



Telecom Program Invoicing Best Practices

September 9, 2026

Housekeeping – Closed Captioning (CC)

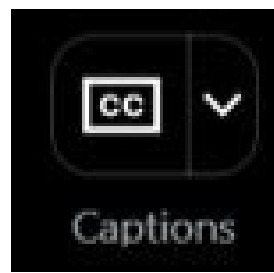
- To accommodate attendees, real-time closed caption is an option during this presentation.
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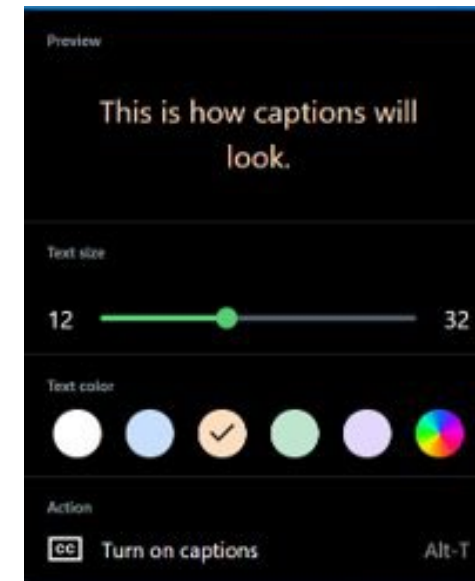
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Captions ON

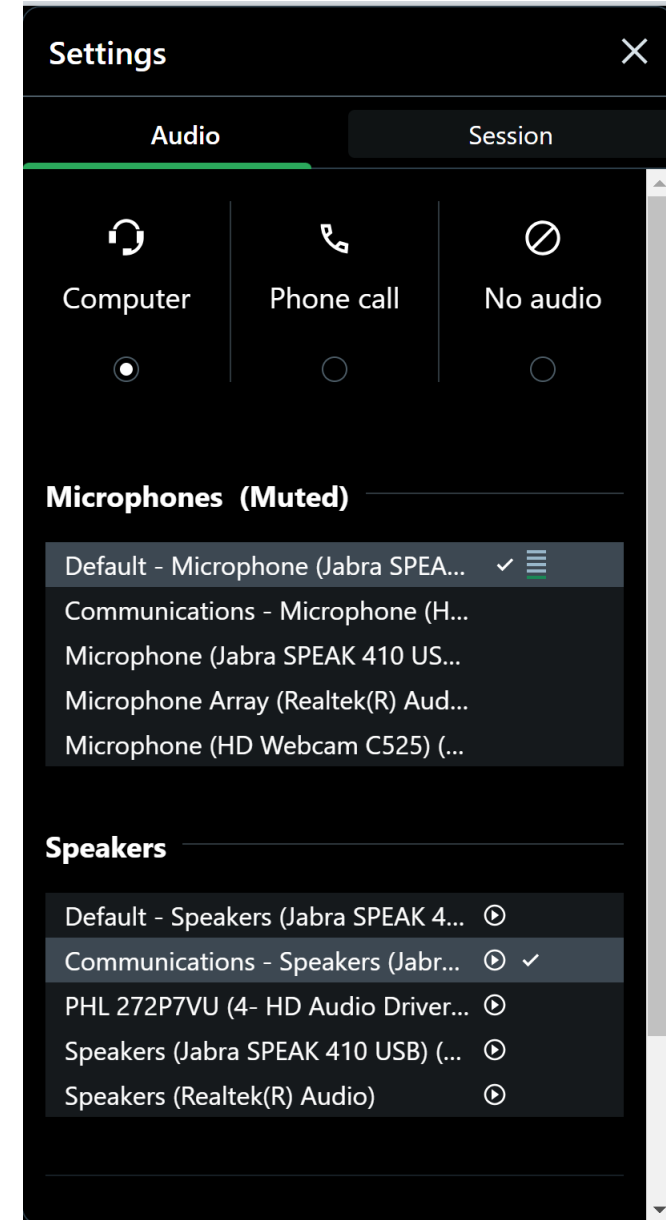


Captions OFF



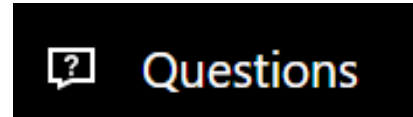
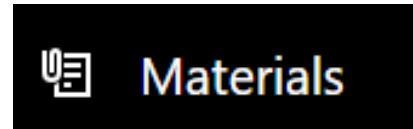
Housekeeping – Audio

- Audio is available through **your** computer's speakers.
- 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. To ask questions, submit questions at any time using the “Questions” box.
- If your audio or slides freeze, restart the webinar.



Housekeeping – Materials & Questions

- A copy of the slide deck is in the **Materials** section of the webinar panel.
- Enter questions at any time using the **Questions** box.
- **This webinar is being recorded.** A copy of the webinar slides and recording will be posted to our Webinars webpage.



Questions

×

No questions yet

Questions you send and answers from the staff will appear here

Your question will be sent to staff

Send

Meet Our Team



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Agenda

- Invoicing Overview and Program Updates
- Invoicing Process Telecom Program
 - Submitting the FCC Form 469 – Service Providers
 - Submitting the FCC Form 469 – RHC Account Holders
- Disbursement Process
- Resources

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

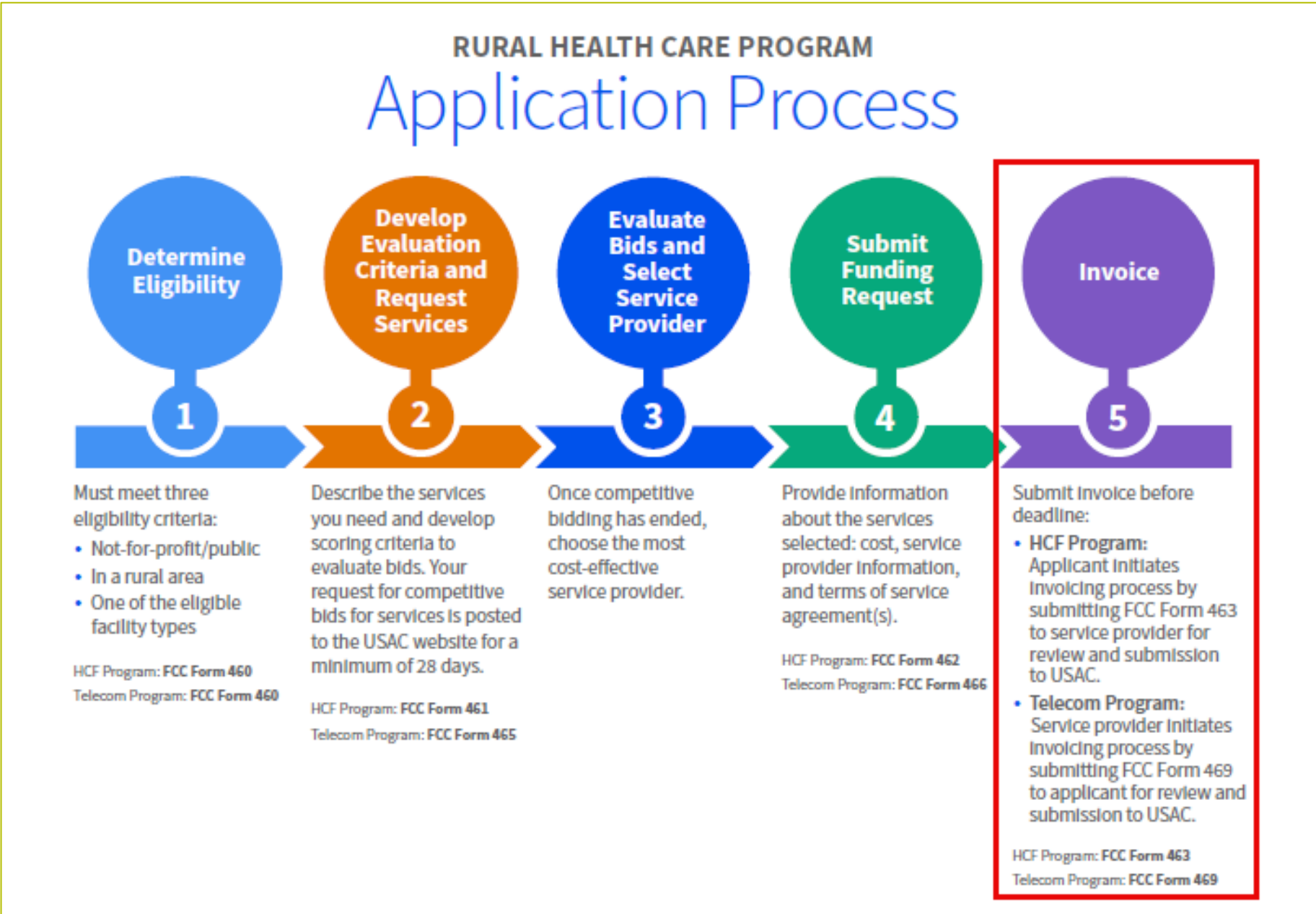
- *Understand the Telecommunications (Telecom) Program invoicing process and deadlines*
- *Mark your calendars with upcoming invoice filing deadlines*
- *Identify the steps to submit the FCC Form 469 invoice for USAC review*
- *Identify resources to help you submit the FCC Form 469 invoice*
- *For HCPs, understand how to approve the FCC Form 469*
- *Understand the disbursement process*

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
FRN	Funding Request Number
FCL	Funding Commitment Letter
BAN	Billing Account Number
SPIN/498 ID	Service Provider Identification Number
FCCRN	FCC Registration Number (Referred to as FRN on FCC website)

Invoicing Overview and Program Updates

Telecom Program Invoicing Best
Practices



RHC Connect

- FCC Form 469 for approved FRNs are submitted in RHC Connect.
- In addition, all post-commitment change requests should be submitted in RHC Connect.
 - SPIN Changes
 - Service Substitutions
 - Invoice Filing Deadline Extensions (HCP and service provider)

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 [HCF Step 5: Invoice USAC](#) webpage.

Supply Chain Order

- As a reminder, when service providers login to [RHC Connect](#) they will see two 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 that contain components of products produced by any of the listed covered companies or their parents, affiliates or 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 or subsidiaries.
- [Supply Chain webpage](#)

RHC Connect Enhancements and Updates

Telecom Program Invoicing Best
Practices

My Portal Decommissioning

- As of July 31, 2026, My Portal is no longer available to external stakeholders.
- User data has been migrated to RHC Connect.
- For information for the last ten funding years, please continue to use [Open Data](#) as a resource.
- For questions or concerns, please reach out to the [RHC Customer Service Center](#) for assistance.

RHC Connect Updates

Medically Underserved Area/Population (MUA/P) Yearly Update

- Funding priority in the RHC program is dependent on two location-based factors: (1) site rurality, and (2) site MUA/P status.
- The map files that determine MUA/P status for sites on the rurality tier search tool are now up to date with the latest MUA/P area designation snapshot.

Rurality Tier Search Tool Upgrade

- The updated summary view now provides greater visibility into the assessment process, including:
 - A map view of the geocoded location
 - The location's geographic coordinates
 - The normalized address used during geolocation

Telecom Program Enhancements

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.

New! RHC Connect Updates Webpage

- RHC Connect Maintenance Schedule includes timing for monthly system maintenance.
- User Experience-Related System Enhancements shares new functionality for RHC Connect.
- Visit the [RHC Connect Updates](#) webpage

Questions?

