

# **Schools and Libraries (E-rate) Program**

## **FCC Form 473 User Guide**

# TABLE OF CONTENTS

---

## Contents

Purpose of FCC Form 473 .....	3
Before You Begin .....	3
Who Must File .....	3
When to File FCC Form 473 .....	3
Where to File.....	4
E-File Information Center.....	4
My Account .....	4
Navigation Within the Form .....	4
SPAC Form Menu .....	4
Certify and Cancel Buttons .....	4
Red System Prompts.....	5
Document Retention.....	5
Assistance .....	5
Filing FCC Form 473.....	6
E-File Information Center.....	7
Service Provider Homepage .....	7
Certify Service Provider Certification .....	8
Block 1: Service Provider Information .....	8
Block 2: Certification .....	10
Contact Information for Service Provider Authorized Person.....	13

# SCHOOLS AND LIBRARIES (E-RATE) PROGRAM

---

Last Modified: April 2017

## Filing FCC Form 473

## Service Provider Annual Certification (SPAC) Form

### Purpose of FCC Form 473

Each year, service providers are required to submit an FCC Form 473, Service Provider Annual Certification (SPAC) Form, to the Universal Service Administrative Company (USAC) in order to complete the procedure for submitting FCC Form 472, Billed Entity Applicant Reimbursement (BEAR) Form, and FCC Form 474, Service Provider Invoice (SPI) Form.

Each service provider must complete an FCC Form 473 for each separate Service Provider Identification Number (SPIN).

USAC will not pay invoices on approved funding commitments prior to receiving the properly completed FCC Form(s) 473.

### Before You Begin

Before you start creating an FCC Form 473, you should be familiar with the eligibility rules and filing procedures for the Schools and Libraries (E-rate) Program. Additional information is available on the [USAC website](#).

A service provider must obtain a SPIN by submitting an [FCC Form 498](#), Service Provider and Billed Entity Identification Number and General Contact Information Form. For more information about SPINs, please contact USAC's Customer Resource Center (888) 641-8722.

### Who Must File

Service providers must complete and submit an FCC Form 473 separately for each distinct SPIN to allow for payment of invoices that applicants and service providers submit.

### When to File FCC Form 473

A service provider must submit an FCC Form 473 for each funding year that they participate in the E-rate Program.

If a service provider has multiple SPINs, they must file an FCC Form 473 for each SPIN.

## Where to File

Submit the FCC Form 473 by filing and certifying the completed form [online](#) in the E-File system.

## E-File Information Center

### My Account

To update the account information associated with your login credentials, click the red **My Account** link in the right-hand menu located in the **Information Center** (E-File landing page). You can update the address and the phone and fax numbers for the authorized person associated with the login credentials.



## Navigation Within the Form

### SPAC Form Menu

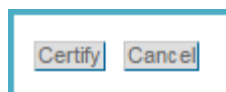
You can navigate to various functions within the E-File system by using the links in the blue menu at the top of the form page.



- **Certify SPAC** - File a new form
- **Return to Portal** - Return to the **Information Center** (E-File system landing page)
- **Log out** - Log out of the system

### Certify and Cancel Buttons

Press **Certify** to certify and submit this form or **Cancel** to discard the form and return to the E-File homepage.




## Red System Prompts

While you are filling out your form you may receive system messages in red which provide information about data validation or mandatory fields.

### Certify Service Provider Certification

#### Validation Error

*Please fix the following errors before submitting the form.*

 **Error! Checkbox 23 of the service provider certification must be selected.**  
**Error! The signature checkbox must be selected.**  
**Error! The service provider authorized person's title must be provided.**

*Click anywhere in this section to close.*

## Document Retention

After certifying your FCC Form 473 and receiving a system generated confirmation message, print a copy for your records.

FCC rules require E-rate Program participants to [retain program documents](#) for a period of 10 years after the last day of the funding year or the service delivery deadline for the funding request, whichever is later.

## Assistance

If you have any questions about completing this form, please contact the E-rate Program's Client Service Bureau (CSB) at (888) 203-8100.

