



Post-Commitment Change Requests – Telecommunications (Telecom) Program

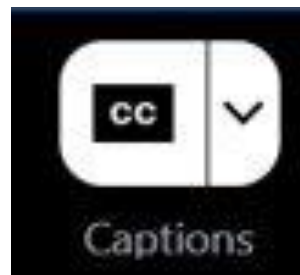
Post-Commitment Change Requests
May 20, 2026

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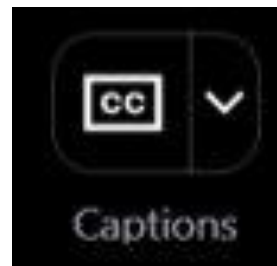
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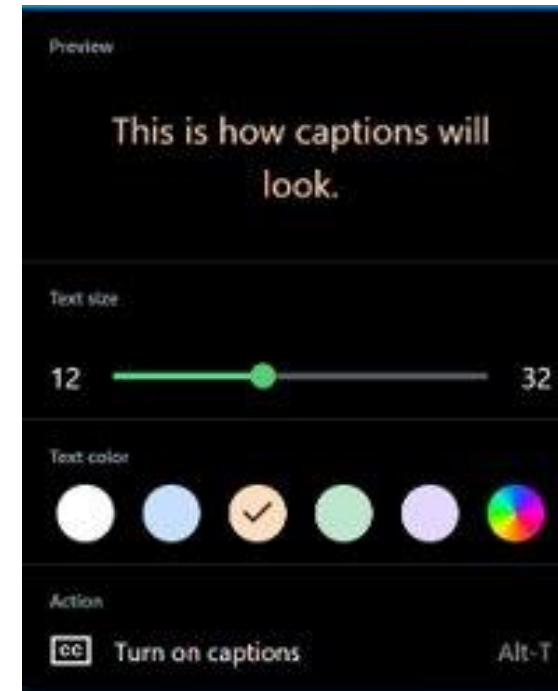
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Captions ON

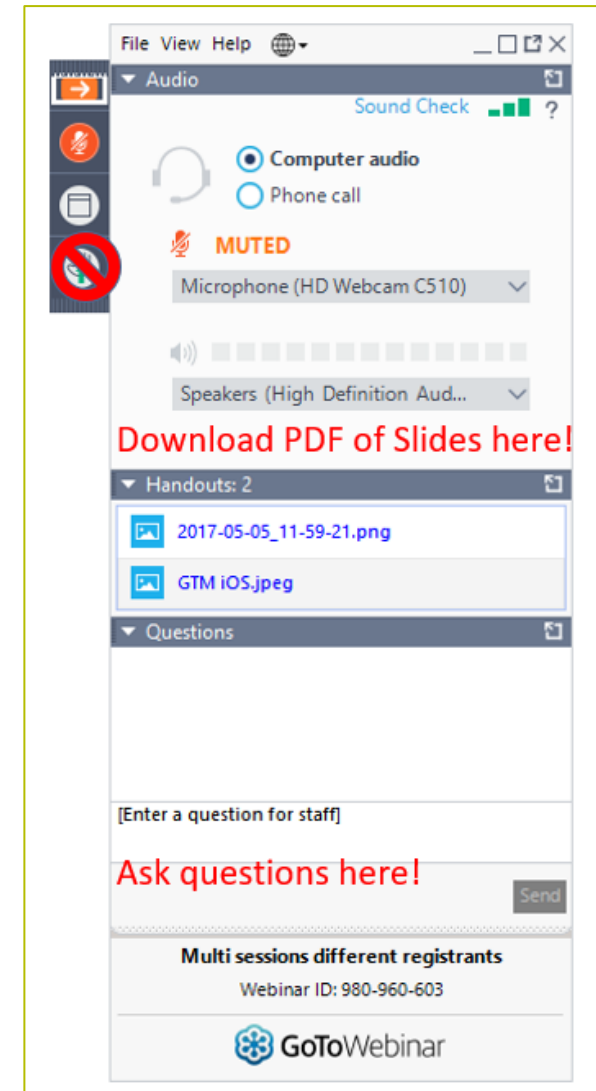


Captions OFF



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



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Agenda

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

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

- Understand each category of post-commitment change requests
- Submit SPIN change requests
- Submit service substitutions
- Submit invoice filing deadline extension requests

