



# **HCF Program Funding Request Best Practices for FY2026**

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

# Housekeeping – Closed Captioning (CC)

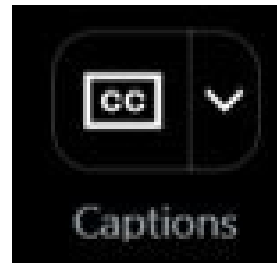
- Attendees control their own captioning.



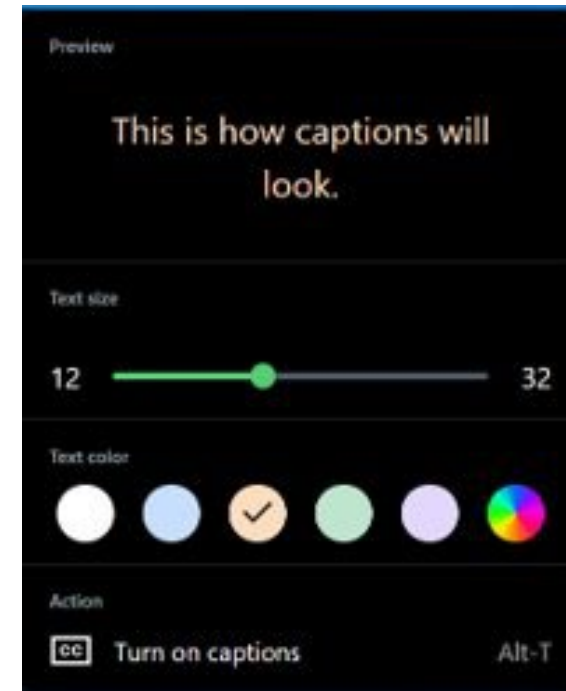
- You control the caption font size and color.
- Toggle CC off and on at your preference.



