** (with a briefcase icon)
- TOOLS** (with a gear icon)
- On the right side of the navigation bar: a grid icon, a circular profile icon, and the text "Universal Service Administrative Co."

Below the navigation bar, the main content area displays the title "Post-Commitment Change Request - RHC\_PCCR202". A horizontal progress bar is shown below the title, with the following sections:

- Start
- FCC Form Selection
- Service Information
- Connection Information** (highlighted with a blue arrow pointing to it)
- Rates
- Installation Charges
- Supporting Documentation
- Certification

The progress bar is enclosed in a red rectangular border.

# Start Page

- Enter **Request Nickname**.
- Click **Save & Continue**.

## Post-Commitment Change Request

Start    FCC Form Selection    Service Information    Connection Information    Rates    Installation Charges    Supporting Documentation    Certification

### Post-Commitment Change Request Details

Select the type of post-commitment change you would like to make

Substitutions

**Program Type**

HCF     Telecom

**Request Nickname**

Service Substitution

Service substitutions allow applicants to reallocate un-invoiced committed funds to substitute, modify, or upgrade services. This allows applicants the flexibility to spend all of the committed funds, even though USAC-supported services may change over the course of the commitment.

EXIT

**SAVE & CONTINUE**

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# FCC Form Selection

- Since **Post-Commitment Change Request** was submitted through an approved FCC Form 466, **Selected FCC Form 466 Application** is pre-selected.
- Select a different FCC Form 466 by choosing another **Available FCC Form 466 Application**.

**Post-Commitment Change Request - RHC\_PCCR202**

Start **FCC Form Selection** Service Information Connection Information Rates Installation Charges Supporting Documentation Certification

**Available FCC Form 466 Applications**  
Select one previously approved FCC Form 466 to update through substitution.

Search Search Form 466s SEARCH

Form 466 Application Number	HCP Name	HCP Number	Service Provider	SPIN/498 ID	Funding Year
RHC20: [blurred]	[blurred]	[blurred]	[blurred]	[blurred]	[blurred]
RHC20: [blurred]	[blurred]	[blurred]	[blurred]	[blurred]	[blurred]

**Selected FCC Form 466 Application**  
RHC20: [blurred]

# Warning Messages

- Messages will appear if the selected FCC Form 466 is not eligible for a Substitution.

**Post-Commitment Change Request - RHC\_PCCR202**

Start **FCC Form Selection** Service Information Connection Information Rates Installation Charges Supporting Documentation Certification

**Available FCC Form 466 Applications**  
Select one previously approved FCC Form 466 to update through substitution.

Search Search Form 466s

Form 466 Application Number	HCP Name	HCP Number	Service Provider	SPIN/498 ID	Funding Year
RHC20: [REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]

**Selected FCC Form 466 Application**  
 RHC20 [REDACTED]

FCC Form 466 Application Number RHC20: [REDACTED] is not eligible for a Substitution request because there is a linked Post Commitment Change Request awaiting review by USAC.

FCC Form 466 Application Number RHC20: [REDACTED] is not eligible for a Substitution request because the application has multiple connections.

FCC Form 466 Application Number RHC20: [REDACTED] is not eligible for a Substitution request because the Service Delivery Deadline has passed.

FCC Form 466 Application Number RHC20: [REDACTED] is not eligible for a Substitution request because there are no funds remaining to invoice.

FCC Form 466 Application Number RHC20: [REDACTED] is not eligible for a Substitution request because an invoice has been submitted and is under review.

# Qualifying Questions

- Answer **Yes** or **No** to the **Qualifying Questions**.
- If **Yes**, provide requested optional information, if possible.

DASHBOARD START A FORM TOOLS

RHC20:  
RHC20:  
RHC20:  
RHC20:

<< 61 - 70 of 254 >>

**Qualifying Questions**

Is the substitution provided for the contract, within the change clause, or does it constitute a minor modification?