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
FCL	Funding Commitment Letter
FRN	Funding Request Number
NCW	Network Cost Worksheet
SPIN/498 ID	Service Provider Identification Number

RHC Connect Updates

Post-Commitment Change Requests

Duplicate Check FCC Forms 462 & 466

- FCC Form 462/466 duplicate check on intake - FCC Forms 462 and 466 displays a duplicate check on submission.
- This enhancement includes the following:
 - Applicants will see a **Potential Duplicates** table showing forms that match duplicate criteria.
 - Applicants can add comments when the system flags their FCC Form 426 or 466 as a potential duplicate.
 - Duplicate validation on the **Signature** page:
 - The FCC Forms 462 and 466 **Signature** pages validate against duplicate criteria and display a clear error message when a potential duplicate exists.
 - Applicants will be prevented from completing the FCC Forms 462 and 466 until they review and address duplicate warnings.

FCC Form 462 & Telecom Program Enhancements

FCC Form 462 Enhancements

- Clearer Information Request reasons for applicants and reviewers
 - Adding a **Request Reason(s)** field to the **Information Request** table on the **Information Request** tab, visible to both applicants and reviewers, so it is clear why additional information is being requested.
- Easier navigation from the **Information Requests** view back to the application.
 - Adding a **Back to Application** button on the **Information Request** view so users can quickly return to the underlying application after reviewing or responding to a request.

Telecom SPIN Change Information Requests

- Applicants will see all open and past Information Requests related to their Telecom SPIN change in one place, submit responses and upload documentation through RHC Connect.
- Applicants will receive email notifications when there is an Information Request created and when an Information Request deadline is approaching.

TPA REPORT

- Excel download is no longer be available on the RHC Dashboard.

The screenshot displays the RHC Connect dashboard interface. At the top, a blue navigation bar contains the 'DASHBOARD' link (highlighted with a red box and an upward-pointing red arrow), 'START A FORM', and 'TOOLS'. The main content area features a large background image of a healthcare professional. Below the image, the 'RHC Connect' logo is visible. A prominent notification box contains the following text:

! As part of our ongoing efforts to improve RHC program data integrity, we've made some changes to how Third-Party Authorizations (TPAs) are reflected in RHC Connect. Starting today, only TPAs submitted using the TPA intake tools in RHC Connect will allow consultants to access Healthcare Providers (HCPs). This means that TPAs submitted outside of RHC Connect, including those submitted in the legacy RHC My Portal system, will no longer allow consultants access to RHC Connect to manage HCPs.

To help you understand the impact of this change, we've prepared a report that outlines the access that was removed. Click the link below to generate and view this report.

Please review the report to ensure that you're aware of any changes to your access. You must submit a TPA request in RHC Connect to obtain access to an HCP. If you have questions or concerns, please contact the RHC Customer Service Center at RHC-Assist@usac.org.

This report is not generated yet. → **GENERATE EXCEL REPORT**

On the left side of the notification box, there is a circular clock icon displaying the time '10:35'.

Decommitments – HCF Program Only

- HCF applicants can start, submit, view, and withdraw decommitment requests.
- Applicants can:
 - Select an FCC Form 462 for partial decommitment from a list of eligible FCC Forms 462.
 - Reduce a specific line item's commitment amount.
 - Select one or multiple FCC Forms 462 for full decommitment from a list of eligible FCC Forms 462.
 - View an explanation when an FCC Form 462 is not available for decommitment.
 - See the funding details of the selected FCC Forms 462.
 - View the details of submitted decommitment requests.
- Please use the [RHC Connect Post-Commitment Change Requests user guide](#) (Pages 27-35) as a resource.

Decommitments – Invoicing & Post-Commitment Actions

- To prevent inconsistent or conflicting requests, additional controls around invoicing and other post-commitment actions have been implemented when decommitments are submitted or processed.
- The system will:
 - Restrict invoicing and other post-commitment actions on an FCC Form 462 while a related decommitment request is in submitted status.
 - Update the commitment amounts available for invoicing after a decommitment has been processed.

Decommitments – Email Notifications

- Emails will be automatically sent to all HCP account holders when the decommitment request is:
 - Submitted
 - Processed
 - Withdrawn
- Emails will include:
 - A PDF copy of the decision
 - A revised FCL for approved partial decommitments

Organizations Report

- Excel download is available on the **My Organizations** tab.
- Includes information about all HCPs consultants have access to.