You may call CSB between 8:00 AM and 8:00 PM ET on weekdays for more information on how to complete this or other universal service forms. Information is also available on the [USAC website](#).

## Filing FCC Form 473

The screenshot shows the USAC E-File Sign In page. At the top left is the USAC logo (Universal Service Administrative Company). At the top right is the text "E-File". The main content area is titled "E-FILE SIGN IN" and contains the following elements:

- RESOURCES FOR FORM FILING:** A box on the left with text: "Access all FCC Forms, instructions, and user guides on the Forms page of the public website. Watch our form-filing demo videos in the Online Learning Library."
- E-FILE SIGN IN Form:** A central form with two input fields: "User ID (Email Address)" and "Password". Below these fields is a link for "Forgot password?".
- IMPORTANT SYSTEM NOTICE:** A yellow box containing text: "IMPORTANT SYSTEM NOTICE - This system is the property of the Universal Service Administrative Company (USAC) and is to be used to assist individuals with managing their entity's involvement in federal universal service programs. This system may be accessed by authorized users only. By logging in, the user represents himself or herself as an authorized user. This system is monitored, recorded and subject to audit. Any unauthorized use or misuse of this system is strictly prohibited and subject to legal action, including criminal prosecution and civil penalties. Use of this system indicates acceptance of these terms and system monitoring and recording." Below the notice is a checkbox labeled "Click the box to accept."
- Login/Reset Buttons:** Two buttons labeled "Login" and "Reset" are positioned below the notice.
- Now users, please select from the options below:** A list of links: "New Service Provider", "Add FCC Form 498 Company Offices", "New Contributor/Registration In Progress", "Add FCC Form 499 Company Offices", and "New RHC Applicant".

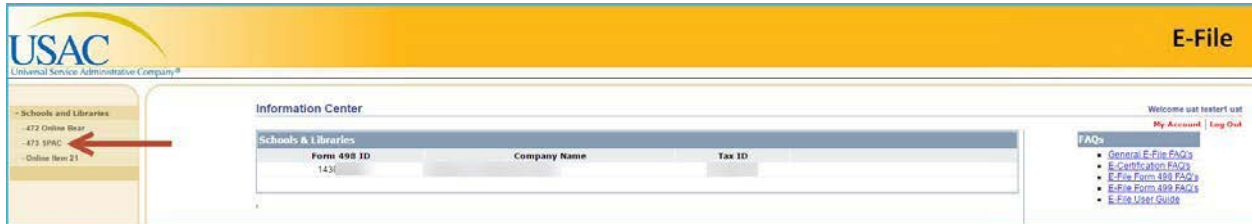
1. Log in to the [FCC Form 473](#) by entering the following information:
  - **User ID** - Your email address
  - **Password**
2. Read the **Important System Notice** and **click the box to accept**.
3. Click the **Login** button to continue.

**NOTE:** Clicking the **Reset** button will clear the information you entered.

## E-File Information Center

The **Information Center** is the E-File system landing page for your service provider organization.

1. To get started, click the FCC Form **473 SPAC** link in the menu on the left.



## Service Provider Homepage

The link will take you to the **Service Provider Homepage**.

If you have multiple SPINs, choose the appropriate SPIN from the **Choose SPIN** dropdown menu. This will set your SPIN.



If you have only one SPIN, or you have chosen your SPIN from the dropdown, your SPIN will then be “set” for this FCC Form 473.



2. Click the **Certify SPAC** link in the menu at the top of the page.

## Certify Service Provider Certification

### Block 1: Service Provider Information

This section of the FCC Form 473 contains information to identify your service provider organization and contact person for this form.

