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HCF Program Funding Request Best Practices for FY2026

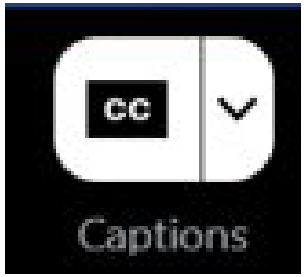
Submitting the FCC Form 462 in RHC Connect
December 10, 2025

Universal Service Administrative Co.

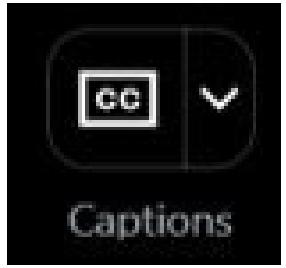
Housekeeping – Closed Captioning (CC)

- Attendees control their own captioning.

- You control the caption font size and color.
- Toggle CC off and on at your preference.



Captions ON



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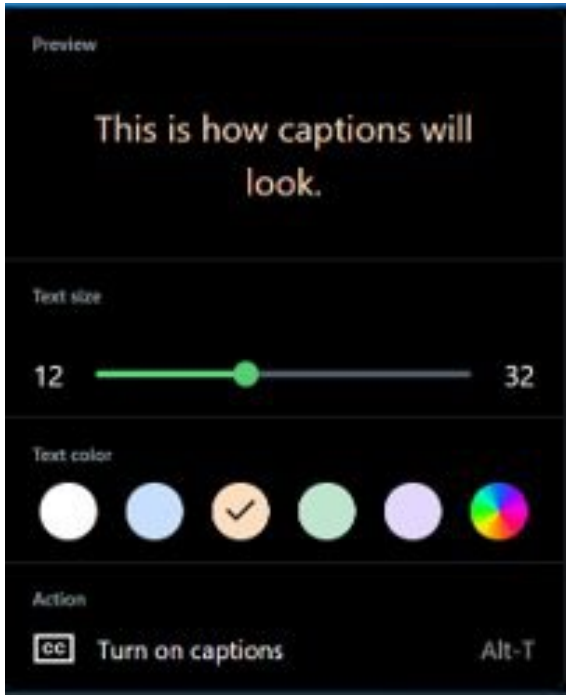
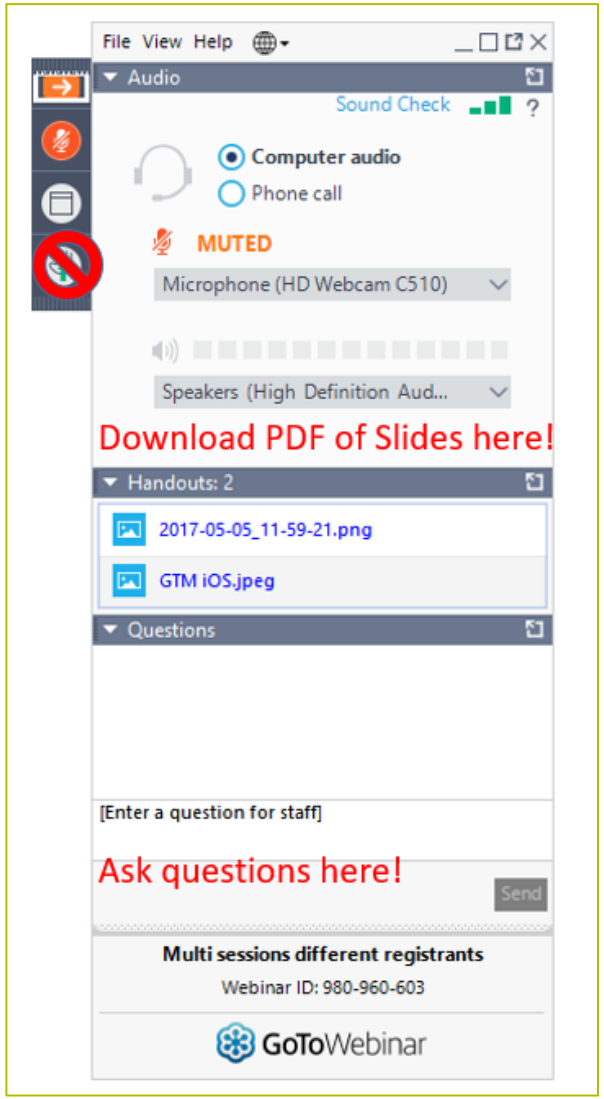


Housekeeping

- Use the “Audio” section of your control panel to select an audio source and connect to sound
  - Turn on your computer’s speakers, or
  - Use the call-in instructions in your confirmation email
- All participants are on mute
- Submit questions at any time using the “Questions” box
- Slides attached to GoToWebinar Panel and will be posted with the recording to the Webinars webpage



Meet Our Team

Blythe Albert

Advisor of Program Management | RHC Outreach

Ecatarina Grant

Manager of Communications | RHC Outreach

Agenda

- Overview
- Program Updates
- RHC Connect - Submitting the FCC Form 462
  - Individual vs. Consortia Applications
  - Competitive Bidding Exemptions
  - Submitting With and Without a Contract
  - Funding Caps and Limitations
  - Best Practices for Equipment, Networks, Off-Site Data Centers and Admin Offices
- Important Dates and Resources

By the end of the webinar you will be able to…

- *Understand what a funding request is, who must submit, and when*
- *Complete and submit an FCC Form 462 in RHC Connect*
  - *Avoid common errors*
  - *Upload a contract for evergreen designation*
  - *Apply best practices about equipment and networks to your funding request form*
  - *Submit your funding request before the deadline*
- *Respond to Information Requests*
- *Locate important resources on the USAC website*

Glossary

Acronym	Definition
FCC	Federal Communications Commission
HCF	Healthcare Connect Fund
FY	Funding Year
HCP	Health Care Provider (your site)
HCP Number	Number associated with your site
PAH	Primary Account Holder
FCL	Funding Commitment Letter
NCW	Network Cost Worksheet
BAN	Billing Account Number
SPIN/498 ID	Service Provider Identification Number

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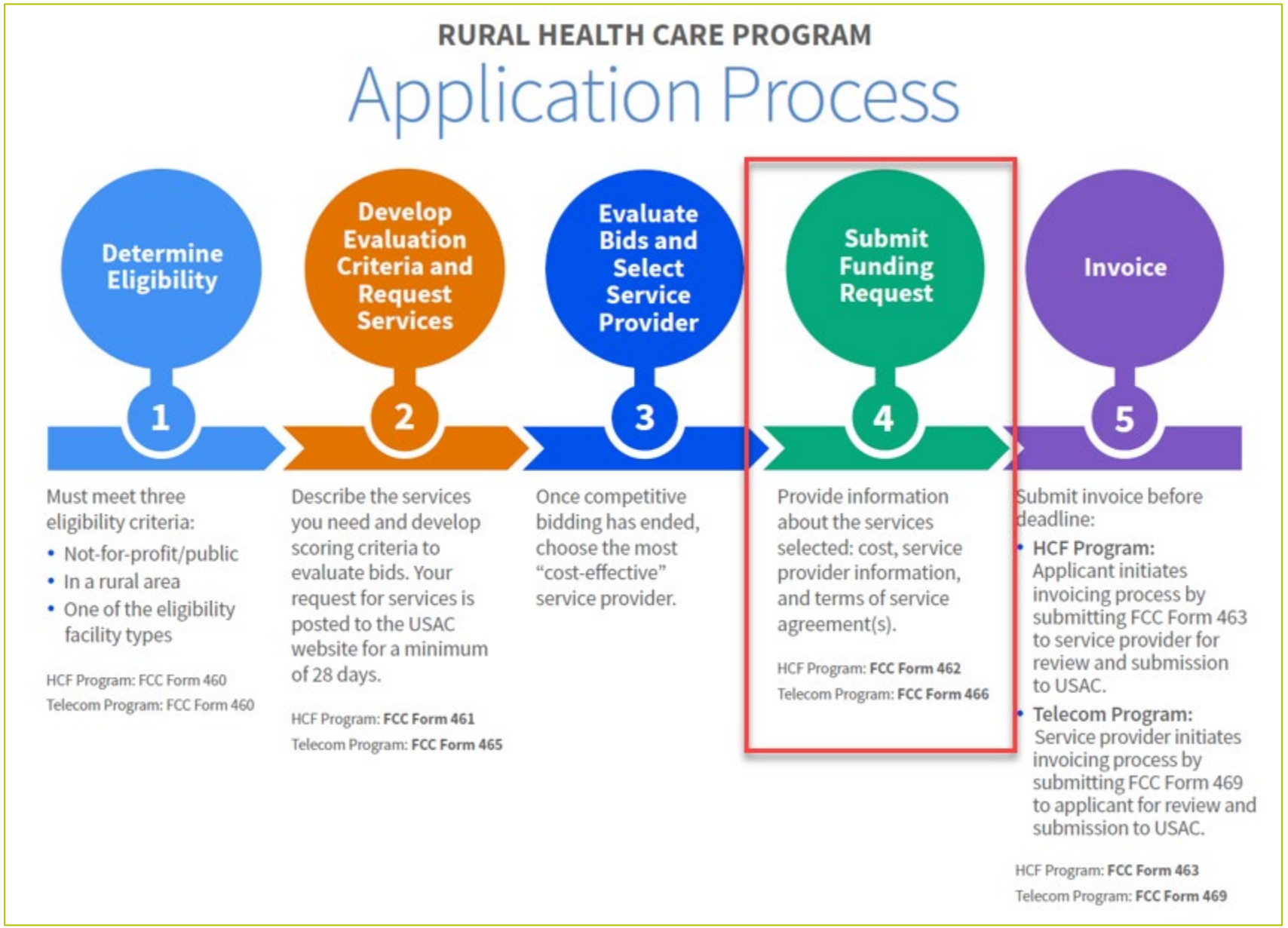
Funding Request Overview

HCF Program Funding Request
Best Practices for FY2026


RURAL HEALTH CARE PROGRAM
Application Process
Determine Eligibility
1
Must meet three eligibility criteria:
• Not-for-profit/public
• In a rural area
• One of the eligibility facility types
HCF Program: FCC Form 460
Telecom Program: FCC Form 460
Develop Evaluation Criteria and Request Services
2
Describe the services you need and develop scoring criteria to evaluate bids. Your request for services is posted to the USAC website for a minimum of 28 days.
HCF Program: FCC Form 461
Telecom Program: FCC Form 465
Evaluate Bids and Select Service Provider
3
Once competitive bidding has ended, choose the most "cost-effective" service provider.
Submit Funding Request
4
Provide information about the services selected: cost, service provider information, and terms of service agreement(s).
HCF Program: FCC Form 462
Telecom Program: FCC Form 466
Invoice
5
Submit invoice before deadline:
• HCF Program: Applicant initiates invoicing process by submitting FCC Form 463 to service provider for review and submission to USAC.
• Telecom Program: Service provider initiates invoicing process by submitting FCC Form 469 to applicant for review and submission to USAC.
HCF Program: FCC Form 463
Telecom Program: FCC Form 469

Important Dates and Deadlines FY2026

What is a Funding Request?

- Once a service provider is selected, the next step is to submit a funding request to USAC to provide information about the services selected and certify that those services are the most cost-effective option of the offers received.
- Specifies the type of service(s) ordered, cost, name of service provider(s), and terms of the service agreement(s).
- Applicants submit their HCF funding request using an FCC Form 462 (Funding Request Form).

Who Must Submit a Funding Request

- All applicants requesting HCF Program funding must file a separate FCC Form 462 for each service provider for which funding is requested.
- Multiple circuits can be included on one FCC Form 462 if it is for the same service provider.
- Consortia applicants may file one FCC Form 462 for multiple HCPs if it is for the same service provider.

When to Submit a Funding Request

- Funding Year (FY) 2026 Filing Window:
  - December 1, 2025 – April 1, 2026, 11:59 p.m. ET.
- Applicants are unable to submit funding request forms outside of a filing window.
  - Draft FCC Forms 462 may be created in RHC Connect beginning November 1 but cannot be submitted before the filing window opens.
- USAC suggests that applicants submit the funding requests as early as possible during the filing window.
- The FCC Form 462 must be submitted by the close of a filing window to be considered for funding.

Information Requests

- Forms with missing or incomplete information or documentation cannot be processed.
- If USAC requires information that cannot be located on the submitted supporting documentation, this will result in an Information Request.
- All account holders will receive all Information Requests.
- Applicants are given 14 calendar days to provide a response to the Information Request.
  - 11:59 p.m. ET on the 14th day would be the last time to respond to the Information Request.
  - Requests for extensions must be received prior to the 14-day deadline.
- Information Requests not responded to within 14 calendar days **will result in a denial** of that form.

Submission Checklist

- ❑ Document(s) confirming the monthly cost for your services (e.g., a copy of your bill dated within the requested funding period) or the most currently available bill as the filing window closes before the funding year opens
- ❑ A copy of all bids that were received for your request for services including the winning bid, all bids that were rejected and any bids that were disqualified and why
- ❑ A list of the bid evaluation criteria and copy of the bidding evaluation matrix
- ❑ A list of people who evaluated bids including title, role, and their relationship to the applicant
- ❑ Internal documents related to the selection of the service provider (upon request)
- ❑ Copies of any correspondence with service providers prior to and during the competitive bidding process (upon request)
- ❑ A copy of any new contract signed for your services
- ❑ Award letter to winning vendor (upon request)
- ❑ Contact information for the service provider and all responsible account holders
- ❑ The start and end location of your services.
- ❑ Viable source letter for consortia applicants (35 percent contribution)

*** Any information that cannot be located on the submitted supporting documentation will result in an Information Request**

Submission Tips

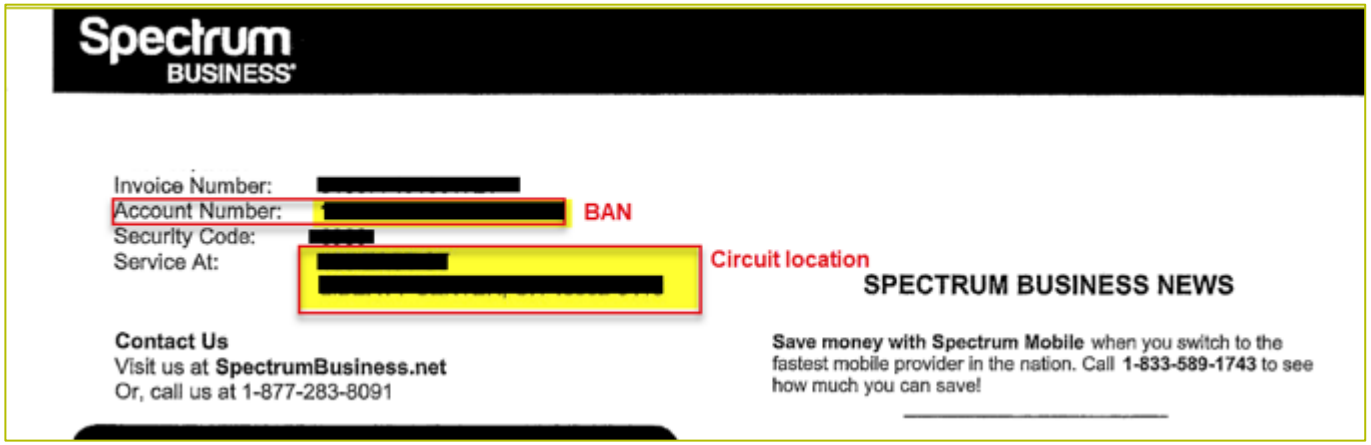
- Use the information on the original documentation (bill, contract, or service order) to enter the data into the FCC Form 462 and upload that document into RHC Connect with your submission.
- Remember you must also submit:
  - **Copies of all bids received** including winning, losing and disqualified,
  - **List of the people who evaluated the bids** with their names and titles,
  - **Evaluation documents** including the scores received by bidders based on the weighted criteria posted in the FCC Form 461; and
  - **Award letter** to the winning vendor (if applicable).
- Per program rules, you must have all supporting documents on hand at the time of submission, and they must be uploaded when you submit your forms.

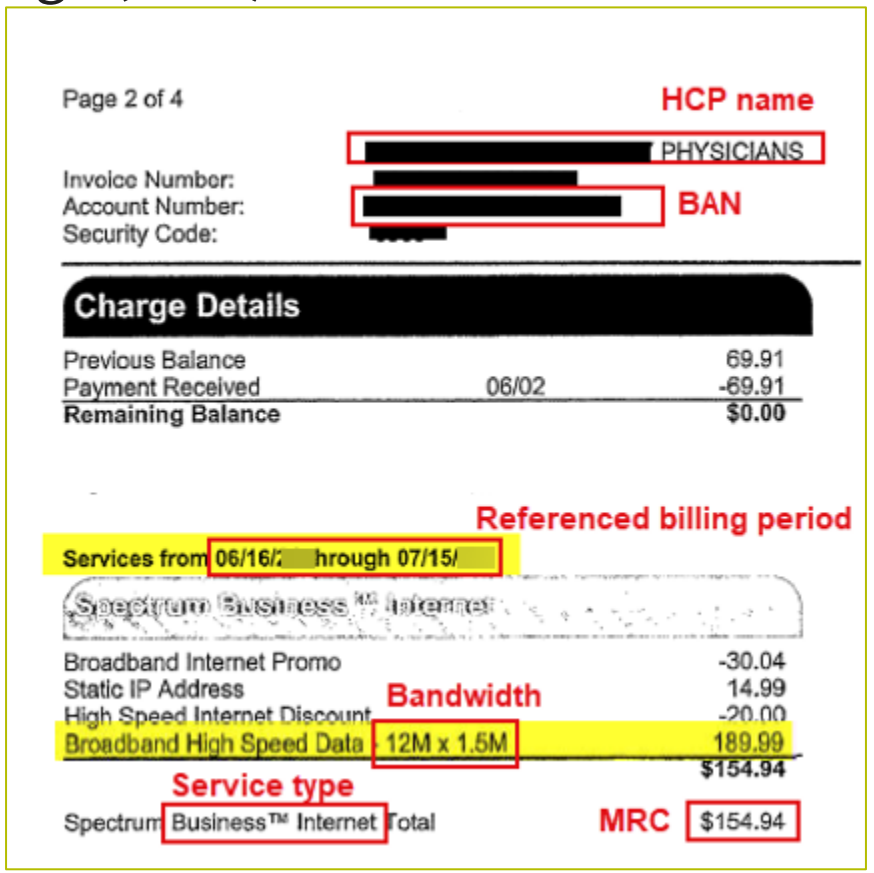
Submission Tips (continued)

- It is helpful to submit a cover letter that includes a summary of your submission.
- Recommended things to include in your cover letter:
  - Where to find information about your circuit in the supporting documentation (i.e., Ethernet 20M - $XX.XX – Page 5 of Invoice).
  - Highlight/label any documentation that is submitted.
- Information that isn’t clearly identified via supporting documentation must be confirmed by the service provider.
  - It is the HCP’s responsibility to reach out to the service provider to get any missing information.
  - USAC cannot reach out to the service provider on an HCP’s behalf.

