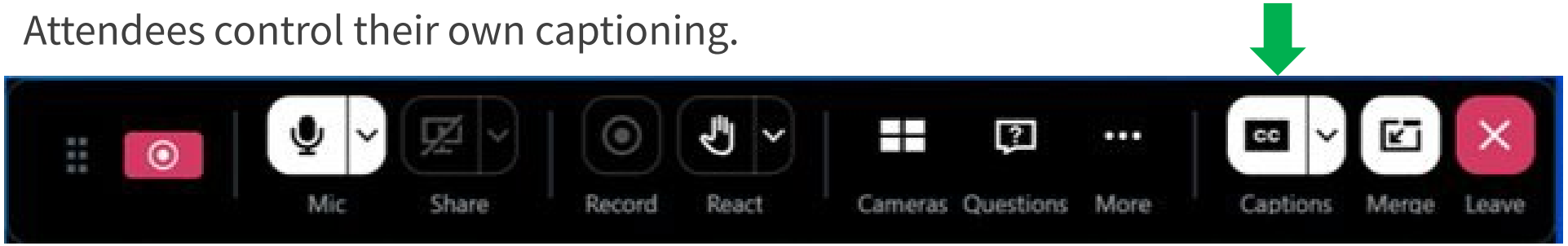
Telecom Program Invoicing Best Practices

September 9, 2026

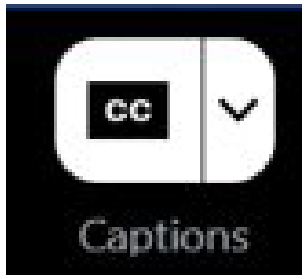
Universal Service Administrative Co.

Housekeeping – Closed Captioning (CC)

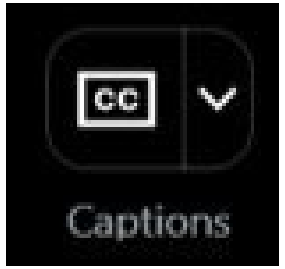
- To accommodate attendees, real-time closed caption is an option during this presentation.
- Attendees control their own captioning.



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



Captions ON



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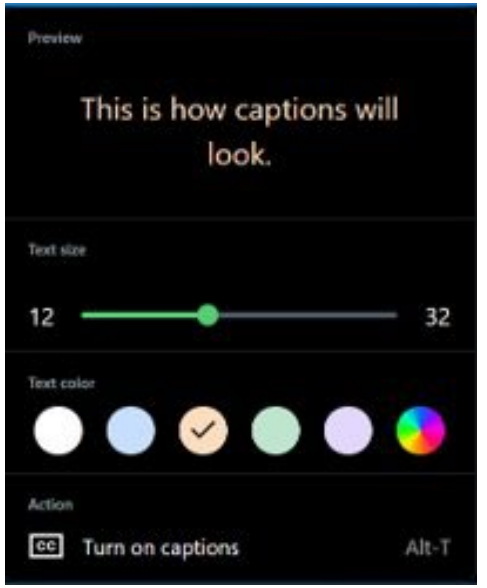
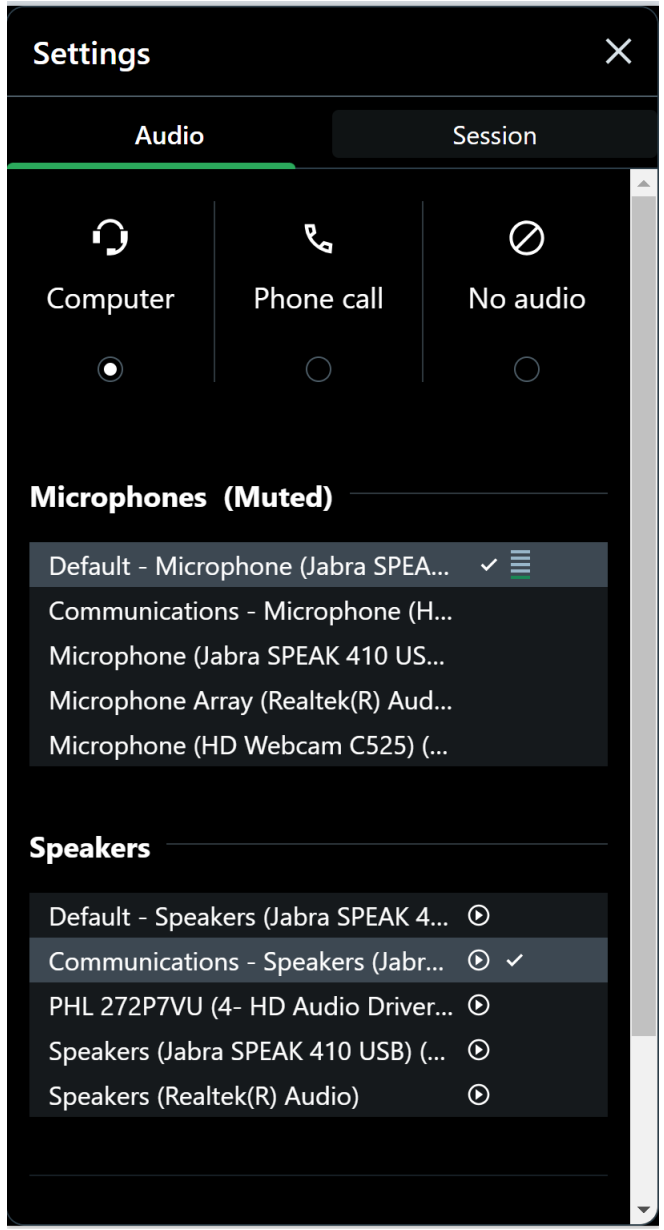


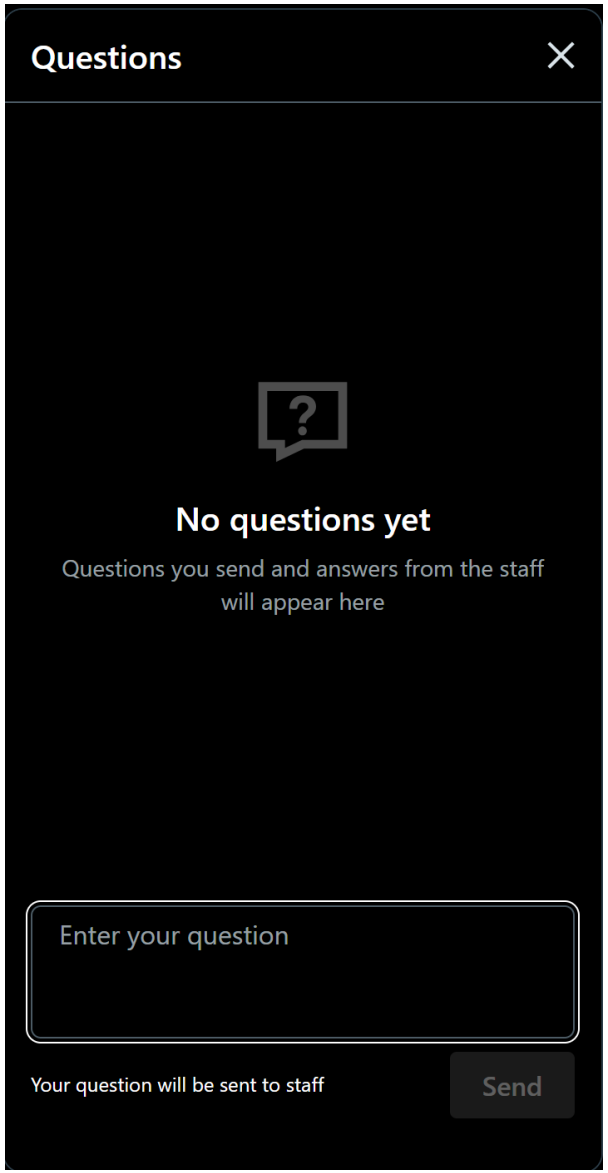
Housekeeping – Audio

- 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.



Meet Our Team

Blythe Albert

Advisor of Program Management | RHC Outreach

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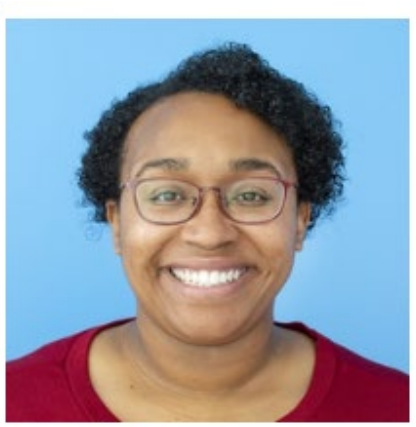

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Agenda

- 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…

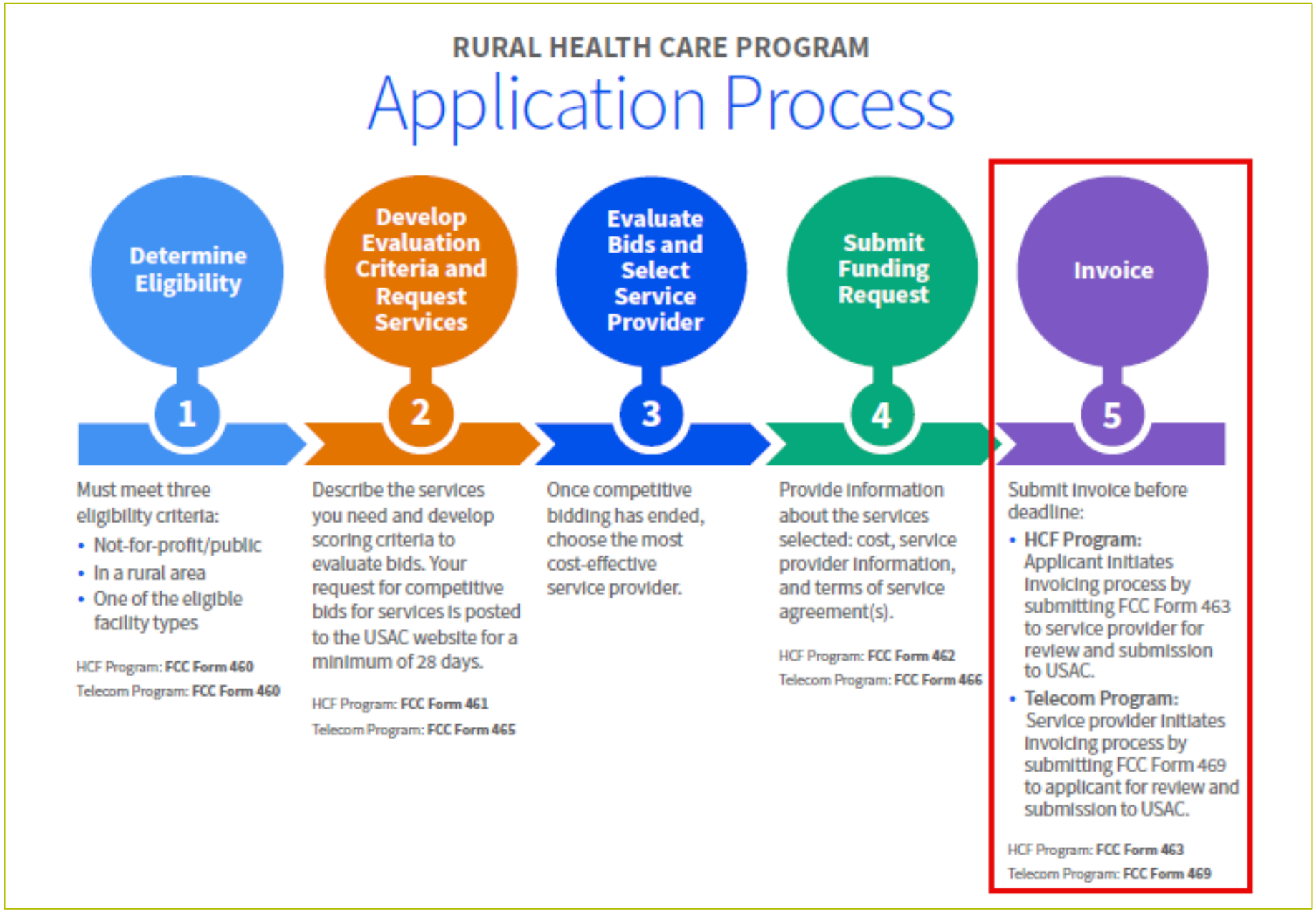
- *Understand the Telecommunications (Telecom) Program invoicing process and deadlines*
- *Mark your calendars with upcoming invoice filing deadlines*
- *Identify the steps to submit the FCC Form 469 invoice for USAC review*
- *Identify resources to help you submit the FCC Form 469 invoice*
- *For HCPs,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

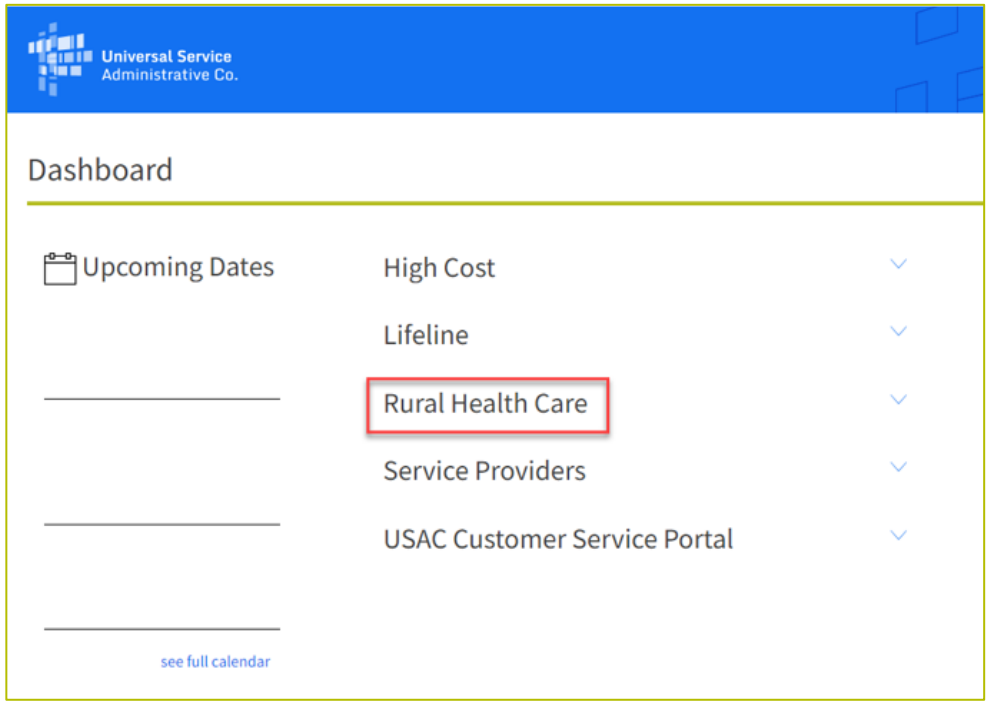
Telecom Program Invoicing Best Practices