Captions ON

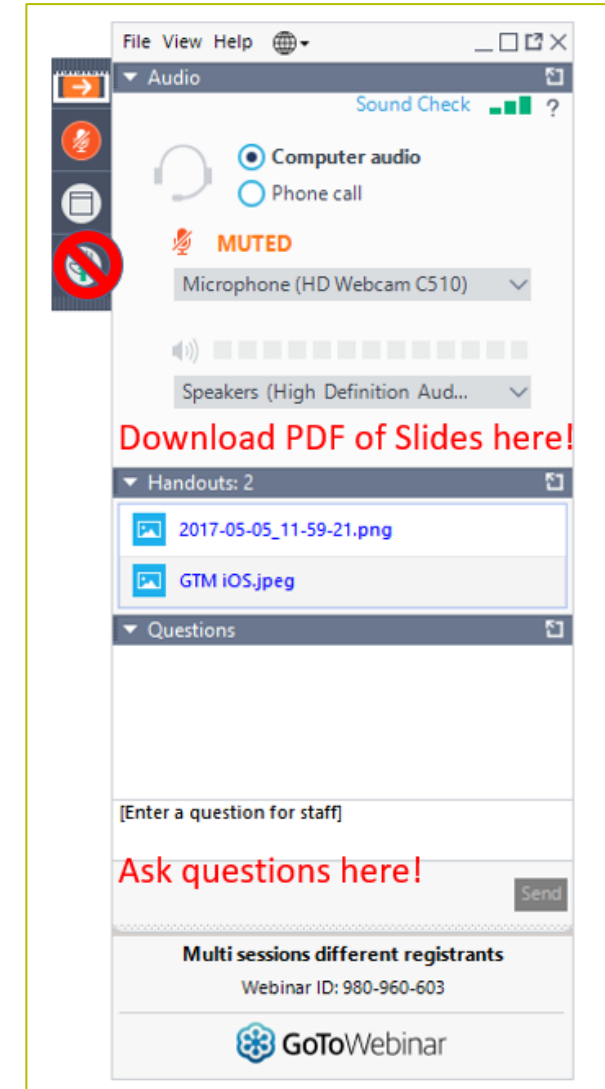


Captions OFF



# 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*

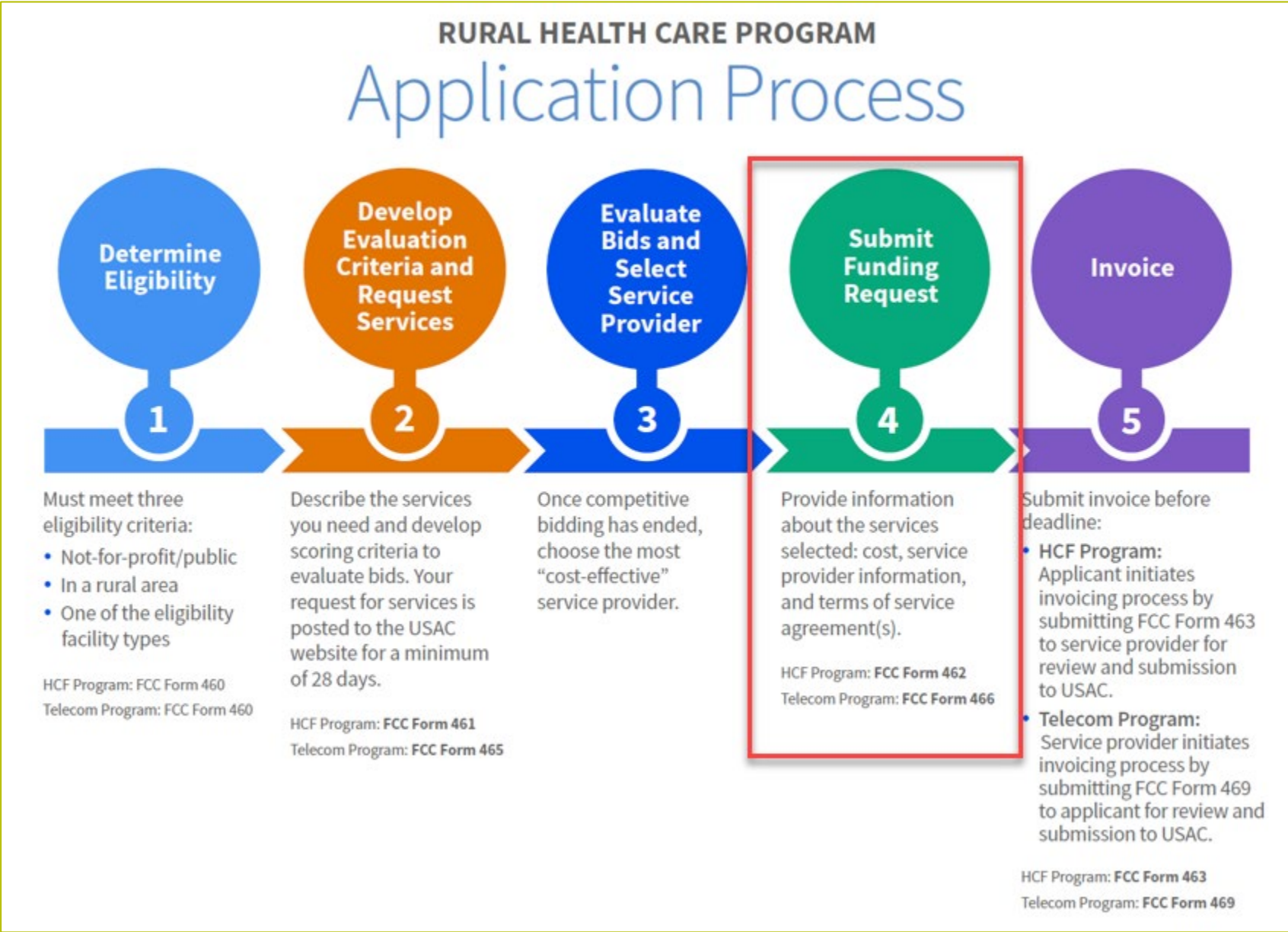
# Glossary

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

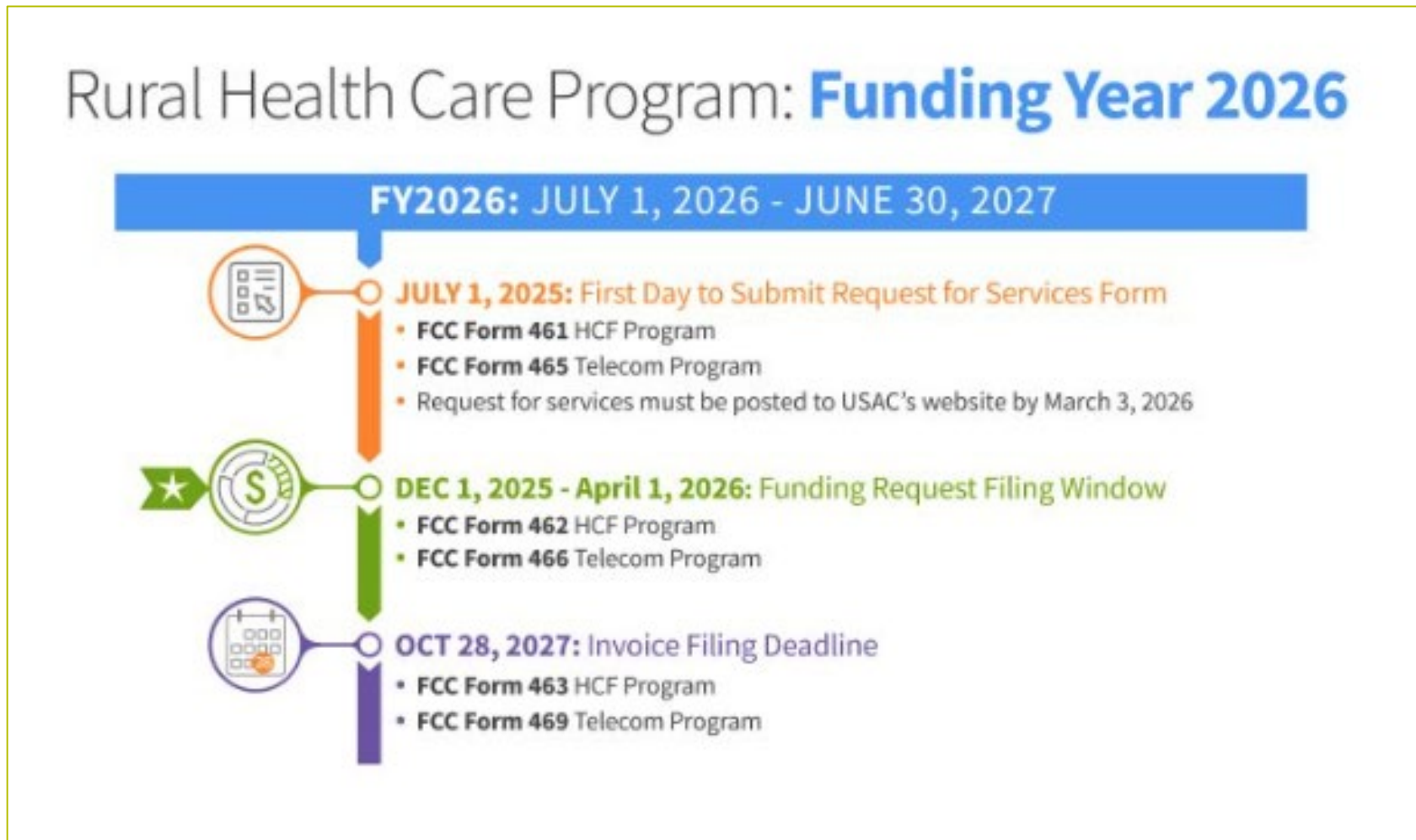
# **Funding Request Overview**

HCF Program Funding Request  
Best Practices for FY2026





# 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 14<sup>th</sup> 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)