Identifying Applicable Charges on a Bill/Invoice - Example

- Annotated invoice clearly reflects HCP, Billing Account Number (BAN), Circuit Location(s), Bandwidth, Service Type, and Monthly Recurring Charge (MRC)





Questions?

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Program Updates

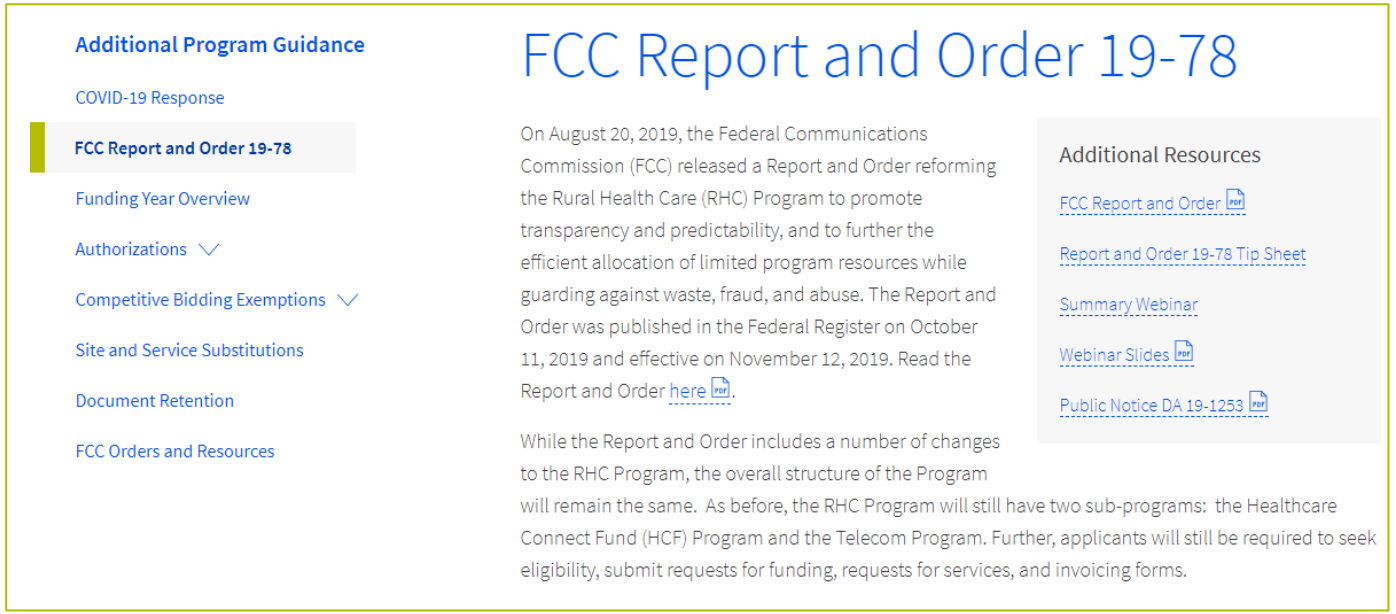
HCF Program Funding Request
Best Practices for FY2026

Reminder – FCC Order 23-110

- FCC Order 23-110 improves RHC program administration and facilitates participation in the program by allowing health care providers that expect to become eligible during a funding year to complete the processes required to request funding.
- The order permits health care providers to be granted conditional eligibility, thus allowing them to initiate competitive bidding and request funding while awaiting a final eligibility determination.
- Applicants must disclose those sites that are approved for conditional eligibility on the FCC Form 461.

Reminder: FCC Report and Order 19-78

- FCC Report and Order 19-78 webpage summarizes the Report and Order's major changes.
- Consortia Majority Rural Rule – Every consortium participating in the HCF Program must consist of more than 50 percent eligible rural sites.
- Consultant Registration – USAC will issue a unique registration number to the consultant or outside expert and that number will be linked to the HCP's organization.



Reminder: FCC Report and Order 19-78 (continued)

- **SPIN CHANGES** - SPIN changes must be requested by the invoice filing deadline.
  - A corrective SPIN change is made when the SPIN associated with a Funding Request Number (FRN) is not correct. This occurs when:
    - The applicant or USAC made a data entry error,
    - SPIN has changed due to the merger of companies or the acquisition of one company by another; or
    - The applicant has not initiated the change (e.g., where the service provider declares bankruptcy).
  - An operational SPIN change is a request to change the actual service provider associated with an FRN.
    - The change in service providers is the result of a deliberate decision by the applicant.
    - The applicant has a legitimate reason to change providers (e.g., breach of contract or the service provider is unable to perform).
- **Site and Service Substitutions** – HCPs in both the HCF and Telecom program are required to submit site and service substitutions by the service delivery deadline.

Supply Chain Order

- As a reminder, when service providers login to My Portal they will see two new supply chain certifications included in the FCC Form 463 and Telecom program invoice.
- The first certification affirms compliance with the Section 54.9 prohibition on USF for specified transactions with companies deemed to pose a national security threat. The second certification affirms compliance with Section 54.10, which prohibits the use of any Federal subsidies on any communications equipment and services on the Covered List.
- If you requested services or equipment provided or that contain components of products produced by any of the listed covered companies or any of their parents, affiliates and subsidiaries, you cannot invoice for these funds. Instead, you should immediately request a service substitution.
- As you proceed with competitive bidding, please ensure you are not requesting funding for services or equipment from listed covered companies or any of their parents, affiliates and subsidiaries.
- Supply Chain webpage

RHC Connect – Submitting the FCC Form 462

HCF Program Funding Request
Best Practices for FY2026

RHC Connect - TPA and User Management

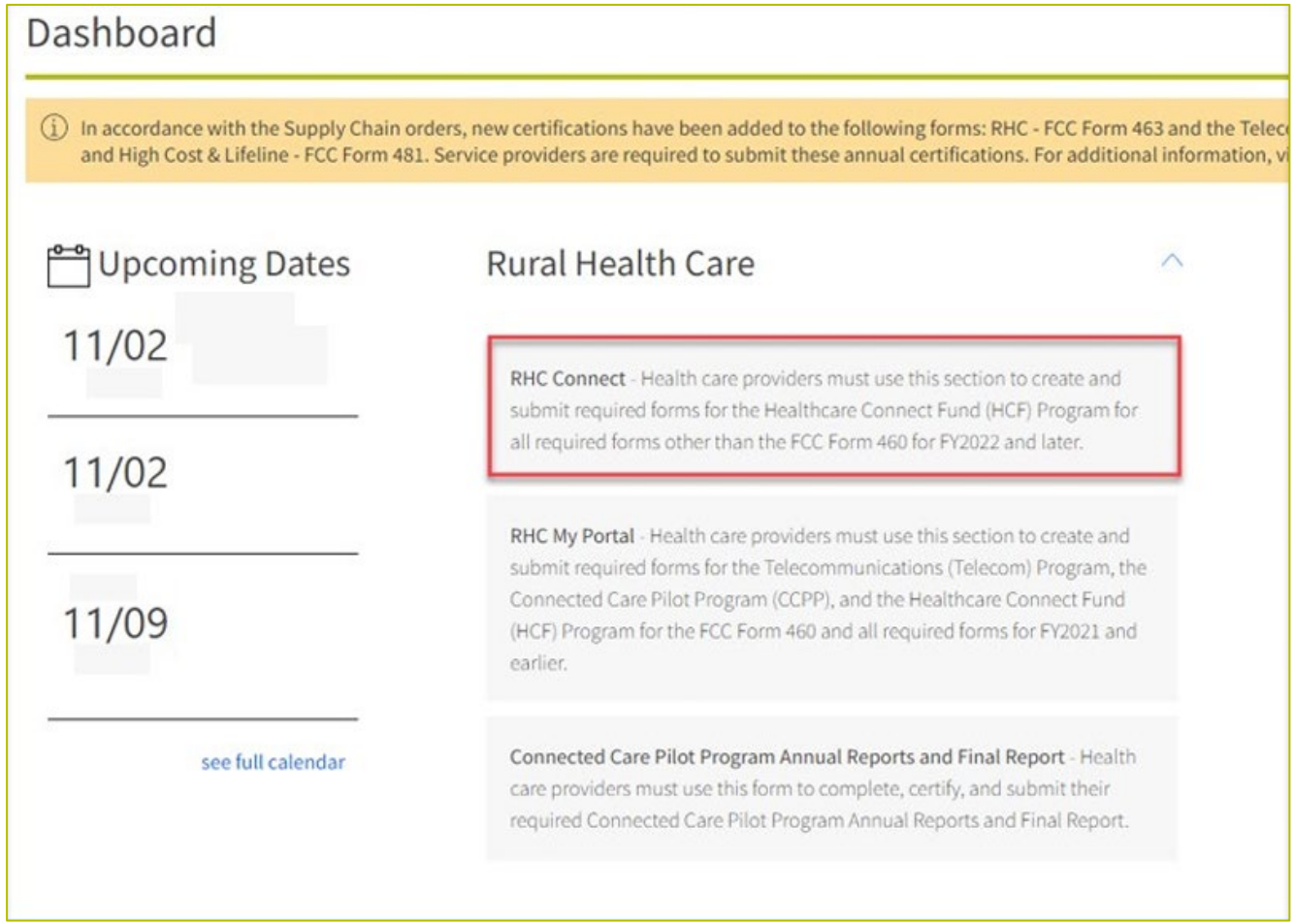
- Moved to RHC Connect.
- Do not submit third-party authorizations (TPAs) in My Portal or through the RHC Customer Service Center.
- Submit all TPAs and manage Consultant Groups using the following online resources:
  - Authorizations and User Management Webinar (March 5, 2025)
  - Third-Party Authorization webpage
  - RHC Connect User Guide - TPA
- The decommissioning of My Portal has been pushed back to the middle of calendar year (CY) 2026.
  - Third-party authorizations (TPAs) will not be migrated to RHC Connect.
  - The RHC outreach team will continue to provide information about important deadlines and the decommissioning of My Portal.

Individual vs. Consortia Applications

- A consortium is two or more HCPs that choose to request support on a single application.
- In a consortium, a funding request for multiple HCPs may be listed under one FCC Form 462.
- In an individual application, a funding request is submitted for each approved HCP circuit location.
  - The circuit location on the supporting documentation should match the approved location found on the FCC Form 460.

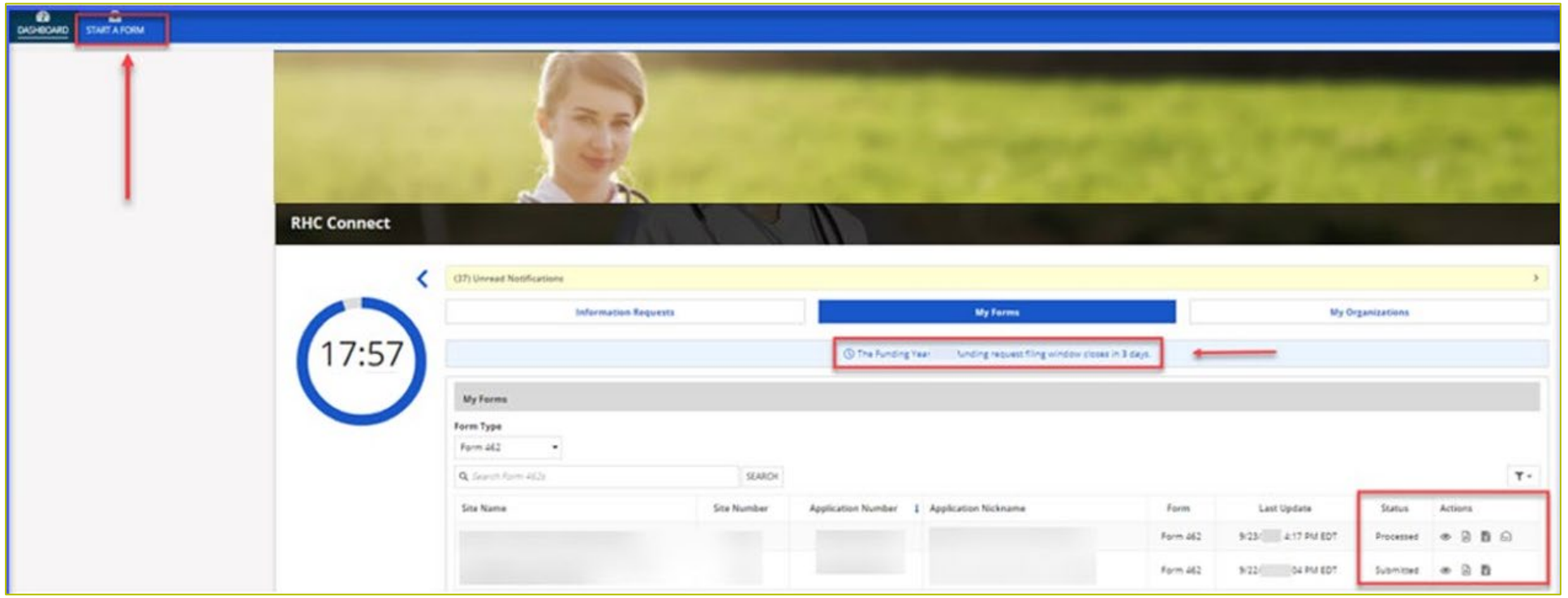
My Portal Landing Page

- Log into My Portal and click **Rural Health Care** then **RHC Connect**
- For all other forms that have not yet moved to RHC Connect, you will use **RHC My Portal**



Dashboard

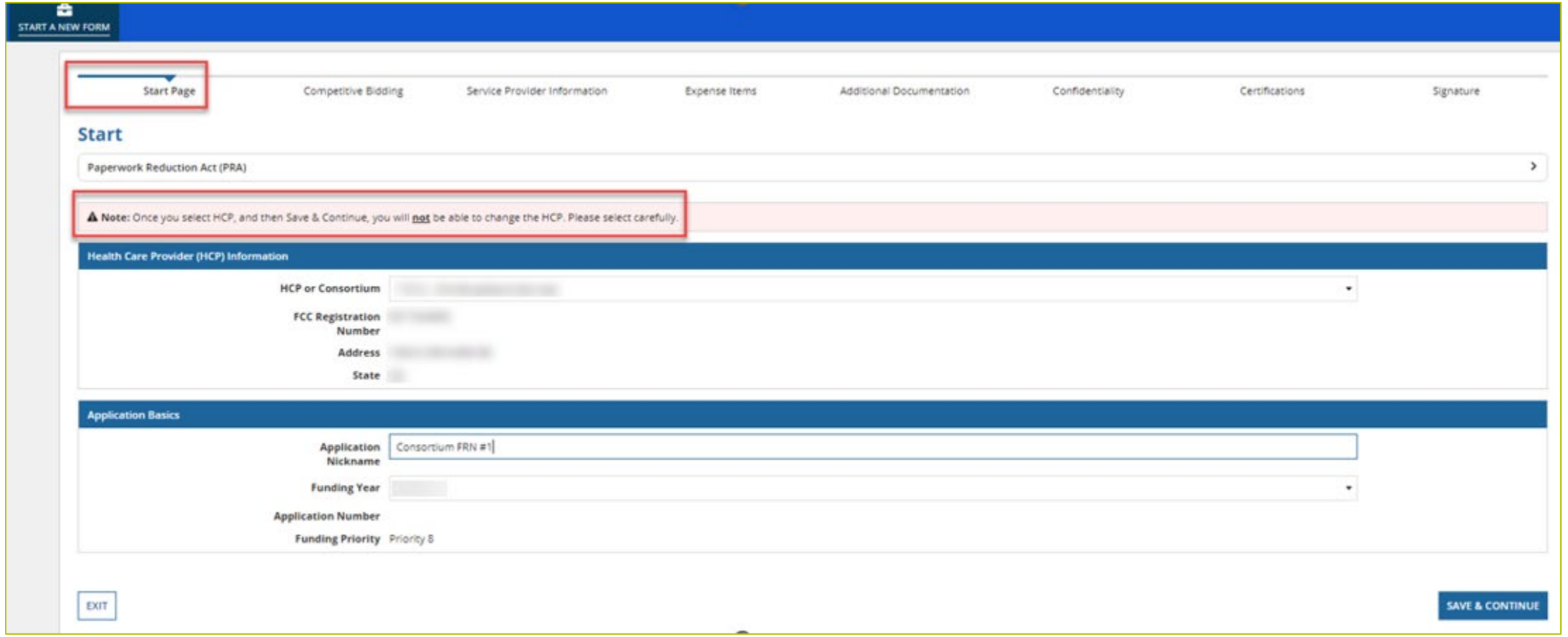
- Here you can start a new form, view the status of submitted and processed applications, resume working on a draft or delete a draft FCC Form 462.
- There's a countdown banner displaying the days remaining in the filing window.