The screenshot shows the 'My Organizations' tab selected in a web application. The interface includes a navigation bar with 'DASHBOARD', 'START A FORM', and 'TOOLS'. Below the navigation bar, there are four tabs: 'Information Requests', 'My Forms', 'My Organizations' (highlighted with a red box), and 'Post-Commitment Change Requests'. A notification banner indicates that the funding year funding request filing window closes in a certain number of days. The 'My Organizations' section features a toggle for 'Show Only My Consortia' (highlighted with a red box) and a 'GENERATE ORGANIZATIONS REPORT' button (also highlighted with a red box). Below these elements is a search bar and a table with columns for Site Name, Site Number, Street Address, City, State, Zip Code, Forms, Entity Type, Account Holder Type, and Actions.

Site Name	Site Number	Street Address	City	State	Zip Code	Forms	Entity Type	Account Holder Type	Actions

TPA Information

- For complete information, do not use the TPA page under the **My Forms** tab.
- Navigate to **Tools-> Manage Consultant Groups -> Manage Group**

RHC Connect

MANAGE GROUP GROUP USER(S)

Manage Group

Consultant Group
new cool name

+ ADD TPA

This is a summary of your third party authorizations (TPAs) and consultant access. To see all TPAs, refer to the Applications Tab on the Dashboard.

Group Details

Consultant Registration Number [REDACTED] Address [REDACTED] UPDATE CONSULTANT GROUP INFORMATION

Email [REDACTED] Phone [REDACTED]

HCP Information

HCP Number	HCP Name	Expiration	Submitted By	TPA Status	Action(s)
[REDACTED]	[REDACTED]	3/27/2025	[REDACTED]	Denied	Document(s)
[REDACTED]	[REDACTED]	1/28/2026	[REDACTED]	Approved	Document(s)
[REDACTED]	[REDACTED]	1/28/2026	[REDACTED]	Approved	Document(s) Remove HCP from Group
[REDACTED]	[REDACTED]	3/27/2025	[REDACTED]	Denied	Document(s)
[REDACTED]	[REDACTED]	3/27/2025	[REDACTED]	Expired	Document(s) Remove HCP from Group
[REDACTED]	[REDACTED]	8/26/2025	[REDACTED]	Submitted	Document(s)

RHC Connect – Post Commitment Change Requests

- Post-commitment change requests are submitted in RHC Connect.
- The following functionality is available:
 - SPIN changes (operational and corrective)
 - Service substitutions
 - Invoice filing deadline extension requests
 - The following resources are posted on the USAC website:
 - [RHC Connect Post-Commitment Change Request User Guide](#) – Telecom Program
 - [RHC Connect User Guide – Invoice Filing Deadline Extensions](#) (for service providers)
 - [Post-Commitment Actions](#) webpage – Telecom Program

SPIN Changes

Post-Commitment Change Requests

SPIN Changes

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

SPIN Changes – Corrective

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

SPIN Changes – Operational

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

When to File a SPIN Change Request

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

How to File a SPIN Change Request

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

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

Questions?

Service Substitutions - Telecom Program

Submitting Post-Commitment Change Requests

Service Substitutions

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

Service Substitutions – Telecom Program

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

My Portal Landing Page

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

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

Dashboard

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

Upcoming Dates

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

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

Rural Health Care

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

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

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

Dashboard – First Method

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

The screenshot displays the RHC Connect dashboard interface. At the top, there is a blue navigation bar with 'DASHBOARD', 'START A FORM', and 'TOOLS' on the left, and a user profile icon and 'Universal Service Administration Co.' on the right. Below the navigation bar is a banner for 'RHC Connect'. The main content area features a large circular clock showing '11:03' on the left. To the right of the clock is a yellow notification bar for '(102) Unread Notifications'. Below this are four tabs: 'Information Requests', 'My Forms', 'My Organizations', and 'Post-Commitment Change Requests', with the last one highlighted in blue and enclosed in a red box. Underneath the tabs is a section for 'The Funding Year' with a dropdown arrow. The main section is titled 'Post-Commitment Change Requests' and contains a prominent blue button labeled 'CREATE POST-COMMITMENT CHANGE REQUEST', also enclosed in a red box. Below this button are four categories: 'SPIN Change', 'Substitutions', 'Service Delivery Deadline Extension', and 'Invoice Filing Deadline Extension'. At the bottom, there is a search bar with the placeholder text 'Search Change Requests' and a 'SEARCH' button, along with a dropdown arrow on the right.