**Spectrum BUSINESS**

Invoice Number: [REDACTED]  
 Account Number: [REDACTED] **BAN**  
 Security Code: [REDACTED]  
 Service At: [REDACTED] **Circuit location**

**SPECTRUM BUSINESS NEWS**

**Contact Us**  
 Visit us at [SpectrumBusiness.net](http://SpectrumBusiness.net)  
 Or, call us at 1-877-283-8091

Save money with Spectrum Mobile when you switch to the fastest mobile provider in the nation. Call 1-833-589-1743 to see how much you can save!

Page 2 of 4

**HCP name**  
 [REDACTED] **PHYSICIANS**

Invoice Number: [REDACTED]  
 Account Number: [REDACTED] **BAN**  
 Security Code: [REDACTED]

**Charge Details**

Previous Balance		69.91
Payment Received	06/02	-69.91
Remaining Balance		\$0.00

**Referenced billing period**  
 Services from 06/16/ through 07/15/

**Spectrum Business Internet**

Broadband Internet Promo		-30.04
Static IP Address		14.99
High Speed Internet Discount		-20.00
Broadband High Speed Data	<b>Bandwidth</b> 12M x 1.5M	189.99
		\$154.94

**Service type**  
 Spectrum Business™ Internet Total **MRC** \$154.94

# Questions?

# **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.

**Additional Program Guidance**  
COVID-19 Response  
**FCC Report and Order 19-78**  
Funding Year Overview  
Authorizations ▾  
Competitive Bidding Exemptions ▾  
Site and Service Substitutions  
Document Retention  
FCC Orders and Resources

## FCC Report and Order 19-78

On August 20, 2019, the Federal Communications Commission (FCC) released a Report and Order reforming the Rural Health Care (RHC) Program to promote transparency and predictability, and to further the efficient allocation of limited program resources while guarding against waste, fraud, and abuse. The Report and Order was published in the Federal Register on October 11, 2019 and effective on November 12, 2019. Read the Report and Order [here](#).

While the Report and Order includes a number of changes to the RHC Program, the overall structure of the Program will remain the same. As before, the RHC Program will still have two sub-programs: the Healthcare Connect Fund (HCF) Program and the Telecom Program. Further, applicants will still be required to seek eligibility, submit requests for funding, requests for services, and invoicing forms.

**Additional Resources**  
[FCC Report and Order](#)   
[Report and Order 19-78 Tip Sheet](#)  
[Summary Webinar](#)  
[Webinar Slides](#)   
[Public Notice DA 19-1253](#) 

# 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

 In accordance with the Supply Chain orders, new certifications have been added to the following forms: RHC - FCC Form 463 and the Telecommunications (Telecom) and High Cost & Lifeline - FCC Form 481. Service providers are required to submit these annual certifications. For additional information, visit [this link](#).



### Upcoming Dates

11/02

11/02

11/09

[see full calendar](#)

### 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.

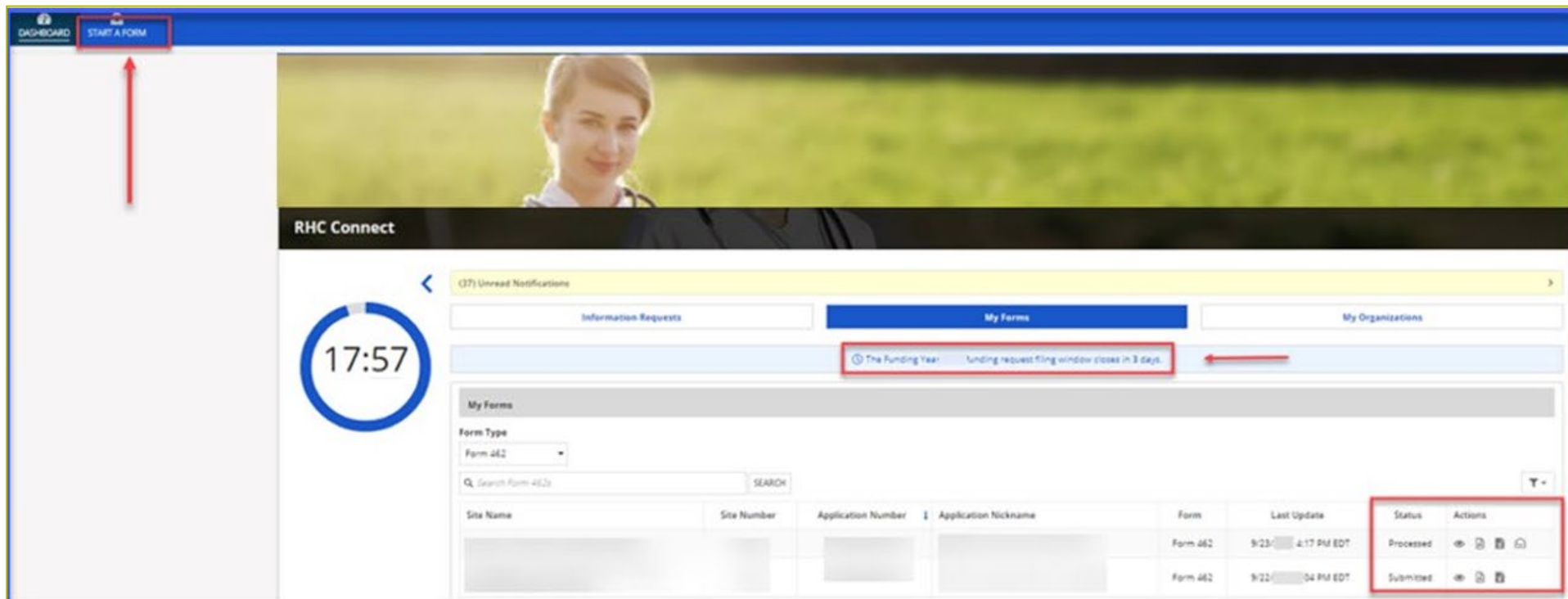
**RHC My Portal** - Health care providers must use this section to create and submit required forms for the Telecommunications (Telecom) Program, the Connected Care Pilot Program (CCPP), and the Healthcare Connect Fund (HCF) Program for the FCC Form 460 and all required forms for FY2021 and earlier.