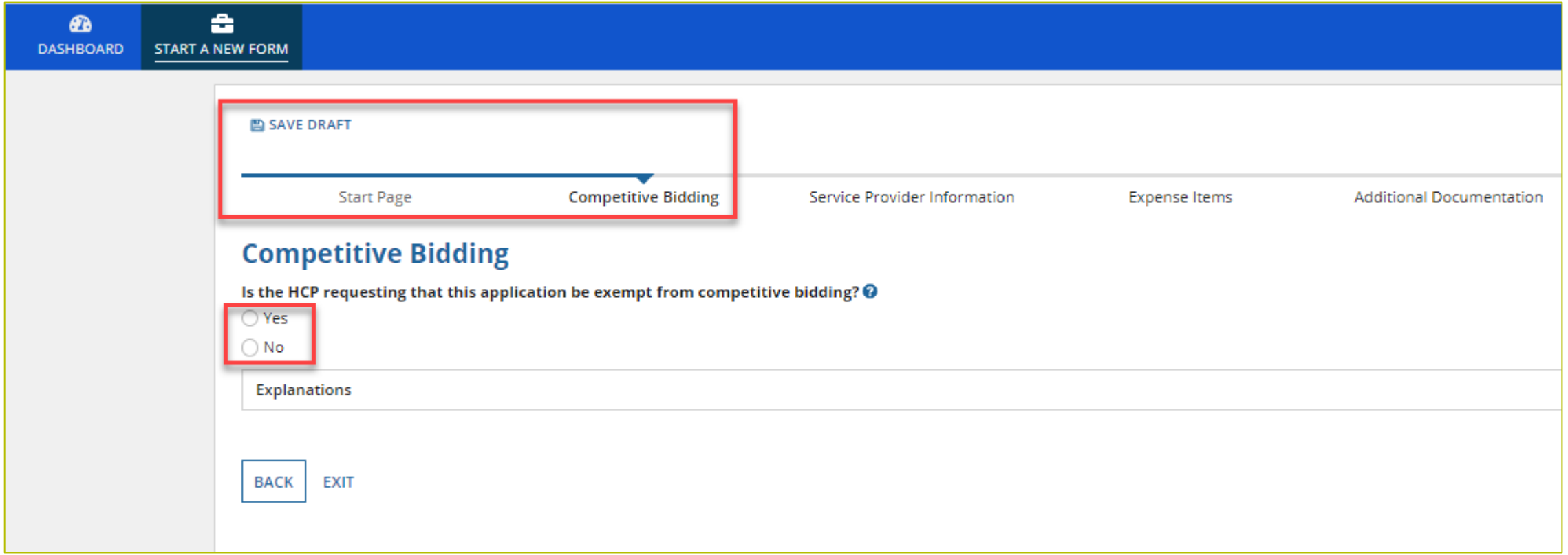
Start Form

- Click **FCC Form 462** then click **Next**.

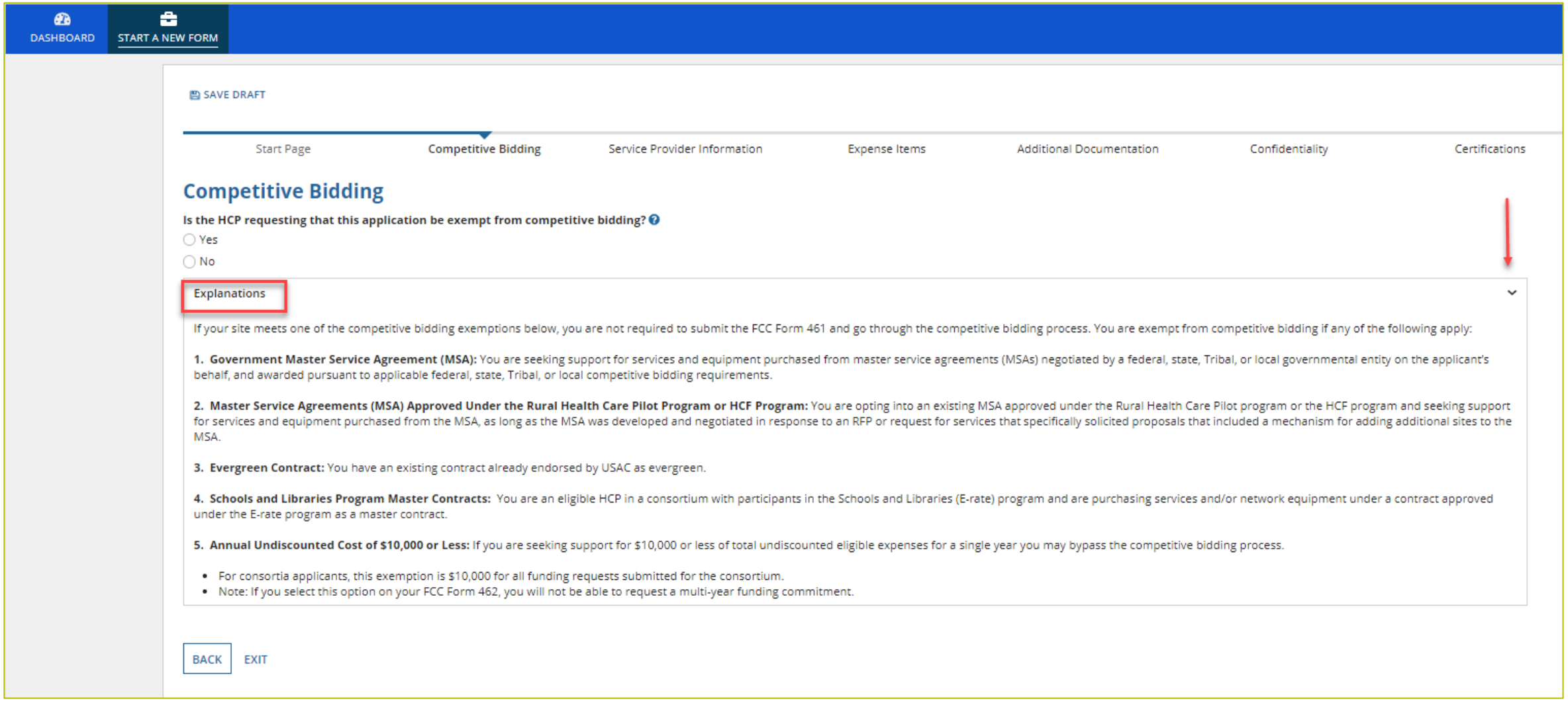
Start Page


START A NEW FORM
Start Page
Competitive Bidding
Service Provider Information
Expense Items
Additional Documentation
Confidentiality
Certifications
Signature
Start
Paperwork Reduction Act (PRA)
Note: Once you select HCP, and then Save & Continue, you will not be able to change the HCP. Please select carefully.
Health Care Provider (HCP) Information
HCP or Consortium
FCC Registration Number
Address
State
Application Basics
Application Nickname
Consortium FRN #1
Funding Year
Application Number
Funding Priority
Priority 8
EXIT
SAVE & CONTINUE

Competitive Bidding



Competitive Bidding (continued)



Competitive Bidding Exemptions

- Purchasing services from a government master service agreement (MSA) negotiated by a federal, state, Tribal, or local governmental entity which was awarded pursuant to applicable competitive bidding requirements;
- Requesting support using contracts previously approved by USAC (MSA under the RHC Pilot Program or the HCF Program);
- Using an active multi-year contract designated as “evergreen” for the RHC program (exemption applies for the life of the contract); or is
- Using a contract approved under the E-rate program.

Competitive Bidding Exemptions webpage.

Competitive Bidding Exemptions (continued)

- HCF applicants seeking support for $10,000 or less of total undiscounted eligible expenses for a single year do not have to complete an FCC Form 461.
  - For consortia applicants, this exemption is $10,000 for all funding requests submitted for the consortium.
  - Applicants selecting this option cannot also request multi-year funding commitments.
  - Exemption does not apply to the Telecom Program.

Competitive Bidding Exemptions webpage.

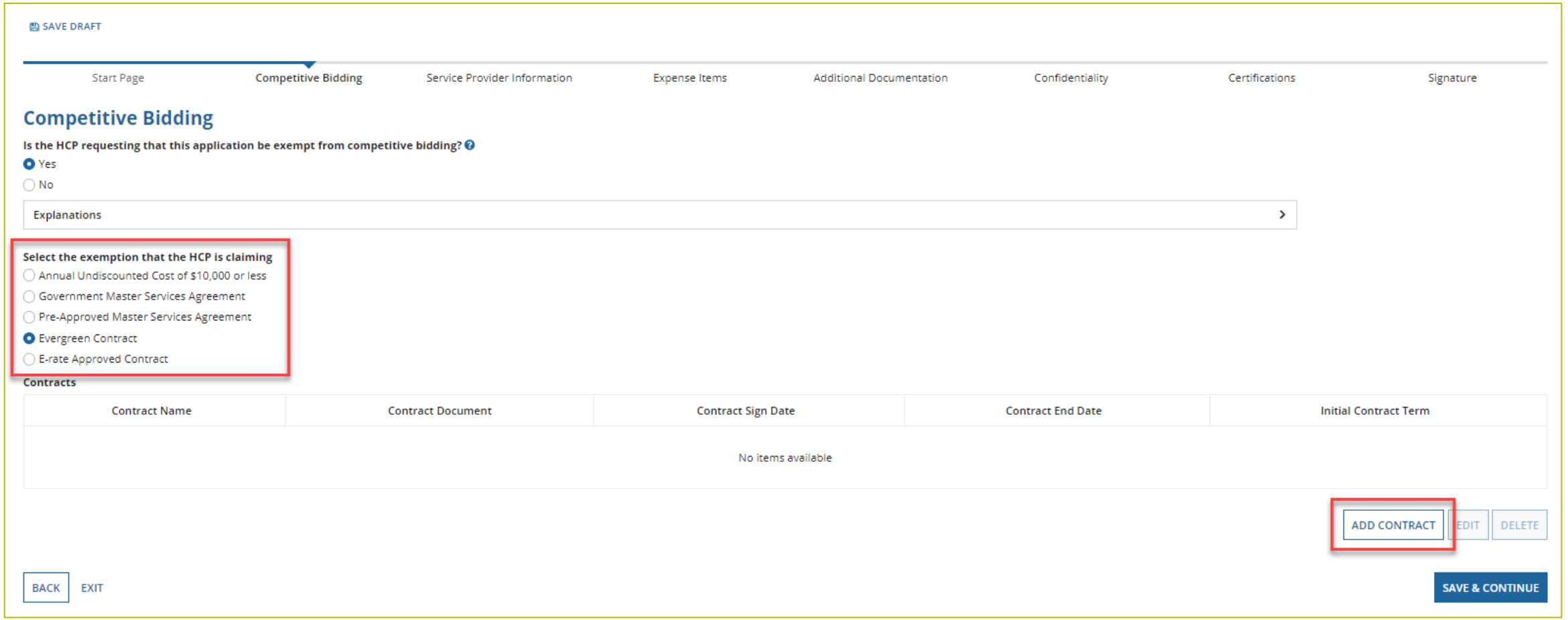
Evergreen Contracts

- An **evergreen contract** is a multi-year contract between an HCP and a service provider that has been reviewed by USAC in a prior funding year request and endorsed as evergreen, which allows an applicant to bypass competitive bidding for the life of the contract plus up to five years of voluntary extensions.
  - Voluntary extensions must be memorialized in the contract and must have been included in the original evergreen endorsement.
  - The decision to extend the contract must have been made before a funding request is filed.
  - Voluntary extensions cannot exceed five years in aggregate.
- Applicants who will be exercising voluntary extensions for an approved evergreen contract should list the remaining expense periods as one expense and the length of the extension as another expense.

Evergreen Contracts (continued)

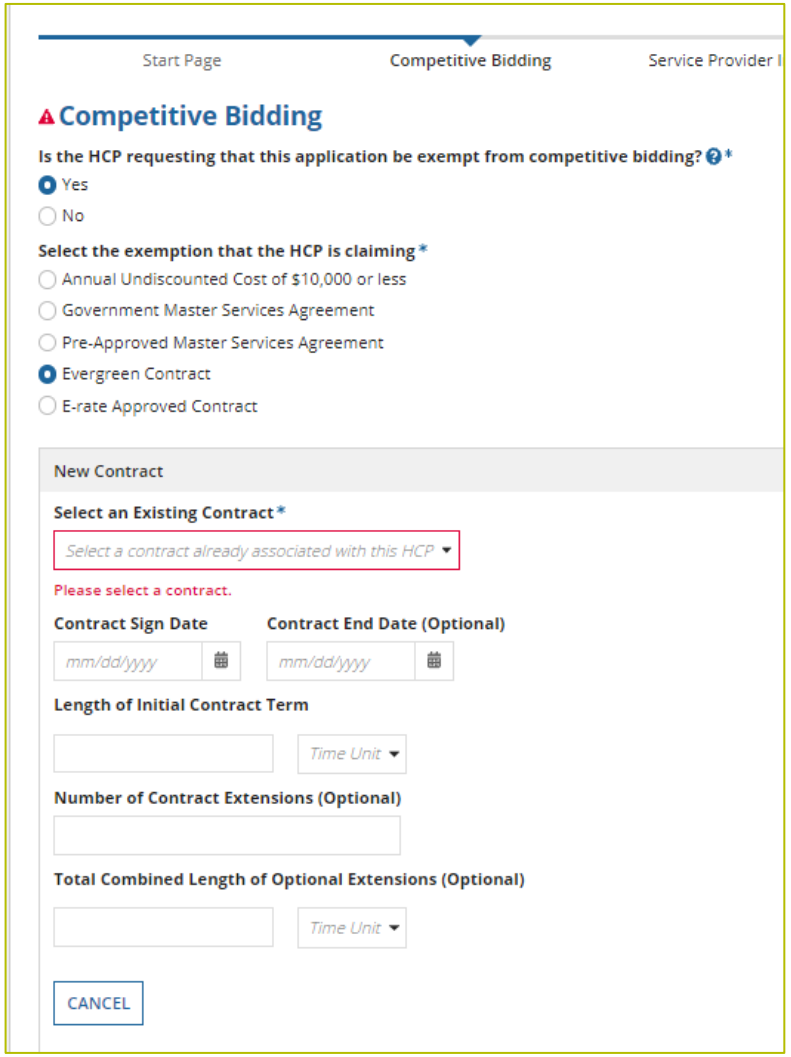
- Applicants will be notified of an evergreen determination on their **Funding Commitment Letter (FCL)**. To be considered evergreen, the multi-year contract must meet the following criteria:
  - Both parties are identified,
  - Contract is signed and dated by the HCP or consortium leader,
  - Contract specifies the bandwidth, type, quantity, and terms of service,
  - Contract has a specific duration,
  - Contract specifies the cost of services to be provided,
  - Contract includes the physical addresses or other identifying information of the HCP sites purchasing from the contract; and
  - Contract must be entered into as a result of competitive bidding.

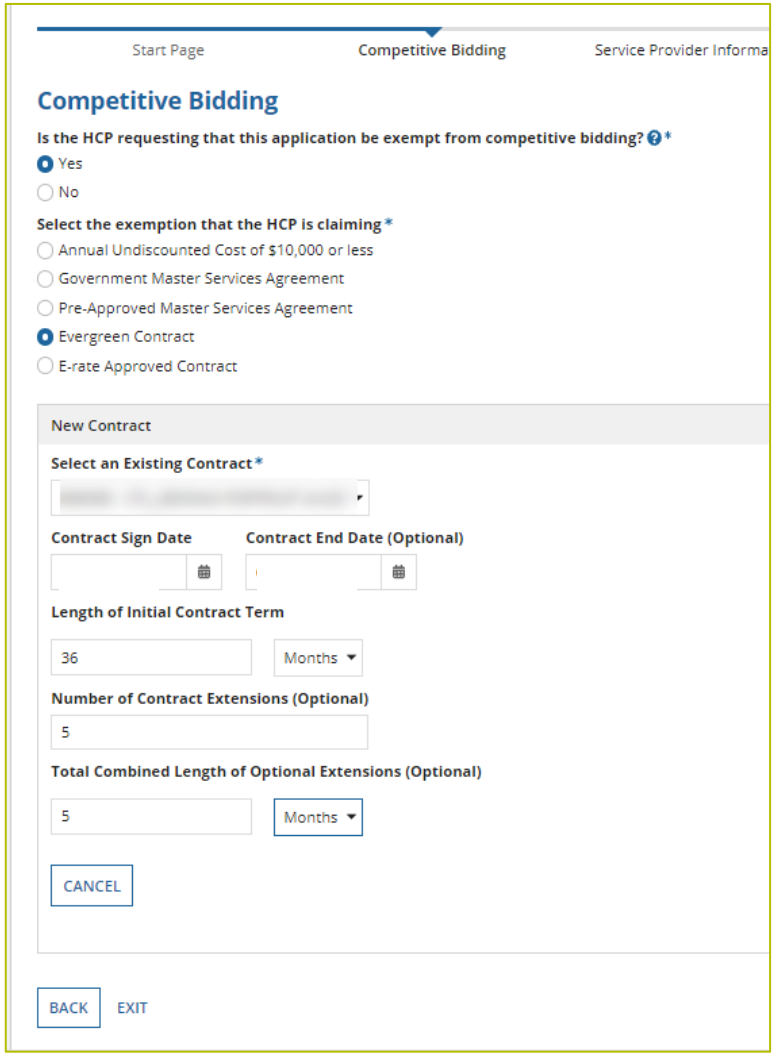
Competitive Bidding Exemptions



Competitive Bidding Exemptions (continued)