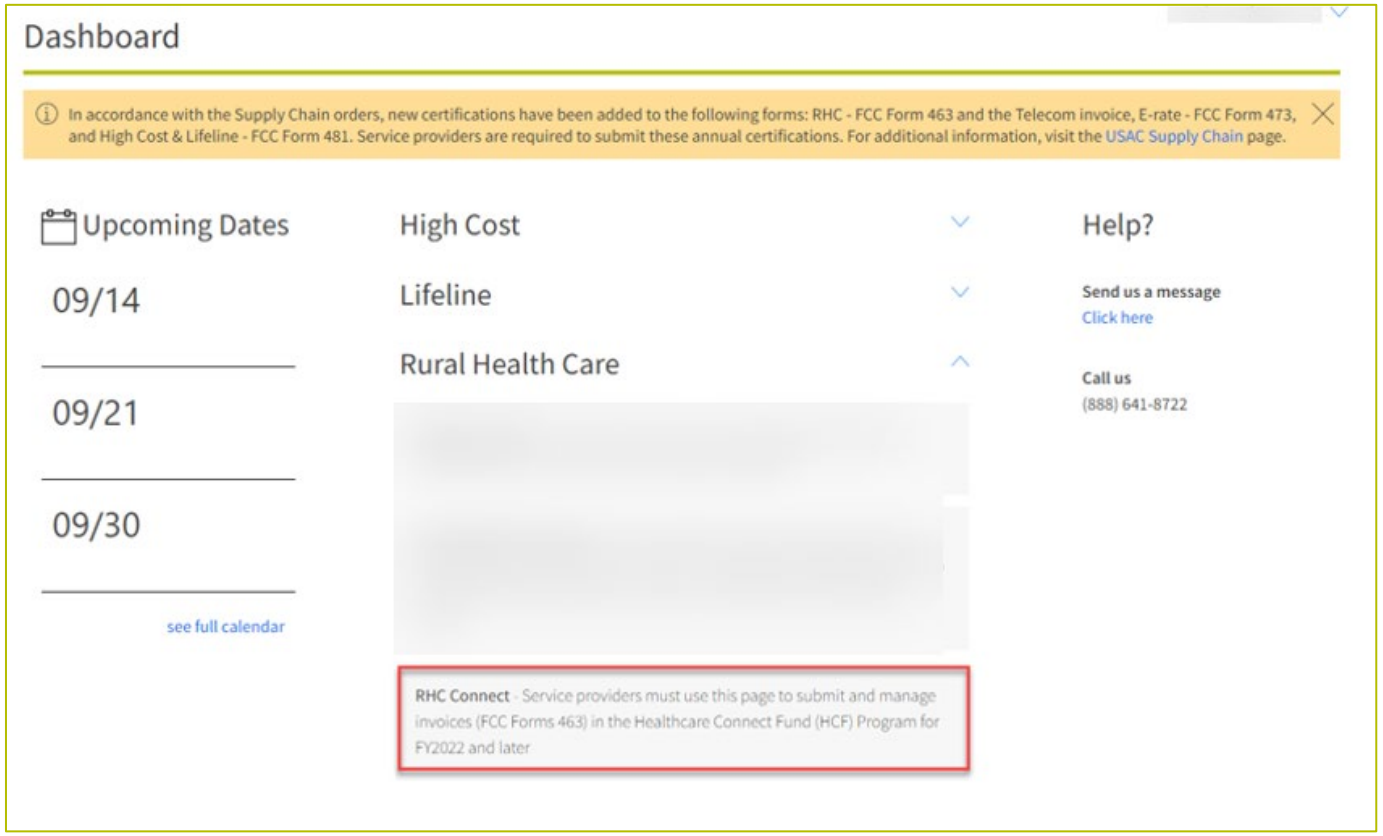
FCC Form 469 – Telecom Program

- 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

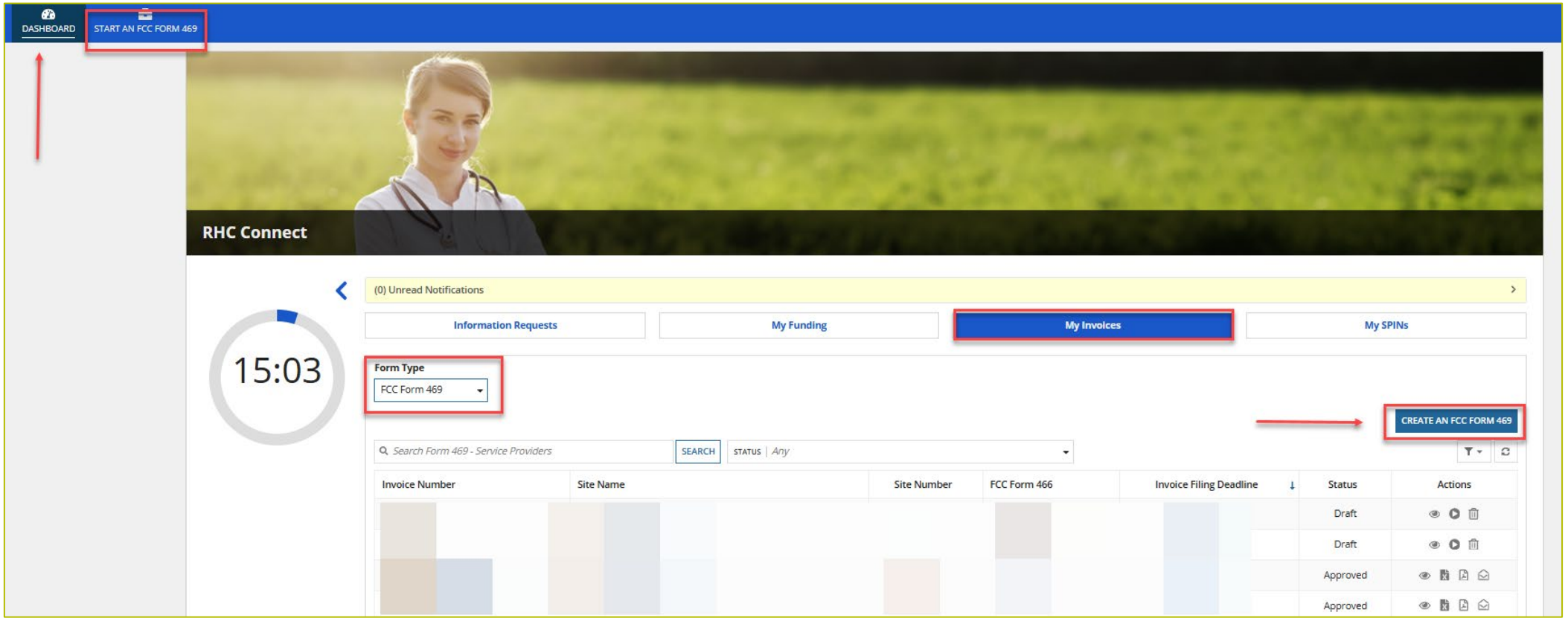
- Log in and click **Rural Health Care**, then click **RHC Connect**.