Start Page

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

Post-Commitment Change Request

Start FCC Form Selection Supporting Documentation Signature

Post-Commitment Change Request Details

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

ex. SPIN Change

ex. SPIN Change

SPIN Change

Substitutions

Service Delivery Deadline Extension

Invoice Filing Deadline Extension

EXIT

SAVE & CONTINUE

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Start Page (Continued)

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

The screenshot displays the 'Post-Commitment Change Request' form. The navigation bar at the top includes 'DASHBOARD', 'START A FORM', and 'TOOLS'. The main title is 'Post-Commitment Change Request'. Below the title is a progress bar with steps: Start, FCC Form Selection, Service Information (current step), Connection Information, Rates, Installation Charges, Supporting Documentation, and Certification. The 'Service Information' step is active, showing a dropdown menu for 'Post-Commitment Change Request Details' with 'Substitutions' selected. Under 'Program Type', the 'Telecom' radio button is selected and highlighted with a red box. The 'Request Nickname' field is empty. A 'SAVE & CONTINUE' button is highlighted with a red box in the bottom right corner. The 'EXIT' link is in the bottom left corner. A 'Service Substitution' information box is visible on the right, explaining that service substitutions allow applicants to reallocate un-invoiced committed funds to substitute, modify, or upgrade services.

Post-Commitment Change Request

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

Post-Commitment Change Request Details

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

Substitutions

Program Type

HCF **Telecom**

Request Nickname

EXIT

SAVE & CONTINUE






Service Substitution

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

Dashboard – Second Method

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

The screenshot shows a dashboard with a blue header containing navigation tabs: DASHBOARD, START A FORM, and TOOLS. On the left, there is a circular clock showing 11:05. Below the header, there are four main tabs: Information Requests, My Forms (highlighted with a red box), My Organizations, and Post-Commitment Change Requests. Under the My Forms tab, there is a section for 'The Funding Year' and a list of form types: Form 460, Form 461, Form 462, Form 463, Form 465, Form 466 (highlighted with a red box), Form 469, TPA, LOA/LOE, and Annual Report. Below this is a search bar for 'Form 466s' and a table with the following columns: Site Name, Site Number, Application Number, Application Nickname, SPIN, SPIN Name, Form, Last Update, Status, and Actions. The table contains two rows of data, both for 'Form 466'. The first row has a status of 'Submitted' and the second row has a status of 'Approved'. In the 'Actions' column of the 'Approved' row, the 'eye' icon is highlighted with a red box.

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

Summary Page – FCC Form 466

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

The screenshot shows the 'Summary Page' for an FCC Form 466 application. The page title is 'HCP [redacted] - RHC20 [redacted]'. A red box highlights the 'CREATE POST COMMITMENT CHA...' button in the top right corner. The page has a blue header with navigation tabs: 'DASHBOARD', 'START A FORM', and 'TOOLS'. Below the header, there are several tabs: 'Summary' (selected), 'Competitive Bidding', 'Bill Payer Information', 'Service Information', 'Connection Information', 'Rates', 'Installation Charges', and 'Additional Documentation'. Under the 'Summary' tab, there is a section for 'Information Requests'. The main content area is divided into two sections: 'Health Care Provider (HCP) Information' and 'FCC Form 466 Application Information'. The 'Health Care Provider (HCP) Information' section contains fields for 'HCP', 'FCC Registration Number', 'Address', and 'State'. The 'FCC Form 466 Application Information' section contains fields for 'Application Nickname (Optional)', 'Funding Year', 'Application Number', and 'Funding Priority'. The 'Application Number' field is populated with 'RHC20'.