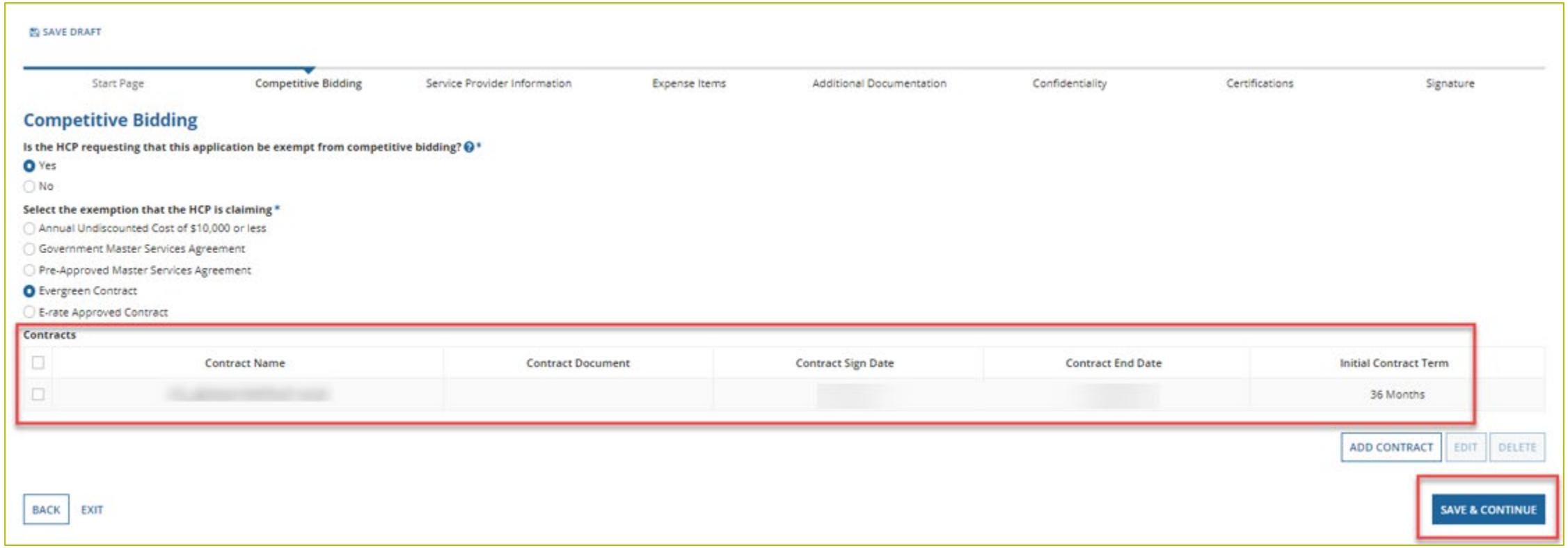
- Click **Yes**.
- Choose exemption type.
- Upload contract.
  - For evergreen contracts, select a contract from the drop-down menu.
- Enter the relevant contract information in the fields.
  - Use the drop-down calendar to enter dates.





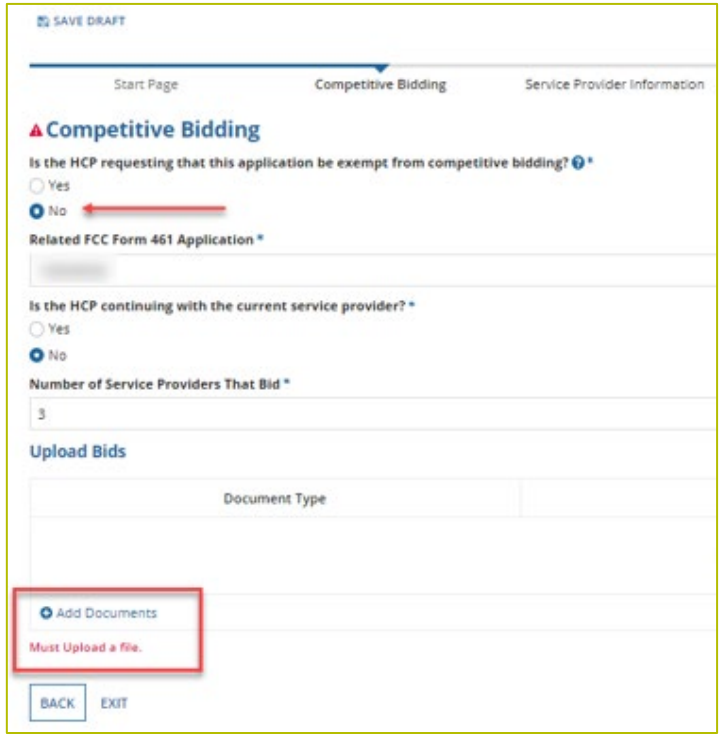
Competitive Bidding Exemptions (continued)

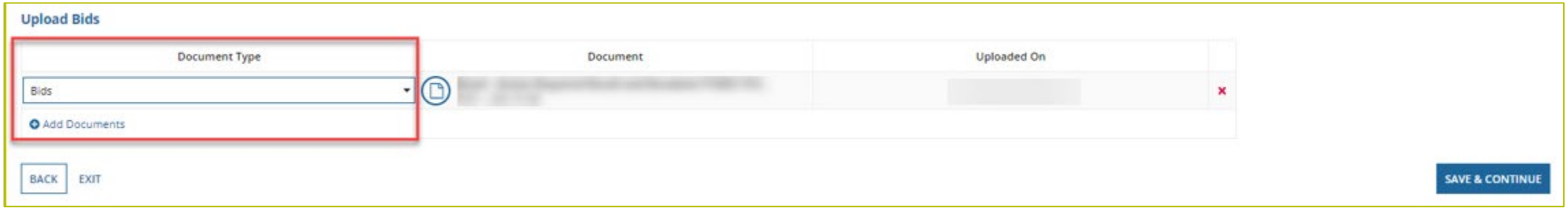
- Once the contract is selected, click **Save and Continue**.



Competitive Bidding Non-Exempt

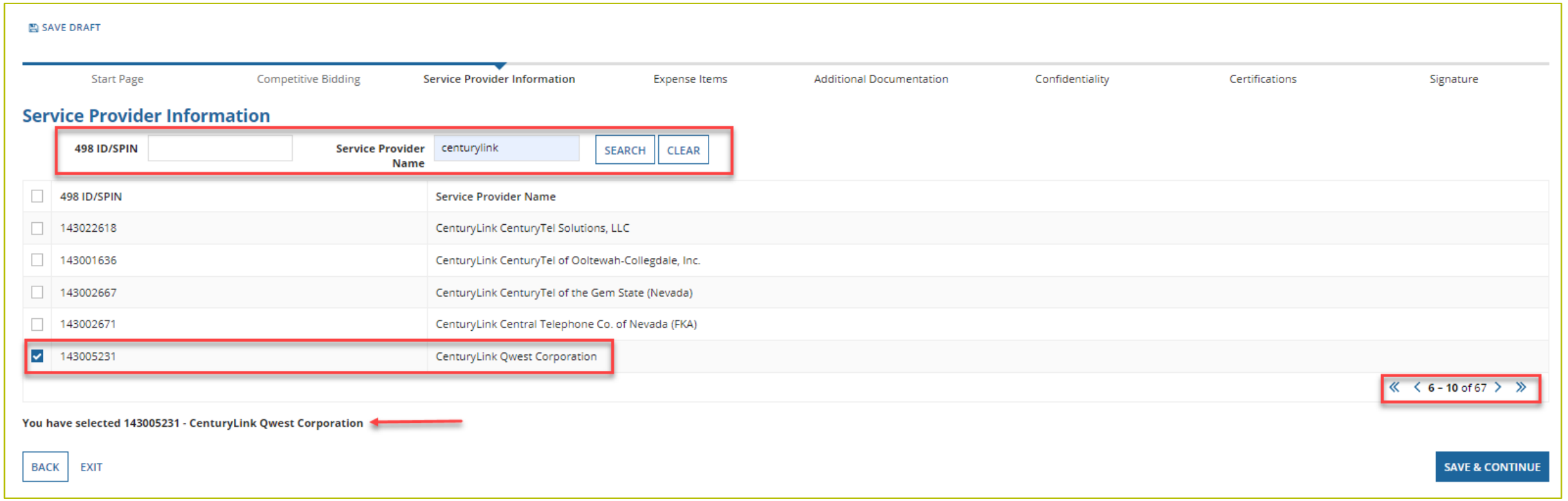
- Click **No**.
- Choose related FCC Form 461 from drop-down menu.
  - All FCC Forms 461 for the HCP will be available.
- Enter number of bids received.
- You'll be required to upload copies of bids.





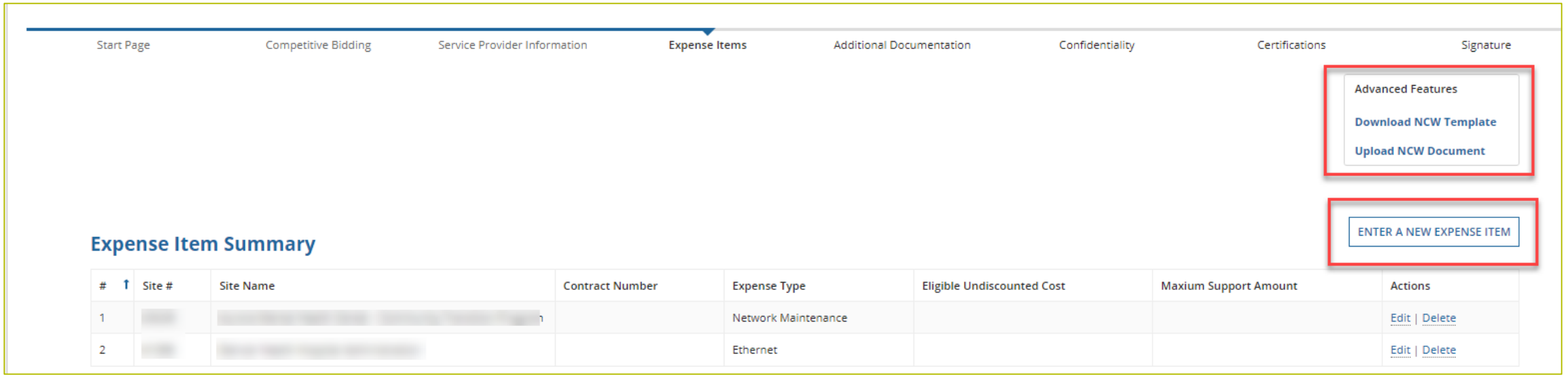
Service Provider Information

- Select **498 ID/SPIN**.
- Click **Save and Continue**.



Expense Items – Summary Page

- Download NCW Template and save to your computer.
- Populate information and upload NCW to system.
- Any information entered manually will be overwritten by NCW document once it's uploaded.

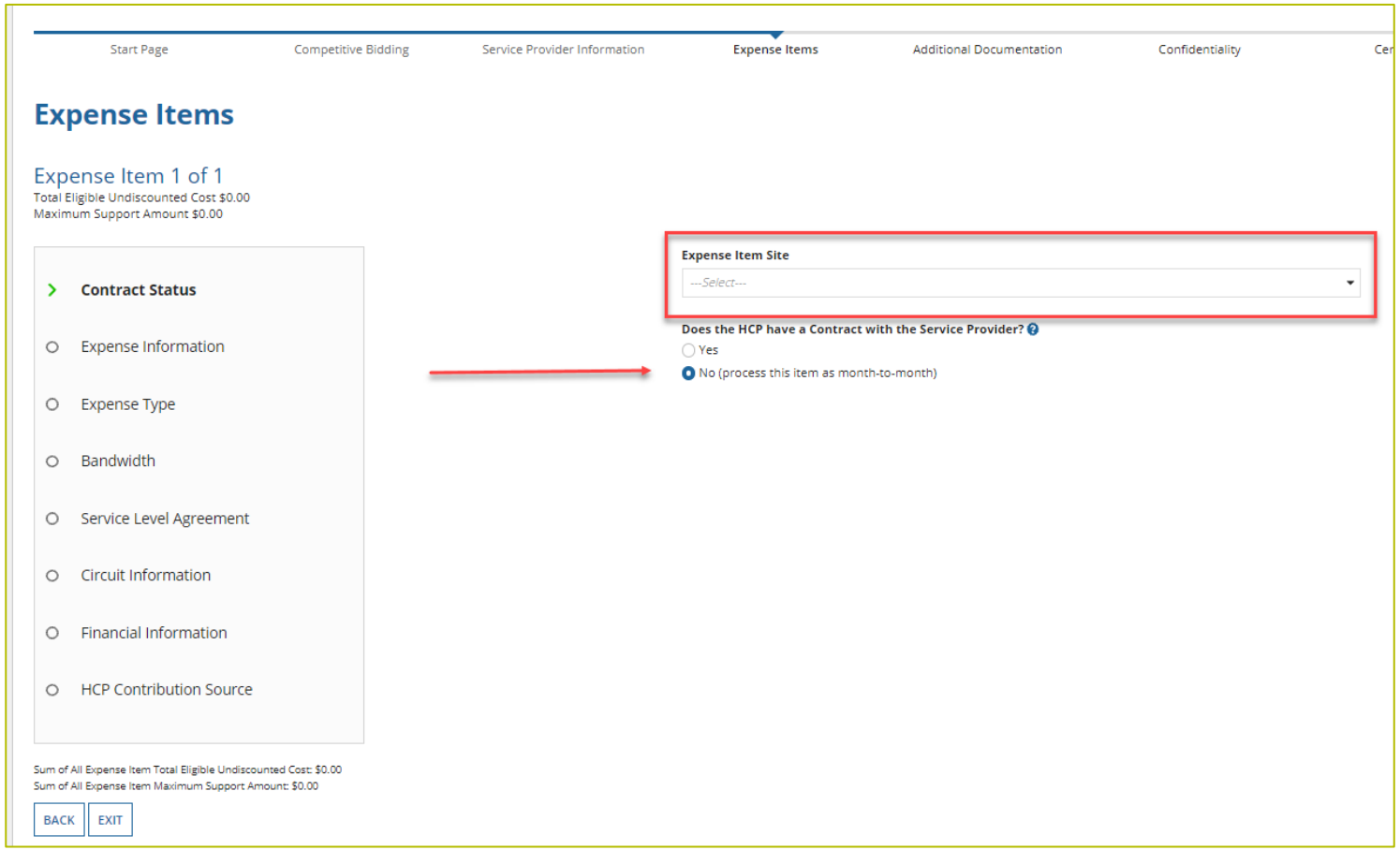


FCC Form 462 Submitted Without a Contract

- If a bill is uploaded without a contract, the reviewer will treat the form as a month-to-month funding request and confirm that the applicant is compliant with the competitive bidding rules.
- Only forms submitted with contracts are eligible for multi-year funding.
  - Forms submitted as month-to-month are eligible for up to one funding year of support.
- Applicants will need to competitively bid services each year if they do not submit a contract with their FCC Form 462.
- When submitting a funding request as month-to-month (without a contract), check the **month-to-month** box.

Expense Items – Contract Status

- For consortia applicants, select a member site from drop-down menu.
- Select **No** for submission without contract (month-to-month).

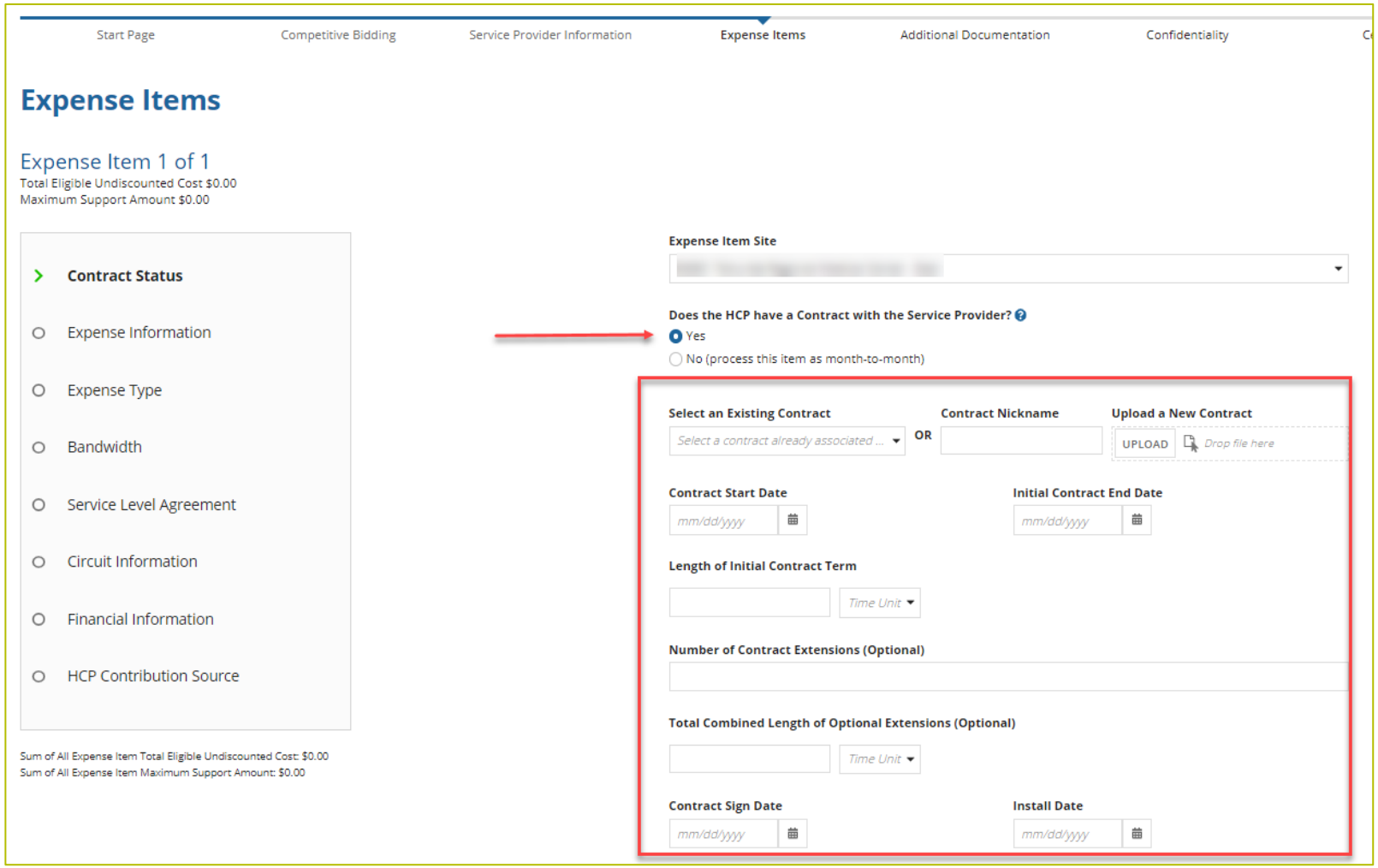


FCC Form 462 Submitted With a Contract

- To have a contract reviewed for evergreen status, click the **Select a Contract** button on the Expense Items Tab.
  - This will generate a contract ID that USAC uses for the evergreen review process.
- Contracts uploaded using the **Other Documentation** button will not be reviewed for evergreen status.
- Notification of evergreen status is reflected in the FCL.