### Certify Service Provider Certification

Block 1: Service Provider Information

<p><b>1. Name of Service Provider</b></p> <input style="width: 95%;" type="text"/>	<p><b>2. Service Provider Identification Number (SPIN)</b></p> <p>143( <input style="width: 40px;" type="text"/> )</p>	<p><b>3. Funding Year</b></p> <p>2015 ▼</p>
--	--	---

---

<p><b>4. Contact Name</b> <input style="width: 100%;" type="text"/></p> <p><b>5. Complete Mailing Address of Contact Person</b> Street Address, P.O. Box or Route Number</p> <p>Address <input style="width: 100%;" type="text"/></p> <p>City <input style="width: 100%;" type="text"/></p> <p>State <input style="width: 100%;" type="text"/></p> <p>Zip Code <input style="width: 100%;" type="text"/></p>	<p><b>6. Telephone Number</b> (866) <input style="width: 20px;" type="text"/> - <input style="width: 20px;" type="text"/> ext. <input style="width: 20px;" type="text"/></p> <p><b>7. Fax Number</b> (800) <input style="width: 20px;" type="text"/> - <input style="width: 20px;" type="text"/> ext. <input style="width: 20px;" type="text"/></p> <p><b>8. Email Address</b> E-RATE@ <input style="width: 100%;" type="text"/></p>
--	--

1. Review your **Service Provider Information:**

**Name of Service Provider.** The system pre-populates the service provider using the information for this SPIN from your FCC Form 498.

**Service Provider Identification Number (SPIN).** The system pre-populates the SPIN using the information from your FCC Form 498.



2. Select the funding year you are submitting the certification for using the **Funding Year** dropdown menu.

Provide the funding year, e.g., "2016." Funding years begin on July 1 and end on the following June 30. For example, Funding Year 2016 runs from July 1, 2016, through June 30, 2017.

3. Review your contact information. The system pre-populates this information using the information from your FCC Form 498; however, you can edit it.

**Contact Name.** Provide the name of the contact person who should be contacted with questions about this form. The contact person must be able to answer questions in a timely manner regarding the information included in this form.

**Complete Mailing Address of Contact Person.** Provide the mailing address for the contact person.

**Telephone Number.** Provide the telephone number with area code for the contact person.

**Fax Telephone Number.** Provide the fax telephone number with area code for the contact person.

**Email Address.** Provide the email address of the contact person.

## Block 2: Certification

### **Block 2: Certification**

I declare under penalty of perjury that the foregoing is true and correct: I am authorized to submit this Service Provider Annual Certification Form on behalf of the above-named Service Provider, which has been assigned the above-referenced Service Provider Identification Number, and that based on information known to me or provided to me by employees responsible for the data being submitted, I hereby certify that the data set forth in this Form has been examined and reviewed and is true, accurate and complete. I acknowledge that any false statement on this Form or on the Service Provider Invoice Form (FCC Form 474) can be punished by fine or forfeiture under the Communications Act, 47 U.S.C. § 502, 503 (b), or fine or imprisonment under Title 18 of the United States Code, 18 U.S.C. § 1001, and that any such false statement could subject this Service Provider to liability under the False Claims Act.