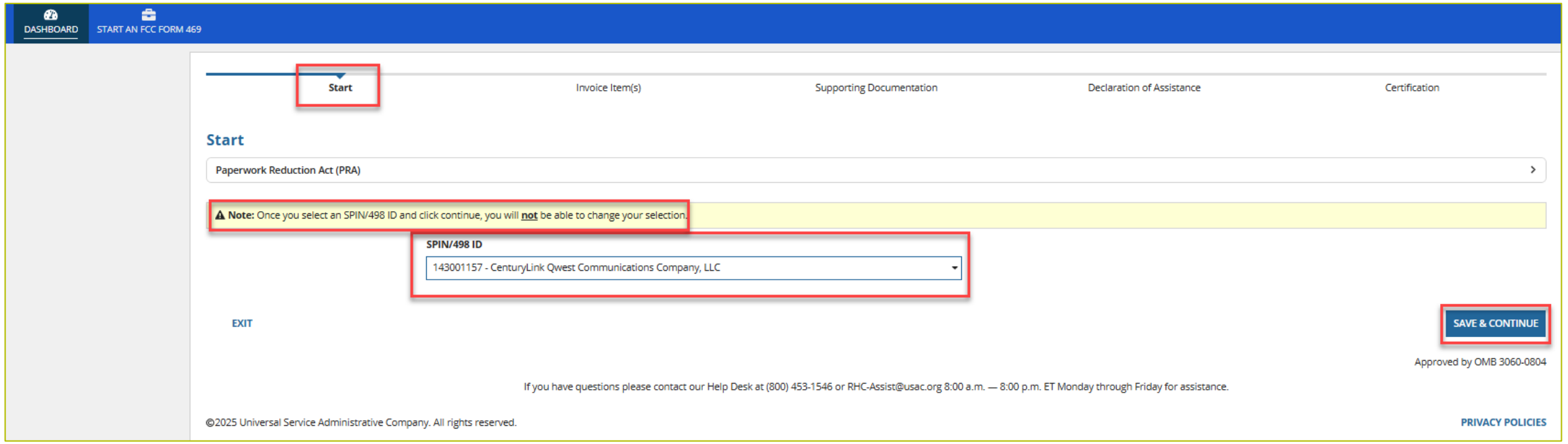
RHC Connect Dashboard

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



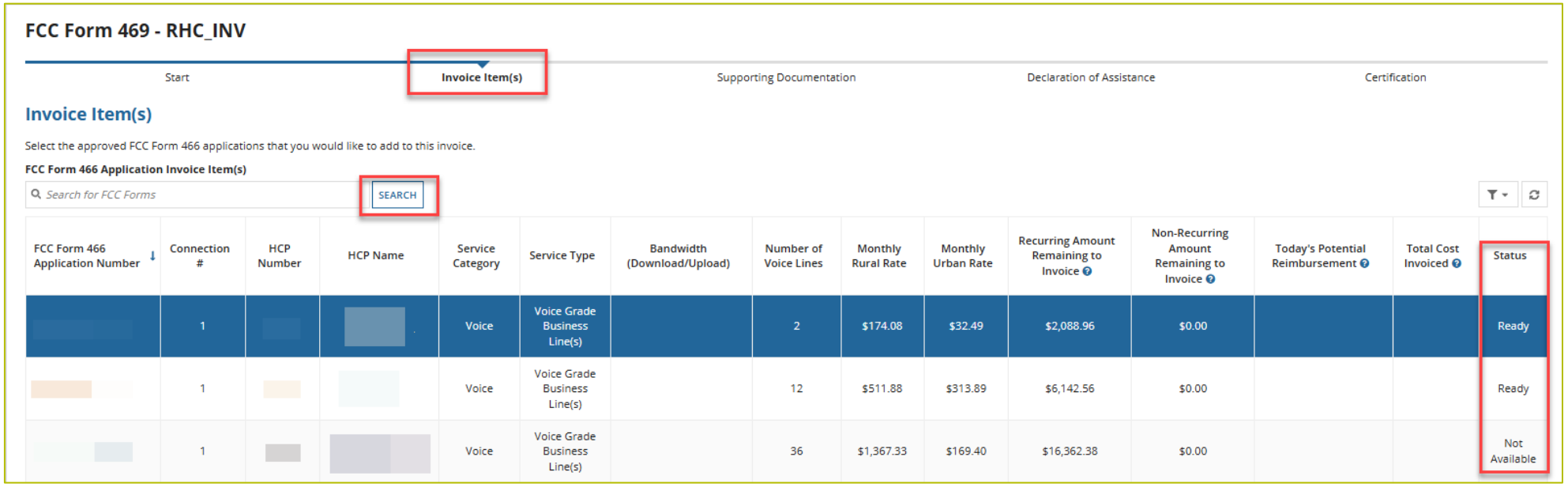
Start

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



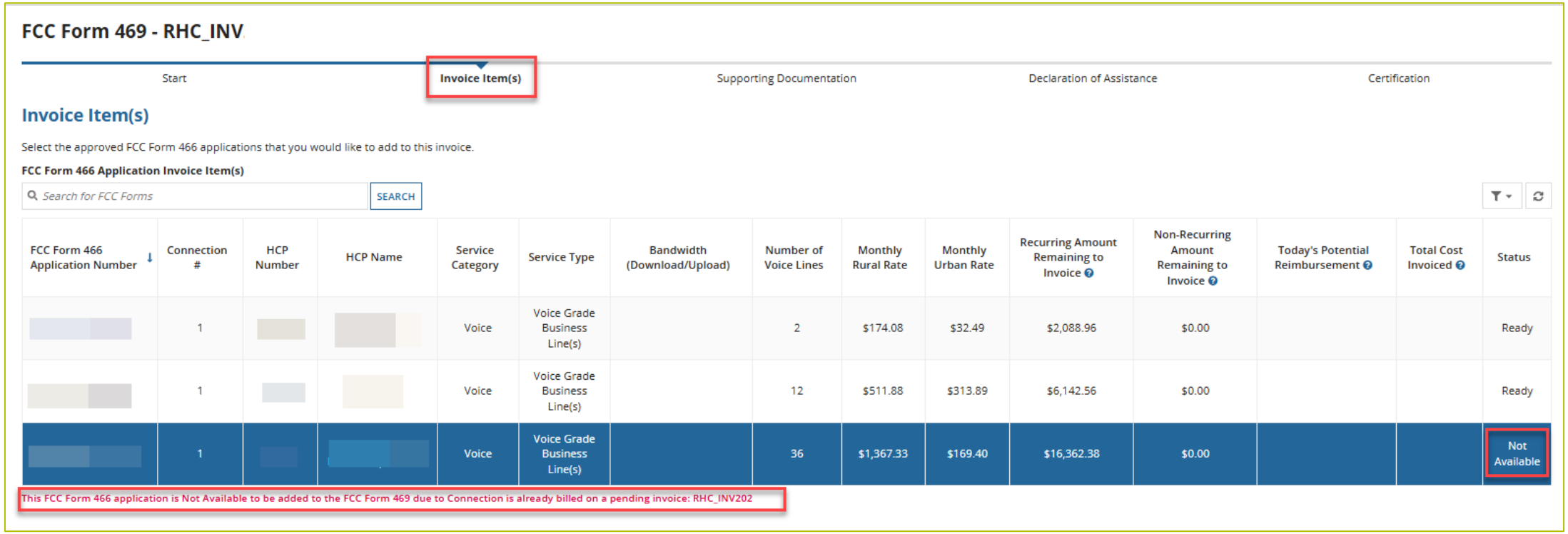
Invoice Items

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



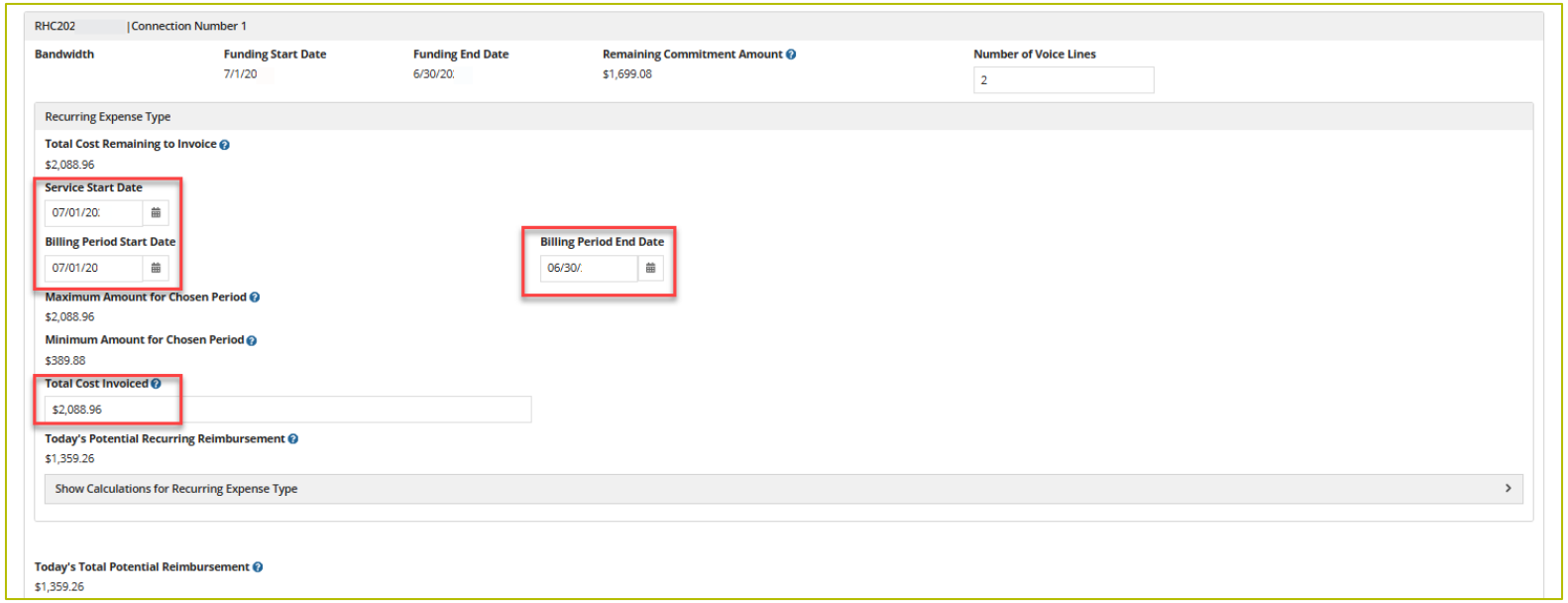
Invoice Item(s) (continued)

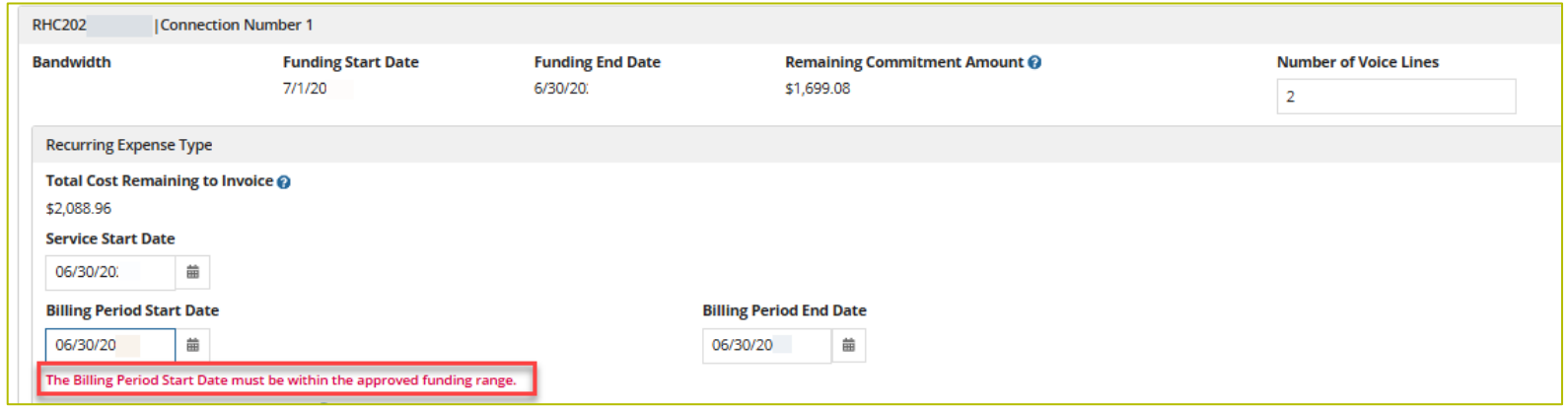
- If an FCC Form 466 Application is selected with **Not Available** in the **Status** column, an error message will be displayed citing the reason it cannot be selected.



Recurring Expense Type – Error Messages

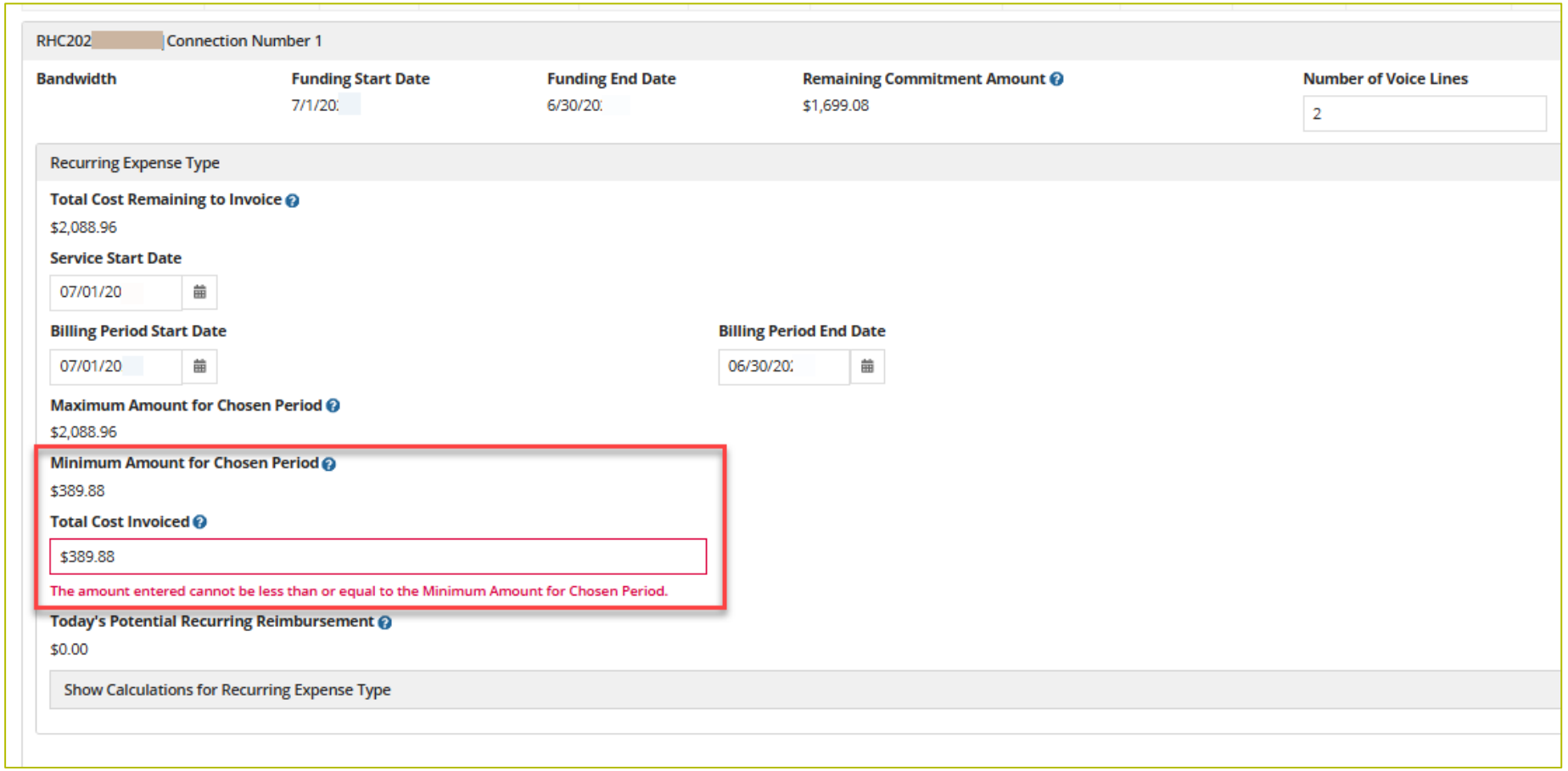
- On the Invoice Line Items screen, enter the **Service Start Date**, the **Billing Period Start and End Dates**, and the **Total Cost Invoiced**.
- An error message will display if dates outside of the commitment are selected.





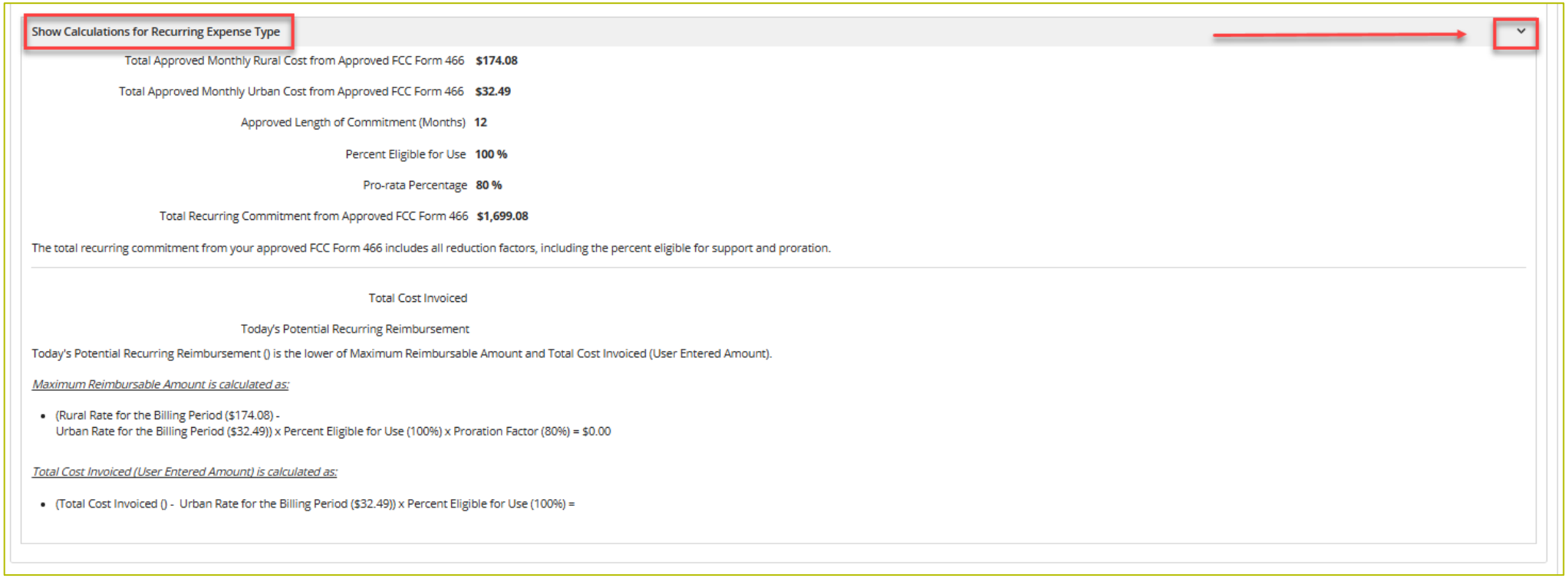
Recurring Expense Type – Error Messages (continued)

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



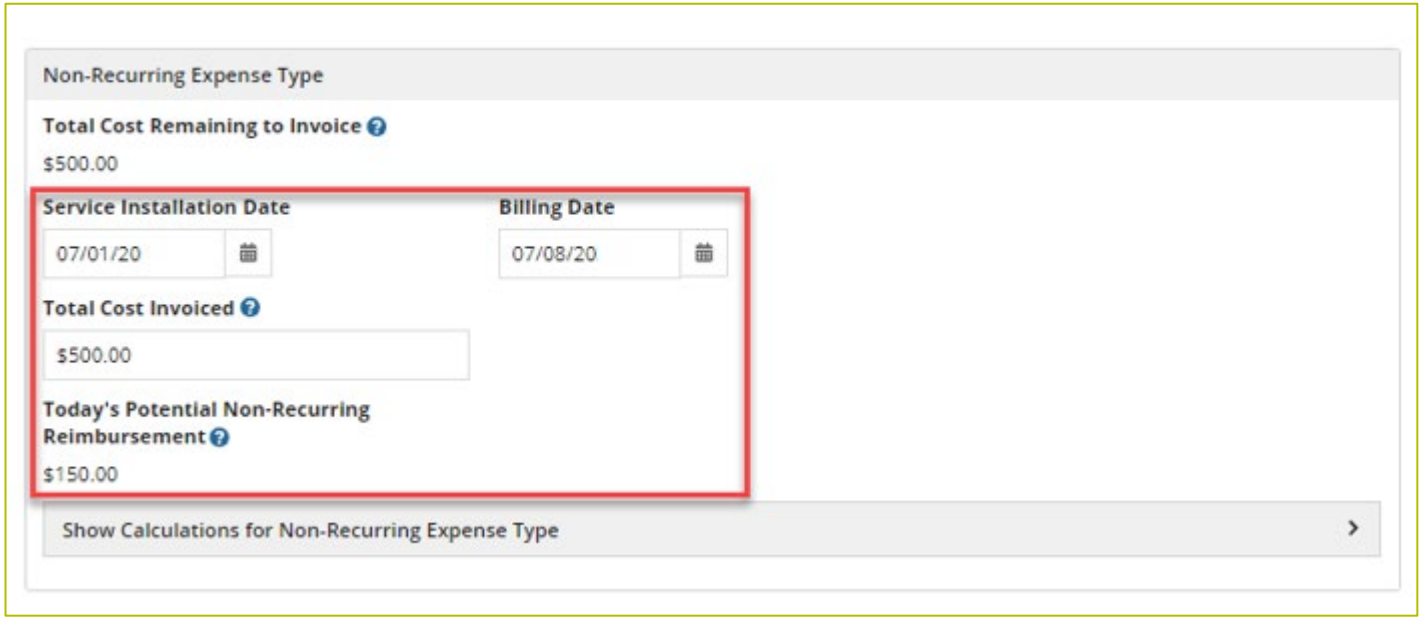
Recurring Expense Type(continued)