Yes  
 No

Is the requested change within the scope of the controlling request for services including any applicable request for proposal used in the competitive bidding process?

Yes  
 No

Will this substitution request replace the entire commitment?

Yes - This substitution request replaces the entire funding commitment  
 No - This substitution request will replace some of the dates from the original funding commitment

**Qualifying Questions**

Is the substitution provided for the contract, within the change clause, or does it constitute a minor modification?

Yes  
 No

Where can we find this language? (optional)

0/3000

Is the requested change within the scope of the controlling request for services including any applicable request for proposal used in the competitive bidding process?

Yes  
 No

Where can we find this language? (optional)

Based on your answers, you may request a substitution.

# Updated Dates

- Answer **Yes** or **No** to the question “Will this substitution request replace the entire commitment?”
- Enter new dates in fields shown.

**Will this substitution request replace the entire commitment?**

Yes - This substitution request replaces the entire funding commitment

No - This substitution request will replace some of the dates from the original funding commitment

**Substitution Request Dates** ←

Please Provide the start and end dates for the requested substitution.

Funding Start Date (Substitution Request)	Funding End Date (Substitution Request)
<input type="text" value="mm/dd/yyyy"/>	<input type="text" value="mm/dd/yyyy"/>

**Will this substitution request replace the entire commitment?**

Yes - This substitution request replaces the entire funding commitment

No - This substitution request will replace some of the dates from the original funding commitment

**Original Funding Request - Updated Dates** ←

Please Provide the new funding start and end dates of the original funding request, excluding the dates of the substitution.

Funding Start Date (Original Funding Request)	Funding End Date (Original Funding Request)
<input type="text" value="mm/dd/yyyy"/>	<input type="text" value="mm/dd/yyyy"/>

**Substitution Request Dates** ←

Please Provide the start and end dates for the requested substitution.

Funding Start Date (Substitution Request)	Funding End Date (Substitution Request)
<input type="text" value="mm/dd/yyyy"/>	<input type="text" value="mm/dd/yyyy"/>

# Updated Dates (Continued)

- If you enter incorrect dates, error messages will appear asking you to make correction before proceeding.
- Correct dates, then click **Save & Continue**.

**Will this substitution request replace the entire commitment?**

Yes - This substitution request replaces the entire funding commitment

No - This substitution request will replace some of the dates from the original funding commitment

**Substitution Request Dates**

Please Provide the start and end dates for the requested substitution.

<b>Funding Start Date (Substitution Request)</b>	<b>Funding End Date (Substitution Request)</b>
<input type="text" value="05/01/20"/> 	<input type="text" value="04/30/20"/> 

The Start Date cannot be later than the Funding End Date.

The End Date cannot be earlier than the Funding Start Date.

**BACK** EXIT

**SAVE & CONTINUE**

# Service Information

- **Service Category**, **Service Type**, and **Number of Lines** for voice services are editable.
- Cost allocation may be changed by entering the **Percent eligible for support** and uploading the cost-allocation document.
- Click **Save & Continue**.

The screenshot shows a web form titled "Service Information" with a progress bar at the top containing steps: Start, FCC Form Selection, Service Information (highlighted), Connection Information, Rates, Installation Charges, Supporting Documentation, and Certification. The "Service Information" section includes:

- Service Category:** Voice
- Service Type:** Central Office Trunk (COT)
- Number of Lines:** 78
- Is entire expense eligible for support?** No (selected)
- Percent eligible for support:** 80
- Explanation:** test
- Uploaded documents:** RMI-7801 Unit Testing
- Are you a Mobile Rural health care provider?** No (selected)

A "SAVE & CONTINUE" button is located at the bottom right of the form.

# Connection Information – Service Provider

- **Service Provider** is prepopulated with information from the original FCC Form 466.
- Click **Save & Continue**.

The screenshot shows a multi-step process with the following tabs: Start, FCC Form Selection, Service Information, **Connection Information**, Rates, Installation Charges, Supporting Documentation, and Certification.