**Connected Care Pilot Program Annual Reports and Final Report** - Health care providers must use this form to complete, certify, and submit their required Connected Care Pilot Program Annual Reports and Final Report.

28

# 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**.

What type of Form would you like to file?

18:06

FCC Form 461  
Develop Bid Evaluation Criteria & Select Services

FCC Form 462  
Evaluate Bids & Select Service Provider

FCC Form 463  
Invoice USAC

After determining that you are eligible, the next step is to identify the services you need and develop the bid evaluation criteria you will use to assess service provider bids by completing the FCC Form 461 (Request for Services Form).

This form provides information about the services, equipment, or network facilities selected, and certifies that those services were the most cost-effective option of the offers received.

Once you receive a bill from the service provider, you can create an invoice for the services received using the FCC Form 463.

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

Funding Year

Application Number

Funding Priority

Consortium FRN #1

Priority 5

EXIT

SAVE & CONTINUE

# Competitive Bidding

DASHBOARD

START A NEW FORM

SAVE DRAFT

Start PageCompetitive BiddingService Provider InformationExpense ItemsAdditional Documentation

## Competitive Bidding

Is the HCP requesting that this application be exempt from competitive bidding? ?


☐ Yes☐ No


Explanations

BACKEXIT



# Competitive Bidding (continued)

 DASHBOARD

 START A NEW FORM

SAVE DRAFT

Start Page

Competitive Bidding

Service Provider Information


Expense Items

Additional Documentation

Confidentiality

Certifications

## Competitive Bidding

Is the HCP requesting that this application be exempt from competitive bidding? 

☐ Yes

☐ No

Explanations

If your site meets one of the competitive bidding exemptions below, you are not required to submit the FCC Form 461 and go through the competitive bidding process. You are exempt from competitive bidding if any of the following apply:

- Government Master Service Agreement (MSA):** You are seeking support for services and equipment purchased from master service agreements (MSAs) negotiated by a federal, state, Tribal, or local governmental entity on the applicant's behalf, and awarded pursuant to applicable federal, state, Tribal, or local competitive bidding requirements.
- Master Service Agreements (MSA) Approved Under the Rural Health Care Pilot Program or HCF Program:** You are opting into an existing MSA approved under the Rural Health Care Pilot program or the HCF program and seeking support for services and equipment purchased from the MSA, as long as the MSA was developed and negotiated in response to an RFP or request for services that specifically solicited proposals that included a mechanism for adding additional sites to the MSA.
- Evergreen Contract:** You have an existing contract already endorsed by USAC as evergreen.
- Schools and Libraries Program Master Contracts:** You are an eligible HCP in a consortium with participants in the Schools and Libraries (E-rate) program and are purchasing services and/or network equipment under a contract approved under the E-rate program as a master contract.
- Annual Undiscounted Cost of \$10,000 or Less:** If you are seeking support for \$10,000 or less of total undiscounted eligible expenses for a single year you may bypass the competitive bidding process.
  - For consortia applicants, this exemption is \$10,000 for all funding requests submitted for the consortium.
  - Note: If you select this option on your FCC Form 462, you will not be able to request a multi-year funding commitment.

BACK

EXIT

# 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

SAVE DRAFT

Start Page

Competitive Bidding

Service Provider Information

Expense Items

Additional Documentation

Confidentiality

Certifications

Signature

Competitive Bidding

Is the HCP requesting that this application be exempt from competitive bidding?

☒ Yes

☐ No

Explanations

Select the exemption that the HCP is claiming

☐ Annual Undiscounted Cost of \$10,000 or less

☐ Government Master Services Agreement

☐ Pre-Approved Master Services Agreement

☒ Evergreen Contract

☐ E-rate Approved Contract

Contracts

Contract Name	Contract Document	Contract Sign Date	Contract End Date	Initial Contract Term
No items available				

ADD CONTRACT

EDIT

DELETE

BACK

EXIT

SAVE & CONTINUE

# 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.

Start Page Competitive Bidding Service Provider Information

### Competitive Bidding

Is the HCP requesting that this application be exempt from competitive bidding? \*

☒ Yes  
☐ No

Select the exemption that the HCP is claiming \*

☐ Annual Undiscounted Cost of \$10,000 or less  
☐ Government Master Services Agreement  
☐ Pre-Approved Master Services Agreement  
☒ Evergreen Contract  
☐ E-rate Approved Contract

**New Contract**

Select an Existing Contract \*

Select a contract already associated with this HCP ▼

Please select a contract.