Submitting the FCC Form 469 – Service Providers

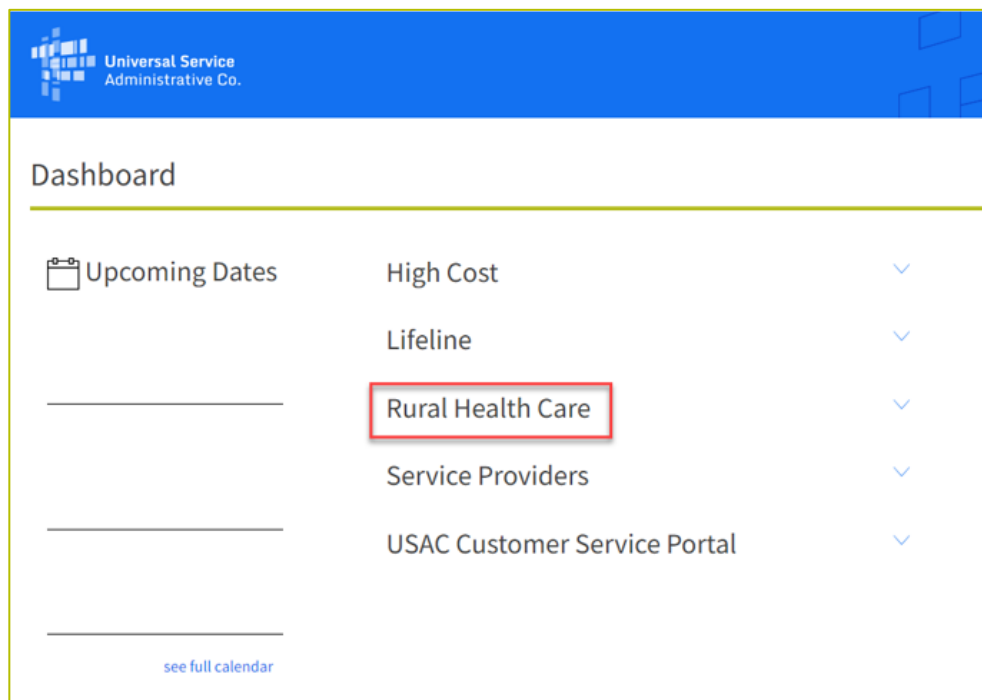
Telecom Program Invoicing Best Practices

FCC Form 469 – Telecom Program

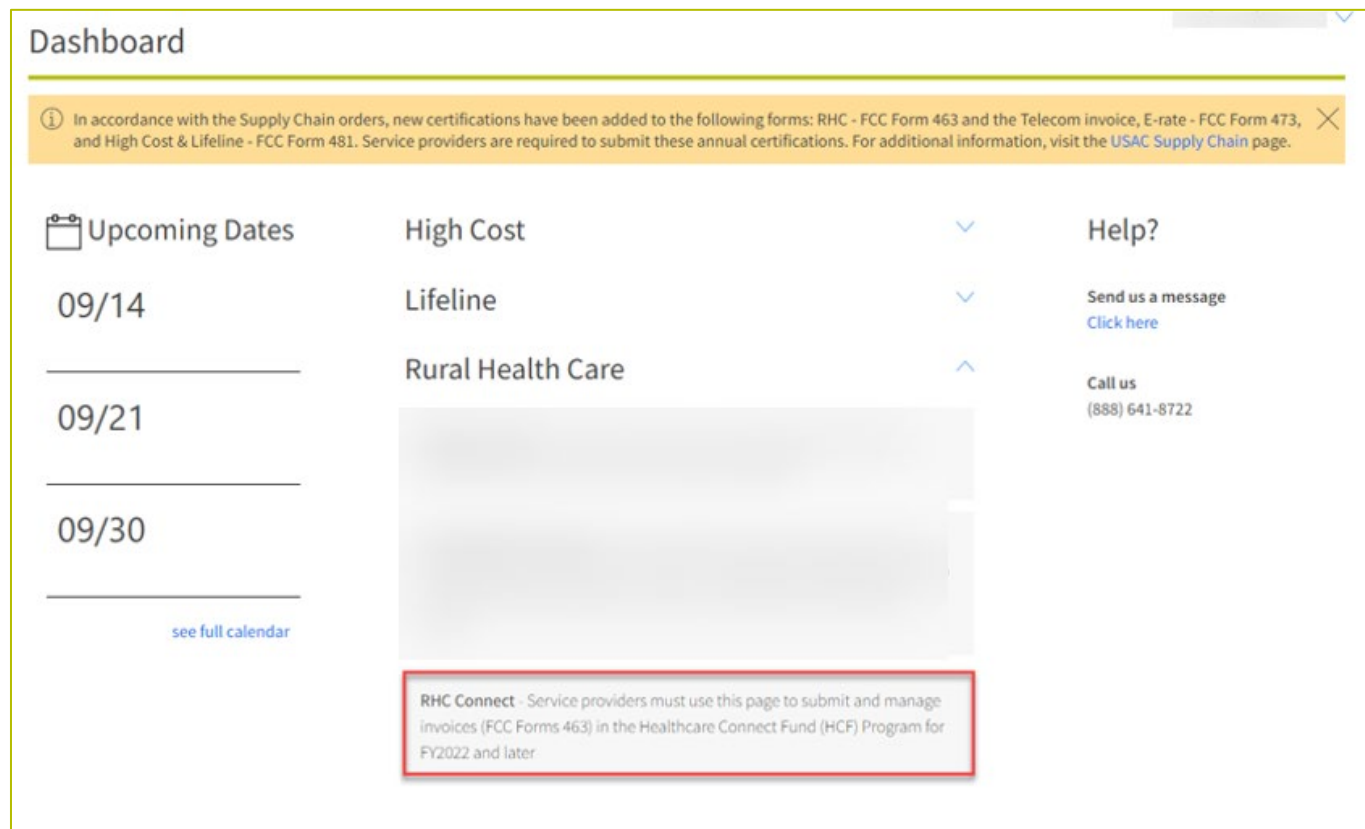
- The FCC Form 469 is the invoicing form for the Telecom Program.
- Per [FCC Order 23-6](#), it's aligned with the FCC Form 463.
- One key difference is that the service provider will submit the FCC Form 469 in RHC Connect, the applicant will receive an email alerting them of the submission, and the applicant will officially submit the form to USAC by certifying and signing the form.
- In FY2024, the FCC Form 467, the Healthcare Provider Support Schedule (HSS), and the Telecom invoice was eliminated in the Telecom Program.

Landing Page

- Log in and click **Rural Health Care**, then click **RHC Connect**.



The screenshot shows the top of the Universal Service Administrative Co. website. The header is blue with the company logo and name. Below the header is a white section titled "Dashboard". On the left, there is a sidebar with a calendar icon and the text "Upcoming Dates". To the right of this sidebar is a list of links: "High Cost", "Lifeline", "Rural Health Care" (which is highlighted with a red box), "Service Providers", and "USAC Customer Service Portal". At the bottom of the sidebar, there is a link that says "see full calendar".



The screenshot shows the "Dashboard" section of the website. At the top, there is a yellow banner with an information icon and text about new certifications. Below the banner, there is a section titled "Upcoming Dates" with a calendar icon. To the right of this section is a list of links: "High Cost", "Lifeline", and "Rural Health Care" (which is expanded, showing a red box around the text "RHC Connect - Service providers must use this page to submit and manage invoices (FCC Forms 463) in the Healthcare Connect Fund (HCF) Program for FY2022 and later"). To the right of the "Upcoming Dates" section, there is a "Help?" section with links for "Send us a message" and "Click here", and a "Call us" section with the phone number "(888) 641-8722".

RHC Connect Dashboard

- On the **My Invoices** screen, click **Start an FCC Form 469** or click the **Create an FCC Form 469** button.

The screenshot displays the RHC Connect Dashboard. At the top, a blue header bar contains a 'DASHBOARD' link and a 'START AN FCC FORM 469' button. Below this is a banner image of a healthcare professional. The main content area features a navigation bar with tabs for 'Information Requests', 'My Funding', 'My Invoices', and 'My SPINs'. The 'My Invoices' tab is selected. Below the tabs, there is a 'Form Type' dropdown menu set to 'FCC Form 469'. A search bar labeled 'Search Form 469 - Service Providers' is present. A table of invoices is shown with columns for Invoice Number, Site Name, Site Number, FCC Form 466, Invoice Filing Deadline, Status, and Actions. A red arrow points to a 'CREATE AN FCC FORM 469' button in the top right corner.

Invoice Number	Site Name	Site Number	FCC Form 466	Invoice Filing Deadline	Status	Actions
					Draft	
					Draft	
					Approved	
					Approved	

Start

- Select the SPIN/498 ID from the drop-down menu, then click **Next**.

DASHBOARD START AN FCC FORM 469

Start Invoice Item(s) Supporting Documentation Declaration of Assistance Certification

Start

Paperwork Reduction Act (PRA) >

Note: Once you select an SPIN/498 ID and click continue, you will **not** be able to change your selection.

SPIN/498 ID
143001157 - CenturyLink Qwest Communications Company, LLC

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.

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[PRIVACY POLICIES](#)

Invoice Items

- Select the FRN or use the **Search** field to select an FRN.
- Under the **Status** column, select any FRN that displays Ready.

FCC Form 469 - RHC_INV

Start **Invoice Item(s)** Supporting Documentation Declaration of Assistance Certification

Invoice Item(s)

Select the approved FCC Form 466 applications that you would like to add to this invoice.

FCC Form 466 Application Invoice Item(s)

Search for FCC Forms **SEARCH**  

FCC Form 466 Application Number ↓	Connection #	HCP Number	HCP Name	Service Category	Service Type	Bandwidth (Download/Upload)	Number of Voice Lines	Monthly Rural Rate	Monthly Urban Rate	Recurring Amount Remaining to Invoice ?	Non-Recurring Amount Remaining to Invoice ?	Today's Potential Reimbursement ?	Total Cost Invoiced ?	Status
	1			Voice	Voice Grade Business Line(s)		2	\$174.08	\$32.49	\$2,088.96	\$0.00			Ready
	1			Voice	Voice Grade Business Line(s)		12	\$511.88	\$313.89	\$6,142.56	\$0.00			Ready
	1			Voice	Voice Grade Business Line(s)		36	\$1,367.33	\$169.40	\$16,362.38	\$0.00			Not Available

Invoice Item(s) (continued)

- If an FCC Form 466 Application is selected with **Not Available** in the **Status** column, an error message will be displayed citing the reason it cannot be selected.

FCC Form 469 - RHC_INV

Start

Invoice Item(s)

Supporting Documentation
Declaration of Assistance
Certification

Invoice Item(s)

Select the approved FCC Form 466 applications that you would like to add to this invoice.

FCC Form 466 Application Invoice Item(s)

FCC Form 466 Application Number	Connection #	HCP Number	HCP Name	Service Category	Service Type	Bandwidth (Download/Upload)	Number of Voice Lines	Monthly Rural Rate	Monthly Urban Rate	Recurring Amount Remaining to Invoice	Non-Recurring Amount Remaining to Invoice	Today's Potential Reimbursement	Total Cost Invoiced	Status
	1			Voice	Voice Grade Business Line(s)		2	\$174.08	\$32.49	\$2,088.96	\$0.00			Ready
	1			Voice	Voice Grade Business Line(s)		12	\$511.88	\$313.89	\$6,142.56	\$0.00			Ready
	1			Voice	Voice Grade Business Line(s)		36	\$1,367.33	\$169.40	\$16,362.38	\$0.00			Not Available

This FCC Form 466 application is Not Available to be added to the FCC Form 469 due to Connection is already billed on a pending invoice: RHC_INV202

Recurring Expense Type – Error Messages

- On the Invoice Line Items screen, enter the **Service Start Date**, the **Billing Period Start and End Dates**, and the **Total Cost Invoiced**.
- An error message will display if dates outside of the commitment are selected.