In the left sidebar, the following options are listed:

- Service Provider** (highlighted with a red box)
- Circuit
- Billing Information
- Service Level Agreement
- Monthly Costs

The main content area is titled "Service Provider" and contains the following information:

143000013

Choose one(1) Service Provider for this application

SPIN	Service Provider Name	Selected SPIN
143000013	Cox Virginia Telcom, LLC	<input checked="" type="radio"/> 143000013

At the bottom left, there are buttons for "BACK" and "EXIT". At the bottom right, there is a button for "SAVE & CONTINUE" (highlighted with a red box).

# Connection Information - Circuit

- Circuit information is prepopulated with information from the original FCC Form 466.
- Click **Save & Continue**.

The screenshot displays a web application interface for entering circuit information. The top navigation bar includes 'DASHBOARD', 'START A FORM', and 'TOOLS'. A sidebar on the left lists navigation options: 'Service Provider' (checked), 'Circuit' (highlighted with a red box), 'Billing Information', 'Service Level Agreement', and 'Monthly Costs'. The main content area features a yellow warning box: 'The circuit start or circuit terminate location must be the HCP's physical location.' Below this, a question asks 'Where is the site's location on the circuit?' with two radio button options: 'The circuit starts at the site location' (selected) and 'The circuit ends at the site location'. Two address input sections are provided: 'Circuit Start Location' and 'Enter Circuit End Location'. Each section contains fields for 'Street Address', 'Street Address 2 (Optional)', 'City', 'State', and 'Zip Code'. At the bottom, there are labels for 'Billed Circuit Miles' and 'Total Billed Miles'.

# Connection Information – Billing Information

- Make changes to dates if needed (All dates are editable).
- Click **Save & Continue**.

The screenshot shows a web form with a navigation bar at the top containing the following tabs: Start, FCC Form Selection, Service Information, **Connection Information** (highlighted with a red box), Rates, Installation Charges, Supporting Documentation, and Certification.

On the left side, there is a sidebar menu with the following items:

- Service Provider
- Circuit
- Billing Information** (highlighted with a red box)
- Service Level Agreement
- Monthly Costs

The main content area contains the following fields:

- Billing Account Number**: test
- Tariff, Contract, or Other Document Reference Number**: test
- Date Contract Signed or Date HCP Selected Carrier**: 08/05/2024 (calendar icon)
- Contract Expiration Date (Optional)**: 08/29/2024 (calendar icon)
- Service Installation Date**: 08/26/2024 (calendar icon)

At the bottom left, there are buttons for **BACK** and **EXIT**. At the bottom right, there is a blue button labeled **SAVE & CONTINUE** (highlighted with a red box).

# Connection Information – Monthly Costs

- Enter **Monthly Undiscounted Cost** and **Monthly Taxes and Fees**.
- Attach document to support the monthly costs, then click **Save & Continue**.

The screenshot displays a multi-step process with the following tabs: Start, FCC Form Selection, Service Information, **Connection Information**, Rates, Installation Charges, Supporting Documentation, and Certification.

On the left, a sidebar shows progress for: Service Provider (checked), Circuit (checked), Billing Information (checked), Service Level Agreement (checked), and **Monthly Costs** (active).

The main content area includes the following sections:

- Monthly Undiscounted Cost (excluding taxes and fees)**: Input field containing \$89,990.00.
- Monthly Taxes and Fees (optional)**: Input field containing \$8,000.00.
- Total Monthly Undiscounted Cost**: Summary field containing \$97,990.00.
- Attach documentation to support the monthly rate per the service agreement**: Upload area with an 'UPLOAD' button and a 'Drop files here' instruction.
- Uploaded documents**: A table listing the document 'RHC20250000073 20240805\_222122\_Submitted Form 466 (1)' with a red 'x' icon for removal.