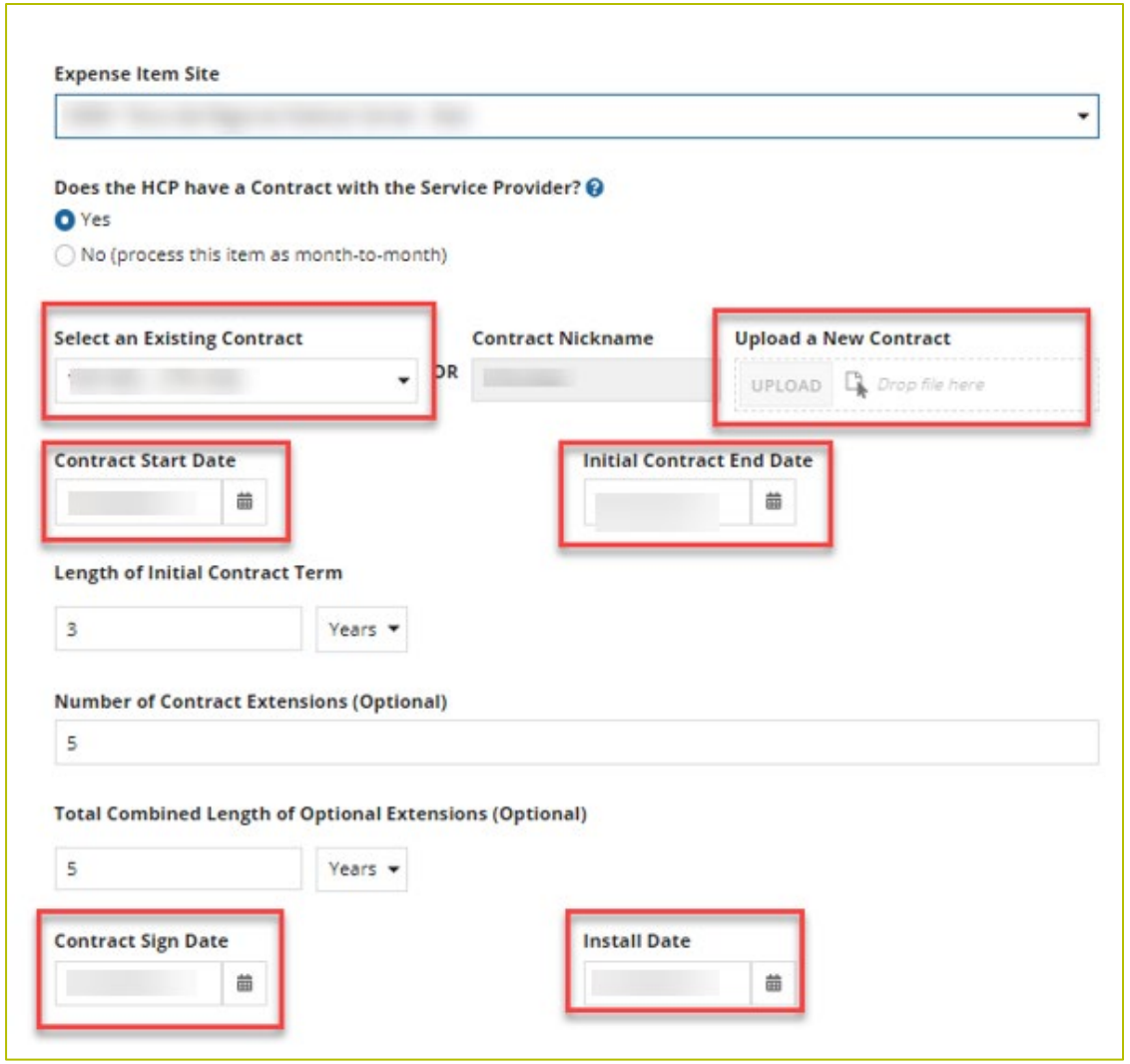
Expense Items – Contract Status (continued)

- Select **Yes** for submission with contract.
- Select an existing contract or upload a new contract.
- Enter information about the contract.



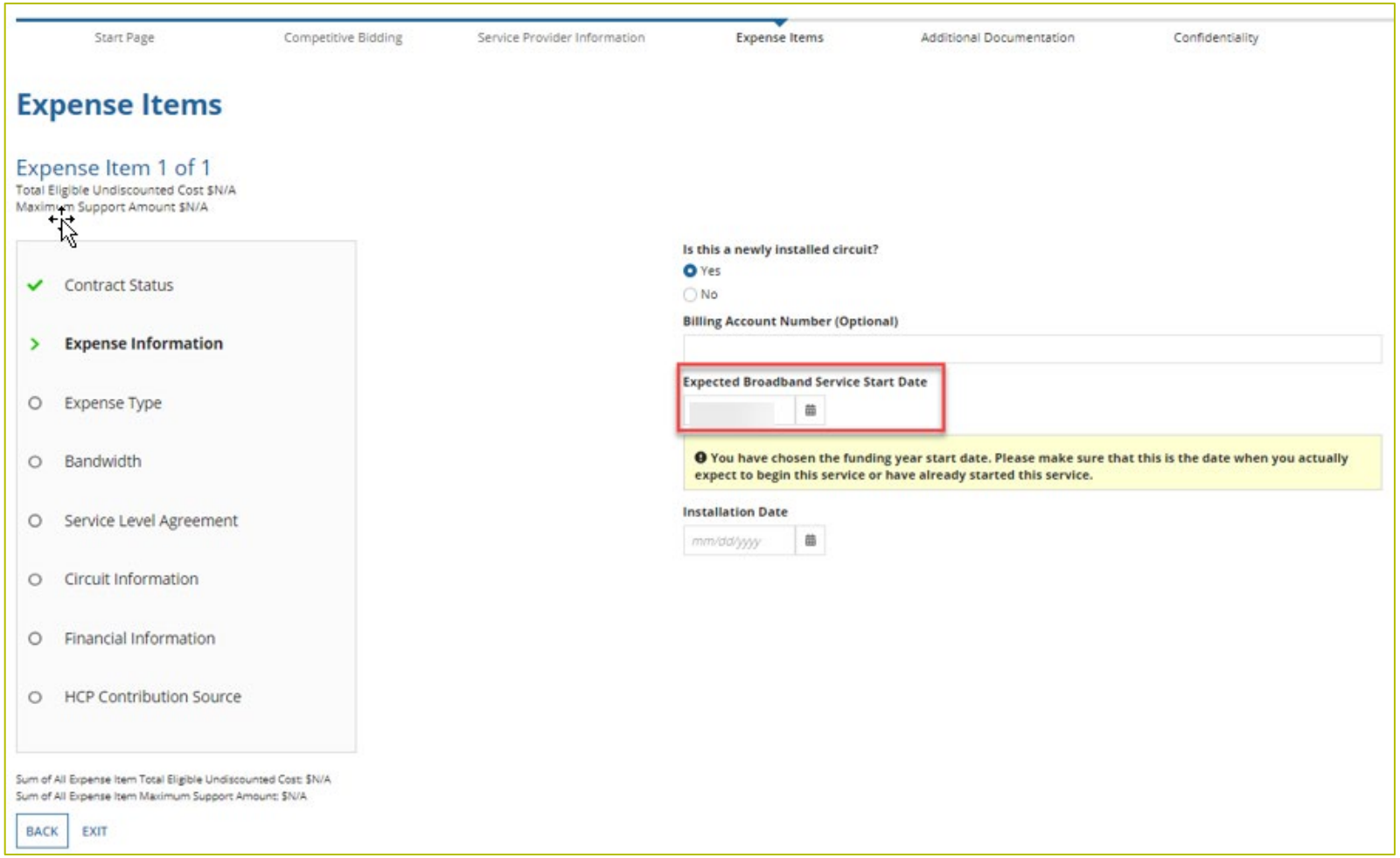
Expense Items – Contract Status (continued)

- Enter the **Contract Start Date**, **Initial Contract End Date**, **Contract Sign Date**, and **Install Date**.
- Reviewers will read the contract to confirm all information entered.



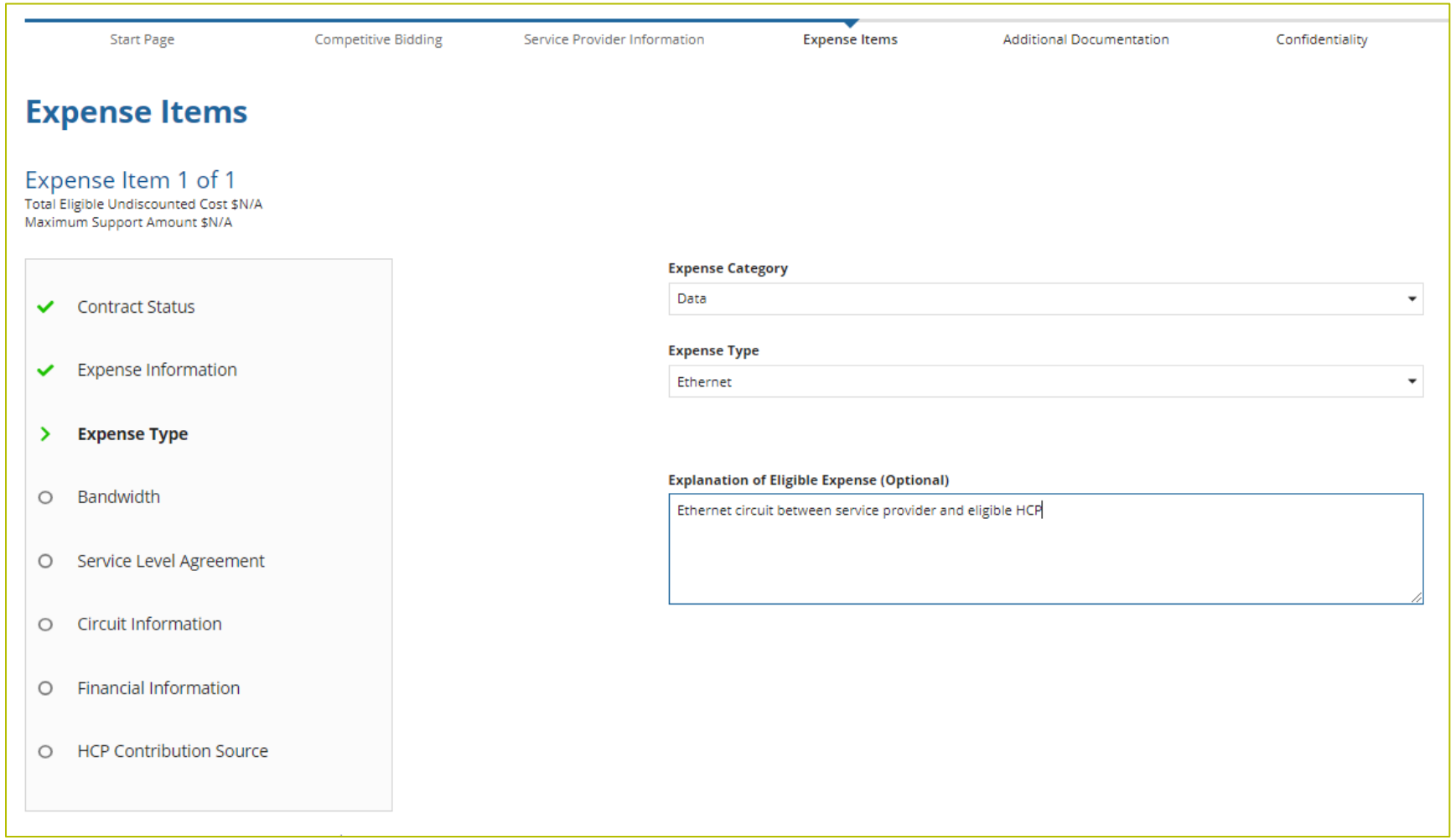
Expense Items – Expense Information

- Enter **Expected Broadband Service Start Date**.



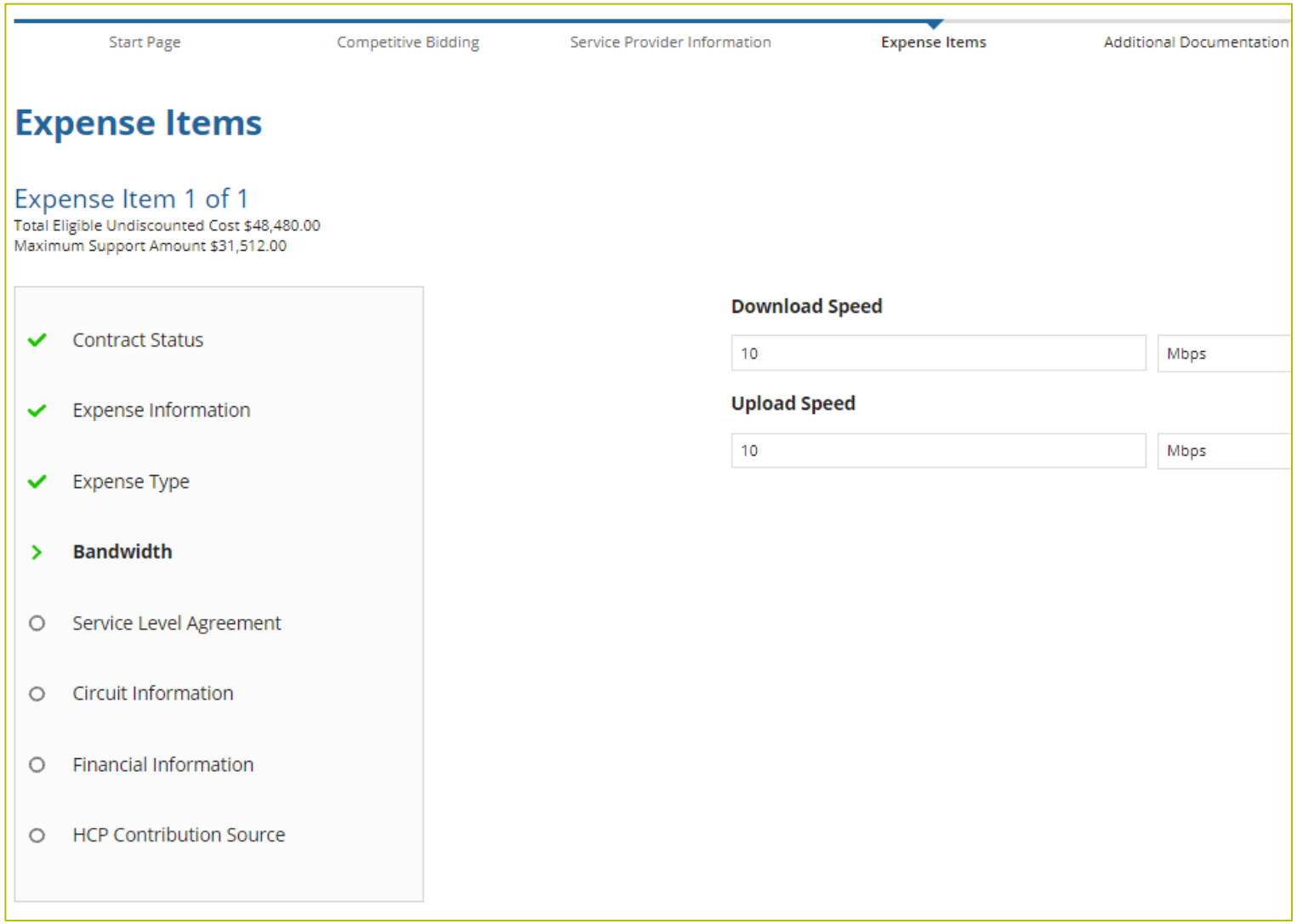
Expense Items – Expense Type

- Choose **Expense Category** and **Expense Type** from the drop-down menus.
- Provide a brief explanation of the eligible expense.