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



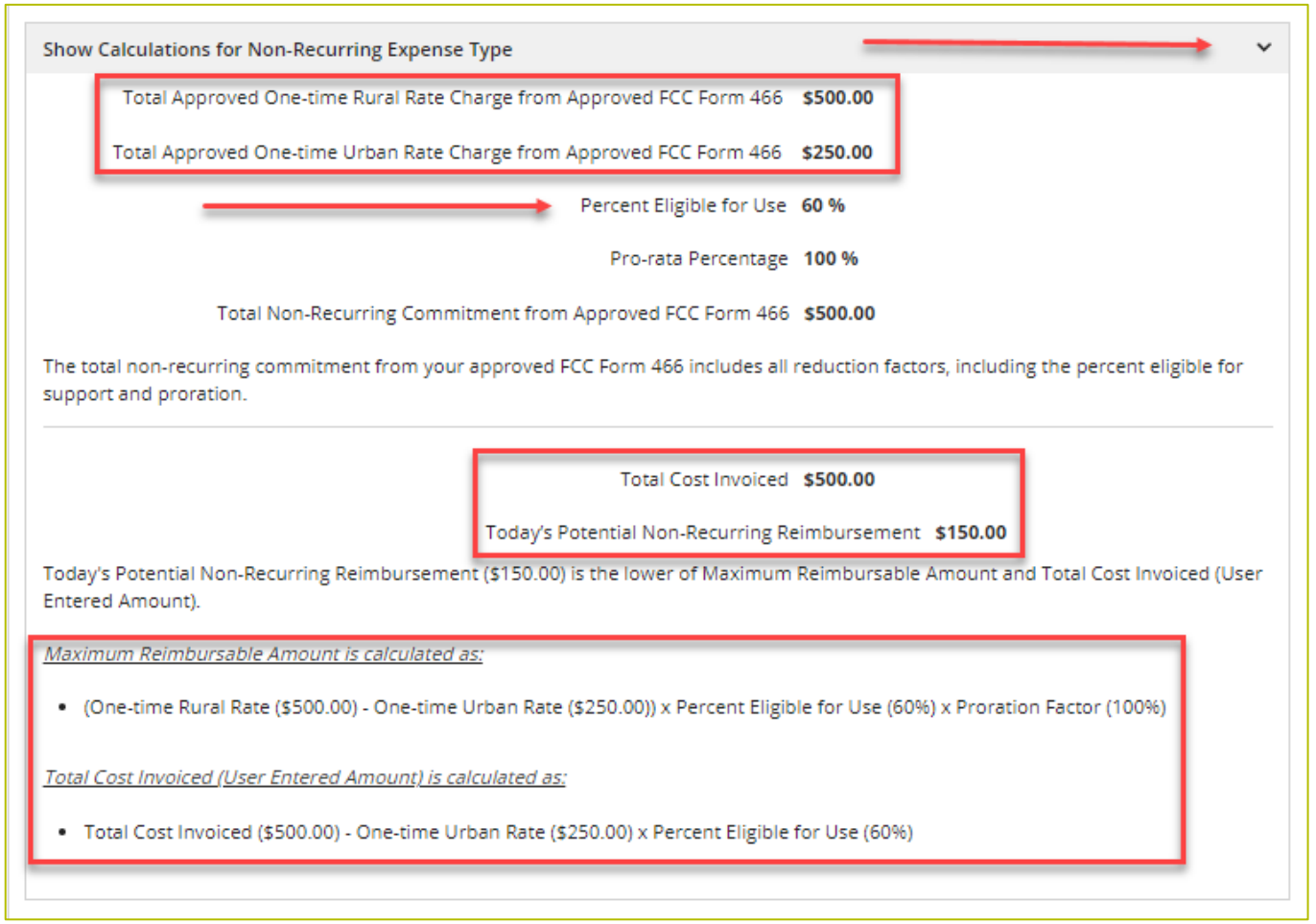
Non - Recurring Expense Type

- 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.



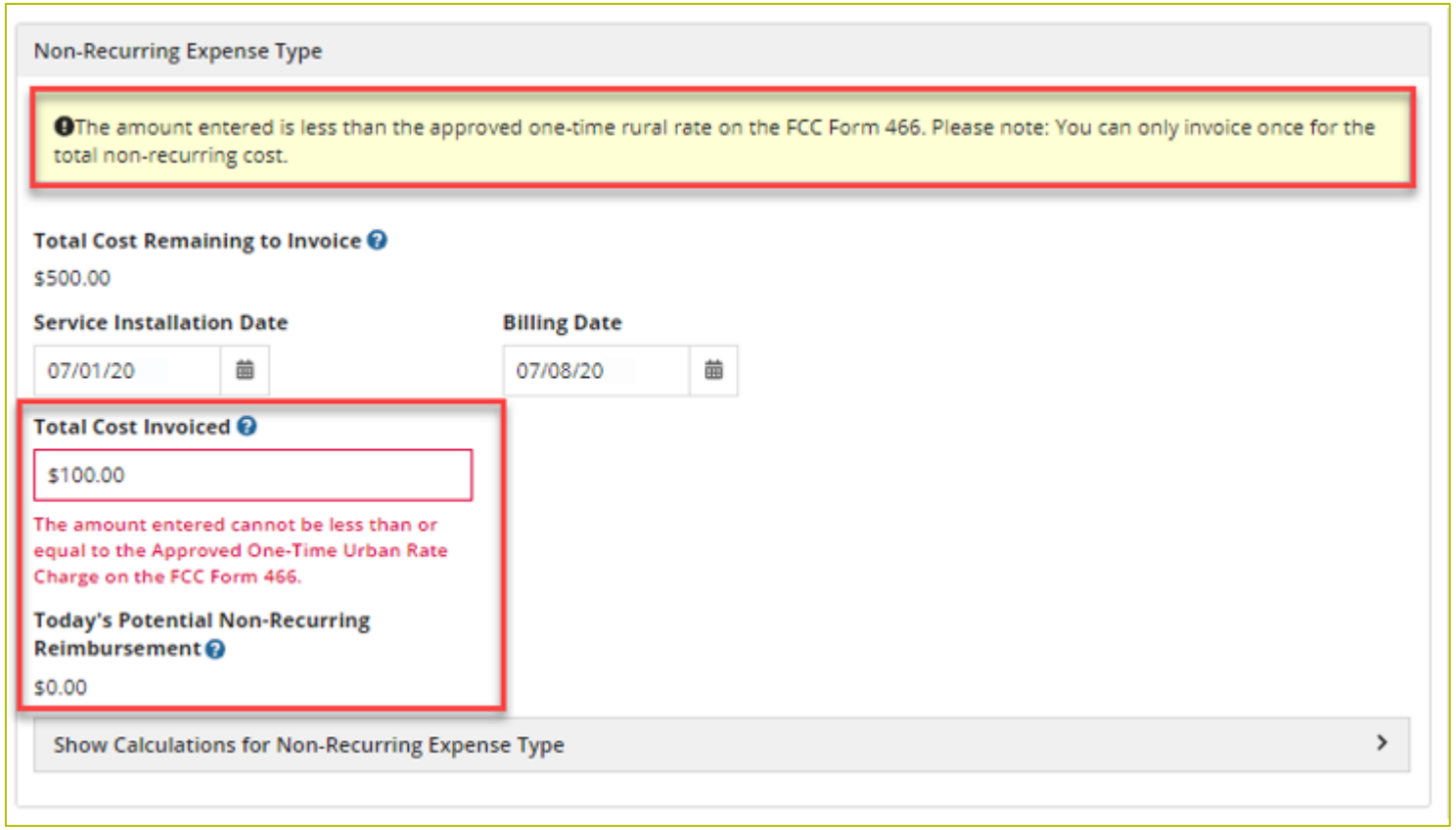
Non-Recurring Expense Type (continued)

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



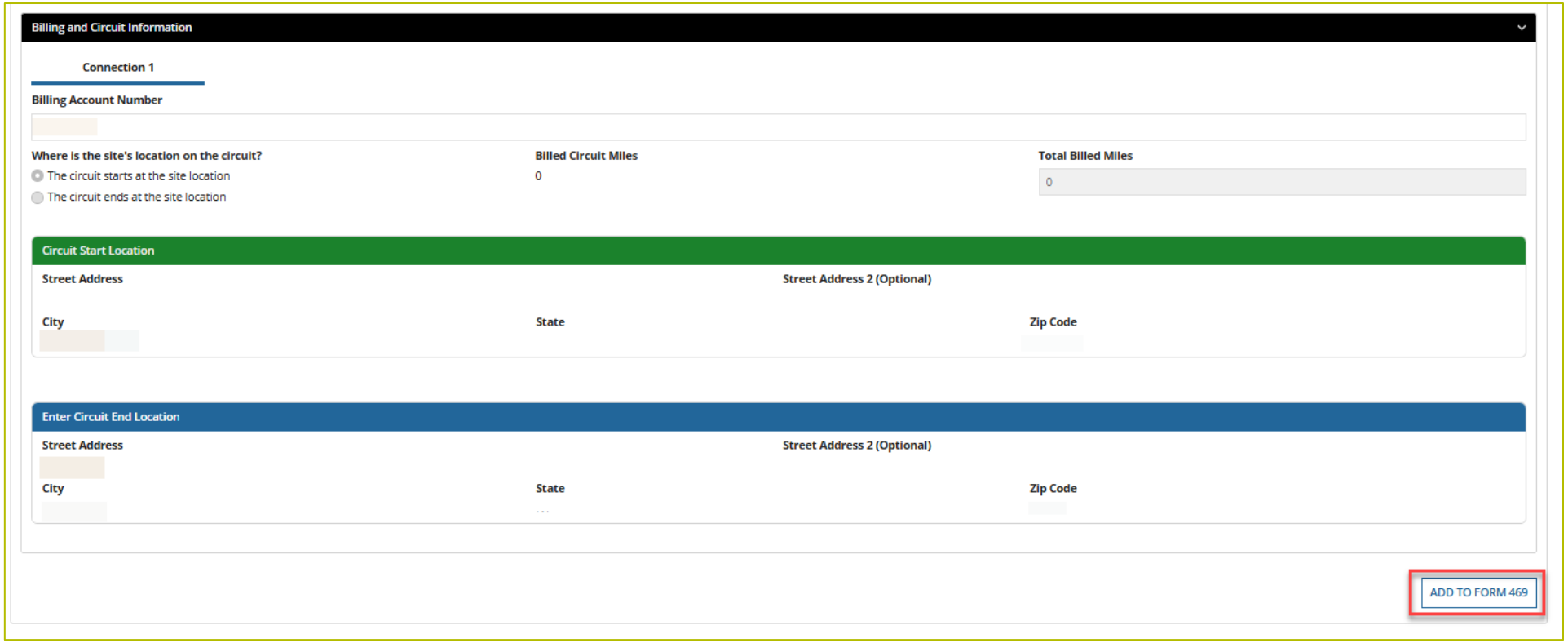
Non-Recurring Expense Type – Error Message

- 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.



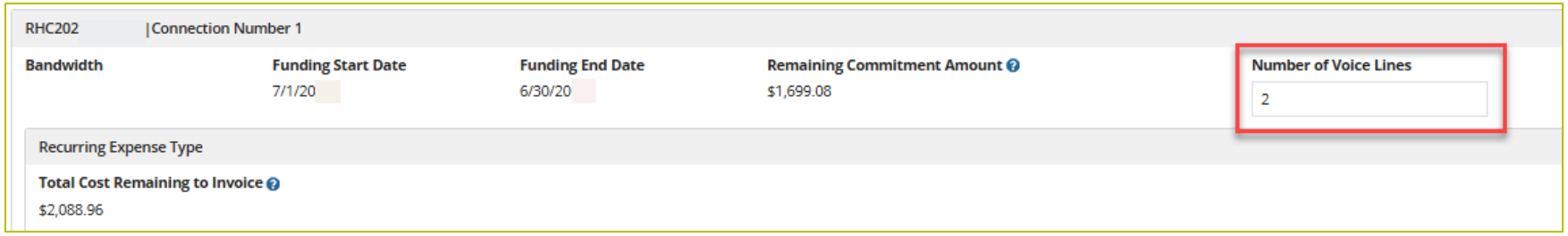
Billing and Circuit Information

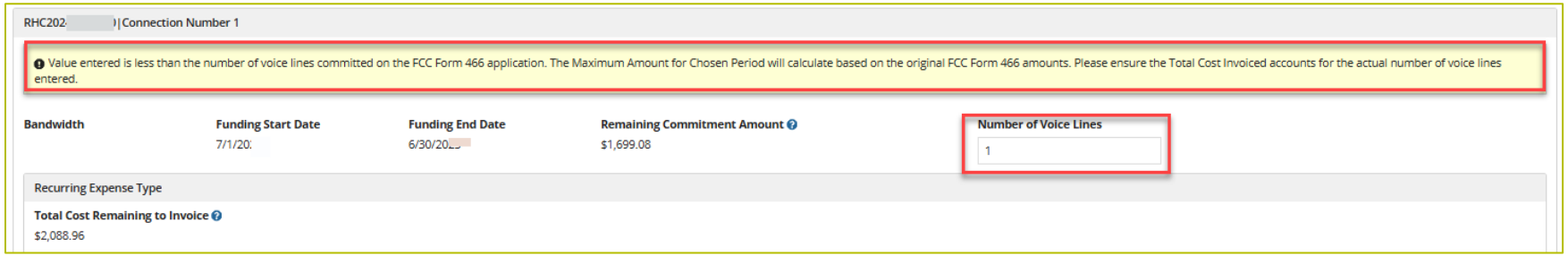
- Information is pre-populated based on information in the approved FCC Form 466.
- If information is correct, click **Add to 469**.