Contract Sign Date  mm/dd/yyyy Contract End Date (Optional)  mm/dd/yyyy

Length of Initial Contract Term  Time Unit ▼

Number of Contract Extensions (Optional)

Total Combined Length of Optional Extensions (Optional)  Time Unit ▼

**CANCEL**

Start Page Competitive Bidding Service Provider Information

### Competitive Bidding

Is the HCP requesting that this application be exempt from competitive bidding? \*

☒ Yes  
☐ No

Select the exemption that the HCP is claiming \*

☐ Annual Undiscounted Cost of \$10,000 or less  
☐ Government Master Services Agreement  
☐ Pre-Approved Master Services Agreement  
☒ Evergreen Contract  
☐ E-rate Approved Contract

**New Contract**

Select an Existing Contract \*

▼

Contract Sign Date  Contract End Date (Optional)

Length of Initial Contract Term  36 Months ▼

Number of Contract Extensions (Optional)  5

Total Combined Length of Optional Extensions (Optional)  5 Months ▼

**CANCEL**

**BACK** **EXIT**

# Competitive Bidding Exemptions (continued)

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

[SAVE DRAFT](#)

Start Page Competitive Bidding Service Provider Information Expense Items Additional Documentation Confidentiality Certifications Signature

## Competitive Bidding

Is the HCP requesting that this application be exempt from competitive bidding? [?](#) \*

☒ Yes

☐ No

Select the exemption that the HCP is claiming \*

☐ Annual Undiscounted Cost of \$10,000 or less

☐ Government Master Services Agreement

☐ Pre-Approved Master Services Agreement

☒ Evergreen Contract

☐ E-rate Approved Contract

	Contract Name	Contract Document	Contract Sign Date	Contract End Date	Initial Contract Term
<input type="checkbox"/>					
<input type="checkbox"/>					36 Months

[ADD CONTRACT](#) [EDIT](#) [DELETE](#)

[BACK](#) [EXIT](#)

[SAVE & 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.

SAVE DRAFT

Start Page Competitive Bidding Service Provider Information

### Competitive Bidding

Is the HCP requesting that this application be exempt from competitive bidding? <sup>?</sup>

☐ Yes

☒ No

Related FCC Form 461 Application \*

Is the HCP continuing with the current service provider? \*

☐ Yes

☒ No

Number of Service Providers That Bid \*

3

#### Upload Bids

Document Type

[Add Documents](#)

Must Upload a file.

[BACK](#) [EXIT](#)

#### Upload Bids

Document Type	Document	Uploaded On
Bids		

[Add Documents](#)

[BACK](#) [EXIT](#) [SAVE & CONTINUE](#)

# Service Provider Information

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

SAVE DRAFT

Start Page   Competitive Bidding   **Service Provider Information**   Expense Items   Additional Documentation   Confidentiality   Certifications   Signature

### Service Provider Information

498 ID/SPIN  Service Provider Name

<input type="checkbox"/>	498 ID/SPIN	Service Provider Name
<input type="checkbox"/>	143022618	CenturyLink CenturyTel Solutions, LLC
<input type="checkbox"/>	143001636	CenturyLink CenturyTel of Ooltewah-Collegedale, Inc.
<input type="checkbox"/>	143002667	CenturyLink CenturyTel of the Gem State (Nevada)
<input type="checkbox"/>	143002671	CenturyLink Central Telephone Co. of Nevada (FKA)
<input checked="" type="checkbox"/>	143005231	CenturyLink Qwest Corporation

« < 6 - 10 of 67 > »

You have selected 143005231 - CenturyLink Qwest Corporation

# 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.

[Start Page](#) [Competitive Bidding](#) [Service Provider Information](#) [Expense Items](#) [Additional Documentation](#) [Confidentiality](#) [Certifications](#) [Signature](#)

[Advanced Features](#)  
[Download NCW Template](#)  
[Upload NCW Document](#)

[ENTER A NEW EXPENSE ITEM](#)

### Expense Item Summary

#	↑	Site #	Site Name	Contract Number	Expense Type	Eligible Undiscounted Cost	Maxium Support Amount	Actions
1					Network Maintenance			<a href="#">Edit</a>   <a href="#">Delete</a>
2					Ethernet			<a href="#">Edit</a>   <a href="#">Delete</a>

# 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).

The screenshot displays the 'Expense Items' section of a web application. At the top, a navigation bar includes links for 'Start Page', 'Competitive Bidding', 'Service Provider Information', 'Expense Items' (which is the active tab), 'Additional Documentation', 'Confidentiality', and 'Certification'. Below the navigation bar, the 'Expense Items' title is followed by 'Expense Item 1 of 1' and two lines of cost information: 'Total Eligible Undiscounted Cost \$0.00' and 'Maximum Support Amount \$0.00'. On the left side, a sidebar menu lists various sections: 'Contract Status' (highlighted with a green arrow), 'Expense Information', 'Expense Type', 'Bandwidth', 'Service Level Agreement', 'Circuit Information', 'Financial Information', and 'HCP Contribution Source'. The main content area on the right features a red-bordered box containing the 'Expense Item Site' dropdown menu, which currently shows '---Select---'. Below this box is a question: 'Does the HCP have a Contract with the Service Provider?' with a help icon. Two radio button options are provided: 'Yes' and 'No (process this item as month-to-month)'. The 'No' option is selected, indicated by a blue dot. A red arrow points from the 'Contract Status' sidebar item to the 'Expense Item Site' dropdown. At the bottom of the form, there are two summary lines: 'Sum of All Expense Item Total Eligible Undiscounted Cost: \$0.00' and 'Sum of All Expense Item Maximum Support Amount: \$0.00', followed by 'BACK' and 'EXIT' buttons.