- 9. I certify that the Service Provider Invoice Forms (FCC Form 474) that are submitted by this Service Provider contain requests for universal service support for services which have been billed to the Service Provider's customers on behalf of schools, libraries, and consortia of those entities, as deemed eligible for universal service support by the fund administrator.
- 10. I certify that the Service Provider Invoice Forms (FCC Form 474) that are submitted by this Service Provider are based on bills or invoices issued by the Service Provider to the Service Provider's customers on behalf of schools, libraries, and consortia of those entities as deemed eligible for universal service support by the fund administrator, and exclude any charges previously invoiced to the fund administrator for which the fund administrator has not yet issued a reimbursement decision.
- 11. I certify that the bills or invoices issued by this Service Provider to the Billed Entity are for equipment and services eligible for universal service support by the Administrator, and exclude any charges previously invoiced to the Administrator by the Service Provider.
- 12. I certify that any requests for reimbursement that are sought under a Service Provider Invoice Form (FCC Form 474) for discounts for products or services that contain both eligible and ineligible components are properly allocated as required by the Commission's rules at 47 C.F.R. § 54.504(e).
- 13. I certify that the invoices that are submitted by this Service Provider to the Billed Entity for reimbursement pursuant to Billed Entity Applicant Reimbursement Forms (FCC Form 472) are accurate and represent payments from the Billed Entity to the Service Provider for equipment and services provided pursuant to E-rate program rules.
- 14. I certify that this Service Provider makes available to customers, upon their request, separate prices for distinct services to assist Billed Entity Applicants in identifying the portions of their bills that represent the costs of services provided to eligible entities for eligible purposes.
- 15. I certify that no non-discount portion of the costs for eligible services will be waived, paid, or promised to be paid by this Service Provider. I acknowledge that the provision by any service provider of a supported service, or of free services or products unrelated to the supported service or product constitutes a rebate of the non-discount portion of the supported services as stated in 47 C.F.R. § 54.523.
- 16. I certify that no kickbacks, as defined in 41 U.S.C. § 8701, were paid by this Service Provider to anyone in connection with the schools and libraries universal support program.
- 17. I certify that this Service Provider is in compliance with the Commission's rule and orders regarding gifts and this Service Provider has not directly or indirectly offered or provided any gifts, gratuities, favors, entertainment, loans, or any other thing of value to any eligible schools, libraries, or consortium that includes eligible schools or libraries, except as permitted by the Commission's rule at 47 C.F.R. § 54.503(d).
- 18. I certify that if the fund administrator, as necessary, requests additional supporting information, this Service Provider will make all documents requested available to the Fund Administrator as required by 47 C.F.R. § 54.516(b). I certify that this Service Provider will retain for at least 10 years (or whatever retention period is required by the rules in effect at the time of this certification), after the latter of the last day of the applicable funding year or the service delivery deadline for the funding requests, (1) any and all records that I rely upon to complete this form and each Service Provider Invoice Form (FCC Form 474) that is submitted by this Service Provider during the present funding year, (2) any and all records issued by this Service Provider to the Billed Entity for reimbursement pursuant to Billed Entity Applicant Reimbursement Forms (FCC Form 472), and (3) all documents necessary to demonstrate compliance with the statutory or regulatory requirements for the schools and libraries universal service support program as required by 47 C.F.R. § 54.516(a)(2) I acknowledge that this Service Provider may be audited pursuant to 47 C.F.R. § 54.516(c), and that the Service Provider must provide such records as required by 47 C.F.R. § 54.516(b)
- 19. I certify that the prices in any offer that this Service Provider makes pursuant to the schools and libraries universal service support program have been arrived at independently, without, for the purpose of restricting competition, any consultation, communication, or agreement with any other offeror or competitor relating to (i) those prices, (ii) the intention to submit an offer, or (iii) the methods or factors used to calculate the prices offered.
- 20. I certify that the prices in any offer that this Service Provider makes pursuant to the schools and libraries universal service support program will not be knowingly disclosed by this Service Provider, directly or indirectly, to any other offeror or competitor before bid opening (in the case of a sealed bid solicitation) or contract award (in the case of a negotiated solicitation) unless otherwise required by law.
- 21. I certify that no attempt will be made by this Service Provider to induce any other concern to submit or not to submit an offer for the purpose of restricting competition.
- 22. I certify that this Service Provider is not suspended or debarred from participating in Federal programs.
- 23. I certify that, in addition to the foregoing, this Service Provider is in compliance with the rules and orders governing the schools and libraries universal service support program, and acknowledges that failure to be in compliance and remain in compliance with those rules and orders may result in the denial of discount funding and/or cancellation of funding commitments. I acknowledge that failure to comply with the rules and orders governing the schools and libraries universal service support program could result in civil or criminal prosecution by law enforcement authorities.

4. Read the certification statements and then click each box to affirm the statement.

The person authorized to submit this FCC Form 473 on behalf of the service provider declares under penalty of perjury that:

**Item (9)** – The Service Provider Invoice Forms (FCC Form 474) that are submitted by this Service Provider contain requests for universal service support for services which have been billed to the Service Provider's customers on behalf of schools, libraries, and consortia of those entities, as deemed eligible for universal service support by the fund administrator.

**Item (10)** - The Service Provider Invoice Forms (FCC Form 474) that are submitted by this Service Provider are based on bills or invoices issued by the Service Provider to the Service Provider's customers on behalf of schools, libraries, and consortia of those entities as deemed eligible for universal service support by the fund administrator, and exclude any charges previously invoiced to the fund administrator for which the fund administrator has not yet issued a reimbursement decision.