RHC202 | Connection Number 1

Bandwidth	Funding Start Date	Funding End Date	Remaining Commitment Amount	Number of Voice Lines
	7/1/20	6/30/20	\$1,699.08	2

Recurring Expense Type

Total Cost Remaining to Invoice \$2,088.96

Service Start Date
07/01/20

Billing Period Start Date
07/01/20

Billing Period End Date
06/30/20

Maximum Amount for Chosen Period \$2,088.96

Minimum Amount for Chosen Period \$389.88

Total Cost Invoiced \$2,088.96

Today's Potential Recurring Reimbursement \$1,359.26

Show Calculations for Recurring Expense Type

Today's Total Potential Reimbursement \$1,359.26

RHC202 | Connection Number 1

Bandwidth	Funding Start Date	Funding End Date	Remaining Commitment Amount	Number of Voice Lines
	7/1/20	6/30/20	\$1,699.08	2

Recurring Expense Type

Total Cost Remaining to Invoice \$2,088.96

Service Start Date
06/30/20

Billing Period Start Date
06/30/20

Billing Period End Date
06/30/20

The Billing Period Start Date must be within the approved funding range.

Recurring Expense Type – Error Messages (continued)

- If the amount entered is equal to or less than the **Minimum Amount for the Chosen Period**, a warning message will be displayed.

RHC202 Connection Number 1

Bandwidth	Funding Start Date 7/1/20	Funding End Date 6/30/20	Remaining Commitment Amount ? \$1,699.08	Number of Voice Lines 2
-----------	------------------------------	-----------------------------	---	----------------------------

Recurring Expense Type

Total Cost Remaining to Invoice ?
\$2,088.96

Service Start Date
07/01/20

Billing Period Start Date
07/01/20

Billing Period End Date
06/30/20

Maximum Amount for Chosen Period ?
\$2,088.96

Minimum Amount for Chosen Period ?
\$389.88

Total Cost Invoiced ?
\$389.88

The amount entered cannot be less than or equal to the Minimum Amount for Chosen Period.

Today's Potential Recurring Reimbursement ?
\$0.00

Show Calculations for Recurring Expense Type

Recurring Expense Type(continued)

- Click the arrow beside **Show Calculations for Recurring Expense Type** to understand how the system is calculating the potential reimbursement.

Show Calculations for Recurring Expense Type

Total Approved Monthly Rural Cost from Approved FCC Form 466 **\$174.08**

Total Approved Monthly Urban Cost from Approved FCC Form 466 **\$32.49**

Approved Length of Commitment (Months) **12**

Percent Eligible for Use **100 %**

Pro-rata Percentage **80 %**

Total Recurring Commitment from Approved FCC Form 466 **\$1,699.08**

The total recurring commitment from your approved FCC Form 466 includes all reduction factors, including the percent eligible for support and proration.

Total Cost Invoiced

Today's Potential Recurring Reimbursement

Today's Potential Recurring Reimbursement () is the lower of Maximum Reimbursable Amount and Total Cost Invoiced (User Entered Amount).

Maximum Reimbursable Amount is calculated as:

- (Rural Rate for the Billing Period (\$174.08) - Urban Rate for the Billing Period (\$32.49)) x Percent Eligible for Use (100%) x Proration Factor (80%) = \$0.00

Total Cost Invoiced (User Entered Amount) is calculated as:

- (Total Cost Invoiced () - Urban Rate for the Billing Period (\$32.49)) x Percent Eligible for Use (100%) =

Non - Recurring Expense Type

- Enter the following information:
 - Service Installation Date
 - Billing Date
 - Total Cost Invoiced
- For non-recurring expense types, only one FCC Form 469 may be submitted.
 - Please wait to submit until you're ready to submit an invoice for the entire charge.

The screenshot shows a web form titled "Non-Recurring Expense Type". It contains the following fields and values:

- Total Cost Remaining to Invoice**: \$500.00
- Service Installation Date**: 07/01/20 (with a calendar icon)
- Billing Date**: 07/08/20 (with a calendar icon)
- Total Cost Invoiced**: \$500.00 (in a text input field)
- Today's Potential Non-Recurring Reimbursement**: \$150.00

A red rectangular box highlights the "Service Installation Date", "Billing Date", and "Total Cost Invoiced" fields. At the bottom of the form, there is a button labeled "Show Calculations for Non-Recurring Expense Type" with a right-pointing arrow.

Non-Recurring Expense Type (continued)

- Click the arrow beside **Show Calculations for Non-Recurring Expense Type** to understand how the system is calculating the potential reimbursement.

Show Calculations for Non-Recurring Expense Type 

Total Approved One-time Rural Rate Charge from Approved FCC Form 466 **\$500.00**

Total Approved One-time Urban Rate Charge from Approved FCC Form 466 **\$250.00**

Percent Eligible for Use **60 %**

Pro-rata Percentage **100 %**

Total Non-Recurring Commitment from Approved FCC Form 466 **\$500.00**

The total non-recurring commitment from your approved FCC Form 466 includes all reduction factors, including the percent eligible for support and proration.

Total Cost Invoiced **\$500.00**

Today's Potential Non-Recurring Reimbursement **\$150.00**

Today's Potential Non-Recurring Reimbursement (\$150.00) is the lower of Maximum Reimbursable Amount and Total Cost Invoiced (User Entered Amount).

Maximum Reimbursable Amount is calculated as:

- (One-time Rural Rate (\$500.00) - One-time Urban Rate (\$250.00)) x Percent Eligible for Use (60%) x Proration Factor (100%)

Total Cost Invoiced (User Entered Amount) is calculated as:

- Total Cost Invoiced (\$500.00) - One-time Urban Rate (\$250.00) x Percent Eligible for Use (60%)

Non-Recurring Expense Type – Error Message

- If the amount entered is equal to or less than the **Total Cost Remaining to Invoice**, a warning message will be displayed since non-recurring costs may only be invoiced once.
- If the amount entered is equal to or less than the **One-Time Urban Rate Charge** on the FCC Form 466, a warning message will be displayed.

The screenshot displays the 'Non-Recurring Expense Type' form. At the top, a yellow warning box states: 'The amount entered is less than the approved one-time rural rate on the FCC Form 466. Please note: You can only invoice once for the total non-recurring cost.' Below this, the 'Total Cost Remaining to Invoice' is \$500.00. The 'Service Installation Date' is 07/01/20 and the 'Billing Date' is 07/08/20. The 'Total Cost Invoiced' is \$100.00, which is highlighted with a red box. A red error message below it reads: 'The amount entered cannot be less than or equal to the Approved One-Time Urban Rate Charge on the FCC Form 466.' The 'Today's Potential Non-Recurring Reimbursement' is \$0.00. At the bottom, there is a button labeled 'Show Calculations for Non-Recurring Expense Type'.

Non-Recurring Expense Type

ⓘ The amount entered is less than the approved one-time rural rate on the FCC Form 466. Please note: You can only invoice once for the total non-recurring cost.

Total Cost Remaining to Invoice ⓘ
\$500.00

Service Installation Date 07/01/20

Billing Date 07/08/20

Total Cost Invoiced ⓘ
\$100.00

The amount entered cannot be less than or equal to the Approved One-Time Urban Rate Charge on the FCC Form 466.

Today's Potential Non-Recurring Reimbursement ⓘ
\$0.00

Show Calculations for Non-Recurring Expense Type >

Billing and Circuit Information

- Information is pre-populated based on information in the approved FCC Form 466.
- If information is correct, click **Add to 469**.

Billing and Circuit Information

Connection 1

Billing Account Number

Where is the site's location on the circuit?

☐ The circuit starts at the site location

☐ The circuit ends at the site location

Billed Circuit Miles

0

Total Billed Miles

0

Circuit Start Location

Street Address

City

State

Street Address 2 (Optional)

Zip Code

Enter Circuit End Location

Street Address

City

State

Street Address 2 (Optional)

Zip Code

ADD TO FORM 469

Voice Lines

- If the number of approved voice lines has changed, enter the corrected number in the editable field titled **Number of Voice Lines**.
- Warning message will appear if the value entered is less than the number of voice lines on the committed FCC Form 466.
- Note: the system will not recalculate the cost so the service provider and HCP must ensure the total cost invoiced is correct based the reduced number of lines.

RHC202 Connection Number 1				
Bandwidth	Funding Start Date 7/1/20	Funding End Date 6/30/20	Remaining Commitment Amount ? \$1,699.08	Number of Voice Lines 2
Recurring Expense Type				
Total Cost Remaining to Invoice ? \$2,088.96				

RHC202 Connection Number 1				
Value entered is less than the number of voice lines committed on the FCC Form 466 application. The Maximum Amount for Chosen Period will calculate based on the original FCC Form 466 amounts. Please ensure the Total Cost Invoiced accounts for the actual number of voice lines entered.				
Bandwidth	Funding Start Date 7/1/20	Funding End Date 6/30/20	Remaining Commitment Amount ? \$1,699.08	Number of Voice Lines 1
Recurring Expense Type				
Total Cost Remaining to Invoice ? \$2,088.96				

Invoice Item(s)

- Once all invoice items have been added, click **Save & Continue**.
- Note, multiple FRNs for multiple HCPs may be added to an FCC Form 469.

FCC Form 469 - RHC_INV202

Start **Invoice Item(s)** Supporting Documentation Declaration of Assistance Certification

Invoice Item(s)

Select the approved FCC Form 466 applications that you would like to add to this invoice.

FCC Form 466 Application Invoice Item(s)

Q Search for FCC Forms

FCC Form 466 Application Number	Connection #	HCP Number	HCP Name	Service Category	Service Type	Bandwidth (Download/Upload)	Number of Voice Lines	Monthly Rural Rate	Monthly Urban Rate	Recurring Amount Remaining to Invoice	Non-Recurring Amount Remaining to Invoice	Today's Potential Reimbursement	Total Cost Invoiced	Status
	1			Voice	Voice Grade Business Line(s)		2	\$174.08	\$32.49	\$2,088.96	\$0.00	\$1,359.26	\$2,088.96	Added
	1			Voice	Voice Grade Business Line(s)		12	\$511.88	\$313.89	\$6,142.56	\$0.00			Ready
	1			Voice	Voice Grade Business Line(s)		36	\$1,367.33	\$169.40	\$16,362.38	\$0.00			Not Available

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.

Supporting Documentation

- Click **Upload** to upload first document, then click the plus sign (+) to add each additional document.
- Click **Confirm Document Uploads**.

FCC Form 469 - [REDACTED]

Start Invoice Item(s) **Supporting Documentation** Declaration of Assistance Certification

Supporting Documentation

Uploaded File(s)

Document Type	Description	FCC Form 466 Application Number	File Name	Uploaded On
No items available				

Upload Document(s)

- Invoice**
PDF - 32.81 KB
- Proof of Payment**
PDF - 33.67 KB
- Drop files here

Up to ten (10) documents at a time.

CONFIRM DOCUMENT UPLOAD(S)

Note: On this screen only, error messages may persist even after errors have been fixed. After fixing errors, please select **save and continue**.

EXIT BACK **SAVE & CONTINUE**

Supporting Documentation (continued)

- Use the dropdown menu for **Document Type** to select **Invoice** or **Proof of Payment** or select **Other** and enter a description of the document.
- Select the **FCC Form 466 Application Number**.
- Click the red **x** to remove a document, then click **Save & Continue**.

FCC Form 469 - [REDACTED]

Start Invoice Item(s) Supporting Documentation Declaration of Assistance Certification

Supporting Documentation

Uploaded File(s)

Document Type	Description	FCC Form 466 Application Number	File Name	Uploaded On	
Invoice	Required only for "Other" Document Type	Select a document type	Invoice PDF - 32.81 KB	9/26/2024 12:02 PM EDT	
Proof of Payment	Required only for "Other" Document Type	Select a document type	Proof of Payment PDF - 33.67 KB	9/26/2024 12:02 PM EDT	

Upload Document(s)

UPLOAD  Drop files here

Up to ten (10) documents at a time.

<< < Showing 1 - 2 of 2 > >>

Note: On this screen only, error messages may persist even after errors have been fixed. After fixing errors, please select **save and continue**.