Start Page Competitive Bidding Service Provider Information **Expense Items** Additional Documentation Confidentiality Cer

## Expense Items

Expense Item 1 of 1  
Total Eligible Undiscounted Cost \$0.00  
Maximum Support Amount \$0.00

**Contract Status**

- ☐ Expense Information
- ☐ Expense Type
- ☐ Bandwidth
- ☐ Service Level Agreement
- ☐ Circuit Information
- ☐ Financial Information
- ☐ HCP Contribution Source

Sum of All Expense Item Total Eligible Undiscounted Cost: \$0.00  
Sum of All Expense Item Maximum Support Amount: \$0.00

BACK EXIT

**Expense Item Site**  
---Select---

Does the HCP have a Contract with the Service Provider? ⓘ

☐ Yes

☒ No (process this item as 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.

Start Page Competitive Bidding Service Provider Information **Expense Items** Additional Documentation Confidentiality

## Expense Items

Expense Item 1 of 1  
Total Eligible Undiscounted Cost \$0.00  
Maximum Support Amount \$0.00

> **Contract Status**

- ☐ Expense Information
- ☐ Expense Type
- ☐ Bandwidth
- ☐ Service Level Agreement
- ☐ Circuit Information
- ☐ Financial Information
- ☐ HCP Contribution Source

Sum of All Expense Item Total Eligible Undiscounted Cost: \$0.00  
Sum of All Expense Item Maximum Support Amount: \$0.00

Expense Item Site

Does the HCP have a Contract with the Service Provider?

☒ Yes

☐ No (process this item as month-to-month)

Select an Existing Contract

OR

Contract Nickname

Upload a New Contract

Contract Start Date

Initial Contract End Date

Length of Initial Contract Term

Number of Contract Extensions (Optional)

Total Combined Length of Optional Extensions (Optional)

Contract Sign Date

Install Date

# 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 Item Site

Does the HCP have a Contract with the Service Provider?

☒ Yes

☐ No (process this item as month-to-month)

Select an Existing Contract OR Contract Nickname

Upload a New Contract

UPLOAD Drop file here

Contract Start Date

Initial Contract End Date

Length of Initial Contract Term

3 Years

Number of Contract Extensions (Optional)

5

Total Combined Length of Optional Extensions (Optional)

5 Years

Contract Sign Date

Install Date



# Expense Items – Expense Information

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

Start Page   Competitive Bidding   Service Provider Information   **Expense Items**   Additional Documentation   Confidentiality

## Expense Items

Expense Item 1 of 1  
Total Eligible Undiscounted Cost \$N/A  
Maximum Support Amount \$N/A


- ✓ Contract Status
- > **Expense Information**
- Expense Type
- Bandwidth
- Service Level Agreement
- Circuit Information
- Financial Information
- HCP Contribution Source

Is this a newly installed circuit?

☒ Yes  
☐ No


Billing Account Number (Optional)

Expected Broadband Service Start Date



**ⓘ You have chosen the funding year start date. Please make sure that this is the date when you actually expect to begin this service or have already started this service.**

Installation Date



Sum of All Expense Item Total Eligible Undiscounted Cost: \$N/A  
Sum of All Expense Item Maximum Support Amount: \$N/A

[BACK](#) [EXIT](#)

# Expense Items – Expense Type

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

Start Page

Competitive Bidding

Service Provider Information

Expense Items

Additional Documentation

Confidentiality

## Expense Items

Expense Item 1 of 1  
Total Eligible Undiscounted Cost \$N/A  
Maximum Support Amount \$N/A

✓ Contract Status

✓ Expense Information

> Expense Type

☐ Bandwidth

☐ Service Level Agreement

☐ Circuit Information

☐ Financial Information

☐ HCP Contribution Source

Expense Category

Data

Expense Type

Ethernet

Explanation of Eligible Expense (Optional)

Ethernet circuit between service provider and eligible HCP

# Expense Items – Bandwidth

- Enter bandwidth speeds.

[Start Page](#) [Competitive Bidding](#) [Service Provider Information](#) [Expense Items](#) [Additional Documentation](#)

## Expense Items

Expense Item 1 of 1  
Total Eligible Undiscounted Cost \$48,480.00  
Maximum Support Amount \$31,512.00

✓ Contract Status

✓ Expense Information

✓ Expense Type

> **Bandwidth**

☐ Service Level Agreement

☐ Circuit Information

☐ Financial Information

☐ HCP Contribution Source

**Download Speed**

**Upload Speed**

# 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.

The screenshot displays a web application interface for 'Expense Items'. At the top, a navigation bar includes links for 'Start Page', 'Competitive Bidding', 'Service Provider Information', 'Expense Items' (which is the active tab), 'Additional Documentation', and 'Confidentiality'. Below the navigation bar, the page title is 'Expense Items', followed by 'Expense Item 1 of 1'. Summary statistics show 'Total Eligible Undiscounted Cost \$N/A' and 'Maximum Support Amount \$N/A'. A left-hand sidebar contains a list of sections: 'Contract Status' (checked), 'Expense Information' (checked), 'Expense Type' (checked), 'Bandwidth' (expanded with a right-pointing arrow), 'Service Level Agreement' (radio button), 'Circuit Information' (radio button), 'Financial Information' (radio button), and 'HCP Contribution Source' (radio button). The main content area shows the 'Bandwidth' section, which is highlighted with a red rectangular box. This section contains two sub-sections: 'Download Speed' and 'Upload Speed'. Each sub-section has a text input field and a dropdown menu labeled '---Select---'. Below each input field is the instruction 'Leave blank if bandwidth is not applicable'. At the bottom of the page, there are two buttons labeled 'BACK' and 'EXIT', and a summary line stating 'Sum of All Expense Item Total Eligible Undiscounted Cost: \$N/A' and 'Sum of All Expense Item Maximum Support Amount: \$N/A'.