**Item (11)** - The bills or invoices issued by this Service Provider to the Billed Entity are for equipment and services eligible for universal service support by the Administrator, and exclude any charges previously invoiced to the Administrator by the Service Provider.

**Item (12)** - Any requests for reimbursement that are sought under a Service Provider Invoice Form (FCC Form 474) for discounts for products or services that contain both eligible and ineligible components are properly allocated as required by the Commission's rules at 47 C.F.R. § 54.504(e).

**Item (13)** –The invoices that are submitted by this Service Provider to the Billed Entity for reimbursement pursuant to Billed Entity Applicant Reimbursement Forms (FCC Form 472) are accurate and represent payments from the Billed Entity to the Service Provider for equipment and services provided pursuant to E-rate program rules.

**Item (14)** - This Service Provider makes available to customers, upon their request, separate prices for distinct services to assist Billed Entity Applicants in identifying the portions of their bills that represent the costs of services provided to eligible entities for eligible purposes.

**Item (15)** - No non-discount portion of the costs for eligible services will be waived, paid, or promised to be paid by this Service Provider and that I acknowledge that the provision by any service provider of a supported service, or of free services or products unrelated to the supported service or product constitutes a rebate of the non-discount portion of the supported services as stated in 47 C.F.R. § 54.523.

**Item (16)** - No kickbacks, as defined in 41 U.S.C. § 8701, were paid by this Service Provider to anyone in connection with the schools and libraries universal support program.

**Item (17)** - This Service Provider is in compliance with the Commission's rule and orders regarding gifts and this Service Provider has not directly or indirectly offered or provided any

gifts, gratuities, favors, entertainment, loans, or any other thing of value to any eligible schools, libraries, or consortium that includes eligible schools or libraries, except as permitted by the Commission's rule at 47 C.F.R. § 54.503(d).

**Item (18)** - If the Fund Administrator, as necessary, requests additional supporting information, this Service Provider will make all documents requested available to the Fund Administrator as required by 47 C.F.R. § 54.516(b).

This Service Provider will retain for at least 10 years (or whatever retention period is required by the rules in effect at the time of this certification), after the latter of the last day of the applicable funding year or the service delivery deadline for the funding request, (1) any and all records [relied] upon to complete this form and each Service Provider Invoice Form (FCC Form 474) that is submitted by this Service Provider during the present funding year, (2) any and all records issued by this Service Provider to the Billed Entity for reimbursement pursuant to Billed Entity Applicant Reimbursement Forms (FCC Form 472), and (3) all documents necessary to demonstrate compliance with the statutory or regulatory requirements for the schools and libraries universal service support program as required by 47 C.F.R. § 54.516(a)(2), and recognize that this Service Provider may be audited pursuant to 47 C.F.R. § 54.516(c), and that the Service Provider must provide such records as required by 47 C.F.R. § 54.516(b).

**Item (19)** - The prices in any offer that this Service Provider makes pursuant to the schools and libraries universal service support program have been arrived at independently, without, for the purpose of restricting competition, any consultation, communication, or agreement with any other offeror or competitor relating to (i) those prices, (ii) the intention to submit an offer, or (iii) the methods or factors used to calculate the prices offered.

**Item (20)** - The prices in any offer that this Service Provider makes pursuant to the schools and libraries universal service support program will not be knowingly disclosed by this Service Provider, directly or indirectly, to any other offeror or competitor before bid opening (in the case of a sealed bid solicitation) or contract award (in the case of a negotiated solicitation) unless otherwise required by law.

**Item (21)** - No attempt will be made by this Service Provider to induce any other concern to submit or not to submit an offer for the purpose of restricting competition.

**Item (22)** - This Service Provider is not suspended or debarred from participating in Federal programs.

**Item (23)** - This Service Provider is in compliance with the rules and orders governing the schools and libraries universal service support program, and acknowledges that failure to be in compliance and remain in compliance with those rules and orders may result in the denial of discount funding and/or cancellation of funding commitments. I acknowledge that failure to comply with the rules and orders governing the schools and libraries universal service support program could result in civil or criminal prosecution by law enforcement authorities.