EXIT BACK **SAVE & CONTINUE**

Declaration of Assistance

- Click the correct radio button to indicate whether any consultants or third parties helped identify the applicant's competitive bidding documents, helped the service provider connect with the health care provider, or is authorized to act on the service provider's behalf.
- If **No** is selected, click **Save & Continue**.

FCC Form 469 - [Redacted]

Start Invoice Item(s) Supporting Documentation Declaration of Assistance Certification

Declaration of Assistance

Have any consultants or third parties helped you to identify the applicant's Request for proposals (RFP) or FCC Form 465, helped to connect you with the health care provider participating in the program, or is anyone authorized to act on your behalf in the RHC Program?

☐ Yes

☐ No

EXIT BACK

SAVE & CONTINUE

Approved by OMB 3060-0804

Declaration of Assistance (continued)

- If **Yes** is selected, click the **Add Contact** hyperlink and enter information about the third-party assistance.
- Once all fields are complete, click **Save** to continue.

Declaration of Assistance

Have any consultants or third parties helped you to identify the applicant's Request for proposals (RFP) or FCC Form 465, helped to connect you with the health care provider participating in the program, or is anyone authorized to act on your behalf in the RHC Program?

☒ Yes
☐ No

Name	Title	Employer	Nature of the Relationship	State	Email	Telephone Number	Actions
No items available							

[+ Add Contact](#)

Add a New Contact

First Name Middle Initial (Optional) Last Name

Organization Type

Title/Role

Employer

Address Line 1 Address Line 2 (Optional)

City State Zip Code

Email

Phone Extension (Optional)

Nature of Relationship

Declaration of Assistance (continued)

- Once the information is saved, it will be displayed on the screen.
- Click **Edit** or **Delete** to remove or make changes, then click **Save & Continue**.

FCC Form 469 - [REDACTED]

Start Invoice Item(s) Supporting Documentation **Declaration of Assistance** Certification

Declaration of Assistance

Have any consultants or third parties helped you to identify the applicant's Request for proposals (RFP) or FCC Form 465, helped to connect you with the health care provider participating in the program, or is anyone authorized to act on your behalf in the RHC Program?

☒ Yes ☐ No

Name	Title	Employer	Nature of the Relationship	State	Email	Telephone Number	Actions
john smith	ceo	consultant	smldkemls	AR	john@consultant.com	(202) 555-5555	Edit Delete

+ Add Contact

EXIT BACK **SAVE & CONTINUE**

Approved by OMB 3060-0804

Certifications

- Read and click all certifications.
- All certifications must be clicked to continue.
- **Service Provider Invoice Nickname** is an optional field to help identify the invoice.
- Type your full name as it appears in RHC Connect in the **Digital Signature** field, then click **Certify & Submit**.

FCC Form 469 - RHC

Start Invoice Item(s) Supporting Documentation Declaration of Assistance **Certification**

Application Summary

Certifications

The FCC Form 469 must be certified by both the Service Provider and the Health Care Provider (HCP). If you added funding requests associated with multiple HCPs to this invoice, this invoice will be split into multiple applications so that each HCP can certify the appropriate funding requests.

HCP Number	HCP Name	FCC Form 466 Application	Invoice Number	Service Provider Invoice Nickname
		RHC202400	RHC_INV202400	Q1100

☒ I certify under penalty of perjury that I am authorized to submit this request on behalf of the service provider. I understand that the service provider must apply the amount submitted, approved, and paid by USAC to the billing account of the applicant(s) and FRN/FRN ID listed on this invoice.

☒ I certify under penalty of perjury that I have examined this form and attachments and that, to the best of my knowledge, information, and belief, the date, quantities, and costs provided are true and correct.

☒ I certify under penalty of perjury that I have abided by all RHC Program requirements and procedures, including all applicable Commission rules.

☒ I certify under penalty of perjury that the applicant paid the appropriate urban rate for the telecommunications services.

☒ I certify under penalty of perjury that I charged only for eligible services delivered or provided to the applicant prior to submitting the invoice form and accompanying documentation.

☒ I certify under penalty of perjury that I have not offered or provided a gift or any other thing of value to the applicant (or to the applicant's personnel), including its consultant for which it will provide services.

☒ I certify under penalty of perjury that the consultants or third parties 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, as a condition of receiving support, that I will provide to the health care providers, on a timely basis, all information and documents regarding services that are necessary for the applicant to submit required forms or respond to Commission or Administrator inquiries.

☒ I understand that all documentation associated with this application, including all billing records for services received, must be retained for a period of at least five years after the last day of the delivery of supported services pursuant to 47 CFR § 54.631.

☒ I certify under penalty of perjury that no universal service support has been or will be used to purchase, obtain, maintain, improve, modify, or otherwise support any equipment or services produced or provided by any company designated by the Federal Communications Commission as posing a national security threat to the integrity of communications networks or the communications supply chain since the effective date of the designations.

☒ I certify under penalty of perjury that no Federal subsidy made available through a program administered by the Commission that provides funds to be used for the capital expenditures necessary for the provision of advanced communications services has been or will be used to purchase, rent, lease, or otherwise obtain, any covered communications equipment or service, or maintain any covered communications equipment or service previously purchased, rented, leased, or otherwise obtained, as required by 47 CFR § 54.10

Certifier's Full Name

Date

Digital Signature

EXIT BACK **CERTIFY & SUBMIT**

After Submitting

- Once you click **Certify & Submit**, this message will appear.
- Click the arrow at the far right to see the **Application Summary**.
- If there are multiple FCC Forms 466 for multiple HCPs, the system will generate unique invoice numbers based on each unique HCP

FCC Form 469 - RHC_ [redacted]

Application Summary 

✔ This application has been successfully submitted. [My Forms Dashboard](#)
[Share your feedback \(2-question survey\)](#)

Certifications

The FCC Form 469 must be certified by both the Service Provider and the Health Care Provider (HCP). If you added funding requests associated with multiple HCPs to this invoice, this invoice will be split into multiple applications so that each HCP can certify the appropriate funding requests.

HCP Number	HCP Name	FCC Form 466 Application	Invoice Number	Service Provider Invoice Nickname
[redacted]	[redacted]	[redacted]	RHC_ [redacted]	

☒ I certify under penalty of perjury that I am authorized to submit this request on behalf of the service provider. I understand that the service provider must apply the amount submitted, approved, and paid by USAC to the billing account of the applicant(s) and FRN/FRN ID listed on this invoice.

☒ I certify under penalty of perjury that I have examined this form and attachments and that, to the best of my knowledge, information, and belief, the date, quantities, and costs provided are true and correct.

☒ I certify under penalty of perjury that I have abided by all RHC Program requirements and procedures, including all applicable Commission rules.

☒ I certify under penalty of perjury that the applicant paid the appropriate urban rate for the telecommunications services.

☒ I certify under penalty of perjury that I charged only for eligible services delivered or provided to the applicant prior to submitting the invoice form and accompanying documentation.

☒ I certify under penalty of perjury that I have not offered or provided a gift or any other thing of value to the applicant (or to the applicant's personnel, including its consultant) for which it will provide services.

☒ I certify under penalty of perjury that the consultants or third parties 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.

Returned to Service Provider - Summary

- If the HCP has found incorrect information in the FCC Form 469 during their review, the form will be returned to the service provider for corrections.
- Authorized users for the service provider will receive an email alerting them that the form has been returned.
- Service providers should log into RHC Connect to review the form and work with the HCP on the correction requests.
- Once everything is corrected, the service provider will re-certify the form and submit it for another HCP review.
- If the HCP agrees with the corrections, they will certify and submit the FCC Form 469 to USAC.
- Only after both parties certify and submit the FCC Form 469, is it considered submitted to USAC.

Returned to Service Provider

- Navigate to the **Dashboard**.
- Navigate to the **My Invoices** tab and the invoice will appear as **Returned** under the **Status** column.
- Click the icon to view, resume or delete the FCC Form 469.
- Click the forward arrow to resume the form.

The screenshot shows the 'RHC Connect' interface. At the top, there are three tabs: 'My Funding', 'My Invoices' (which is selected and highlighted with a red box), and 'My SPINs'. On the left, there is a circular clock icon showing '15:38'. Below the tabs, there is a 'Form Type' dropdown menu set to 'FCC Form 469'. A search bar with the text 'Search Form 469 - Service Providers' and a 'SEARCH' button is present. To the right of the search bar is a 'STATUS' dropdown menu set to 'Any'. A 'CREATE A FCC FORM 469' button is located in the top right corner. The main area displays a table with the following columns: 'Invoice Number', 'Site Name', 'Site Number', 'FCC Form 466', 'Invoice Filing Deadline', and 'Status'. The table contains several rows of data. The last row in the table has a status of 'Returned', which is highlighted with a red box. A red arrow points from the 'Returned' status to the 'Invoice Filing Deadline' column. To the right of the 'Returned' status, there are three icons: a magnifying glass, a circular arrow, and a trash can, all of which are also highlighted with a red box.

Invoice Number	Site Name	Site Number	FCC Form 466	Invoice Filing Deadline	Status
					HCP Review
					Submitted
					Submitted
					Submitted
			Multiple		HCP Review
			Multiple		HCP Review
RHC_INV2024006					Returned

Returned to Service Provider (continued)

- Navigate to the **Invoice Item(s)** page.
- Select **Correction Request** and select the **Application Number**.
- Click the down arrow to view **General Comment & Correction Requests History**.
- Leave a comment and upload a file, if necessary, then click **Save & Continue**.

FCC Form 469 - RHC_INV202

Starts **Invoice Item(s)** Supporting Documentation Declaration of Assistance Certification

Invoice Item(s)

FCC Form 466 Application Invoice Item(s)

Search for FCC Forms SEARCH

FCC Form 466 Application Number	Connection Number #	HCP Number	HCP Name	Service Category	Service Type	Bandwidth	Number Of Voice Lines	Monthly Rural Rate	Monthly Urban Rate	Recurring Amount Remaining to Invoice	Non-Recurring Amount Remaining to Invoice	Total Cost Invoiced	Today's Potential Reimbursement
				Data	Ethernet - Dedicated	100 Mbps		\$1,000.00	\$100.00	\$12,000.00	\$500.00	\$2,500.00	\$1,730.00

GENERAL COMMENT **CORRECTION REQUEST**

Application Number(s)
RHC202400

Correction Request Details
Bandwidth is correct. Uploaded correct invoice.

File (Optional) Invoice PDF - 32.81 KB

General Comment & Correction Requests History

	Application Number(s)	Correction Request Details
9/26/2024 3:13 PM EDT HCP Reviewer	RHC202400	Bandwidth is incorrect.
9/26/2024 3:04 PM EDT HCP Reviewer		General Comment Service provider forgot to include invoice. Invoice PDF - 32.81 KB

Showing 1 - 2 of 2

EXIT BACK **SAVE & CONTINUE**

Approved by OMB 3060-0804

Returned to Service Provider (continued)

- Navigate through all tabs, correcting information as needed.
- Click all **Certifications** to recertify corrected information and type your full name in the **Digital Signature** field.
- Click **Certify & Submit** to return the form to the HCP.

FCC Form 469 - RHC

Start Invoice Item(s) Supporting Documentation Declaration of Assistance **Certification**

Application Summary >

Certifications

The FCC Form 469 must be certified by both the Service Provider and the Health Care Provider (HCP). If you added funding requests associated with multiple HCPs to this invoice, this invoice will be split into multiple applications so that each HCP can certify the appropriate funding requests.

HCP Number	HCP Name	FCC Form 466 Application	Invoice Number	Service Provider Invoice Nickname
		RHC202400	RHC_INV202400	0/100

☒ I certify under penalty of perjury that I am authorized to submit this request on behalf of the service provider. I understand that the service provider must apply the amount submitted, approved, and paid by USAC to the billing account of the applicant(s) and FRN/FRN ID listed on this invoice.