# 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

Expense Item 1 of 1  
Total Eligible Undiscounted Cost \$48,480.00  
Maximum Support Amount \$31,512.00

✓ Contract Status

✓ Expense Information

✓ Expense Type

✓ Bandwidth

> **Service Level Agreement**

○ Circuit Information

Is there a service level agreement (SLA) with the service provider for this expense item? (Optional)

☒ Yes  
☐ No

What is the SLA for Latency? (Optional)

What is the SLA for Jitter? (Optional)

What is the SLA for Packet Loss? (Optional)

What is the SLA for Packet Reliability? (Optional)

# Expense Items – Circuit Information

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

## Expense Items

Expense Item 1 of 1  
Total Eligible Undiscounted Cost \$48,480.00  
Maximum Support Amount \$31,512.00

✓ Contract Status

✓ Expense Information

✓ Expense Type

✓ Bandwidth

✓ Service Level Agreement

➤ **Circuit Information**

○ Financial Information

○ HCP Contribution Source

Circuit ID (Optional)

**Where is the site's location on the circuit?**  
☒ The circuit starts at the site location  
☐ The circuit ends at the site location

**Circuit Start Location**  

Address Line 1

Address Line 2

City

State

CO

ZIP Code

54

# 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

Expense Item 1 of 1  
Total Eligible Undiscounted Cost \$N/A  
Maximum Support Amount \$N/A

✓ Contract Status

✓ Expense Information

✓ Expense Type

✓ Bandwidth

✓ Service Level Agreement

> **Circuit Information**

○ Financial Information

○ HCP Contribution Source

Sum of All Expense Item Total Eligible Undiscounted Cost: \$N/A  
Sum of All Expense Item Maximum Support Amount: \$N/A

Circuit ID (Optional)

Where is the site's location on the circuit?  
☒ The circuit starts at the site location  
☐ The circuit ends at the site location

Circuit Start Location

Address Line 1  
[Redacted]

Address Line 2  
[Redacted]

City  
[Redacted]

State  
[Redacted]

CO  
[Redacted]

ZIP Code  
[Redacted]

Circuit End Location

☐ Location is a Member Site  
☒ Location is the Service Provider  
☐ Location is not a Member Site or Service Provider

Address Line 1  
[Redacted]

Address Line 2  
[Redacted]

City  
[Redacted]

State  
[Redacted]

State  
Choose a State

ZIP Code  
[Redacted]

55

# Expense Items – Financial Information

Expense Item 1 of 1

Total Eligible Undiscounted Cost \$0.00

Maximum Support Amount \$0.00

✓ Contract Status

✓ Expense Information

✓ Expense Type

✓ Bandwidth

✓ Service Level Agreement

✓ Circuit Information

> **Financial Information**

☐ HCP Contribution Source

Sum of All Expense Item Total Eligible Undiscounted Cost: \$N/A

Sum of All Expense Item Maximum Support Amount: \$N/A

Does this expense item represent multiple items or circuits? ⓘ  
☐ Yes  
☒ No

Multi-year Funding Request  
☐ Yes  
☒ No

How often is this item expensed?  
Monthly

How many expense periods will there be total?  
12

Undiscounted Cost Per Expense Period (Excluding Taxes and Fees)  
\$1,000.00

Taxes and Fees per Expense Period  
\$50.00

Is this entire expense eligible for support? ⓘ  
☐ Yes  
☒ No

Percent Eligible for Support  
90

Explanation  
Ten locations use this service but one site is ineligible for funding.  
70/1000

Upload Documentation to Support Your Explanation ⓘ  
UPLOAD Drop file here



# Expense Items – Multiple items

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

## Expense Items

Expense Item 2 of 2  
Total Eligible Undiscounted Cost \$0.00  
Maximum Support Amount \$0.00

✓ Contract Status

✓ Expense Information

Does this expense item represent multiple items or circuits? [?](#)

☒ Yes  
☐ No

Quantity of Items

# Expense Items – HCP Contribution Source

- Check all that apply.