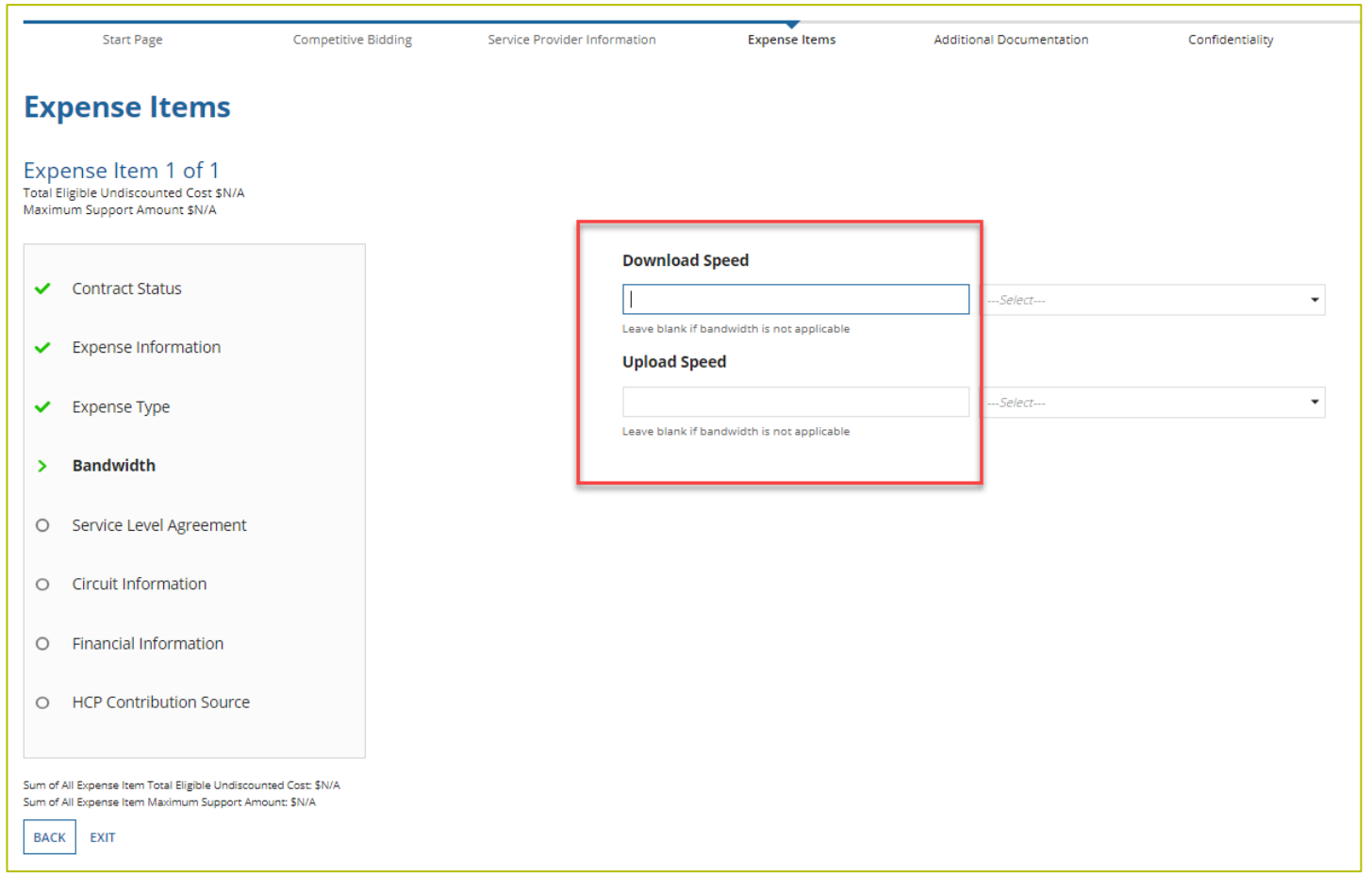
Expense Items – Bandwidth

- Enter bandwidth speeds.



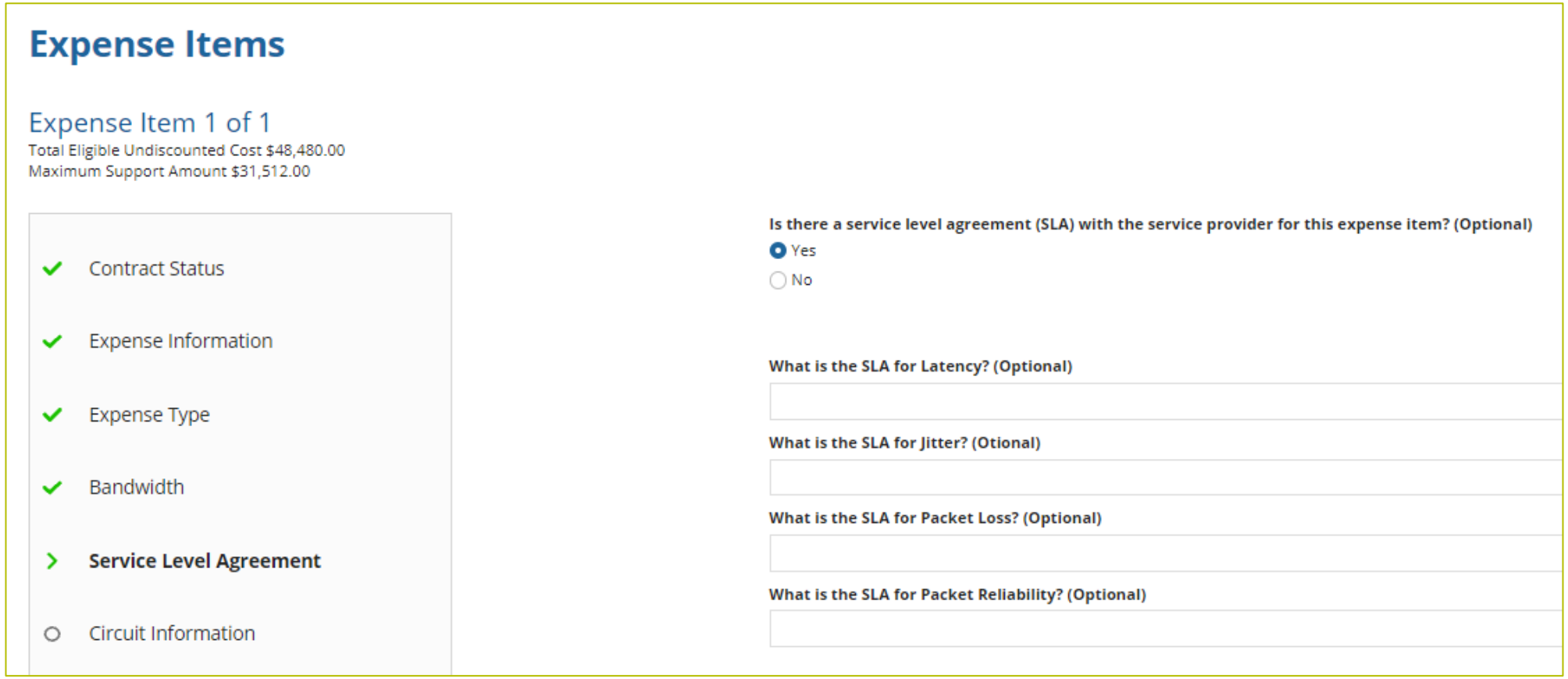
Expense Items – Bandwidth (continued)

- For equipment, installation, construction, and network management services, bandwidth does not have to be entered if not applicable.
- For all other services, bandwidth is required.



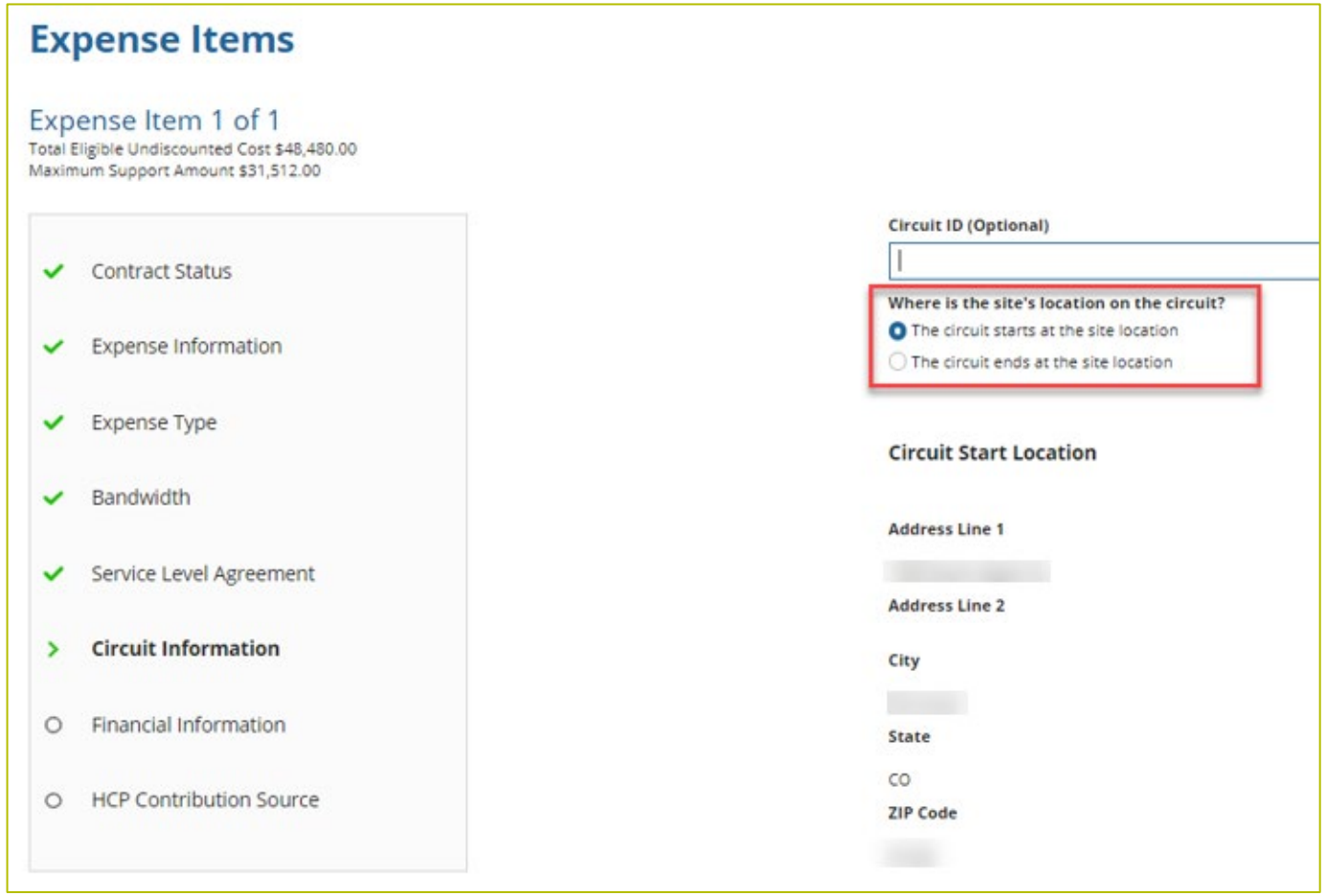
Expense Items – Service Level Agreement (SLA)

- If **No** is selected, fields will not appear.
- If **Yes** is selected, enter the information about the SLA.



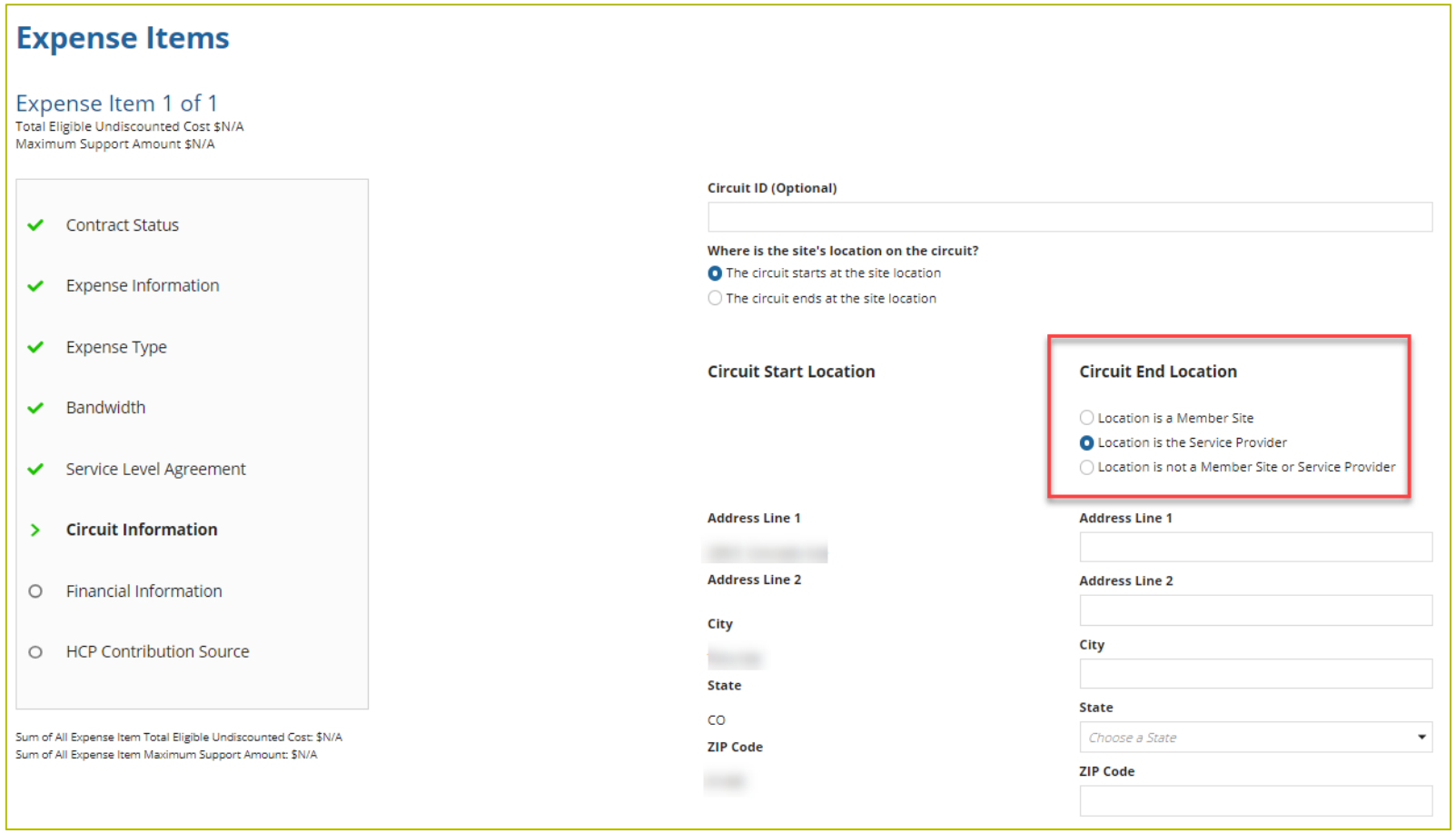
Expense Items – Circuit Information

- Address of HCP on the expense item will pre-populate based on information in the FCC Form 460.

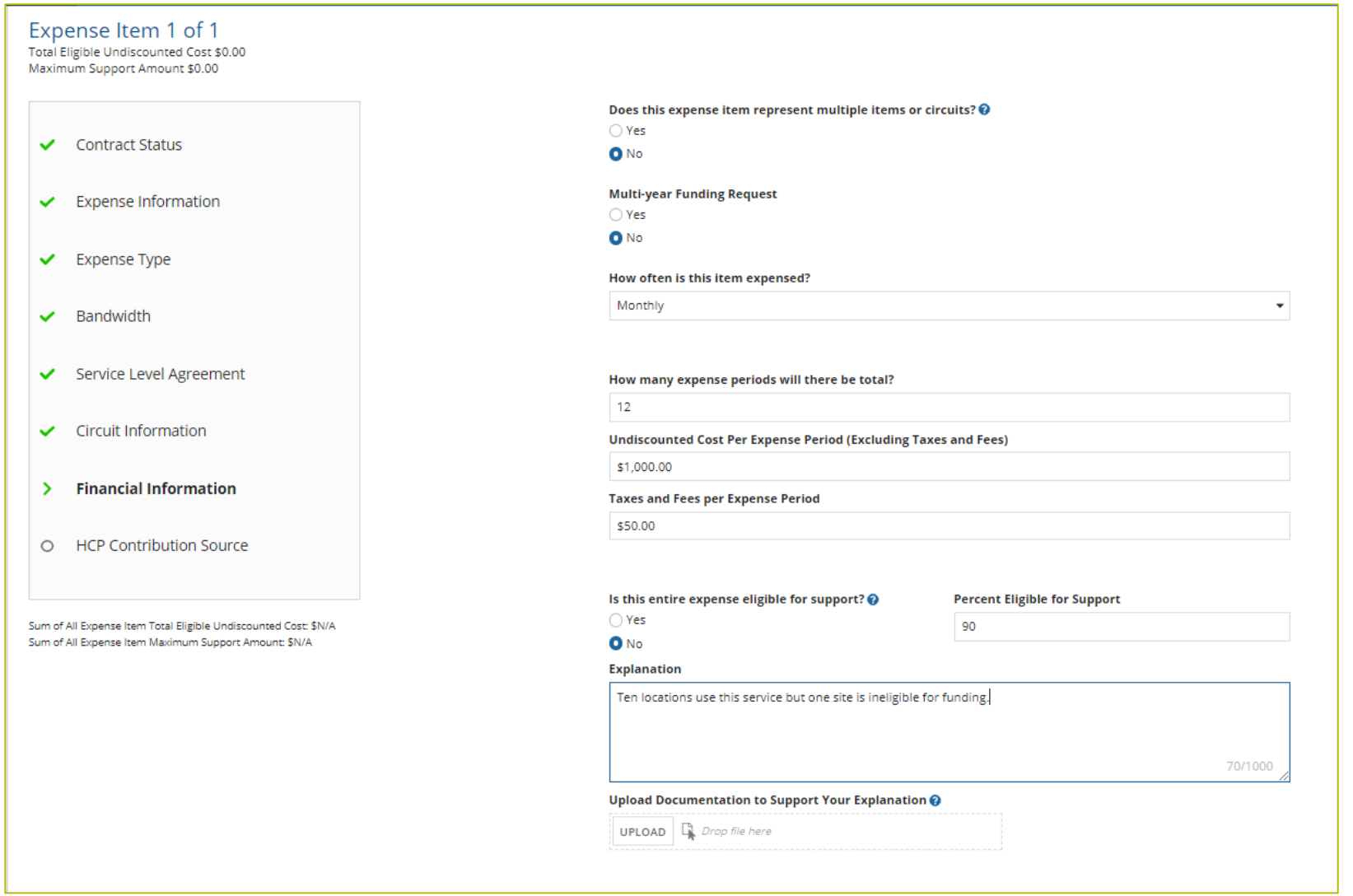


Expense Items – Circuit Information (continued)

- If the HCP is an Administrative Office or Data Center, the location on the other end of the circuit is required.
- For all other entity types, addresses are suggested but not required to advance to the next page.