Voice Lines

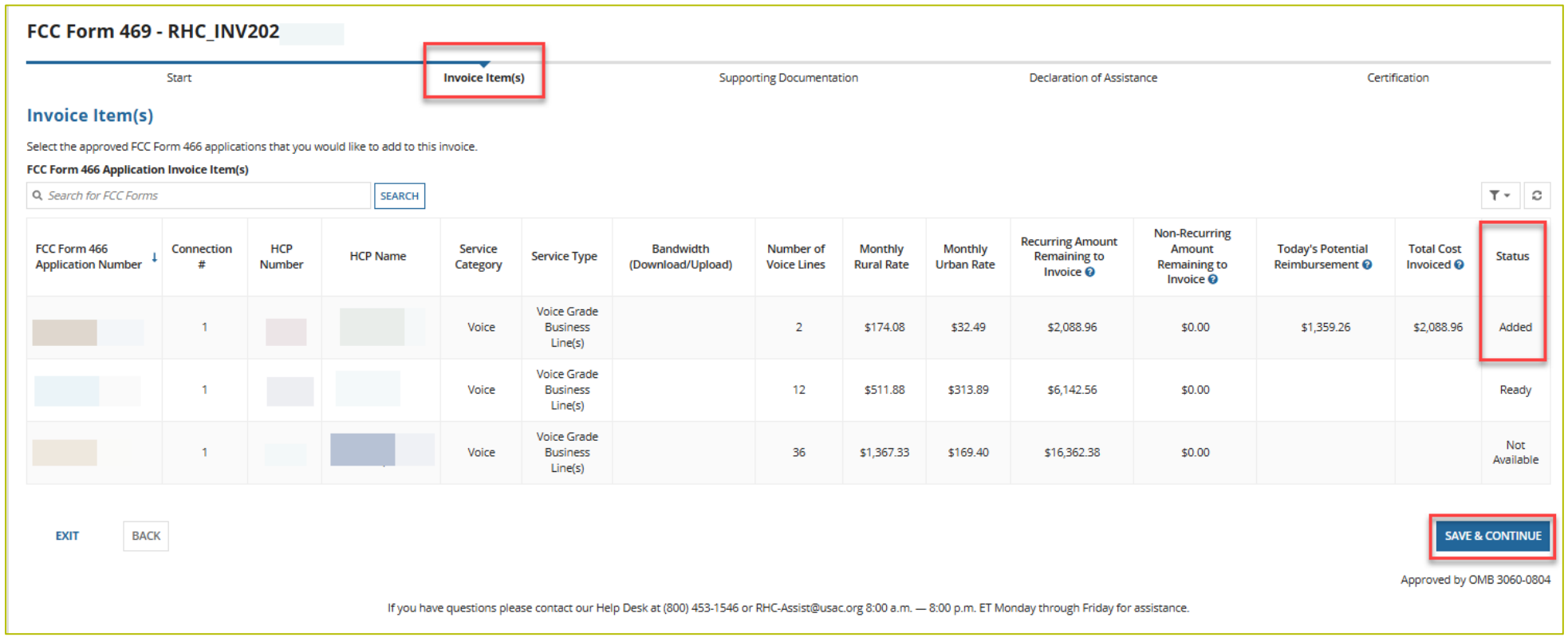
- If the number of approved voice lines has changed, enter the corrected number in the editable field titled **Number of Voice Lines**.
- Warning message will appear if the value entered is less than the number of voice lines on the committed FCC Form 466.
- Note: the system will not recalculate the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





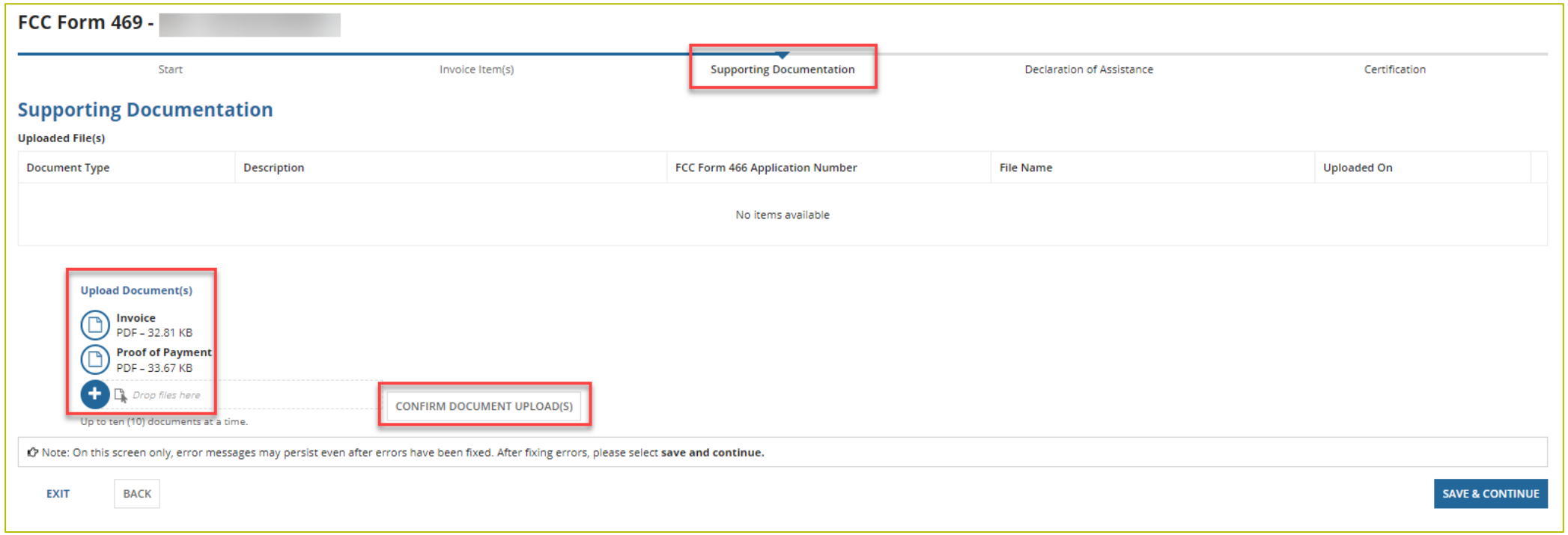
Invoice Item(s)

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



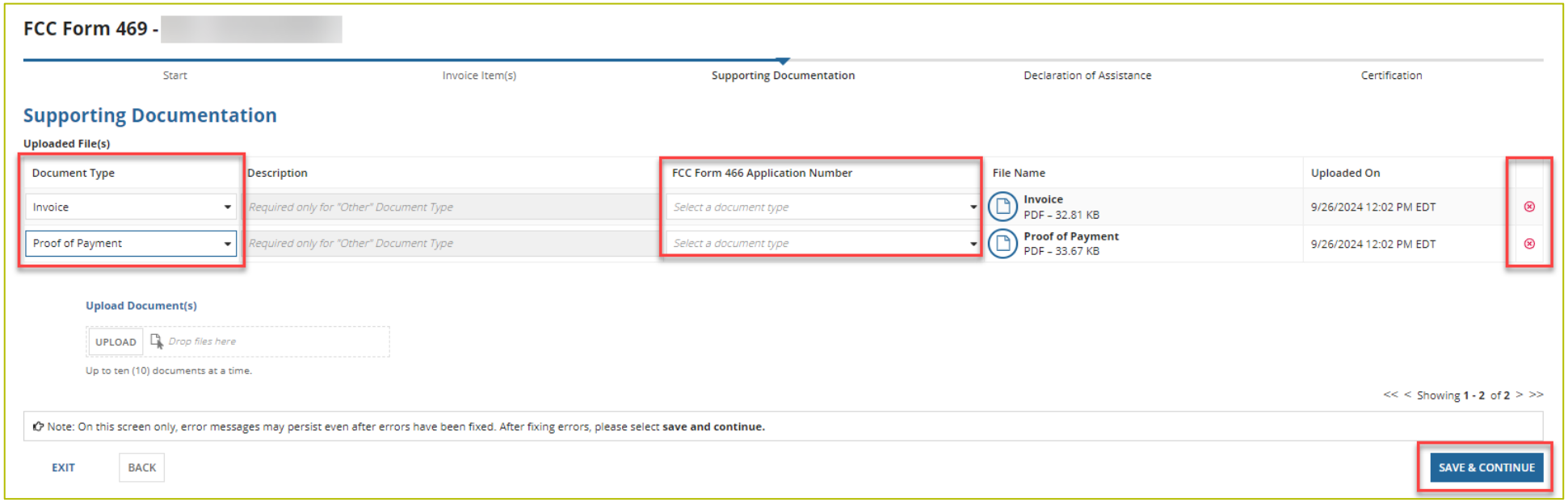
Supporting Documentation

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



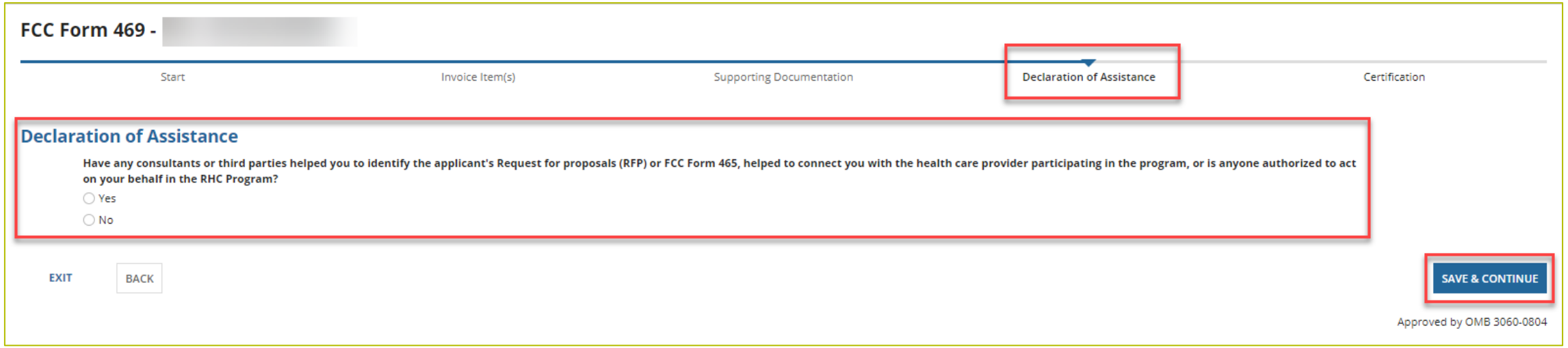
Supporting Documentation (continued)

- 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**.



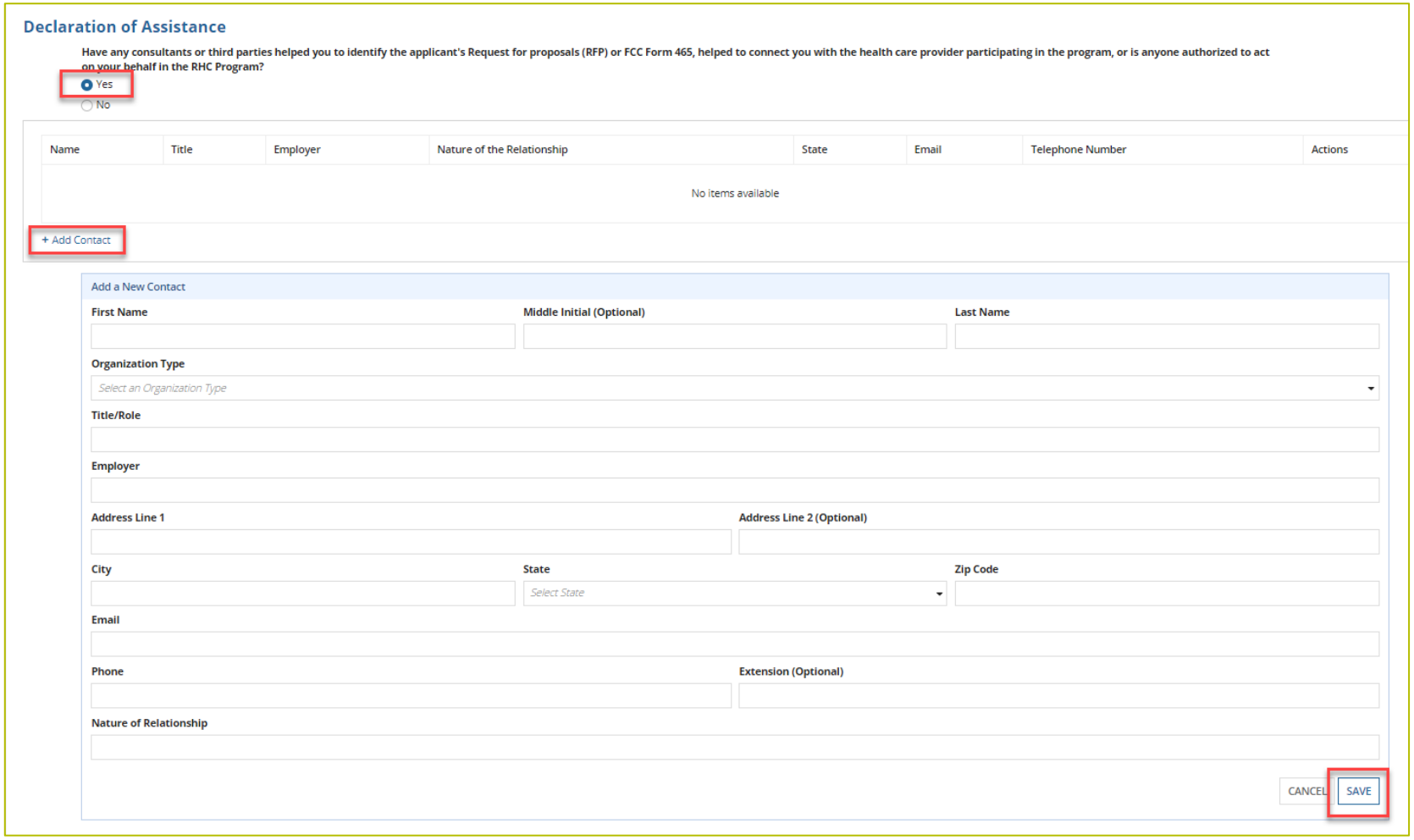
Declaration of Assistance

- 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**.



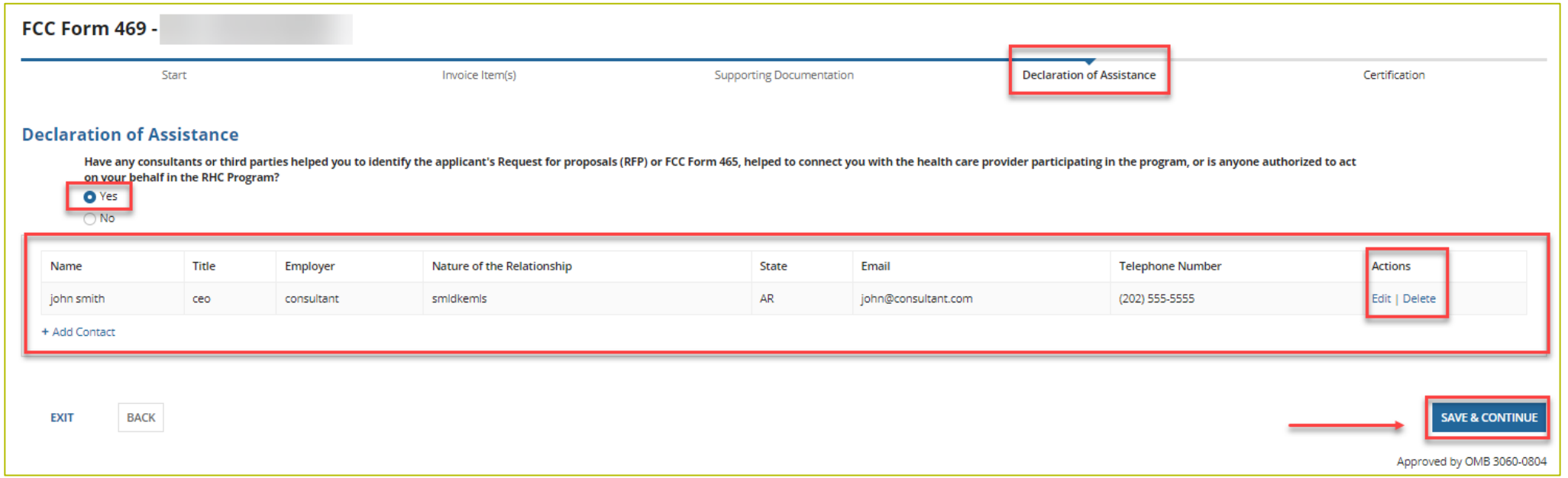
Declaration of Assistance (continued)

- 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.