# Rates

- Select the **Method for determining the Rural Rate** and the **Method for determining the Urban Rate**.
- Attach documents, then click **Save & Continue**.

The screenshot shows the 'Rates' section of the FCC Form 485 application. The navigation bar at the top includes 'Start', 'FCC Form Selection', 'Service Information', 'Connection Information', 'Rates' (highlighted), 'Installation Charges', 'Supporting Documentation', and 'Certification'. The 'Rates' section is divided into two main areas: Rural and Urban.

**Rural Rates:**

- Method for determining the Rural Rate:** Method 2
- Monthly Rural Rate (excluding taxes and fees):** \$90,000.00
- Monthly taxes and fees (optional):** \$10,000.00
- Total Monthly Rural Rate:** \$100,000.00
- Attach Documentation to Support the Monthly Rural Rate:** Includes an 'UPLOAD' button and a 'Drop files here' area.
- Uploaded documents:** A table with a header 'Document name'.

**Urban Rates:**

- Method for determining the Urban Rate:** Federal tariff
- Monthly Urban Rate (excluding taxes and fees):** \$50,000.00
- Monthly taxes and fees (optional):** \$5,000.00
- Total Monthly Urban Rate:** \$55,000.00
- Attach Documentation to Support the Monthly Urban Rate:** Includes an 'UPLOAD' button and a 'Drop files here' area.
- Uploaded documents:** A table with a header 'Document name'.

# Installation Charges

- Enter the **One-time Rural Rate Charge** and **One-time Urban Rate Charge**, if applicable.
- Upload documentation, then click **Save & Continue**.

The screenshot shows a web application interface for the 'Installation Charges' step. At the top, a navigation bar includes 'Start', 'FCC Form Selection', 'Service Information', 'Connection Information', 'Rates', 'Installation Charges' (highlighted with a red box), 'Supporting Documentation', and 'Certification'. Below the navigation bar, the title 'Installation Charges' is displayed. The main content area contains two side-by-side form sections, each enclosed in a red box. The left section is titled 'One-time Rural Rate Charge (optional)' and includes a text input field, the instruction 'Upload ONLY one-time rural charges documentation.', an 'UPLOAD' button with a file icon, and the text 'Drop files here'. Below this is the instruction 'Do not upload document for other line items here'. The right section is titled 'One-time Urban Rate Charge (optional)' and includes a text input field, the instruction 'Upload ONLY one-time urban charges documentation.', an 'UPLOAD' button with a file icon, and the text 'Drop files here'. Below this is the instruction 'Do not upload document for other line items here'. At the bottom left, there are 'BACK' and 'EXIT' buttons. At the bottom right, there is a 'SAVE & CONTINUE' button, which is highlighted with a red box.

# Supporting Documentation

- Explanation of change document is required and should include:
  - Brief explanation about why the change is necessary.
  - Reference to the contract and/or invoice that confirms a change in service occurred.
  - Reference to scalability language in the contract allowing service changes.
  - Specific funding start and end dates for the substitution.
- Upload document and select **Document Type** from dropdown menu.
- Click **Save & Continue**.

Start FCC Form Selection Service Information Connection Information Rates Installation Charges **Supporting Documentation** Certification

## Supporting Documentation

Uploaded File(s)

Document Type	Description	File Name	Uploaded On
No items available			

Explanation of Change Document is required in order to submit the request.

Start FCC Form Selection Service Information Connection Information Rates Installation Charges **Supporting Documentation** Certification

## Supporting Documentation

Uploaded File(s)

Document Type	Description	File Name	Uploaded On
Explanation of Change Document	Explanation of Change Document	Test DOCX - 27.06 KB	

<< < Showing 1 - 1 of 1 >>

**Upload Document(s)**

UPLOAD

Up to ten (10) documents at a time.

BACK EXIT **SAVE & CONTINUE**

# Certifications & Signature

- Read and click all **Certifications**.
- Sign using your name as it appears in RHC Connect in the **Digital Signature** field.