☒ I certify under penalty of perjury that I have examined this form and attachments and that, to the best of my knowledge, information, and belief, the date, quantities, and costs provided are true and correct.

☒ I certify under penalty of perjury that I have abided by all RHC Program requirements and procedures, including all applicable Commission rules.

☒ I certify under penalty of perjury that the applicant paid the appropriate urban rate for the telecommunications services.

☒ I certify under penalty of perjury that I charged only for eligible services delivered or provided to the applicant prior to submitting the invoice form and accompanying documentation.

☒ I certify under penalty of perjury that I have not offered or provided a gift or any other thing of value to the applicant (or to the applicant's personnel, including its consultant) for which it will provide services.

☒ I certify under penalty of perjury that the consultants or third parties 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, as a condition of receiving support, that I will provide to the health care providers, on a timely basis, all information and documents regarding services that are necessary for the applicant to submit required forms or respond to Commission or Administrator inquiries.

☒ I understand that all documentation associated with this application, including all billing records for services received, must be retained for a period of at least five years after the last day of the delivery of supported services pursuant to 47 CFR § 54.631.

☒ I certify under penalty of perjury that no universal service support has been or will be used to purchase, obtain, maintain, improve, modify, or otherwise support any equipment or services produced or provided by any company designated by the Federal Communications Commission as posing a national security threat to the integrity of communications networks or the communications supply chain since the effective date of the designations.

☒ I certify under penalty of perjury that no Federal subsidy made available through a program administered by the Commission that provides funds to be used for the capital expenditures necessary for the provision of advanced communications services has been or will be used to purchase, rent, lease, or otherwise obtain, any covered communications equipment or service, or maintain any covered communications equipment or service previously purchased, rented, leased, or otherwise obtained, as required by 47 CFR § 54.10

Certifier's Full Name

Date

Digital Signature

EXIT BACK **CERTIFY & SUBMIT**

After Submitting

- Once you click **Certify & Submit**, this message will appear.
- Click the arrow at the far right. to see the **Application Summary**.

FCC Form 469 - RHC_ [redacted]

Application Summary 

✔ This application has been successfully submitted. [My Forms Dashboard](#)

[Share your feedback \(2-question survey\)](#)

Certifications

The FCC Form 469 must be certified by both the Service Provider and the Health Care Provider (HCP). If you added funding requests associated with multiple HCPs to this invoice, this invoice will be split into multiple applications so that each HCP can certify the appropriate funding requests.

HCP Number	HCP Name	FCC Form 466 Application	Invoice Number	Service Provider Invoice Nickname
[redacted]	[redacted]	[redacted]	RHC_ [redacted]	

☒ I certify under penalty of perjury that I am authorized to submit this request on behalf of the service provider. I understand that the service provider must apply the amount submitted, approved, and paid by USAC to the billing account of the applicant(s) and FRN/FRN ID listed on this invoice.

☒ I certify under penalty of perjury that I have examined this form and attachments and that, to the best of my knowledge, information, and belief, the date, quantities, and costs provided are true and correct.

☒ I certify under penalty of perjury that I have abided by all RHC Program requirements and procedures, including all applicable Commission rules.

☒ I certify under penalty of perjury that the applicant paid the appropriate urban rate for the telecommunications services.

☒ I certify under penalty of perjury that I charged only for eligible services delivered or provided to the applicant prior to submitting the invoice form and accompanying documentation.

☒ I certify under penalty of perjury that I have not offered or provided a gift or any other thing of value to the applicant (or to the applicant's personnel, including its consultant) for which it will provide services.

☒ I certify under penalty of perjury that the consultants or third parties 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.

What to Expect After Submitting to USAC

- In the Telecom program, an invoice is not considered submitted until approved by the HCP and received by USAC.
- With no Information Requests, the review generally takes about 30 days.
- If an Information Request is sent, it will come from rhcadmin@usac.org.
 - Respond to the Information Request in RHC Connect.
 - Email notifications sent from RHC Connect are from an unattended mailbox.
 - Use the [Information Request tip sheet](#) on the USAC website as a resource.
- Approval will be held until response is received and reviewed.
- Email notification of invoice approval will be sent from rhcadmin@usac.org to all account holders.

Questions?

Submitting the FCC Form 469 – Applicants

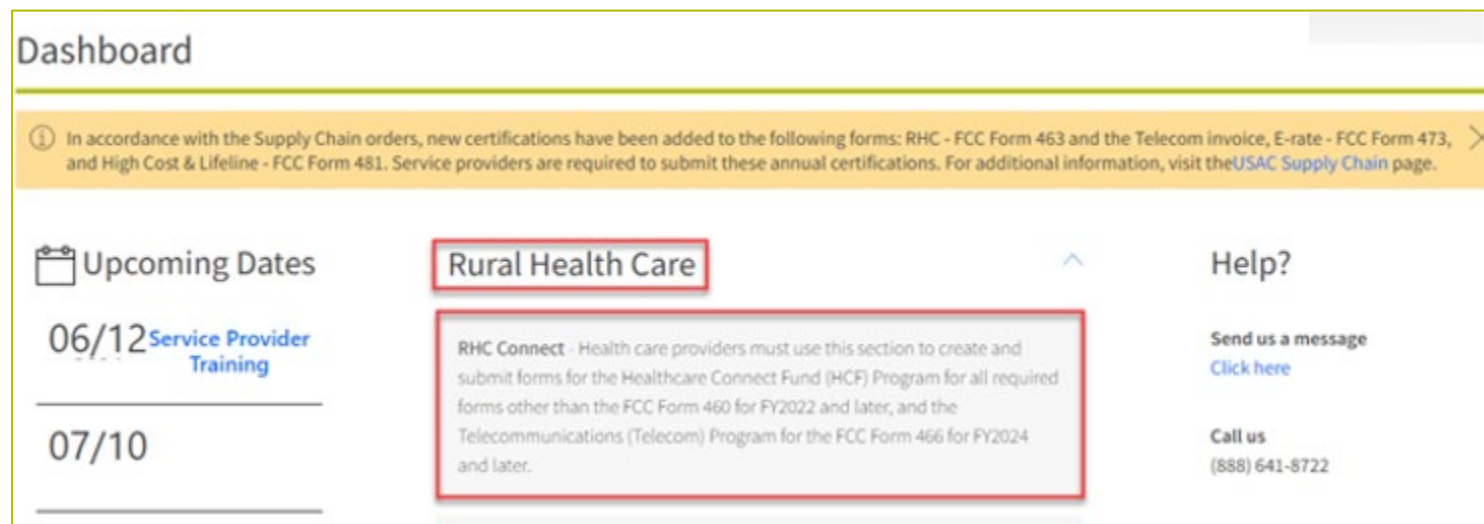
Telecom Program Invoicing Best
Practices

HCP Review

- An email notification will be sent to account holders stating that there's an invoice available for review.
- Log in to RHC Connect.
- Carefully review form for accuracy.
 - Confirm billing period and invoiced amount.
 - If inaccurate, return invoice to the service provider.
- If correct, certify and sign the FCC Form 469.

Landing Page

- Log in to **RHC Connect**.



The screenshot shows the RHC Connect Dashboard. At the top, there is a 'Dashboard' header. Below it is a yellow notification banner with an information icon and a close button. The banner text states: 'In accordance with the Supply Chain orders, new certifications have been added to the following forms: RHC - FCC Form 463 and the Telecom invoice, E-rate - FCC Form 473, and High Cost & Lifeline - FCC Form 481. Service providers are required to submit these annual certifications. For additional information, visit the [USAC Supply Chain](#) page.' Below the banner, the dashboard is divided into three columns. The left column is titled 'Upcoming Dates' and shows two dates: '06/12 Service Provider Training' and '07/10'. The middle column is titled 'Rural Health Care' and contains a box with the text: 'RHC Connect - Health care providers must use this section to create and submit forms for the Healthcare Connect Fund (HCF) Program for all required forms other than the FCC Form 460 for FY2022 and later, and the Telecommunications (Telecom) Program for the FCC Form 466 for FY2024 and later.' The right column is titled 'Help?' and contains two links: 'Send us a message Click here' and 'Call us (888) 641-8722'.

Dashboard

In accordance with the Supply Chain orders, new certifications have been added to the following forms: RHC - FCC Form 463 and the Telecom invoice, E-rate - FCC Form 473, and High Cost & Lifeline - FCC Form 481. Service providers are required to submit these annual certifications. For additional information, visit the [USAC Supply Chain](#) page.

Upcoming Dates

06/12 [Service Provider Training](#)

07/10

Rural Health Care

RHC Connect - Health care providers must use this section to create and submit forms for the Healthcare Connect Fund (HCF) Program for all required forms other than the FCC Form 460 for FY2022 and later, and the Telecommunications (Telecom) Program for the FCC Form 466 for FY2024 and later.

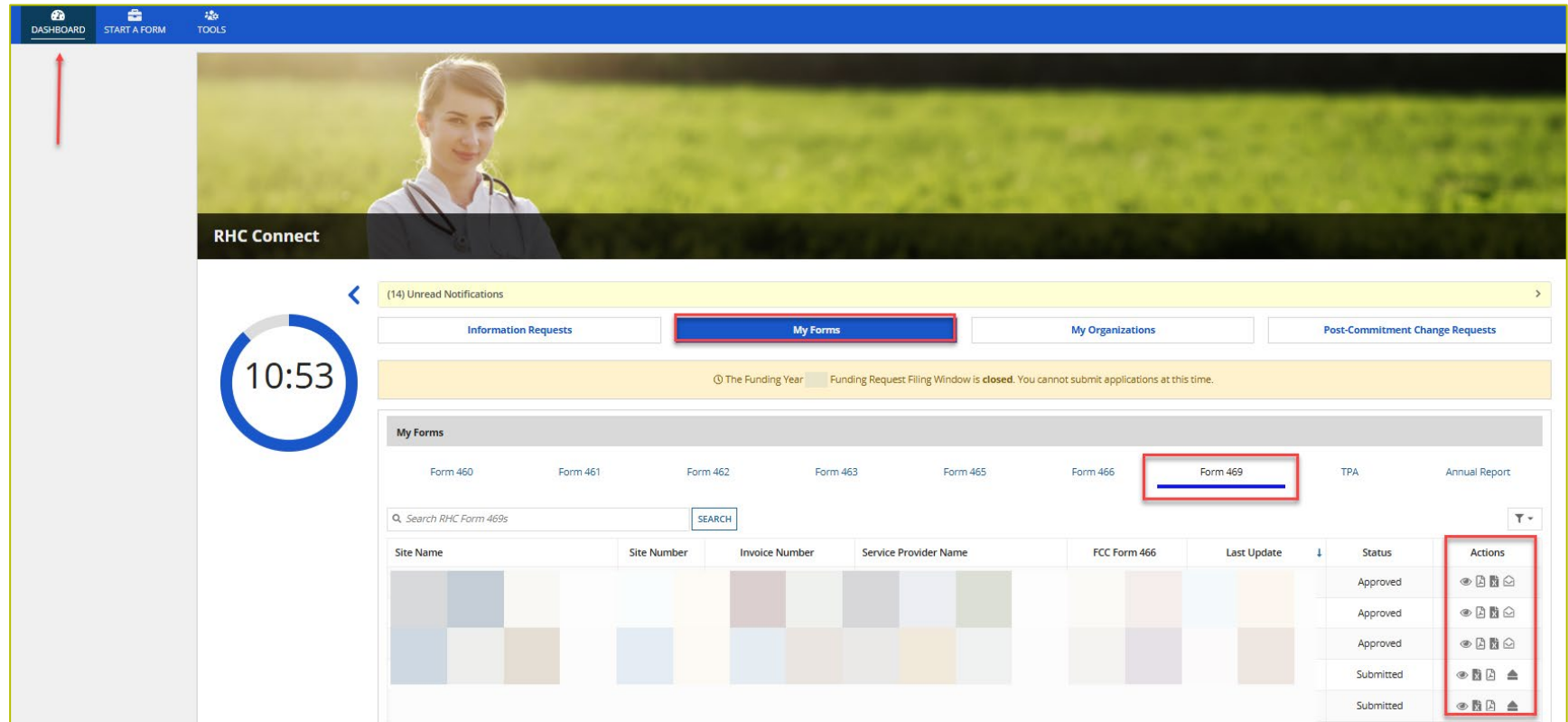
Help?