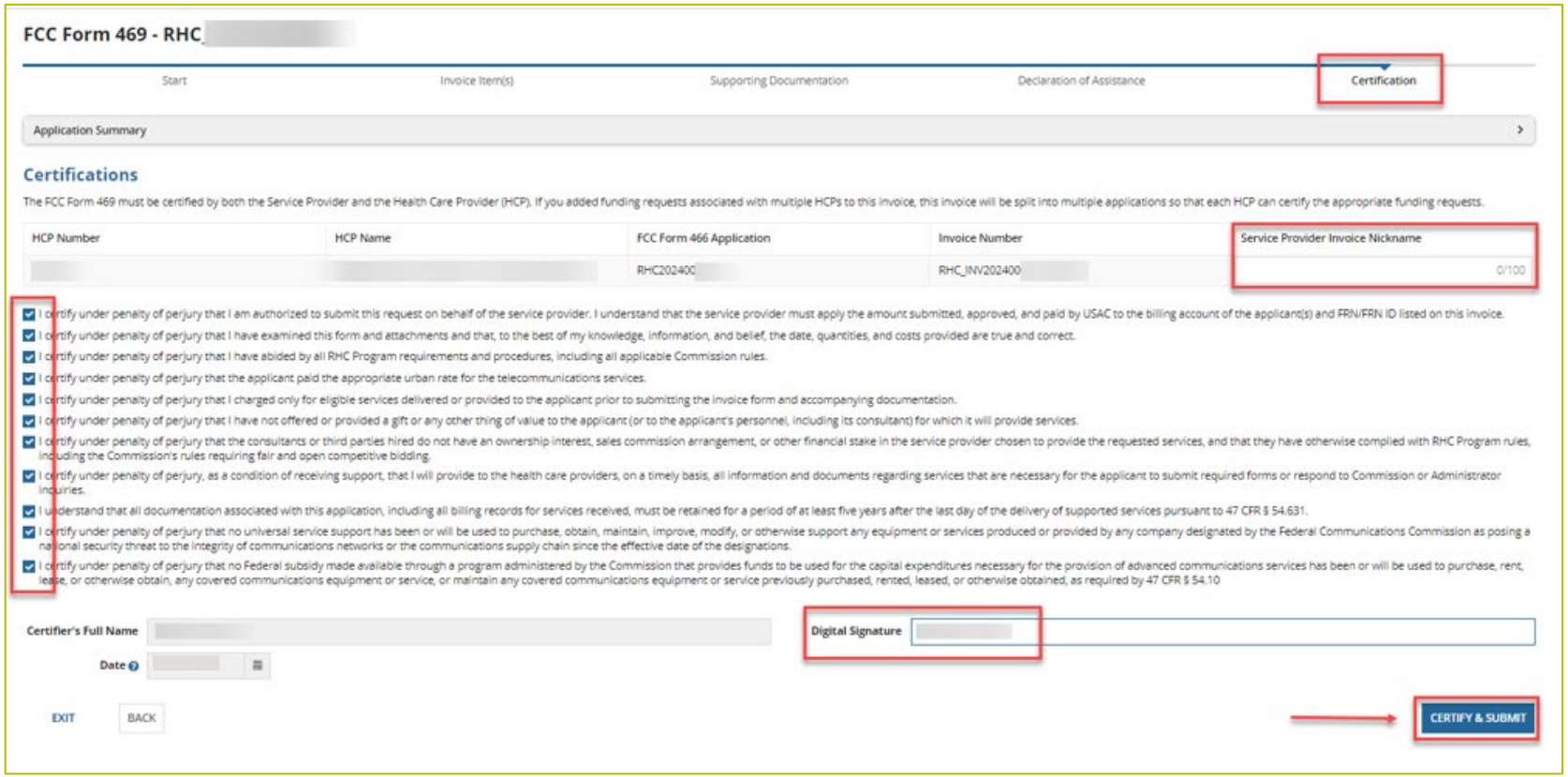
Declaration of Assistance (continued)

- 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.**



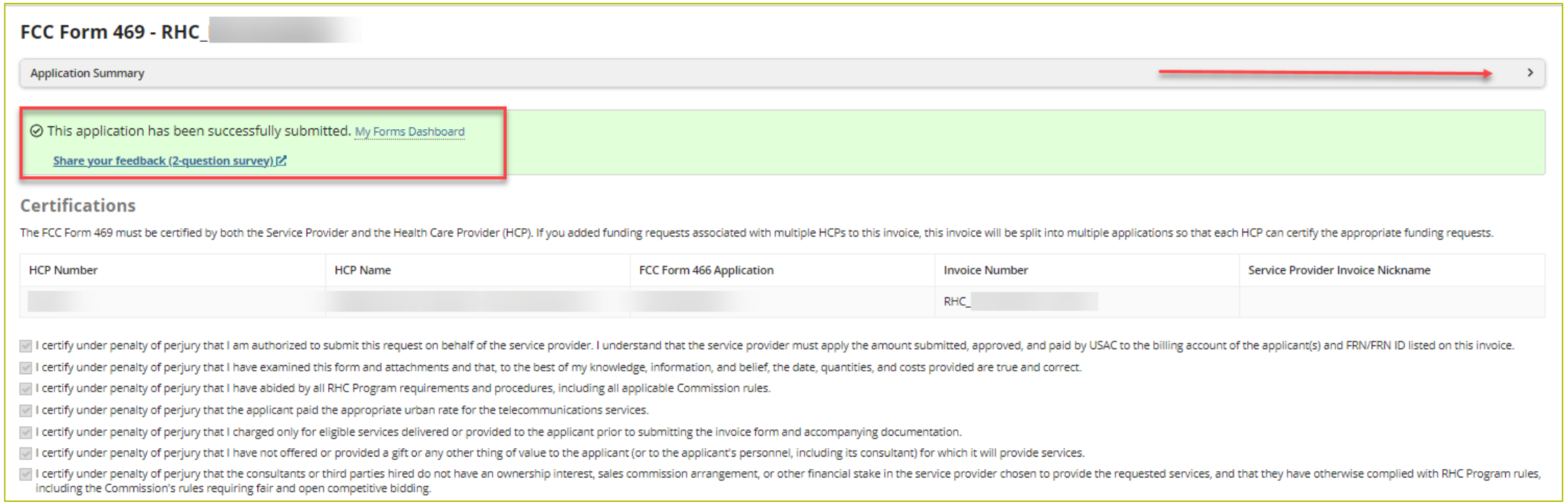
Certifications

- 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**.



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

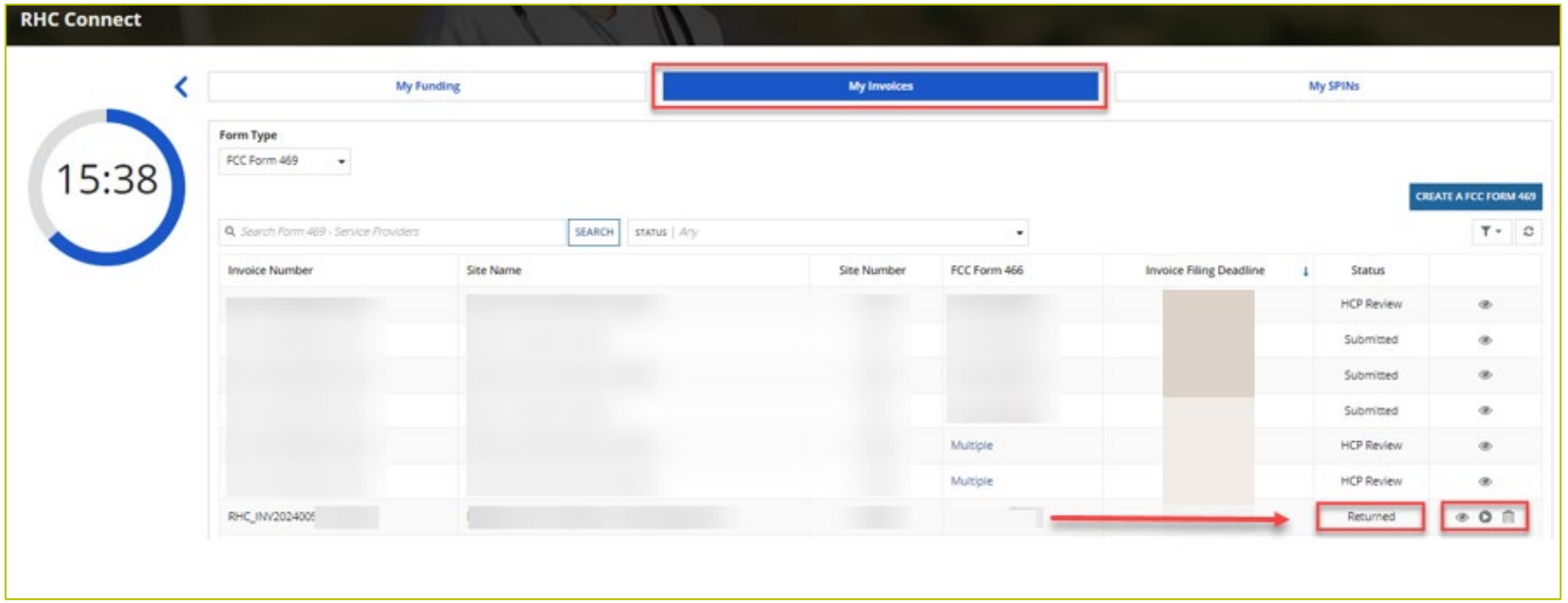


Returned to Service Provider - Summary

- 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.

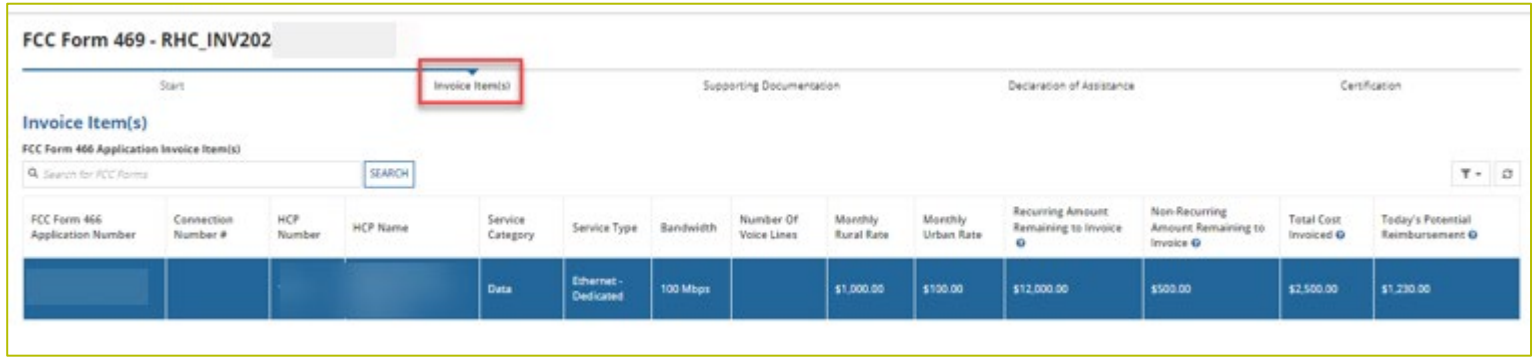
Returned to Service Provider

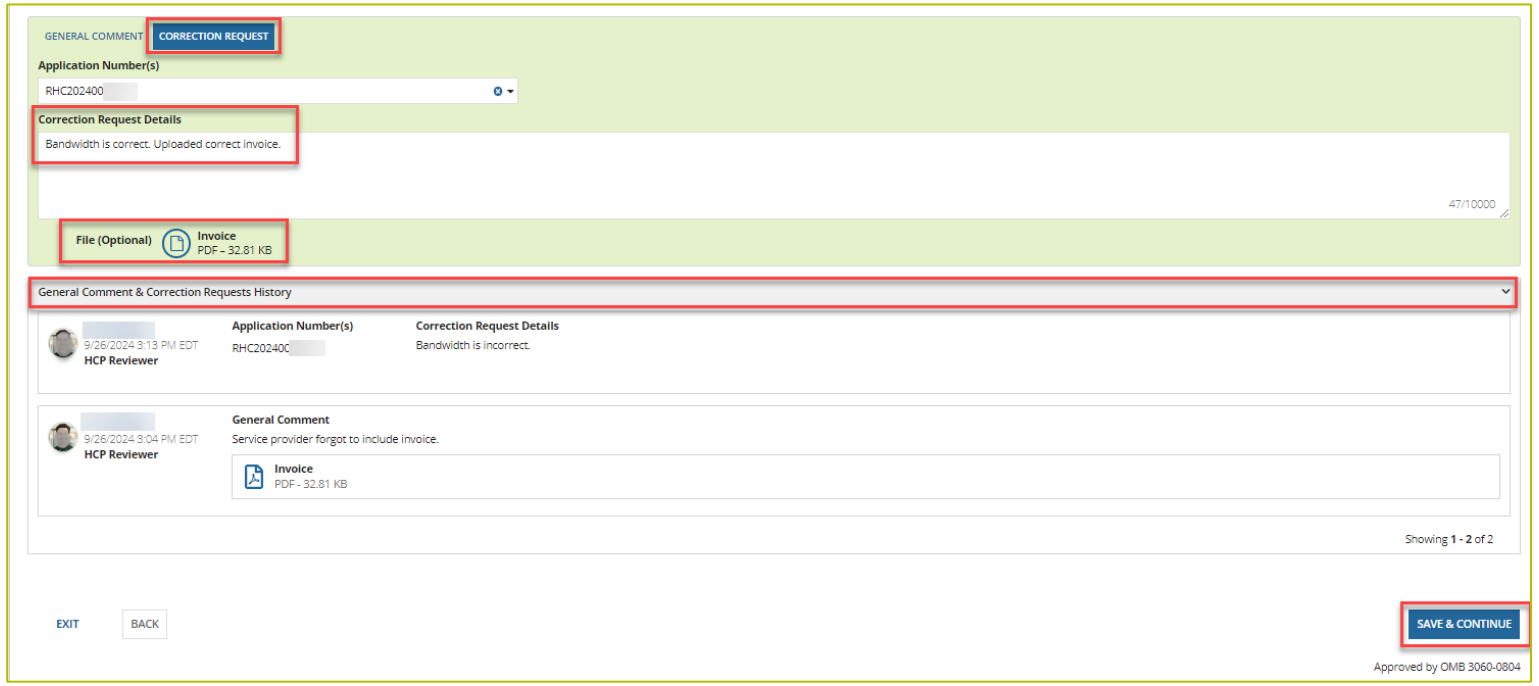
- Navigate to the **Dashboard**.
- Navigate to the **My Invoices** tab and the invoice will appear as **Returned** under the **Status** column.
- Click the icon to view, resume or delete the FCC Form 469.
- Click the forward arrow to resume the form.