Health Care Provider (HCP) Information	
HCP	[redacted]
FCC Registration Number	[redacted]
Address	[redacted]
State	[redacted]

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

Sections of Service Substitution

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

DASHBOARD **START A FORM** **TOOLS**

Post-Commitment Change Request - RHC_PCCR202

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

Start Page

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

Post-Commitment Change Request

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

Post-Commitment Change Request Details

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

Substitutions

Program Type

HCF Telecom

Request Nickname

Service Substitution

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

EXIT

SAVE & CONTINUE

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FCC Form Selection

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

Post-Commitment Change Request - RHC_PCCR20250003451

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

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

Q Search Search Form 466s SEARCH

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

Selected FCC Form 466 Application
 RHC20: [blurred]

Warning Messages

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

Post-Commitment Change Request - RHC_PCCR202

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

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

Q Search Search Form 466s SEARCH ▼

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

Selected FCC Form 466 Application
 RHC20 [REDACTED] ←

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

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

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

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

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

Qualifying Questions

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

DASHBOARD START A FORM TOOLS

RHC20: [blurred]
RHC20: [blurred]
RHC20: [blurred]
RHC20: [blurred]

<< < 61 - 70 of 254 > >>

Qualifying Questions

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

Yes
 No

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

Yes
 No

Will this substitution request replace the entire commitment?

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

Qualifying Questions

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

Yes
 No

Where can we find this language? (optional)

0/3000

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

Yes
 No

Where can we find this language? (optional)

Based on your answers, you may request a substitution.

Updated Dates

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

Will this substitution request replace the entire commitment?

Yes - This substitution request replaces the entire funding commitment

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

Substitution Request Dates ←

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

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

Will this substitution request replace the entire commitment?

Yes - This substitution request replaces the entire funding commitment

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

Original Funding Request - Updated Dates ←

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

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

Substitution Request Dates ←

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

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

Updated Dates (Continued)

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

Will this substitution request replace the entire commitment?

Yes - This substitution request replaces the entire funding commitment

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

Substitution Request Dates
Please Provide the start and end dates for the requested substitution.

Funding Start Date (Substitution Request)	Funding End Date (Substitution Request)
<input type="text" value="05/01/20"/> 📅	<input type="text" value="04/30/20"/> 📅
The Start Date cannot be later than the Funding End Date.	The End Date cannot be earlier than the Funding Start Date.

BACK EXIT

SAVE & CONTINUE

Service Information

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

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

- Service Information** section with three fields: "Service Category" (Voice), "Service Type" (Central Office Trunk (COT)), and "Number of Lines" (78). This entire row is highlighted with a red box.
- Is entire expense eligible for support?** with radio buttons for Yes and No.
- Percent eligible for support** field containing the value 80, highlighted with a red box.
- Explanation** field containing the text "test".
- Uploaded documents** section with a table containing one row: "RMI-7801 Unit Testing", where the "Document name" column is highlighted with a red box.
- Are you a Mobile Rural health care provider?** with radio buttons for Yes and No.
- A **SAVE & CONTINUE** button in the bottom right corner, highlighted with a red box.

Connection Information – Service Provider

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

The screenshot displays the 'Connection Information' step of the FCC Form 466 application. The navigation bar at the top includes: Start, FCC Form Selection, Service Information, **Connection Information** (highlighted with a red box), Rates, Installation Charges, Supporting Documentation, and Certification. On the left, a sidebar menu lists: **Service Provider** (highlighted with a red box), Circuit, Billing Information, Service Level Agreement, and Monthly Costs. The main content area is titled 'Service Provider' and shows a text input field containing '143000013'. Below this is a section titled 'Choose one(1) Service Provider for this application' with a table:

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

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

Connection Information - Circuit

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

DASHBOARD **START A FORM** **TOOLS**

Service Provider ✓

Circuit

Billing Information

Service Level Agreement

Monthly Costs

! The circuit start or circuit terminate location must be the HCP's physical location.

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

Street Address _____ Street Address 2 (Optional) _____

City _____ State _____ Zip Code _____

Enter Circuit End Location

Street Address _____ Street Address 2 (Optional) _____

City _____ State _____ Zip Code _____

Billed Circuit Miles _____ Total Billed Miles _____

Connection Information – Billing Information

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

The screenshot shows a web form with a navigation bar at the top containing the following tabs: Start, FCC Form Selection, Service Information, **Connection Information** (highlighted with a red box), Rates, Installation Charges, Supporting Documentation, and Certification. On the left side, there is a vertical menu with the following items: Service Provider, Circuit, **> Billing Information** (highlighted with a red box), Service Level Agreement, and Monthly Costs. The main content area contains the following fields: **Billing Account Number** (text input with value 'test'), **Tariff, Contract, or Other Document Reference Number** (text input with value 'test'), and a table of dates:

Date Contract Signed or Date HCP Selected Carrier	Contract Expiration Date (Optional)	Service Installation Date
08/05/20 <input type="text"/> <input type="calendar"/>	08/29/20 <input type="text"/> <input type="calendar"/>	08/26/ <input type="text"/> <input type="calendar"/>

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

Connection Information – Monthly Costs

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

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

On the left, a sidebar lists completed steps with green checkmarks: Service Provider, Circuit, Billing Information, and Service Level Agreement. The **Monthly Costs** step is highlighted with a red box and a right-pointing arrow.

The main content area is titled **Connection Information** and contains the following fields:

- Monthly Undiscounted Cost (excluding taxes and fees)**: Input field containing \$89,990.00.
- Monthly Taxes and Fees (optional)**: Input field containing \$8,000.00.
- Total Monthly Undiscounted Cost**: Summary field containing \$97,990.00.
- Attach documentation to support the monthly rate per the service agreement**: Upload area with an **UPLOAD** button and a *Drop files here* instruction.
- Uploaded documents**: A table listing the document `RHC20250000073 20240805_222122_Submitted Form 466 (1)` with a red **x** icon for removal.

Rates

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

The screenshot shows the 'Rates' configuration page. The navigation bar at the top includes 'DASHBOARD', 'START A FORM', and 'TOOLS'. The main navigation tabs are 'Start', 'FCC Form Selection', 'Service Information', 'Connection Information', 'Rates' (highlighted), 'Installation Charges', 'Supporting Documentation', and 'Certification'. The 'Rates' section is split into two panels: 'Rural' and 'Urban'.

Rural Panel:

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

Urban Panel:

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

Installation Charges

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

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

Supporting Documentation

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

The screenshot shows the 'Supporting Documentation' section of a web application. The navigation bar includes 'Start', 'FCC Form Selection', 'Service Information', 'Connection Information', 'Rates', 'Installation Charges', 'Supporting Documentation' (highlighted with a red box), and 'Certification'. Below the navigation bar, the title 'Supporting Documentation' is displayed. Underneath, there is a table header with columns: 'Document Type', 'Description', 'File Name', and 'Uploaded On'. The table body is empty, with the text 'No items available' centered. A red-bordered box highlights a message at the bottom: 'Explanation of Change Document is required in order to submit the request.'

The screenshot shows the 'Supporting Documentation' section after a document has been uploaded. The navigation bar is the same as in the previous screenshot. The table now contains one row: 'Explanation of Change Document' in the 'Document Type' column, 'Explanation of Change Document' in the 'Description' column, 'Test DOCX - 27.06 KB' in the 'File Name' column, and a progress bar in the 'Uploaded On' column. A red-bordered box highlights the first row of the table. Below the table, there is an 'Upload Document(s)' section with an 'UPLOAD' button and a text input field containing 'Drop files here'. Below this, it says 'Up to ten (10) documents at a time.' At the bottom left, there are 'BACK' and 'EXIT' buttons. At the bottom right, there is a 'SAVE & CONTINUE' button highlighted with a red-bordered box. The text '<< Showing 1 - 1 of 1 >>' is visible at the bottom right of the table area.

Certifications & Signature

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

Certification & Signature

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

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

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

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

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

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

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

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

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

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

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

Certifier's Full Name

Digital Signature

Summary - After Submitting

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

The screenshot displays the RHC Connect Dashboard interface. At the top, there is a navigation bar with 'DASHBOARD', 'START A FORM', and 'TOOLS' options. The main heading is 'Post-Commitment Change Request - RHC_PCCR202'. A green banner at the top right contains a 'BACK TO DASHBOARD' button. Below the banner, a confirmation message states: 'Your Post-Commitment Change Request RHC_PCCR202 has been successfully submitted. You can view the application on your Dashboard.' The 'Summary' section is divided into two columns. The left column contains: 'Request Number: RHC_PCCR202', 'Request Nickname: test', 'Generated FCC Form 466 Application: RHC202', and 'Selected FCC Form 466 Application: RHC202'. The right column contains: 'Status: Submitted', 'Request Type: Substitutions', 'Submitted By', and 'Submitted On'. Below the summary is a 'Supporting Documentation' table with the following data:

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

Dashboard – Form 466 Tab

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







The screenshot displays the RHC Connect Dashboard interface. At the top, a blue navigation bar contains 'DASHBOARD', 'START A FORM', and 'TOOLS'. A notification banner indicates 'The Funding Year funding request filing window closes in 18 days.' Below this is the 'My Forms' section, which includes tabs for various form types: Form 460, Form 461, Form 462, Form 463, Form 465, Form 466 (selected), Form 469, TPA, LOA/LOE, and Annual Report. A search bar labeled 'Search Form 466s' is located above a table of entries. The table has columns for Site Name, Site Number, Application Number, Application Nickname, SPIN, SPIN Name, Form, Last Update, Status, and Actions. One entry is highlighted with a red box, showing 'RHC202' as the Application Number and '02' as the version number. The status for this entry is 'Submitted'.

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

Dashboard - Post-Commitment Change Requests Tab

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

The screenshot displays the 'Post-Commitment Change Requests' dashboard. The navigation bar includes 'DASHBOARD', 'START A FORM', and 'TOOLS'. The main content area features a 'Post-Commitment Change Requests' header, a 'CREATE POST-COMMITMENT CHANGE REQUEST' button, and four tabs: 'SPIN Change', 'Substitutions', 'Service Delivery Deadline Extension', and 'Invoice Filing Deadline Extension'. The 'Substitutions' tab is selected and highlighted with a red box. Below the tabs is a search bar with the placeholder text 'Search Change Requests' and a 'SEARCH' button. A table lists the change requests, with the first two rows highlighted by a red box. The table columns are Request Number, Request Type, Program Type, Related Application Number, Last Updated, Status, and Actions.

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

Questions?

Invoice Filing Deadline Extension Requests

Post-Commitment Change Requests

Invoice Filing Deadlines

- The invoice filing deadline, per [FCC Report and Order 19-78](#), is four months (120 days) from the service delivery deadline in both the HCF and Telecom Programs.
- To find your invoice filing deadline, use the [RHC Invoice Filing Deadline Tool](#) on the USAC website.
- Invoice filing deadlines can also be found on our website by going to the Open Data platform and clicking on the [Rural Health Care Commitments and Disbursements \(FCC Form 462/466/466A\)](#) webpage.
 - The invoice filing deadline can be found in the last column of the searchable table when viewing data or in Column BE of the Excel spreadsheet.
- For more information, please visit the following webpages:
 - [HCF Program - Step 5: Invoice USAC](#) webpage
 - [Telecom Program – Step 5: Invoice USAC](#) webpage

Invoice Deadline Extension

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

Questions?

Important Dates and Resources

Post-Commitment Change Requests

Important Deadlines

What	When
Service delivery deadline for FY2025 funding commitments	June 30, 2026
Invoice filing deadline for FY2025 funding commitments	October 28, 2026
Invoice filing deadline extension for FY2025 funding commitments	February 25, 2027

Upcoming Webinars

Please join the RHC Outreach team for the following webinars:

- Post Commitment Change Request (HCF) Webinar:
 - When: Wednesday, June 10, 2026, from 2-3 p.m. ET – [Register](#)
- Post Commitment Change Request (Telecom) Webinar:
 - When: Wednesday, June 17, 2026, from 2-3 p.m. ET – [Register](#)
- Service Provider Training (Q2 for FY2026):
 - When: Wednesday, June 24, 2026, from 2-3 p.m. ET – [Register](#)
- For a list of upcoming webinars, check the RHC [Upcoming Dates](#) webpage for dates and details.

Resources - Telecom Program

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

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. to 8 p.m. ET
 - Monday to Friday



The RHC Customer Service Center

The RHC Customer Service Center CAN

Answer general questions regarding both programs

Provide account holder information for an HCP

Provide clarity regarding FCC Report and Order 19-78 and other FCC orders

Provide helpful resources and best practices for forms

Assist with My Portal and RHC Connect

The RHC Customer Service Center CANNOT

Determine eligibility of a specific site or service before an official form submission

Review a form or document for accuracy before an official submission

Contact a service provider or other account holder on someone else's behalf

Provide documents that are not already accessible in My Portal and RHC Connect

Transfer a call to a specific form reviewer

Questions?

Thank You!





**Universal Service
Administrative Co.**