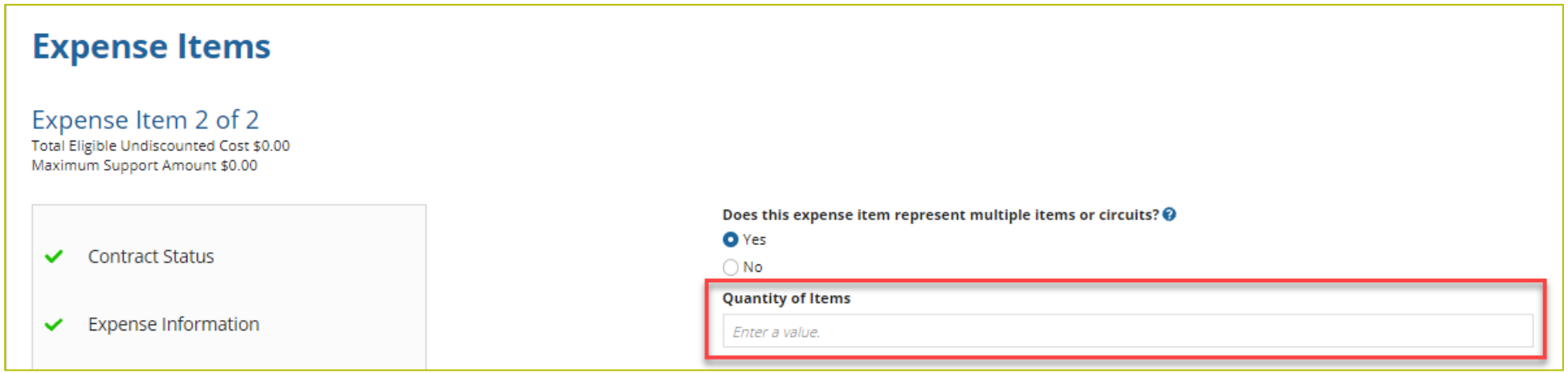


Expense Items – Financial Information



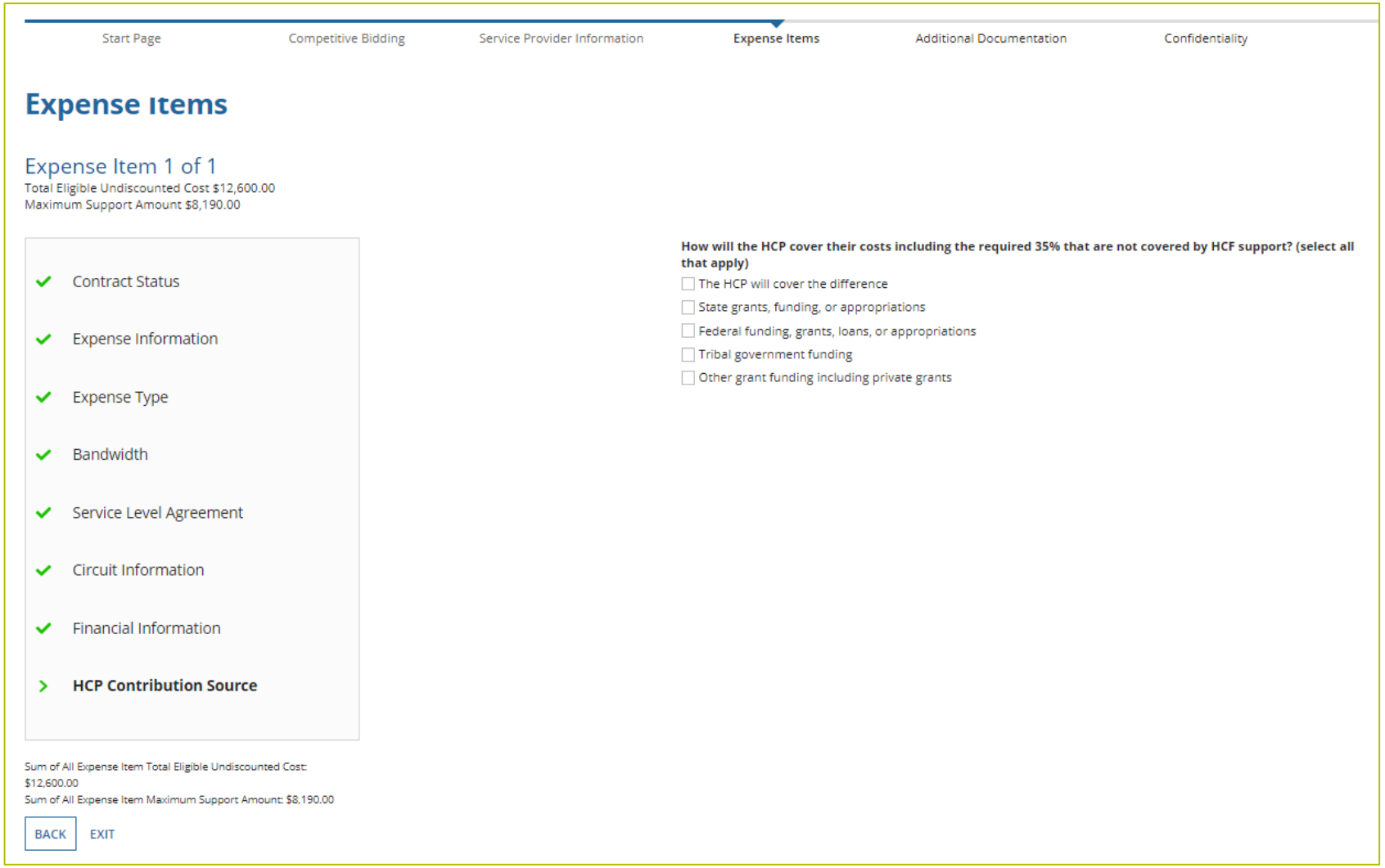
Expense Items – Multiple items

- Enter quantity of items, for example number of routers or PRI lines.

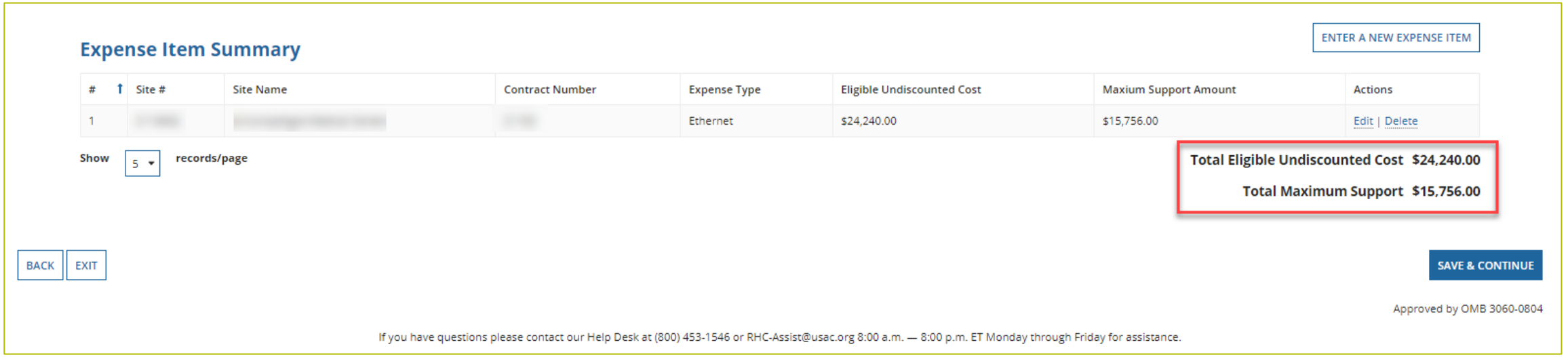


Expense Items – HCP Contribution Source

- Check all that apply.

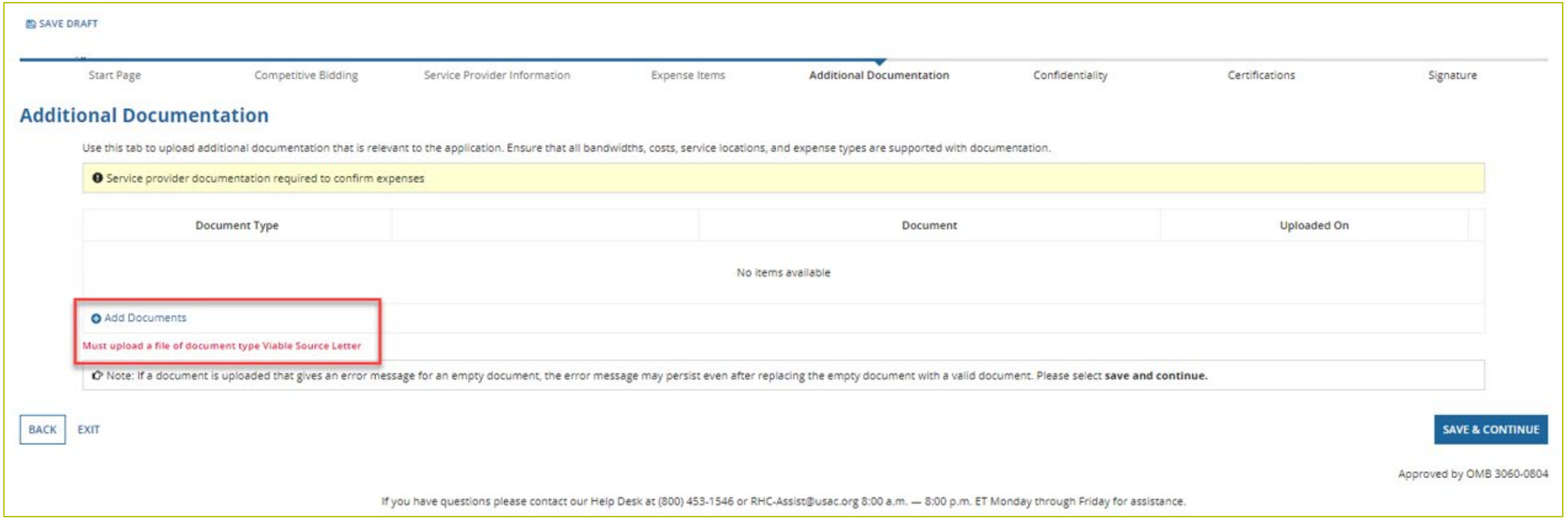


Expense Items – Summary

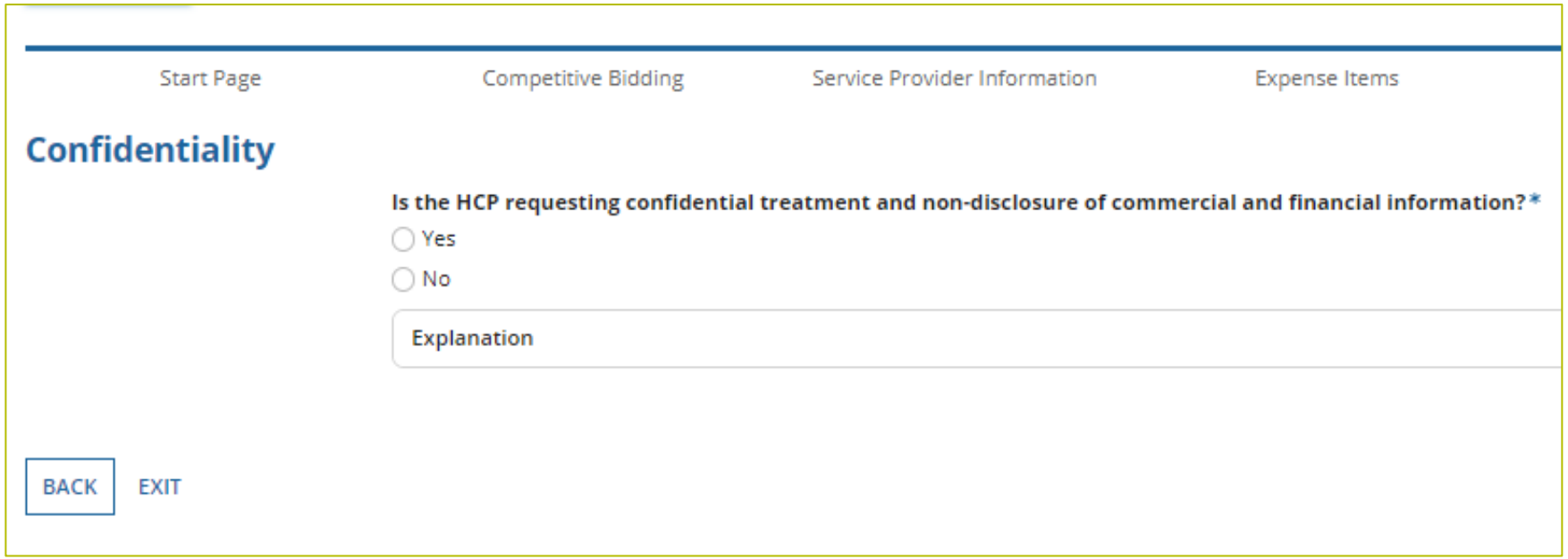


Additional Documentation

- For consortia, a viable source letter must be uploaded before moving forward.