Returned to Service Provider (continued)

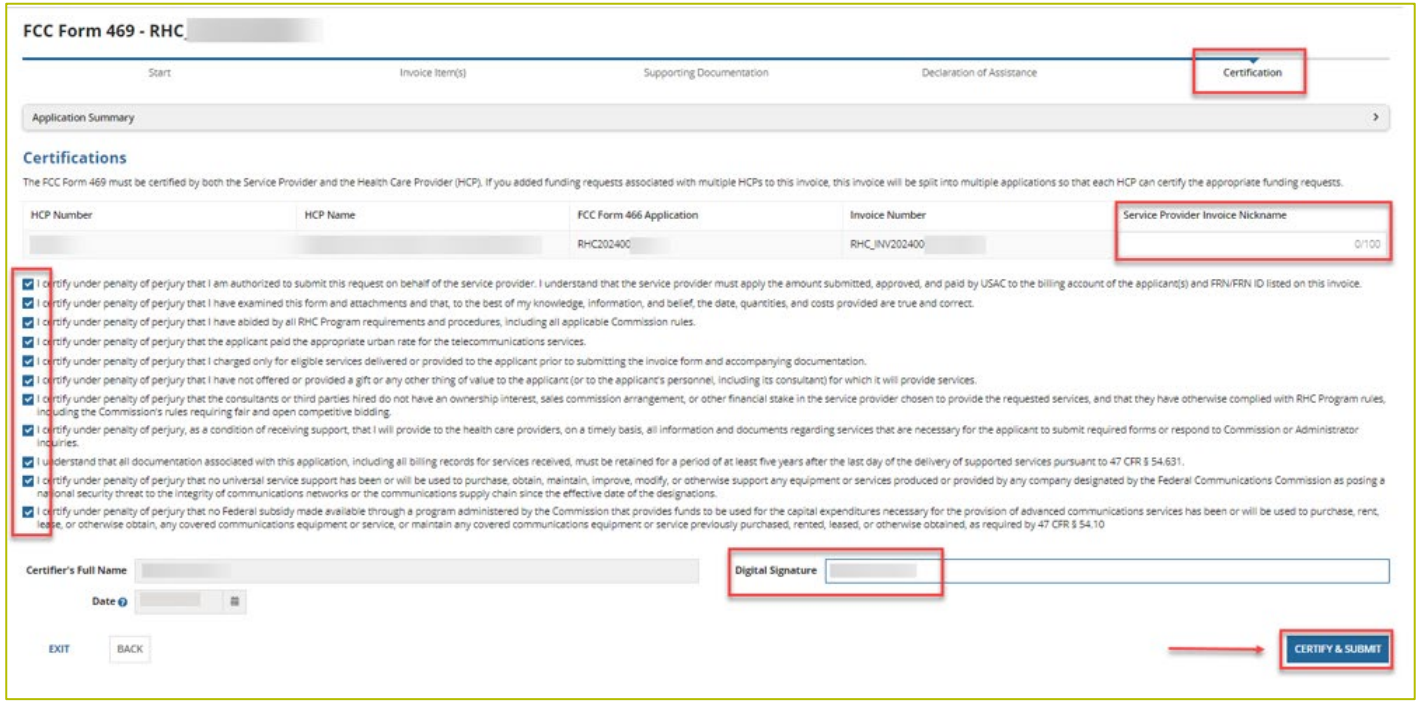
- Navigate to the **Invoice Item(s)** page.
- Select **Correction Request** and select the **Application Number**.
- Click the down arrow to view **General Comment & Correction Requests History**.
- Leave a comment and upload a file, if necessary, then click **Save & Continue**.





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.



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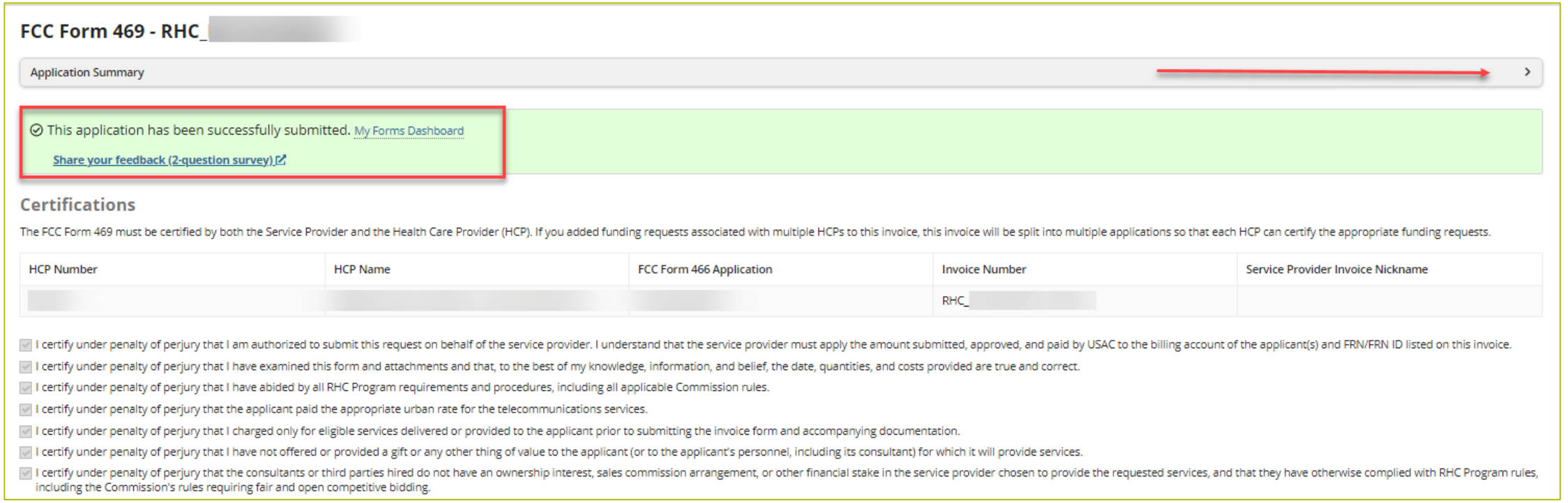


What to Expect After Submitting to USAC

- 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

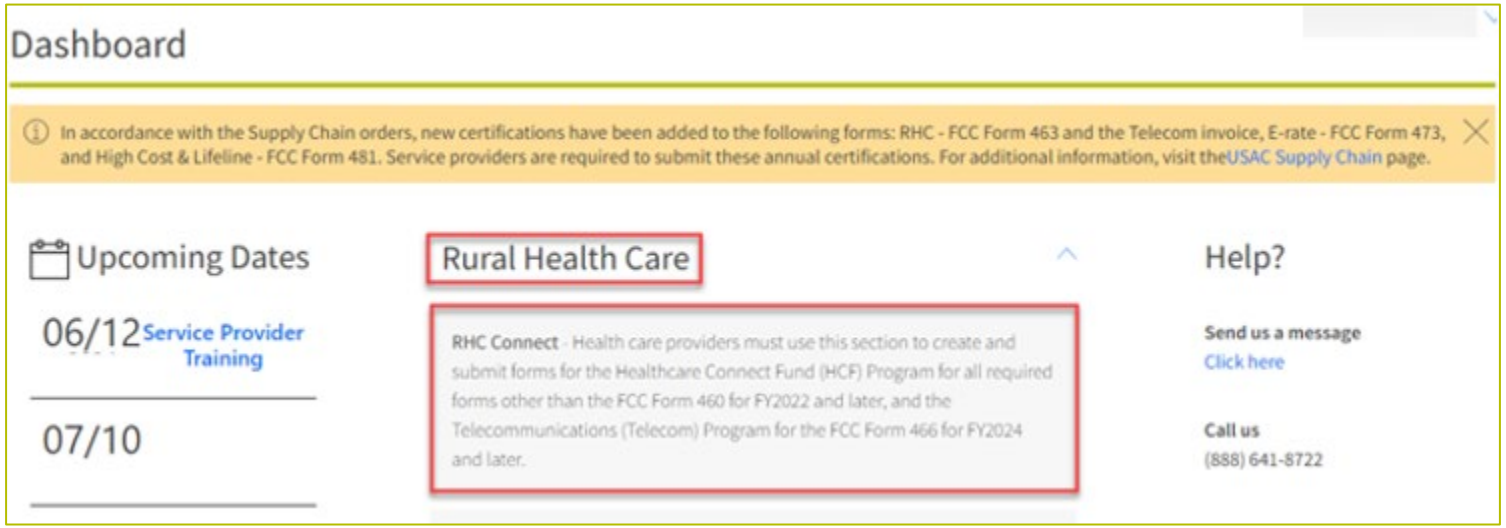
Telecom Program Invoicing Best Practices

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.

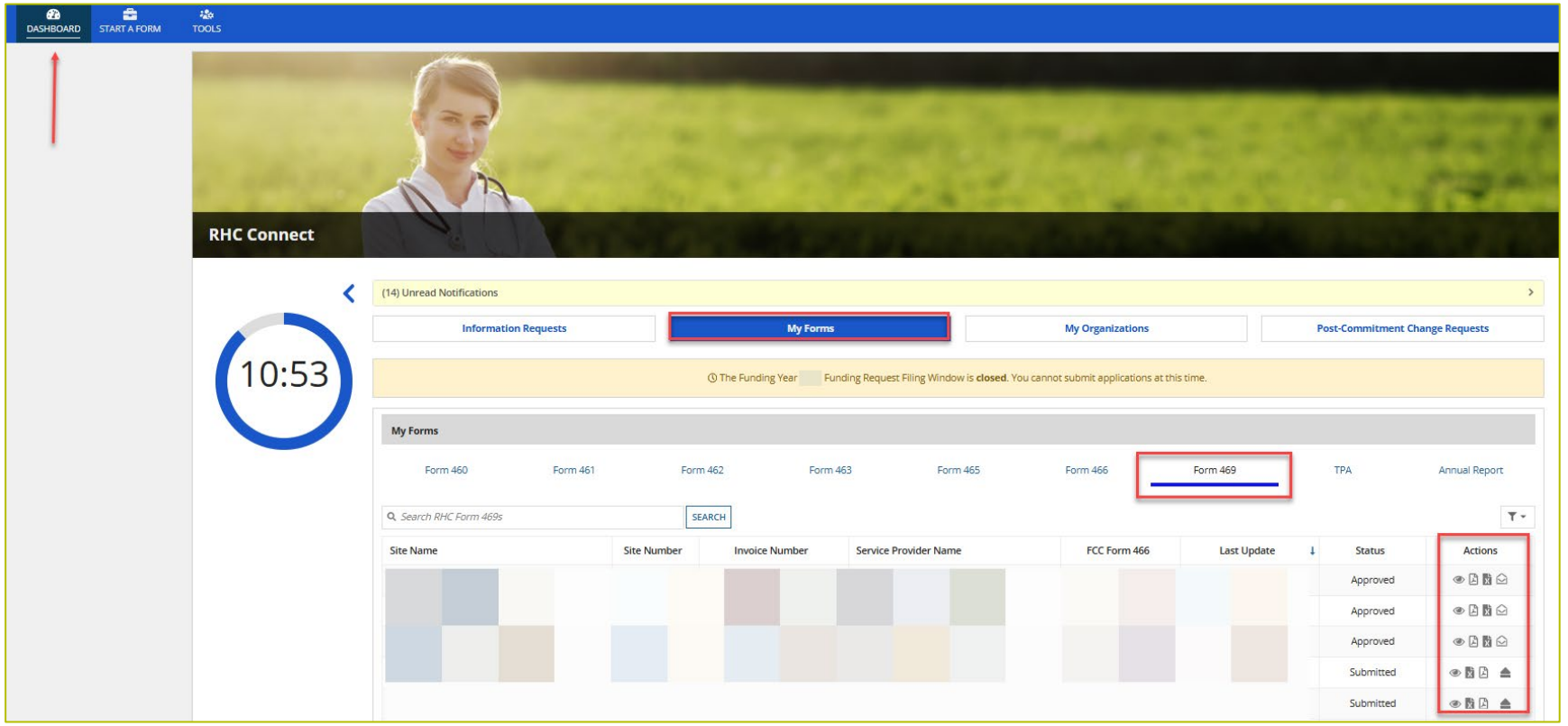
Landing Page

- Log in to **RHC Connect.**



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.

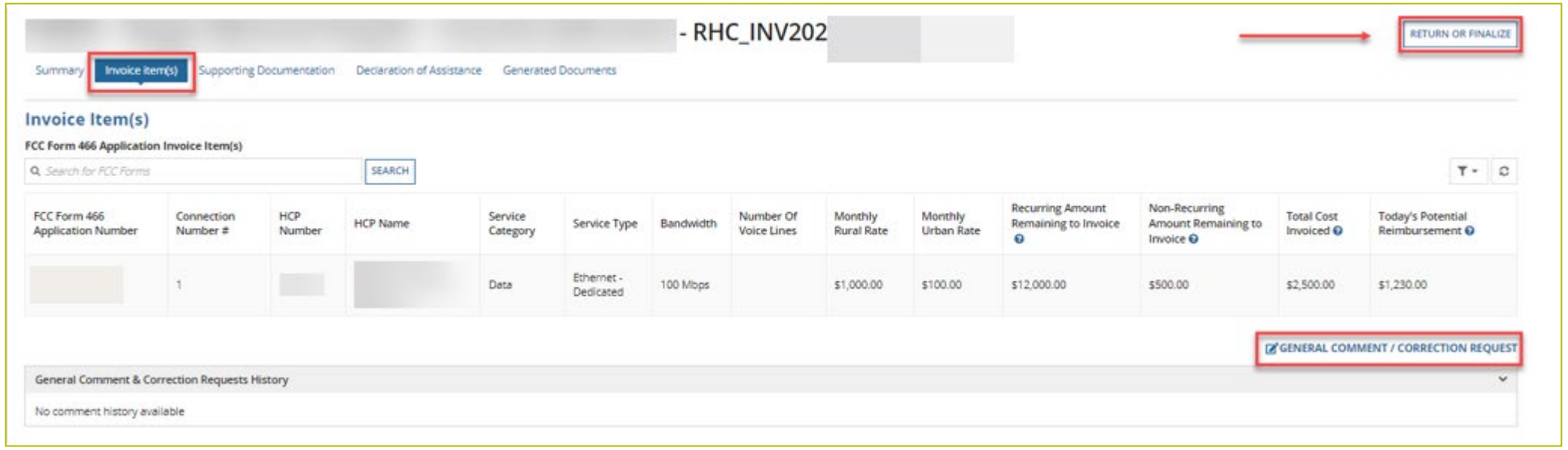


Summary Page

- 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.