Send us a message [Click here](#)

Call us (888) 641-8722

Dashboard

- On the **My Forms** tab, you can view the status of all forms.
- Navigate to each form.
- Click the icons to view, continue with a draft form, discard a form, view a PDF copy or view the email for a processed invoice.

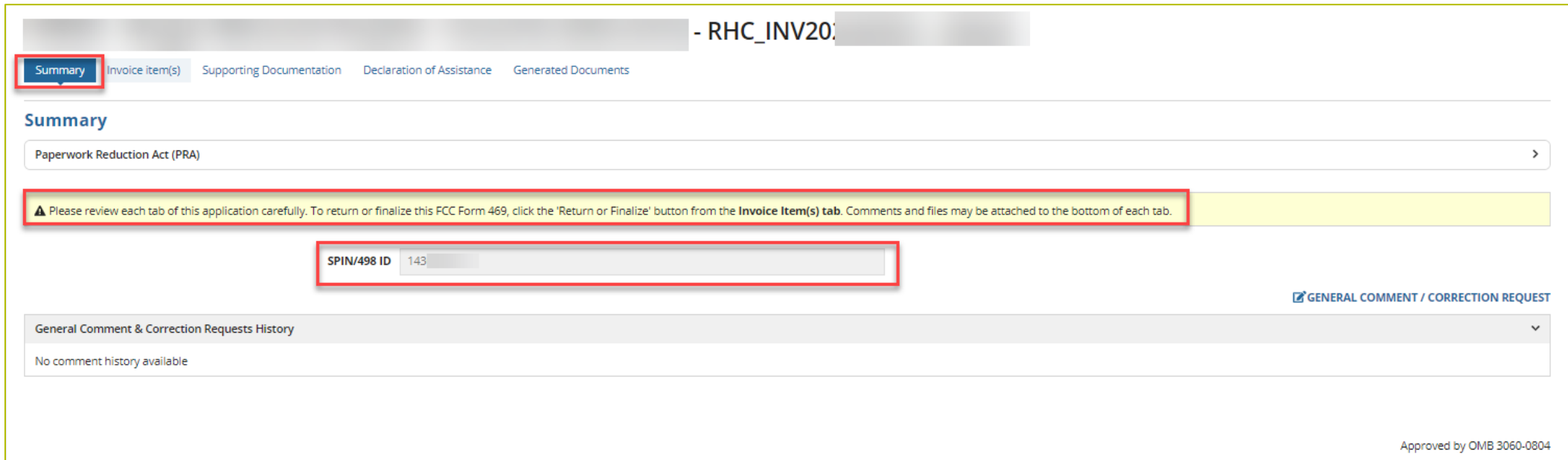


The screenshot shows the RHC Connect dashboard. The top navigation bar includes 'DASHBOARD', 'START A FORM', and 'TOOLS'. The 'My Forms' tab is selected and highlighted with a red box. A red arrow points to this tab. Below the navigation bar, there is a banner for 'RHC Connect' featuring a woman's portrait. A circular clock shows the time as 10:53. A notification bar indicates '(14) Unread Notifications'. Below this, there are tabs for 'Information Requests', 'My Forms' (selected), 'My Organizations', and 'Post-Commitment Change Requests'. A message states: 'The Funding Year Funding Request Filing Window is closed. You cannot submit applications at this time.' The 'My Forms' section displays a list of forms: Form 460, Form 461, Form 462, Form 463, Form 465, Form 466, Form 469 (highlighted with a red box), TPA, and Annual Report. Below this list is a search bar and a table with columns: Site Name, Site Number, Invoice Number, Service Provider Name, FCC Form 466, Last Update, Status, and Actions. The table contains five rows of data. The 'Actions' column is highlighted with a red box and contains icons for viewing, editing, discarding, and emailing forms.

Site Name	Site Number	Invoice Number	Service Provider Name	FCC Form 466	Last Update	Status	Actions
						Approved	View, Edit, Discard, Email
						Approved	View, Edit, Discard, Email
						Approved	View, Edit, Discard, Email
						Submitted	View, Edit, Discard, Email
						Submitted	View, Edit, Discard, Email

Summary Page

- Message in the yellow box instructs HCP to review each tab carefully and make comments or upload files where appropriate.
- SPIN used on the FCC Form 466 for this FRN is displayed.



The screenshot displays the 'Summary' tab of the FCC Form 466 application interface. At the top, a header bar shows the application title '- RHC_INV20:' followed by a redacted FRN. Below this, a navigation menu includes 'Summary' (highlighted with a red box), 'Invoice item(s)', 'Supporting Documentation', 'Declaration of Assistance', and 'Generated Documents'. The main content area is titled 'Summary' and features a dropdown menu for 'Paperwork Reduction Act (PRA)'. A prominent yellow warning box with a red border contains the text: '⚠ Please review each tab of this application carefully. To return or finalize this FCC Form 469, click the 'Return or Finalize' button from the **Invoice Item(s)** tab. Comments and files may be attached to the bottom of each tab.' Below the warning, a red-bordered box highlights the 'SPIN/498 ID' field, which contains the value '143'. To the right of this field is a link labeled 'GENERAL COMMENT / CORRECTION REQUEST'. At the bottom, a section titled 'General Comment & Correction Requests History' shows 'No comment history available'. The footer of the page states 'Approved by OMB 3060-0804'.

- RHC_INV20: [REDACTED]

Summary Invoice item(s) Supporting Documentation Declaration of Assistance Generated Documents

Summary

Paperwork Reduction Act (PRA) >

⚠ Please review each tab of this application carefully. To return or finalize this FCC Form 469, click the 'Return or Finalize' button from the **Invoice Item(s)** tab. Comments and files may be attached to the bottom of each tab.

SPIN/498 ID 143

[GENERAL COMMENT / CORRECTION REQUEST](#)

General Comment & Correction Requests History v

No comment history available

Approved by OMB 3060-0804

Invoice Item(s)

- Click **Return or Finalize** after all information is reviewed to return the FCC Form 469 to the service provider for corrections or to finalize and submit the form to USAC.
- All data is read-only for the HCP, so the FCC Form 469 must be returned to the service provider to make corrections.
- Leave a comment or a correction request by clicking the hyperlink titled **General Comment/Correction Request**.

The screenshot displays the 'Invoice Item(s)' page for FCC Form 466. At the top, there is a breadcrumb trail: Summary, **Invoice Item(s)**, Supporting Documentation, Declaration of Assistance, and Generated Documents. The 'Invoice Item(s)' tab is highlighted. Below the breadcrumb, the title 'Invoice Item(s)' is followed by 'FCC Form 466 Application Invoice Item(s)'. A search bar with the placeholder 'Search for FCC Forms' and a 'SEARCH' button is present. A table with 14 columns lists the invoice items. The first item is highlighted. Below the table, there is a section for 'General Comment & Correction Requests History' which currently shows 'No comment history available'. A red box highlights the 'GENERAL COMMENT / CORRECTION REQUEST' button in the bottom right corner.

FCC Form 466 Application Number	Connection Number #	HCP Number	HCP Name	Service Category	Service Type	Bandwidth	Number Of Voice Lines	Monthly Rural Rate	Monthly Urban Rate	Recurring Amount Remaining to Invoice	Non-Recurring Amount Remaining to Invoice	Total Cost Invoiced	Today's Potential Reimbursement
	1			Data	Ethernet - Dedicated	100 Mbps		\$1,000.00	\$100.00	\$12,000.00	\$500.00	\$2,500.00	\$1,230.00

GENERAL COMMENT / CORRECTION REQUEST

General Comment & Correction Requests History

No comment history available

Invoice Item(s) (continued)

- To enter a correction request, click **Correction Request**.
- Select the **Application Number** from the dropdown menu.
- Enter the details of the correction request in the field and, if necessary, upload a supporting document.

Invoice Item(s)
FCC Form 466 Application Invoice Item(s)

Q Search for FCC Forms SEARCH

FCC Form 466 Application Number	Connection Number #	HCP Number	HCP Name	Service Category	Service Type	Bandwidth	Number Of Voice Lines	Monthly Rural Rate	Monthly Urban Rate	Recurring Amount Remaining to Invoice	Non-Recurring Amount Remaining to Invoice	Total Cost Invoiced	Today's Potential Reimbursement
	1			Data	Ethernet - Dedicated	100 Mbps		\$1,000.00	\$100.00	\$12,000.00	\$500.00	\$2,500.00	\$1,230.00

GENERAL COMMENT **CORRECTION REQUEST**

Application Number(s)
RHC202

Correction Request Details
Incorrect bandwidth

File (Optional) **Invoice PDF - 32.81 KB**

19/10000

SAVE **CANCEL**

Invoice Item(s) (continued)

- If the service provider uploaded documents, they will be visible to download and review on the **Supporting Documentation** page.
- To upload supporting documents, click **General Comment/Correction Request**, select either **General Comment** or **Correction Request**, leave an explanation and upload the supporting document(s).
- Click **Save**.

Supporting Documentation

Uploaded File(s)

Document Type	Description	FCC Form 466 Application Number	File Name	Uploaded On
No items available				

GENERAL COMMENT

CORRECTION REQUEST

General Comment

Service provider did not upload invoice

40/10000

File (Optional)

Invoice PDF - 32.81 KB

SAVE CANCEL

Declaration of Assistance

- The **Declaration of Assistance** question on the FCC Form 469 is answered by the service provider, so the response cannot be edited by the HCP.

The screenshot shows the 'Declaration of Assistance' section of the FCC Form 469. At the top, there is a header bar with a grey background and the text '- RHC_INV202'. Below this, a navigation bar contains five tabs: 'Summary', 'Invoice Item(s)', 'Supporting Documentation', 'Declaration of Assistance' (which is highlighted with a red box), and 'Generated Documents'. The main content area is titled 'Declaration of Assistance' in blue. It contains a question: 'Have any consultants or third parties helped you to identify the applicant's Request for proposals (RFP) or FCC Form 465, helped to connect you with the health care provider participating in the program, or is anyone authorized to act on your behalf in the RHC Program?'. Below the question are two radio button options: 'Yes' and 'No'. The 'No' option is selected. To the right of the question, there is a link that says 'GENERAL COMMENT / CORRECTION REQUEST'. Below the question, there is a section titled 'General Comment & Correction Requests History' with a dropdown arrow. Below this section, it says 'No comment history available'. At the bottom right of the form, it says 'Approved by OMB 3060-0804'.

- RHC_INV202

Summary Invoice Item(s) Supporting Documentation **Declaration of Assistance** Generated Documents

Declaration of Assistance

Have any consultants or third parties helped you to identify the applicant's Request for proposals (RFP) or FCC Form 465, helped to connect you with the health care provider participating in the program, or is anyone authorized to act on your behalf in the RHC Program?

☐ Yes

☒ No

[GENERAL COMMENT / CORRECTION REQUEST](#)

General Comment & Correction Requests History

No comment history available

Approved by OMB 3060-0804

Generated Documents

- Once the FCC Form 469 is submitted, a PDF version of the form is generated and can be accessed on the **Generated Documents** tab.
- **Generated Documents** tab is the same for both the applicant and the service provider.