**Certification & Signature**

I certify under penalty of perjury that the above-named entity has considered all bids received and selected the most cost-effective method of providing the requested service or services. "Cost-effective" is defined in 47 CFR § 54.622(c) of the Commission's rules as the method that costs the least after consideration of the features, quality of transmission, reliability, and other factors that the applicant deems relevant to choosing a method of providing the required health services.

I certify under penalty of perjury that the applicant that I am representing satisfies all of the requirements under section 254 of the Act and applicable Commission rules and understand that any letter from USAC that erroneously commits funds for the benefit of the applicant may be subject to rescission.

I hereby certify under penalty of perjury that the applicant will retain all documentation associated with the application, including all bids, contracts, scoring matrices, and other information associated with the competitive bidding process, and all billing records for services received, for a period of at least five years.

I certify under penalty of perjury that I am authorized to submit this request on behalf of the named billed entity and applicant.

I certify under penalty of perjury that all RHC Program support will be used only for eligible health care purposes.

I certify under penalty of perjury that I have reviewed all applicable rules and requirements for the RHC Program and will comply with those rules and requirements.

I certify under penalty of perjury that the applicant is not requesting support for the same service from both the Telecommunications Program and the Healthcare Connect Fund Program.

I certify under penalty of perjury that the applicant and/or its consultant, if applicable, has not solicited or accepted a gift or any other thing of value from a service provider participating in or seeking to participate in the RHC Program.

I certify under penalty of perjury that I have examined this form and all attachments and that to the best of my knowledge, information, and belief, all statements of fact contained herein are true.

I certify under penalty of perjury that the consultants or third parties the applicant has hired do not have an ownership interest, sales commission arrangement, or other financial stake in the service provider chosen to provide the requested services, and that they have otherwise complied with RHC Program rules, including the Commission's rules requiring fair and open competitive bidding.

I certify under penalty of perjury that the rural rate provided on this form does not exceed the appropriate rural rate determined by USAC.

**Certifier's Full Name**

**Digital Signature**

# Summary - After Submitting

- Confirmation of submission will appear in the green banner with **Summary** of the substitution below.
- Download PDF copy of original FCC Form 466 and new FCC Form 466 by clicking hyperlinks.
- Click **Back to Dashboard** to navigate back to the RHC Connect Dashboard or click hyperlink in green banner.

The screenshot displays the RHC Connect dashboard interface. At the top, there is a navigation bar with 'DASHBOARD', 'START A FORM', and 'TOOLS' options. The main header reads 'Post-Commitment Change Request - RHC\_PCCR202'. A green banner at the top right contains a 'BACK TO DASHBOARD' button. Below the banner, a confirmation message states: 'Your Post-Commitment Change Request RHC\_PCCR202 has been successfully submitted. You can view the application on your Dashboard.' The 'Summary' section is divided into two columns. The left column includes 'Request Summary' with fields for 'Request Number' (RHC\_PCCR202), 'Request Nickname' (test), 'Generated FCC Form 466 Application' (RHC202), and 'Selected FCC Form 466 Application' (RHC202). The right column includes 'Status' (Submitted), 'Request Type' (Substitutions), 'Submitted By', and 'Submitted On'. At the bottom, a 'Supporting Documentation' table lists an 'Explanation of Change Document' with a description and a file named 'Test'.

**Request Summary**

<b>Request Number</b>	RHC_PCCR202	<b>Status</b>	Submitted
<b>Request Nickname</b>	test	<b>Request Type</b>	Substitutions
<b>Generated FCC Form 466 Application</b>	RHC202	<b>Submitted By</b>	
<b>Selected FCC Form 466 Application</b>	RHC202	<b>Submitted On</b>	

**Supporting Documentation**

Document Type	Description	File(s)
Explanation of Change Document	Explanation of Change Document	Test

# Dashboard – Form 466 Tab

- Submitted substitution will appear as “version 02” on the RHC Connect **Dashboard** on the **Form 466** tab.