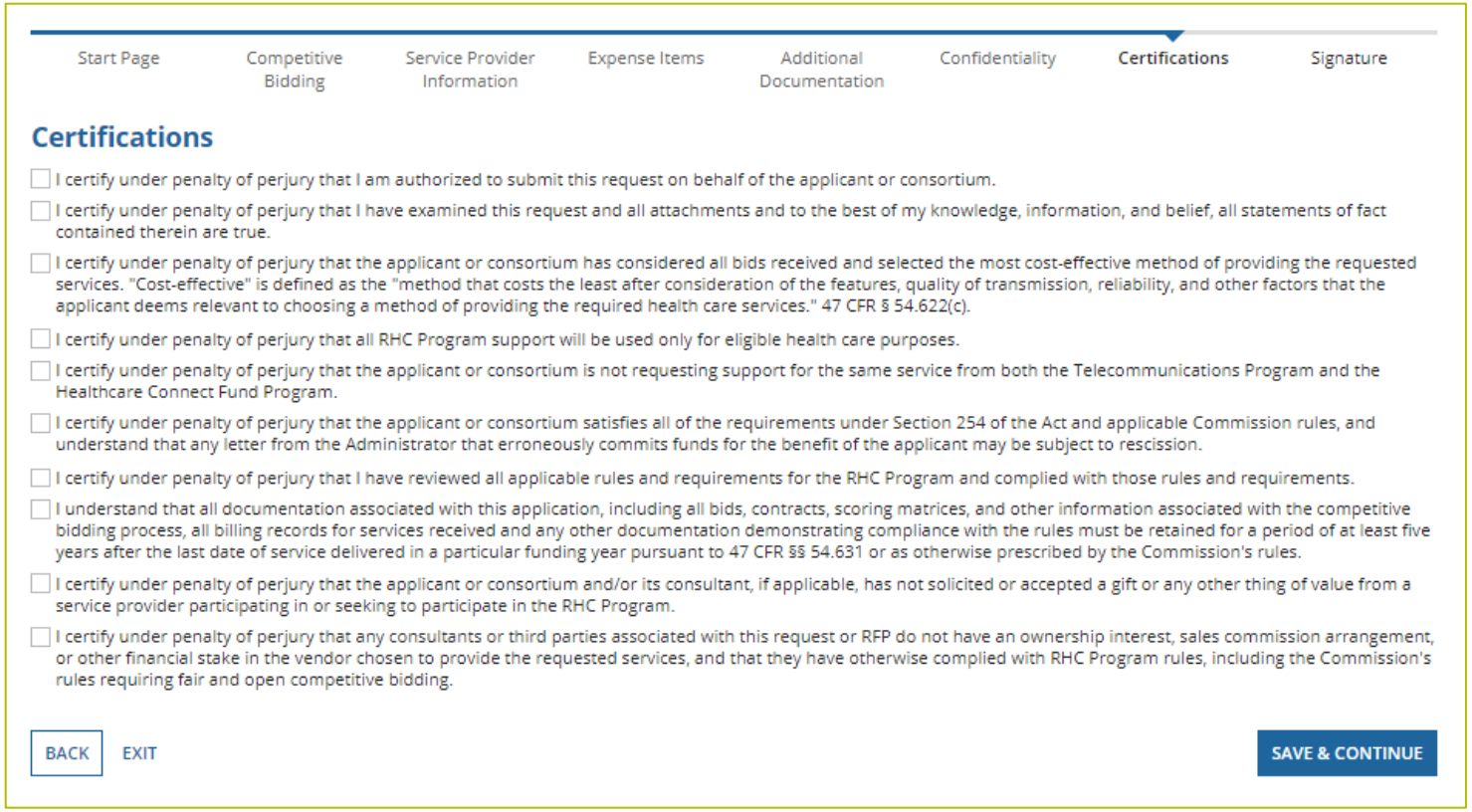


Confidentiality



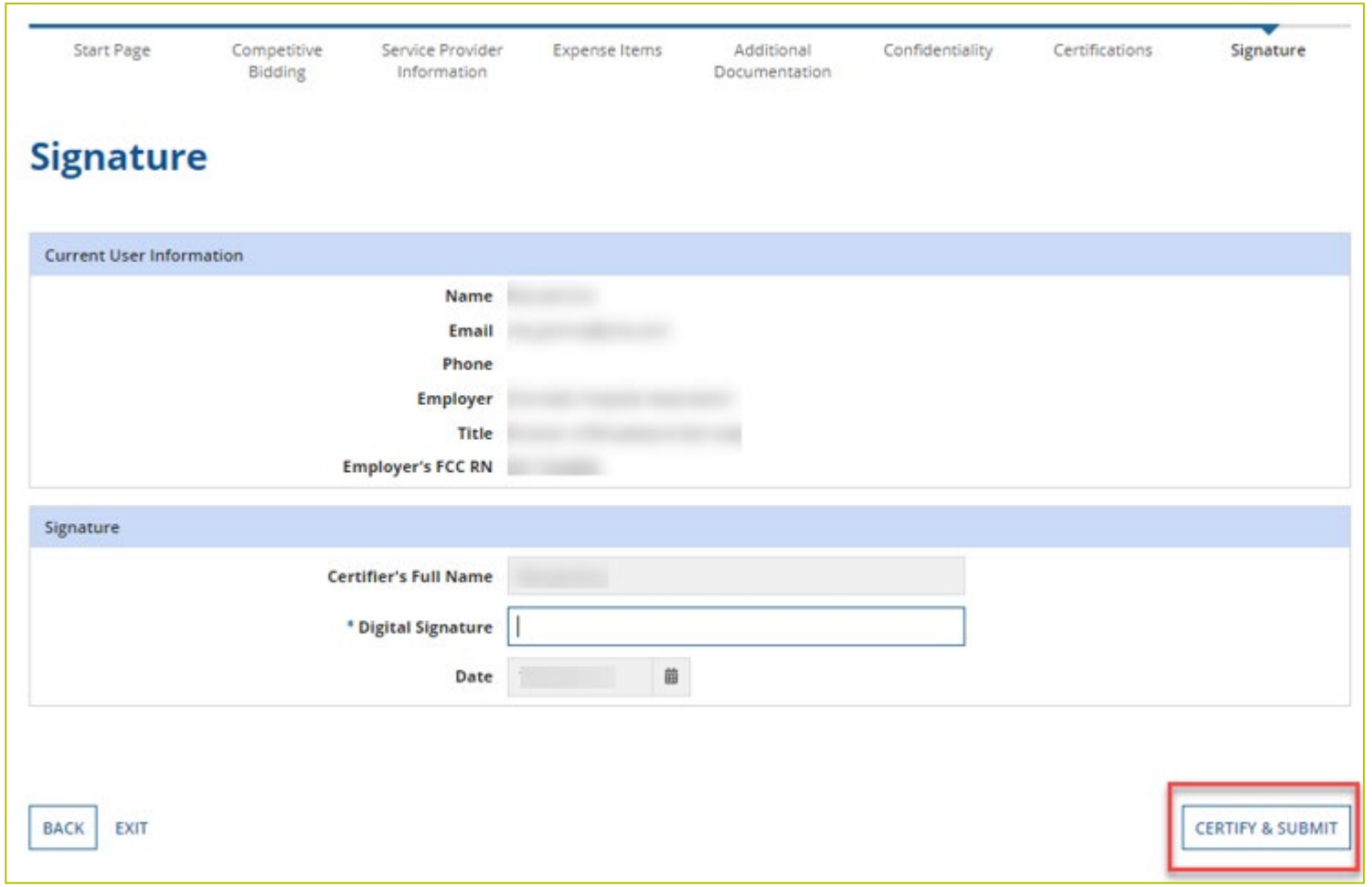
Certifications

- All certifications must be clicked to proceed.



Signature

- Sign by typing your first and last name into the **Digital Signature** field.



After Submitting

- You will receive an email letting you know that your form has been received.
  - If you do not receive an email, please go back into RHC Connect and be sure that you signed and submitted the form.
- A reviewer will reach out if additional information is needed.
- No funding decisions will be issued until after the close of the filing window period.
- Once your funding request has been approved, you will receive a funding commitment letter (FCL) that will include all corresponding information to your funding request including evergreen contract endorsement.

After Submitting (continued)

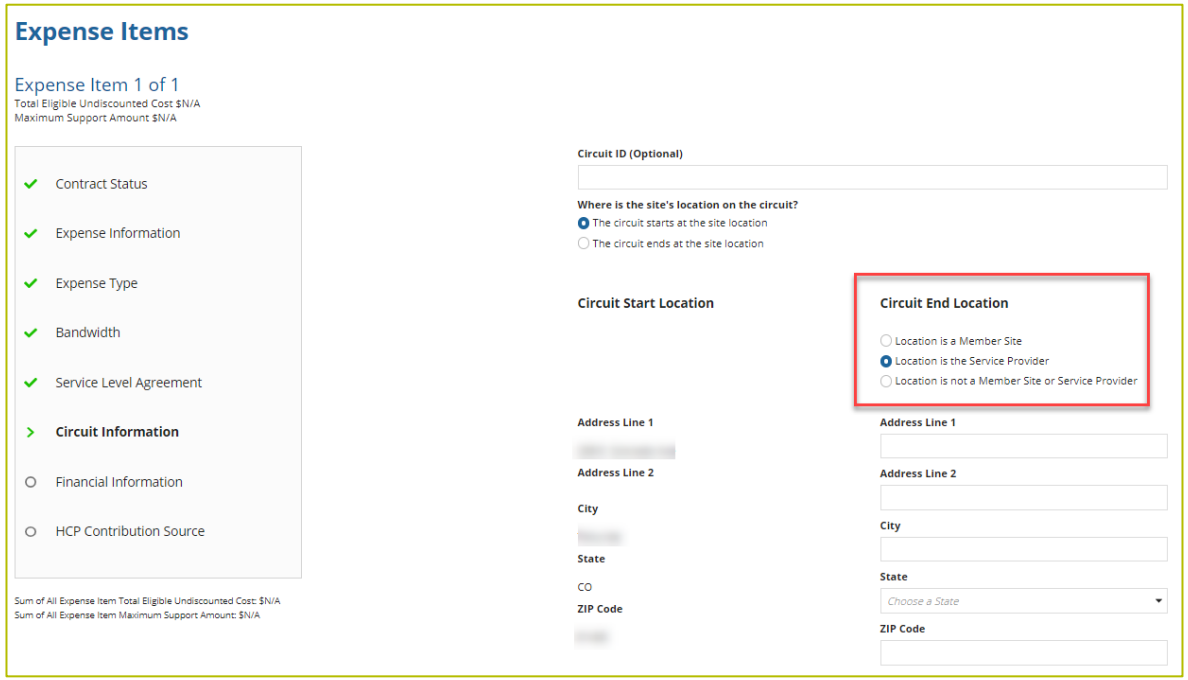
- An email will be sent confirming that your form was submitted along with a copy of the PDF form. If you do not receive a confirmation email, reach out to the RHC Customer Service Center at RHC-Assist@usac.org.
- Respond to Information Requests within 14 calendar days or by the deadline listed in the email.
  - Failure to respond to the Information Request will result in a denial.
- Applicants can receive HCF Program Information Requests through RHC Connect or by email.
- For FCC Forms 462, an auto-generated email will be sent directing applicants to RHC Connect to respond.
- **Applicants should respond through RHC Connect only.**

Best Practices – Off-Site Data Centers and Administrative Offices (47 CFR §54.615)

- **Provide the end location for all expense items** associated with off-site data centers and administrative offices as these entity types are only eligible for funding based on the following eligible connections:
  - Eligible HCP and off-site data center or off-site administrative office
  - Two off-site data centers
  - Two off-site administrative offices
  - Off-site data center and off-site administrative office
  - Off-site data center or off-site administrative office and the public internet or another network
- Be sure to keep the FCC Form 460 for the data center or administrative offices **updated with all sites** that are using that data center or administrative office (FCC Form 460 Block 1, Line 2 A & B).
- You will select one of three choices for the other end of the circuit:
  - Location is a member site
  - Location is a service provider
  - Location is not a member site or service provider

Expense Items – Circuit Information – Data Centers and Administrative Offices

- If **Location is a Member Site** is selected, choose the member HCP from the drop-down menu.
- Member sites in the drop-down menu reflect the sites listed on the FCC Form 460 for the off-site data center or administrative office.



Reminder - Funding Caps & Funding Limitations

- **$10,000 Exemption** (47 CFR § 54.622(i)(5))Competitive bidding requirement and exemptions)
  - Applicants do not have to go through the competitive bidding process if they are requesting $10,000 or less in undiscounted costs in aggregate for one funding year.
  - For consortium applicants, this exemption is for requested funding for the entire consortium.
- **Submitting an FCC Form 461 without an RFP** (47 CFR §54.622(e)(5)(i))Competitive bidding requirement and exemptions)
  - Consortia applicants who submit an FCC Form 461 without an RFP are limited to $100,000 per funding year (or over funding years if seeking a multi-year commitment) in program support.

Reminder - Funding Caps & Funding Limitations (continued)

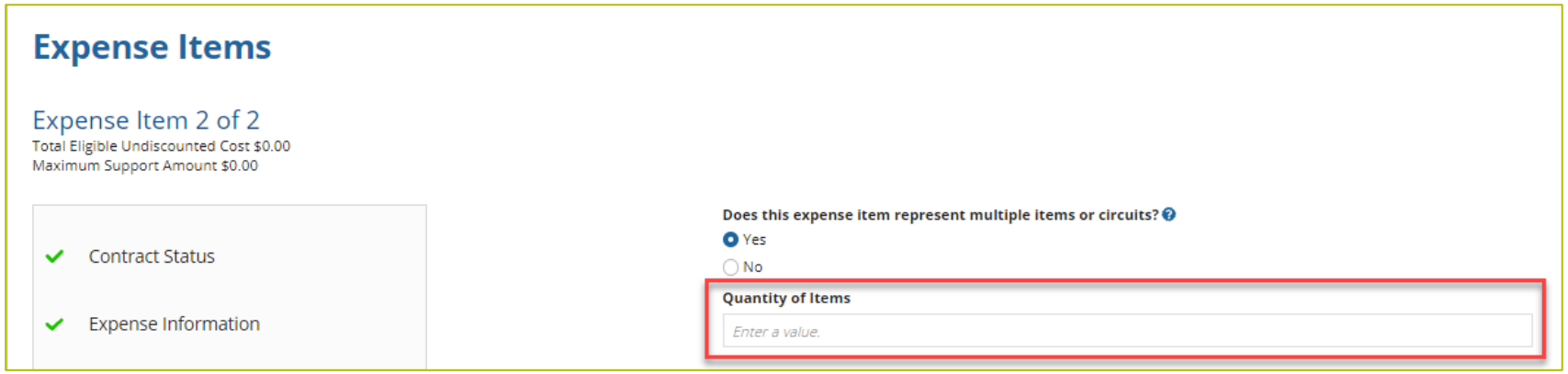
- **Large non-rural hospitals** (47 CFR § 54.607(c) Eligible recipients)
  - Eligible non-rural hospitals with 400 or more licensed patient beds may receive no more than $30,000 per year in HCF support for eligible recurring charges and no more than $70,000 in HCF support for eligible nonrecurring charges every five years.
- **Upfront Costs** (47 CFR § 54.616 Upfront payments)
  - Only consortium applicants are eligible for this expense type.
  - Upfront expenses include all non-recurring charges for services, equipment or facilities, other than reasonable and customary installation charges of up to $5,000.
  - If a consortium makes a request for support for upfront payments that exceeds, on average, $50,000 per eligible site in the consortium, support must be pro-rated over at least three years and the upfront cost must be part of a multi-year contract.
  - Supported services with associated bandwidth speeds <1.5 Mbps are ineligible for funding.

Best Practices – Equipment (47 CFR § 54.613 Eligible Equipment)

- "(a) Both individual and consortium applicants may receive support for network equipment necessary to make functional an eligible service that is supported under the Healthcare Connect Fund."
  - Equipment must be broken out into line items based on where the equipment will actually reside and must correspond to an funding request with a supported circuit.
  - A **network diagram** helps confirm where the equipment is located both at the HCP location and where the service is handed off from the service provider.
  - You must **provide the FCC Form 462 Application Number with the corresponding broadband circuit.** If we cannot confirm that there is a corresponding circuit funded under HCF, we cannot approve funding for the equipment.

Best Practices – Equipment (continued)

- Components of a piece of equipment should be broken out by part on the invoice or contract so that we can determine if any ineligible components are part of the bundle.
  - Example: Funding would not be approved for a power cord by itself if the router is ineligible.
- Clearly identify on the documentation what constitutes an “item” e.g., router, switch, etc. and list the quantity in this section of the FCC Form 462.



Best Practices – Equipment (continued)

- Use a separate line for a service contract or warranty such as “SmartNet” that accompanies a particular piece of equipment and clearly identify it on the corresponding documentation.
- Please use the drop-down menu selections to describe the equipment as accurately as possible, e.g., warranty, router (HCP owned), switch (HCP owned), firewall (HCP owned), etc.

Best Practices – Equipment for Consortia (47 CFR § 54.613 Eligible Equipment)

- "(b) Consortium applicants may also receive support for network equipment necessary to manage, control, or maintain an eligible service or a dedicated health care broadband network. Support for network equipment is not available for networks that are not dedicated to health care."
  - A **network diagram** helps confirm where the equipment is situated on the network.
  - Equipment must be **broken out into line items** based on where the equipment will actually reside.
  - Since this type of equipment is only eligible for consortia applicants, all members participating on the network should be **registered with an FCC Form 460** and the circuits that this equipment manages should be **filed as a consortium** and not as an individual applicant.
  - **Do not bundle multiple units** on one line item; please clearly identify on the documentation what constitutes an "item" and list the quantity in the FCC Form 462.
  - Please **use the drop-down menu** selections to describe the equipment as accurately as possible.
  - For these types of expenses, the applicant **must clearly demonstrate that the requested equipment performs the function** explicit in the rule, e.g., that it manages, controls or maintains a supported network.
  - Provide an **estimated** purchase date of the equipment (may differ from 7/1/2026).

Best Practices – Networks (Primarily Consortium Applicants)

- All sites participating on the network should be **registered through an FCC Form 460**.
- The documentation submitted must be associated with the HCP listed on the NCW of the FCC Form 462.
- You must clearly demonstrate through supporting documentation that the **expense listed is for the benefit of the HCP** on the line item.
- It is your responsibility to provide **clear narratives, network diagrams, and documentation** to adequately describe the network.
- Network diagrams are helpful in providing a snapshot of the network; documentation such as **contracts, invoices, and/or service orders** must confirm the diagram.
- **All supporting documentation must come from the service provider**.

Best Practices: Communicating with Your Service Provider

- Ensure your service provider is aware of all the necessary documentation needed for future steps in the application process.
- Communicate with your service provider when you reply to Information Requests.
- HCPs and service providers are required to retain documentation for a period of at least five years.

Questions?

Important Dates and Resources

HCF Program Funding Request
Best Practices for FY2026

Milestones to Apply for Funding for FY2026: RHC Program Recommended Last Day to Submit for HCPs NOT using a Request for Proposal (RFP)

RHC Program Form	Last Day to Submit for HCPs NOT using a Request for Proposal (RFP)
FCC Form 460 (Eligibility)	January 8, 2026 Recommended Date
FCC Form 461 (Request for Services)	February 10, 2026 Recommended Date
FCC Form 462 (Funding Request)	April 1, 2026 **Deadline to Submit**

*Please note that the FCC Form 460 and 461 submission dates are not mandatory deadlines, but rather recommended milestones to ensure that the FCC Form 461 is posted to USAC's website early enough for a 28-day competitive bidding period before the deadline to submit an FCC Form 462.

Milestones to Apply for Funding for FY2026: RHC Program Recommended Last Day to Submit for HCPs using a Request for Proposal (RFP)

RHC Program Form	Last Day to Submit for HCPs using a Request for Proposal (RFP)
FCC Form 460 (Eligibility)	January 5, 2026 Recommended Date
FCC Form 461 (Request for Services)	February 2, 2026 Recommended Date
FCC Forms 462 (Funding Request)	April 1, 2026 **Deadline to Submit**

*Please note that the FCC Form 460 and 461 submission dates are not mandatory deadlines, but rather recommended milestones to ensure that the FCC Form 461 is posted to USAC's website early enough for a 28-day competitive bidding period before the deadline to submit an FCC Form 462.

Online Resources

- RHC Learn webpage
- Welcome to RHC Connect – FCC Form 462 webpage
- RHC Connect User Guide - FCC Form 462
- Information Request tip sheet
- Competitive Bidding Exemptions webpage
- Request for Proposals (RFPs) webpage
- Network Plan webpage
- Equipment Tip Sheet
- Off-site Data Centers and Administrative Offices Tip Sheet
- Funding Limitations Tip Sheet

To view all FCC Orders, please visit the FCC Orders and Resources webpage.

Upcoming Trainings

- FY2026 Telecom Program Funding Request Best Practices webinar.
  - When: Wednesday, December 17, 2025, from 2 – 3 p.m. ET – Register
- User Management in RHC Connect webinar.
  - When: Wednesday, January 21, 2026, from 2 – 3 p.m. ET – Register
- RHC webinars are posted on the Upcoming Dates webpage on the USAC website.

RHC Program Customer Service Center

Email: RHC-Assist@usac.org

- Include in your email
  - HCP Number
  - FRN Number

- Phone: **(800) 453-1546**
  - Hours are 8 a.m. – 8 p.m. ET
  - Monday- Friday

RHC Customer Service Center

The RHC Customer Service Center CAN	The RHC Customer Service Center CANNOT
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!

Available for Public Use

Universal Service
Administrative Co.