Form 469 - [REDACTED] Hospital - [REDACTED] - RHC_INV202 [REDACTED]

Summary Invoice Item(s) Supporting Documentation Declaration of Assistance **Generated Documents**

Generated Documents

FCC FORM 469 GENERATED DOCUMENTS

Document Type	Date	Action
FCC Form 469 PDF - Submitted	[REDACTED]	View Download
FCC Form 469 Excel - Submitted	[REDACTED]	Download

Approved by OMB 3060-0804

Invoice Item(s) – Return or Finalize

- Navigate back to the **Invoice Item(s)** page.
- All comments and correction requests are displayed.
- Click **Return or Finalize**.

- RHC_INV202

RETURN OR FINALIZE

Summary **Invoice Item(s)** Supporting Documentation Declaration of Assistance Generated Documents

Invoice Item(s)

FCC Form 466 Application Invoice Item(s)

Search for FCC Forms

FCC Form 466 Application Number	Connection Number #	HCP Number	HCP Name	Service Category	Service Type	Bandwidth	Number Of Voice Lines	Monthly Rural Rate	Monthly Urban Rate	Recurring Amount Remaining to Invoice	Non-Recurring Amount Remaining to Invoice	Total Cost Invoiced	Today's Potential Reimbursement
	1			Data	Ethernet - Dedicated	100 Mbps		\$1,000.00	\$100.00	\$12,000.00	\$500.00	\$2,500.00	\$1,230.00

GENERAL COMMENT / CORRECTION REQUEST

General Comment & Correction Requests History

	Application Number(s)	Correction Request Details
9/26/2024 3:13 PM EDT HCP Reviewer	RHC20240	Bandwidth is incorrect.
9/26/2024 3:04 PM EDT HCP Reviewer	General Comment Service provider forgot to include invoice. Invoice PDF - 32.81 KB	

Showing 1 - 2 of 2

Invoice Line Items – Return for Changes

- Select **Return for Changes to the Service Provider**.
- You must add at least one comment, then click **Next**.
- Warning states if **Yes** is selected, this action cannot be reversed.
- Click **Yes** to continue.

- RHC_INV202

Review

ⓘ If you choose to **Return for Changes**, you must add at least one comment within the application screens, summarizing the issue(s) within the FCC Form 469.

I have reviewed this FCC Form 469 and I would like to...

☒ Return for Changes to the Service Provider ☐ Finalize

CANCEL NEXT

- RHC_INV20240

Review

ⓘ If you choose to **Return for Changes**, you must add at least one comment within the application screens, summarizing the issue(s) within the FCC Form 469.

I have reviewed this FCC Form 469 and I would like to...

☒ Return for Changes to the Service Provider ☐ Finalize

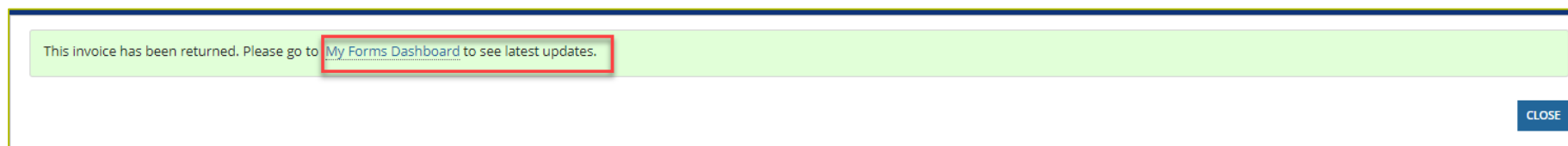
CANCEL NEXT

Do you want to return the invoice RHC_INV202400501_100025 to the Service Provider? This action cannot be reversed.

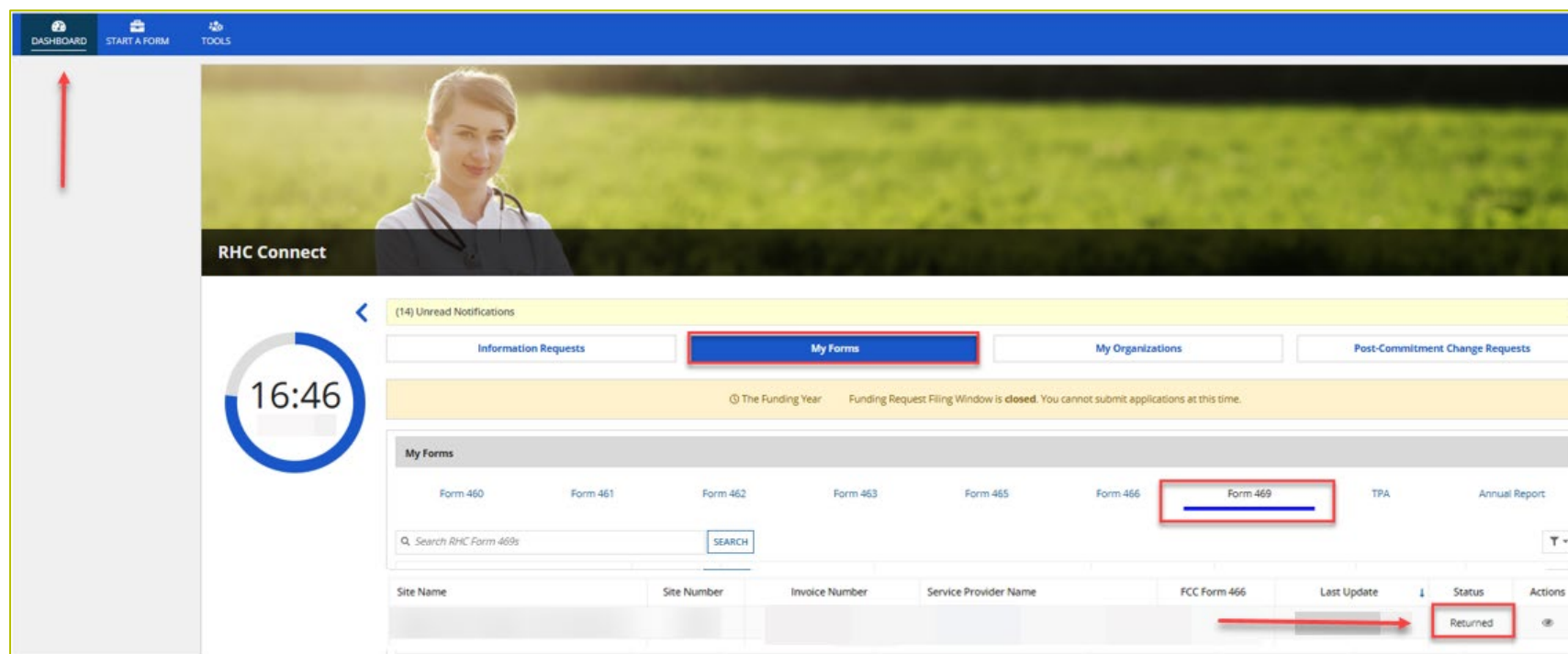
NO YES

Invoice Returned

- Confirmation that invoice has been returned.



- Status of invoice appears on the **My Forms** tab of the **Dashboard**.



Return to HCP

- The HCP account holders will receive an email once the service provider addresses the correction request and returns it to the HCP for review.
- Navigate to the **My Forms** tab on the **Dashboard**, select **FCC Form 469** under **Form Type**, and click the view icon under the **Actions** column of the invoice to be reviewed.

The screenshot displays the RHC Connect dashboard. At the top, there is a navigation bar with 'DASHBOARD', 'START A FORM', and 'TOOLS'. Below this, a large banner features a woman in a white lab coat with a stethoscope, labeled 'RHC Connect'. A red arrow points to the 'DASHBOARD' tab in the navigation bar. Below the banner, a yellow notification bar indicates '(14) Unread Notifications'. A blue circular clock shows the time '16:46'. The main content area has four tabs: 'Information Requests', 'My Forms' (highlighted with a red box), 'My Organizations', and 'Post-Commitment Change Requests'. Below the tabs, a yellow message states: 'The Funding Year 2025 Funding Request Filing Window is closed. You cannot submit applications at this time.' The 'My Forms' section shows a list of form types: Form 460, Form 461, Form 462, Form 463, Form 465, Form 466, Form 469 (highlighted with a red box), TPA, and Annual Report. Below this list is a search bar labeled 'Search RHC Form 469s' and a 'SEARCH' button. A table below the search bar has columns: Site Name, Site Number, Invoice Number, Service Provider Name, FCC Form 466, Last Update, Status, and Actions. The 'Status' column shows 'HCP Review' and the 'Actions' column shows a view icon (highlighted with a red box). A red arrow points to the view icon in the 'Actions' column.

HCP Review After Return

- Navigate to **Invoice Item(s)** and click the down arrow to the right of **General Comment & Request History** to view comments and correction requests.
- Navigate through all sections to confirm all information is correct.
- On **Invoice Item(s)** page, click **Return or Finalize**.

The screenshot displays the 'Invoice Item(s)' page for application RHC_INV202. The top navigation bar includes 'Summary', 'Invoice Item(s)', 'Supporting Documentation', 'Declaration of Assistance', and 'Generated Documents'. The 'Invoice Item(s)' section contains a table with columns for FCC Form 466 Application Number, Connection Number #, HCP Number, HCP Name, Service Category, Service Type, Bandwidth, Number Of Voice Lines, Monthly Rural Rate, Monthly Urban Rate, Recurring Amount Remaining to Invoice, Non-Recurring Amount Remaining to Invoice, Total Cost Invoiced, and Today's Potential Reimbursement. Below the table is a section titled 'General Comment & Request History' with a dropdown arrow. This section contains three entries: a Service Provider entry with a correction request for bandwidth, an HCP Reviewer entry with a correction request for bandwidth, and another HCP Reviewer entry with a general comment about a missing invoice. A red box highlights the 'Return or Finalize' button in the top right corner. Another red box highlights the 'General Comment & Request History' section, and a red arrow points to the dropdown arrow on the right side of the section header.

Finalizing the FCC Form 469

- If everything is correct, click **Finalize**, then click **Next**.

The screenshot shows the 'Review' section of the FCC Form 469. At the top, it displays 'HCP [redacted] - RHC_INV202 [redacted]'. Below this is a yellow banner with an information icon and the text: 'If you choose to Return for Changes, you must add at least one comment within the application screens, summarizing the issue(s) within the FCC Form 469.' Underneath the banner, the text 'I have reviewed this FCC Form 469 and I would like to...' is followed by two radio button options: 'Return for Changes to the Service Provider' and 'Finalize'. The 'Finalize' option is selected and highlighted with a red rectangle. To the left of the radio buttons is a 'CANCEL' button, and to the right is a 'NEXT' button, both also highlighted with red rectangles.

HCP [redacted] - RHC_INV202 [redacted]

Review

i If you choose to **Return for Changes**, you must add at least one comment within the application screens, summarizing the issue(s) within the FCC Form 469.

I have reviewed this FCC Form 469 and I would like to...

Return for Changes to the Service Provider ☐ **Finalize** ☒

CANCEL **NEXT**

HCP Certifications

- Read and click all **Certifications**.
- You are unable to move forward until all certifications are clicked.
- Type your full name as it appears in RHC Connect in the **Digital Signature** field.
- Click **Certify & Submit**.

FCC Form 469 - RHC_INV202

Certifications

- ☒ certify under penalty of perjury that I am authorized to submit this request on behalf of the applicant.
- ☒ certify under penalty of perjury that I have examined this form and attachments and, to the best of my knowledge, information, and belief, all information contained therein is true and correct.
- ☒ certify under penalty of perjury that the applicant has received the related telecommunications services itemized on the invoice form.
- ☒ certify under penalty of perjury that the required urban rate payment for the telecommunications services was remitted to the service provider.
- ☒ understand that all documentation associated with this application, including all billing records for services received, 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.

Certifier's Full Name

Date

Digital Signature
Enter name exactly as it is listed in the Certifier's Full Name Field

EXIT

CERTIFY & SUBMIT

Approved by OMB 3060-0804

After Submitting

- Once you click **Certify & Submit**, a message indicating that the application was successfully submitted will be displayed.