The screenshot displays the RHC Connect Dashboard interface. The top navigation bar includes 'DASHBOARD', 'START A FORM', and 'TOOLS'. A notification banner indicates that the funding year funding request filing window closes in 18 days. The 'My Forms' section shows a list of form types, with 'Form 466' selected. Below this is a search bar for 'Form 466s'. The main table lists forms with columns for Site Name, Site Number, Application Number, Application Nickname, SPIN, SPIN Name, Form, Last Update, Status, and Actions. A red box highlights the first row, which shows an application with the number 'RHC202' and a version '02' in a red box, with a status of 'Submitted'. A red arrow points to the 'Submitted' status.

Site Name	Site Number	Application Number	Application Nickname	SPIN	SPIN Name	Form	Last Update	Status	Actions
		RHC202 02	test			Form 466		Submitted	 
		RHC202				Form 466		Approved	  

# Dashboard - Post-Commitment Change Requests Tab

- Substitutions will also appear on the **Post-Commitment Change Requests** page.

The screenshot displays the 'Post-Commitment Change Requests' dashboard. The top navigation bar includes 'DASHBOARD', 'START A FORM', and 'TOOLS'. The main content area features a 'Post-Commitment Change Requests' header, a 'CREATE POST-COMMITMENT CHANGE REQUEST' button, and a filter menu with 'Substitutions' selected. Below the filter is a search bar and a table of requests.

Request Number	Request Type	Program Type	Related Application Number	Last Updated	Status	Actions
RHC_PCCR202	Substitutions	Telecom	RHC202		Submitted	
RHC_PCCR202!	Substitutions	Telecom			Draft	

**Questions?**

# **Important Dates and Resources**

## Post-Commitment Change Requests

# Important Deadlines

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<b>What</b>	<b>When</b>
Service delivery deadline for FY2024 funding commitments	June 30, 2025
Invoice filing deadline for FY2024 funding commitments	October 28, 2025

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# Resources

- [Post-Commitment Actions](#) webpage
- [SPIN Change](#) webpage
- [Site and Service Substitution](#) webpage
- **Coming Soon!** RHC Connect User Guide Post-Commitment Change Requests
- **Coming Soon!** RHC Connect User Guide - Invoice Filing Deadline Extension Requests – Service Providers

# RHC Program Customer Service Center



Email: [RHC-Assist@usac.org](mailto:RHC-Assist@usac.org)

- Include in your email:
  - HCP Number
  - FRN Number
- Phone: **(800) 453-1546**
  - Hours are 8 a.m. to 8 p.m. ET
  - Monday to Friday

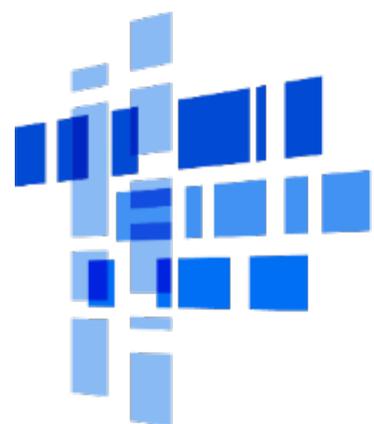


# The RHC Customer Service Center

<b>The RHC Customer Service Center CAN</b>	<b>The RHC Customer Service Center CANNOT</b>
Answer general questions regarding both programs	Determine eligibility of a specific site or service before an official form submission
Provide account holder information for an HCP	Review a form or document for accuracy before an official submission
Provide clarity regarding FCC Report and Order 19-78 and other FCC orders	Contact a service provider or other account holder on someone else's behalf
Provide helpful resources and best practices for forms	Provide documents that are not already accessible in My Portal and RHC Connect
Assist with My Portal and RHC Connect	Transfer a call to a specific form reviewer

**Questions?**

**Thank You!**



**Universal Service**  
Administrative Co.