## Contact Information for Service Provider Authorized Person

5. Click the **Signature** box to certify to the accuracy of the invoice forms and their compliance with FCC rules. By checking this box, and clicking the **Certify** button at the end of the form, you have electronically signed the form and you are reminded that an electronic signature is the same as a handwritten signature on the form.

The **Date** that the service provider signed the acknowledgment is automatically entered.

The **Name, Address, City, State, and Zip Code** of the authorized person is pre-populated using the E-File system login credentials. (To update this information, click the **Return to Portal** link in the blue menu at the top of the page. From the E-File landing page, click **My Account** to access the account information.)

6. The system pre-populates the **Phone Number** of the authorized person using the E-File system login credentials; however, it you can edit it using the fields provided. This information is required.

Contact Information for Service Provider Authorized Person:

24. Signature   
By logging into your account using your PIN, checking this box, and clicking the "certify" button at the end of the form, you have electronically signed the form. You are reminded that an electronic signature is the same as a handwritten signature on the form.

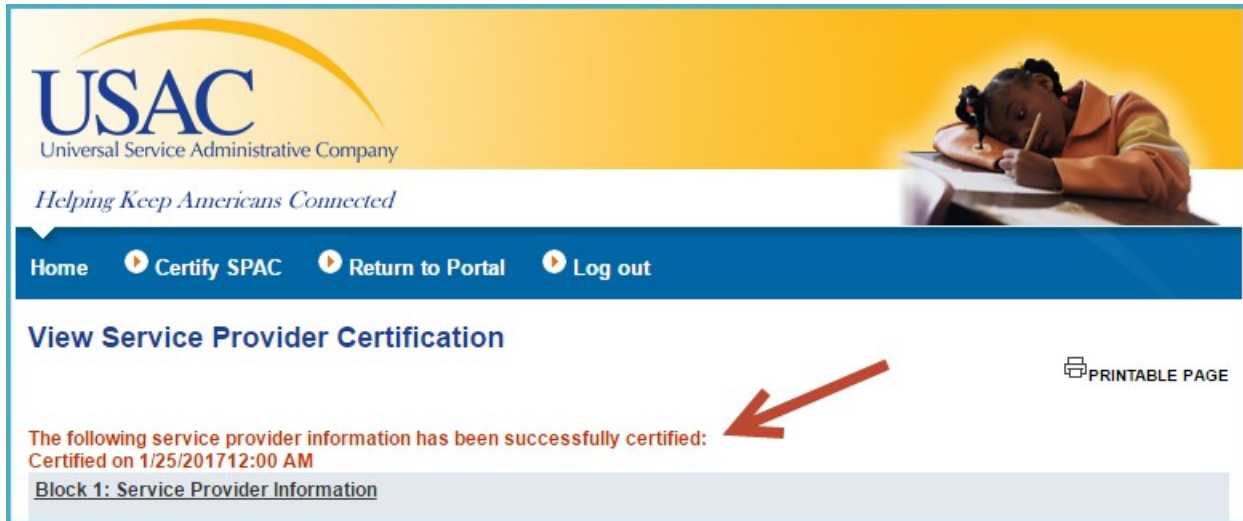
25. Date 1/25/2017

26. Name	<input type="text"/>	28. Address	2000 L Street
27. Title/Position	<input type="text"/>	City	Washington
		State	DC
		Zip Code	20036 - <input type="text"/>
		29. Phone Number	( <input type="text"/> ) <input type="text"/> - <input type="text"/> ext. <input type="text"/>

An agency may not conduct or sponsor, and a person is not required to respond to, a collection of information unless it displays a currently valid OMB control number.

7. Provide the **Title/Position** of the authorized person certifying this form. This information is required.
8. Press **Certify** to certify and submit this form or **Cancel** to discard the form and return to the E-File homepage.

9. When you certify the form, an orange confirmation message will appear at the top of the page.



**NOTE:** Be sure to print a copy of the confirmation screen. This is the only record of your submission. Click the **Printable Page** link in the upper right corner of the screen to obtain a printable version of the form.