FCC Form 469 - RHC_INV202 [redacted]

✓ This application has been successfully submitted. [My Forms Dashboard](#)

Certifications

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

☒ I certify under penalty of perjury that I have examined this form and attachments and, to the best of my knowledge, information, and belief, all information contained therein is true and correct.

☒ I certify under penalty of perjury that the applicant has received the related telecommunications services itemized on the invoice form.

☒ I certify under penalty of perjury that the required urban rate payment for the telecommunications services was remitted to the service provider.

☒ I understand that all documentation associated with this application, including all billing records for services received, 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.

Certifier's Full Name [redacted] **Digital Signature** [redacted]

Date [redacted] [calendar icon]

Enter name exactly as it is listed in the Certifier's Full Name Field

Approved by OMB 3060-0804

After Submitting (continued)

- Navigate to the **My Forms** tab on the **Dashboard**, then click on and select **Form 469**.
- Under the **Status** column, the FCC Form 469 should be displayed as **Submitted**.
- Click the icons under the **Actions** column to view, download an Excel spreadsheet, or download a PDF version of the FCC Form 469.

The screenshot displays the RHC Connect dashboard interface. At the top, a navigation bar includes 'DASHBOARD', 'START A FORM', and 'TOOLS'. A red box highlights the 'DASHBOARD' tab, with a red arrow pointing to it from the left. Below the navigation bar is a banner image of a healthcare professional with the text 'RHC Connect'. A circular clock widget shows the time as 17:05. A notification bar indicates '(14) Unread Notifications'. Below this, there are four tabs: 'Information Requests', 'My Forms' (highlighted with a red box), 'My Organizations', and 'Post-Commitment Change Requests'. A yellow banner message states: 'The Funding Year 2025 Funding Request Filing Window is closed. You cannot submit applications at this time.' The 'My Forms' section shows a list of forms: Form 460, Form 461, Form 462, Form 463, Form 465, Form 466, Form 469 (highlighted with a red box), TPA, and Annual Report. Below this is a search bar labeled 'Search RHC Form 469s' and a 'SEARCH' button. A table displays the details for Form 469, with columns for Site Name, Site Number, Invoice Number, Service Provider Name, FCC Form 466, Last Update, Status, and Actions. The 'Status' column for Form 469 is 'Submitted' (highlighted with a red box). The 'Actions' column for Form 469 contains three icons: a magnifying glass, a document, and a download icon.

Site Name	Site Number	Invoice Number	Service Provider Name	FCC Form 466	Last Update	Status	Actions
						Approved	
						Approved	
						Approved	
						Submitted	

Best Practices for Creating the FCC Form 469

- Consolidate invoices.
- Use calendar drop down for billing start and end dates.
- Identify eligible amount for chosen period.
- Common issues:
 - Expense items unavailable to invoice
 - \$0.00 in the USF Support Amount to be Paid column
 - Error Messages

Commonly Asked Questions

- *Why is the service start date greyed out?*
 - When you file the first FCC Form 469 for an FRN, you are prompted you to enter a date into the service start date field.
 - Once USAC approves an FCC Form 469 with a service start date, neither USAC nor the account holder or service provider can modify that date at a later time.

Commonly Asked Questions (continued)

- *Why is USAC requesting supporting documentation for my FCC Form 469?*
 - USAC must ensure that an invoice accurately reflects the services an HCP is receiving and the support due to the service provider.
 - RHC is requesting supporting documentation to verify the services that were submitted on the FCC Form 469 and confirm eligibility for payment for the requested billing period.
 - This validation ensures that HCPs receive accurate funding for approved services and eliminates the risk of fraud, waste, and abuse of program funds.

Supporting Documentation – Best Practices

When responding to Information Requests, please submit the following documentation:

- **Copies of billing documentation** for the referenced billing period with the following information highlighted:
 - HCP Name
 - Circuit Location(s)
 - Billing Account Number (BAN)
 - Bandwidth
 - Circuit ID (if applicable)
 - Service Type
 - Monthly Recurring Charges (MRC)

Supporting Documentation – Best Practices (continued)

- **Proof of payment** for the requested billing period, e.g., check, bank statement, or a printout from the accounts payable system. Proof of payment must show that the HCP has paid the urban rate.
 - In the absence of payment or if no payment was made as a result of **credits** on an account, please provide an explanation of what action resulted from the credits.
- If these details can't be identified on an invoice or proof of payment document, please provide the contract or service agreement.
- Supporting documents must be submitted by the deadline on the Information Request.
- Requests for deadline extensions must be submitted **prior to the original deadline**.

Supporting Documentation - Examples

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

Account Number	9001	Billing Account Number		Invoice Number	
Service Details		Expense Type/Circuit ID			
Ethernet Network Service :		62.			
Location A:		Hospital,			
Summary of Charges					
Service Charges					
Recurring Charges		HCP name and service location		1,896.04	
Total Service Charges				1,896.04	
Total Charges				1,896.04	
Recurring Charges		Bandwidth	Billing Period		
Description		Date Range		Amount	
Port - - Gig E		Aug 1, to Aug 31		463.32	
Regional Bandwidth - - 1000 Mbps - Basic CoS		Aug 1, to Aug 31		1,432.72	
Total Recurring Charges				1,896.04	

MRC

Supporting Documentation – Examples (continued)

- Proof of payment using an accounts payable statement.

Accounts Payable Statement

Company	[REDACTED]	Payment Terms	Net 1	Ship-To Address	(empty)
Supplier	[REDACTED]	Discount Date	(empty)	Settlement Runs	[REDACTED]
Currency	USD	Due Date	06/18/2021	On Hold	No
Invoice Date	06/17/2021	Default Payment Type	PayMode Direct Deposit	Supplier Document Received	No
Invoice Received Date	07/02/2021	Default Tax Option	Enter Tax Due to Supplier	Supplier's Invoice Number	[REDACTED] Proof of payment matches invoice number
Total Invoice Amount	154.94			External PO Number	(empty)
Amount Due	0.00			Referenced Invoices	(empty)
				Statutory Invoice Type	[REDACTED] United States of America

Invoice Lines **Activity** Process History

Turn on the new tables view

Payments 1 item

Supplier Payment	Payment Date Payment date	Status	Reconciliation Status	Company	Transaction Reference	Payment amount Payment Amount	Discount Taken
[REDACTED]	[REDACTED]	Complete	Reconciled	[REDACTED]	[REDACTED]	154.94	0.00

Supporting Documentation – Examples (continued)

- Proof of payment by check.

VOID AND CONTAINS MICROFILM SECURITY FEATURES SEE BACK FOR DETAILS

General Operating Account
[REDACTED] HCP
PROSPERITY BANK
BAY CITY, TEXAS

CHECK NO. [REDACTED]
VENDOR NO. [REDACTED]

CHECK DATE
06/25/ [REDACTED]

AMOUNT
***\$7,626.15

SEVEN THOUSAND SIX HUNDRED TWENTY-SIX 16/100

Pay TO THE ORDER OF [REDACTED] AT&T [REDACTED]

NEAT SENSITIVE
VOID AREA TO VOID

Proof of payment matches invoice number

CHECK DATE 06/25/
CHECK NO. [REDACTED]

INVOICE NO.	DATE	DESCRIPTION	GROSS AMOUNT	DISCOUNT	NET PAY
[REDACTED]	06/11/ [REDACTED]	BAN	4498.80	0.00	4498.80
			3127.35	0.00	3127.35
					Amount paid

Supporting Documentation

- If supporting documentation is found to be insufficient or does not confirm approved services, a reviewer will send an Information Request.
- If a discrepancy is discovered, the invoice may be returned for corrections or denied.
 - Discrepancies can occur when the service approved on the FCC Form 466 is not the same service as what is in use and being billed by the service provider.
 - Example: The bandwidth for an expense increased from 25 Mbps to 50 Mbps, **even if there is no change to the monthly recurring charge.**
- Any pending issues about services must be resolved prior to submitting an invoice to USAC.
 - If a service provider is in dispute with their customer, an invoice **should not** be submitted to USAC until the dispute has been resolved.

Information Request Reminders

- Forms with missing or incomplete information or documentation cannot be processed.
- If USAC requires information that cannot be located on the submitted supporting documentation, you will receive an Information Request.
- All account holders will receive all Information Requests.
- Account holders have 14 calendar days to answer the Information Request.
 - 11:59 p.m. ET on the 14th day would be the last time to respond to the Information Request.
- Forms are denied if Information Requests are not answered within 14 calendar days.

Invoice Filing Deadline Extension

- Per [FCC Order 19-78](#) ([47 CFR § 54.627\(b\)](#)), 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 the Funding Commitment Letter (FCL).
- For more information, please use the following webpages as a resource
 - [Post-Commitment Actions](#) (HCF Program) - webpage
 - [Post-Commitment Actions](#) (Telecom Program) - webpage
 - [Invoice Filing Deadline Extensions](#) (Service Providers) – user guide

Disbursement Process

Telecom Program Invoicing Best
Practices

Disbursement Process

- All account holders and service provider will receive email notification from rhcadmin@usac.org once the FCC Form 469 is approved.
- Funds are disbursed to the service provider on the sixth and 21st of each month, barring weekends and holidays.
- For clerical errors, please notify USAC **before** the disbursement date.
- HCPs and service providers are required to maintain records of billing and invoices for at least five years.

Red Light Status and Voluntary Netting

- Red Light status
 - Contact Customer Support: (888) 641-8722
- Voluntary Netting

Block 17: Offsetting Disbursement Payments Against Federal Universal Service Contribution Obligations For Rural Healthcare Participants <i>See Instruction Section III.O</i> The following information pertains only to telecommunications companies participating in the Rural Health Care Program. In accordance with FCC rule section 54.679 regarding Rural Health Care payments, a telecommunications company may choose to offset its payment against its Federal universal service contribution. A telecommunications company must have an FCC Form 499 Filer ID number in order to offset its Rural Health Care Program payments against its Federal universal service contribution. In order to obtain an FCC Form 499 Filer ID number, visit http://www.usac.org/cont/tools/forms/default.aspx and select FCC Form 499. You do not need an FCC Form 499 Filer ID in order to be issued a FCC Form 498 ID. 94 ☐ Yes, I want my Rural Health Care Program disbursement payments to be offset against my Federal universal service contribution obligations. This box must be checked in order to receive offsets. The Default is "No."

Resources

Telecom Program Invoicing Best Practices

Resources

- [Step 5: Invoice USAC](#) webpage (HCP)
- [Step 5: Invoice USAC](#) webpage (service provider)
- [Welcome to RHC Connect – FCC Form 469](#) webpage
- [Welcome to RHC Connect – FCC Form 469 User Guide](#)
- [Telecom Program Invoicing](#) self-guided training module
- [Post-Commitment Actions](#) webpage
- [Information Request Tip Sheet](#)

Upcoming Trainings

- FY2026 RHC Program Update webinar
 - When: Wednesday, September 16, 2026, from 2-3 p.m. ET - [Register](#)
- Service Provider Training (Q3)
 - When: Wednesday, September 23, 2026, from 2-3 p.m. ET - [Register](#)
- For a list of upcoming webinars, check the [RHC Upcoming Dates](#) webpage for dates and details.

RHC Program Customer Service Center



Email: RHC-Assist@usac.org

- Include in your email
 - HCP Number
 - FRN Number



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

RHC Customer Service Center

The RHC Customer Service Center CAN	The RHC Customer Service Center CANNOT
Answer general questions regarding both programs	Determine eligibility of a specific site or service before an official form submission
Provide account holder information for an HCP	Review a form or document for accuracy before an official submission
Provide clarity regarding FCC 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 RHC Connect
Assist with RHC Connect	Transfer a call to a specific form reviewer

Questions?

Thank You!





Universal Service
Administrative Co.