[Start Page](#) [Competitive Bidding](#) [Service Provider Information](#) [Expense Items](#) [Additional Documentation](#) [Confidentiality](#)

## Expense Items

Expense Item 1 of 1  
Total Eligible Undiscounted Cost \$12,600.00  
Maximum Support Amount \$8,190.00

✓ Contract Status

✓ Expense Information

✓ Expense Type

✓ Bandwidth

✓ Service Level Agreement

✓ Circuit Information

✓ Financial Information

> **HCP Contribution Source**

**How will the HCP cover their costs including the required 35% that are not covered by HCF support? (select all that apply)**

☐ The HCP will cover the difference

☐ State grants, funding, or appropriations

☐ Federal funding, grants, loans, or appropriations

☐ Tribal government funding

☐ Other grant funding including private grants

Sum of All Expense Item Total Eligible Undiscounted Cost:  
\$12,600.00  
Sum of All Expense Item Maximum Support Amount: \$8,190.00

[BACK](#) [EXIT](#)

# Expense Items – Summary

Expense Item Summary

ENTER A NEW EXPENSE ITEM

#	↑	Site #	Site Name	Contract Number	Expense Type	Eligible Undiscounted Cost	Maxium Support Amount	Actions
1					Ethernet	\$24,240.00	\$15,756.00	<a href="#">Edit</a>   <a href="#">Delete</a>

Show 

5

 records/page

Total Eligible Undiscounted Cost \$24,240.00

Total Maximum Support \$15,756.00

BACK

EXIT

SAVE & CONTINUE

Approved by OMB 3060-0804

If you have questions please contact our Help Desk at (800) 453-1546 or RHC-Assist@usac.org 8:00 a.m. — 8:00 p.m. ET Monday through Friday for assistance.

# Additional Documentation

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

SAVE DRAFT

Start Page Competitive Bidding Service Provider Information Expense Items **Additional Documentation** Confidentiality Certifications Signature

## Additional Documentation

Use this tab to upload additional documentation that is relevant to the application. Ensure that all bandwidths, costs, service locations, and expense types are supported with documentation.

**Service provider documentation required to confirm expenses**

Document Type	Document	Uploaded On
No items available		

**Add Documents**

**Must upload a file of document type Viable Source Letter**

Note: If a document is uploaded that gives an error message for an empty document, the error message may persist even after replacing the empty document with a valid document. Please select **save and continue**.

BACK EXIT **SAVE & CONTINUE**

Approved by OMB 3060-0804

If you have questions please contact our Help Desk at (800) 453-1546 or RHC-Assist@usac.org 8:00 a.m. — 8:00 p.m. ET Monday through Friday for assistance.

# Confidentiality

Start Page	Competitive Bidding	Service Provider Information	Expense Items
------------	---------------------	------------------------------	---------------

## Confidentiality

Is the HCP requesting confidential treatment and non-disclosure of commercial and financial information?\*

☐ Yes

☐ No

Explanation

BACK

EXIT

# Certifications

- All certifications must be clicked to proceed.

Start Page

Competitive Bidding

Service Provider Information

Expense Items

Additional Documentation

Confidentiality

Certifications

Signature

### Certifications

☐ I certify under penalty of perjury that I am authorized to submit this request on behalf of the applicant or consortium.

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

☐ I certify under penalty of perjury that the applicant or consortium has considered all bids received and selected the most cost-effective method of providing the requested services. "Cost-effective" is defined 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 care services." 47 CFR § 54.622(c).

☐ 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 the applicant or consortium 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 or consortium satisfies all of the requirements under Section 254 of the Act and applicable Commission rules, and understand that any letter from the Administrator that erroneously commits funds for the benefit of the applicant may be subject to rescission.

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

☐ I understand that all documentation associated with this application, including all bids, contracts, scoring matrices, and other information associated with the competitive bidding process, all billing records for services received and any other documentation demonstrating compliance with the rules must be retained for a period of at least five years after the last date of service delivered in a particular funding year pursuant to 47 CFR §§ 54.631 or as otherwise prescribed by the Commission's rules.

☐ I certify under penalty of perjury that the applicant or consortium 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 any consultants or third parties associated with this request or RFP do not have an ownership interest, sales commission arrangement, or other financial stake in the vendor 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.

BACK

EXIT

SAVE & CONTINUE

# Signature

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

Start Page Competitive Bidding Service Provider Information Expense Items Additional Documentation Confidentiality Certifications **Signature**

## Signature

Current User Information

Name  
Email  
Phone  
Employer  
Title  
Employer's FCC RN

Signature

Certifier's Full Name  
\* Digital Signature  
Date

BACK EXIT CERTIFY & SUBMIT

## 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](mailto: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.

**Expense Items**

Expense Item 1 of 1  
Total Eligible Undiscounted Cost \$N/A  
Maximum Support Amount \$N/A

✓ Contract Status  
✓ Expense Information  
✓ Expense Type  
✓ Bandwidth  
✓ Service Level Agreement  
➤ **Circuit Information**  
○ Financial Information  
○ HCP Contribution Source

Sum of All Expense Item Total Eligible Undiscounted Cost \$N/A  
Sum of All Expense Item Maximum Support Amount \$N/A

Circuit ID (Optional)  
[Text Field]

Where is the site's location on the circuit?  
☒ The circuit starts at the site location  
☐ The circuit ends at the site location

Circuit Start Location

Address Line 1  
[Text Field]

Address Line 2  
[Text Field]

City  
[Text Field]

State  
[Text Field]

CO  
[Text Field]

ZIP Code  
[Text Field]

**Circuit End Location**

☐ Location is a Member Site  
☒ Location is the Service Provider  
☐ Location is not a Member Site or Service Provider

Address Line 1  
[Text Field]

Address Line 2  
[Text Field]

City  
[Text Field]

State  
[Text Field]

CO  
[Text Field]

ZIP Code  
[Text Field]

# 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.

**Expense Items**

Expense Item 2 of 2  
Total Eligible Undiscounted Cost \$0.00  
Maximum Support Amount \$0.00

✓ Contract Status

✓ Expense Information

Does this expense item represent multiple items or circuits? ⓘ

☒ Yes  
☐ No

**Quantity of Items**

Enter a value.

## 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 <b>Deadline to Submit</b>

\*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 <b>Deadline to Submit</b>

\*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](mailto: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!**





**Universal Service**  
Administrative Co.