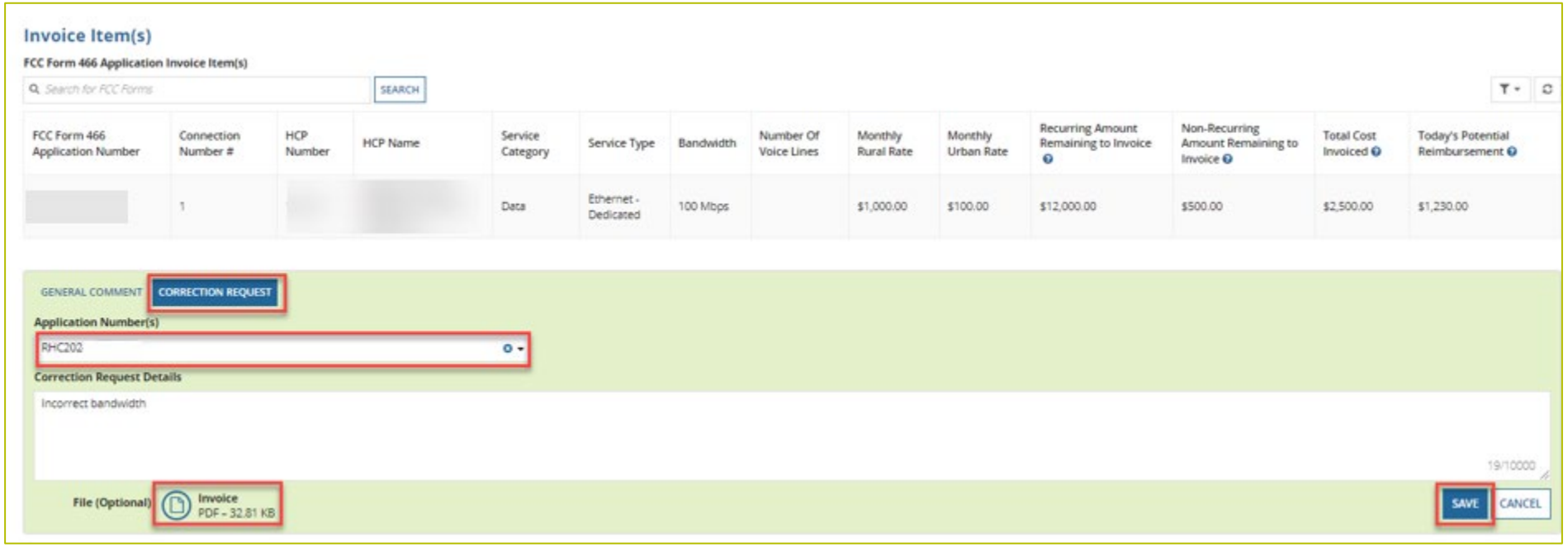
Invoice Item(s)

- 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**.



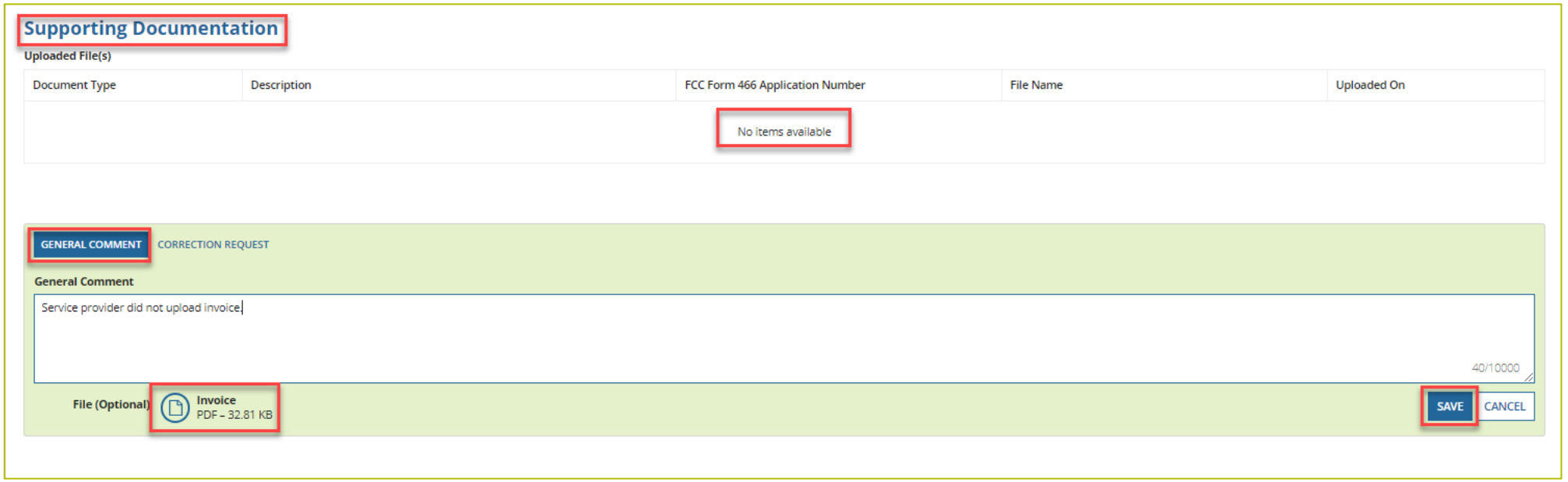
Invoice Item(s) (continued)

- 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.



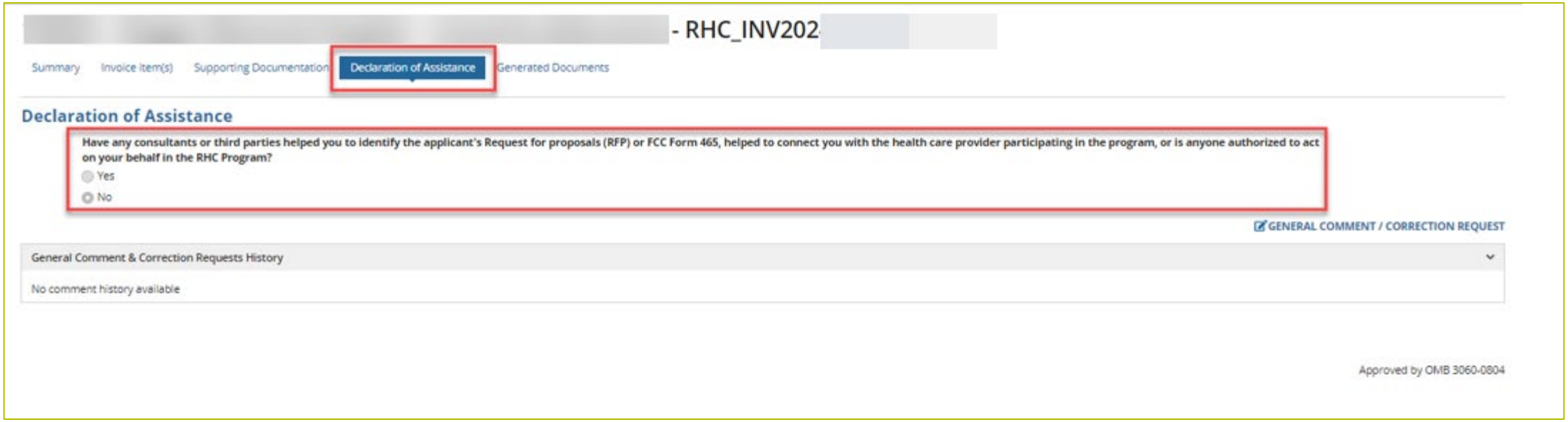
Invoice Item(s) (continued)

- 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**.



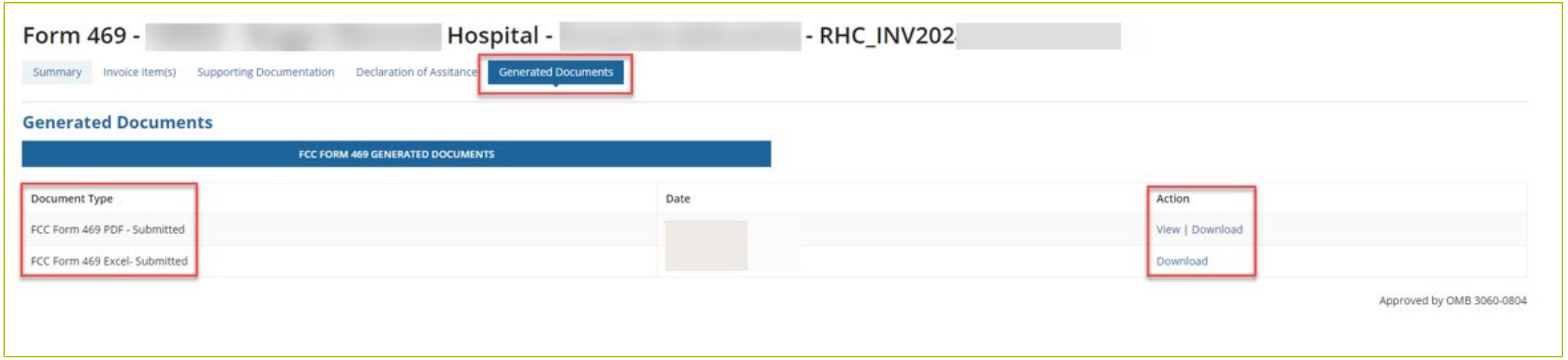
Declaration of Assistance

- 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.



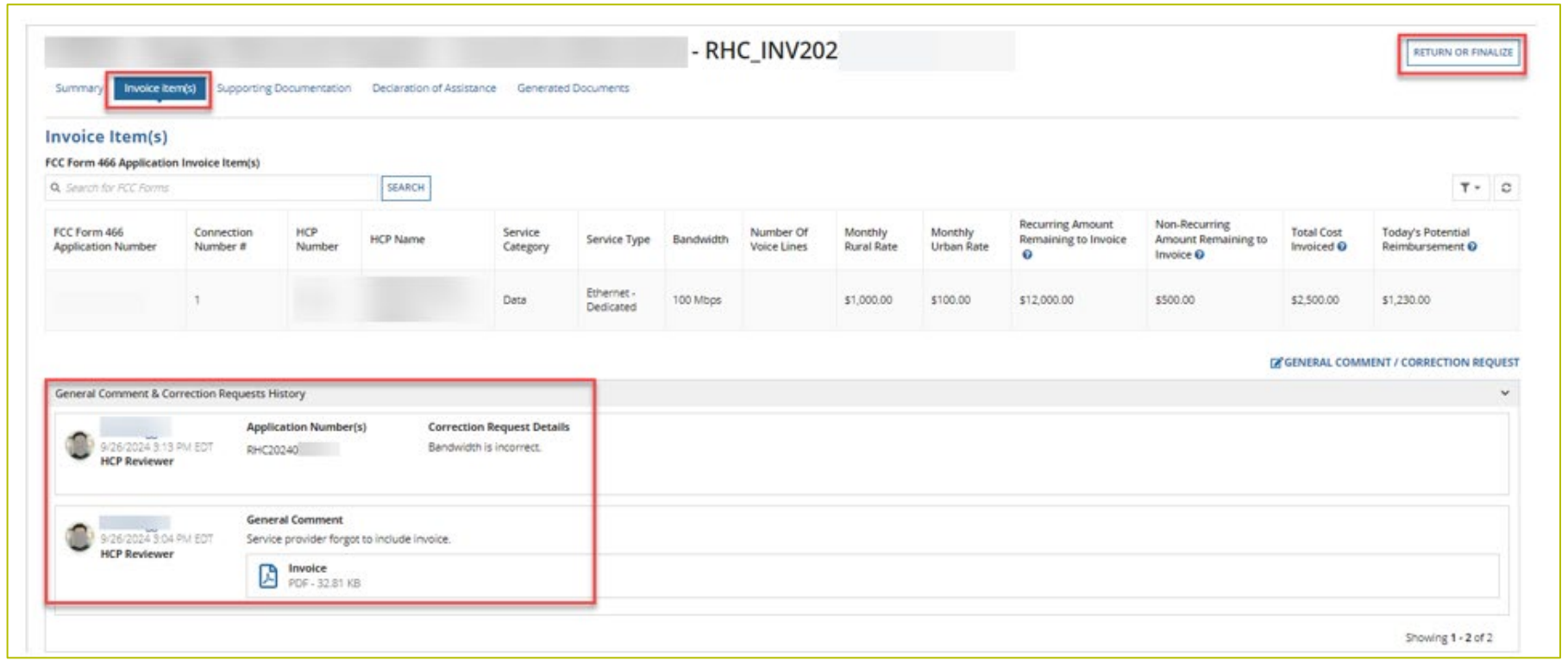
Generated Documents

- 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.



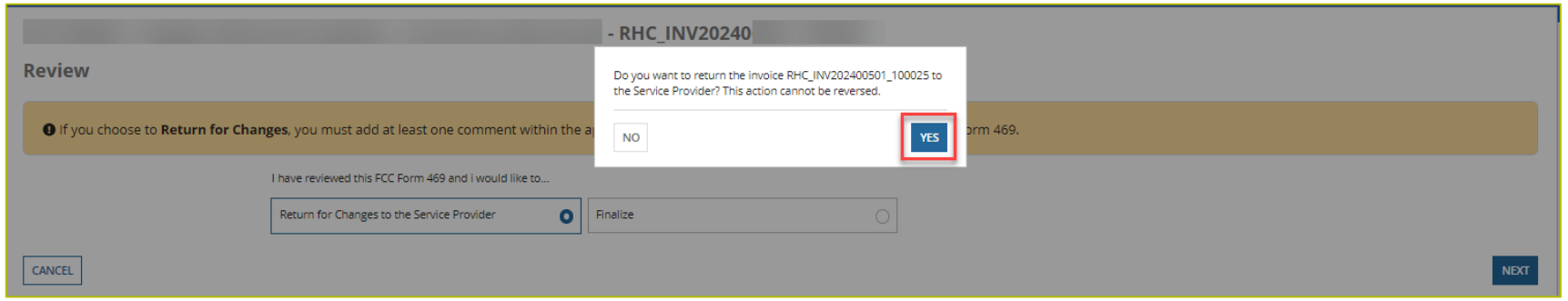
Invoice Item(s) – Return or Finalize

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



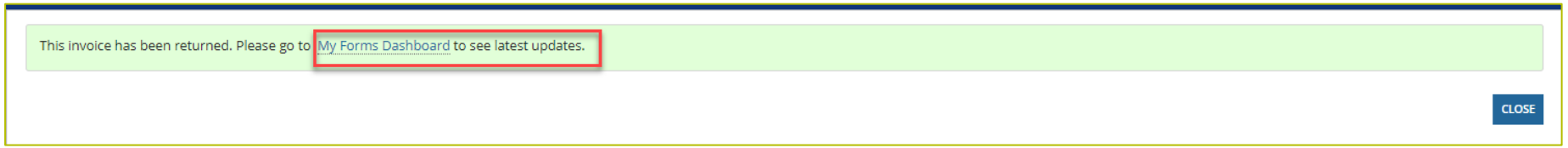
Invoice Line Items – Return for Changes

- 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.

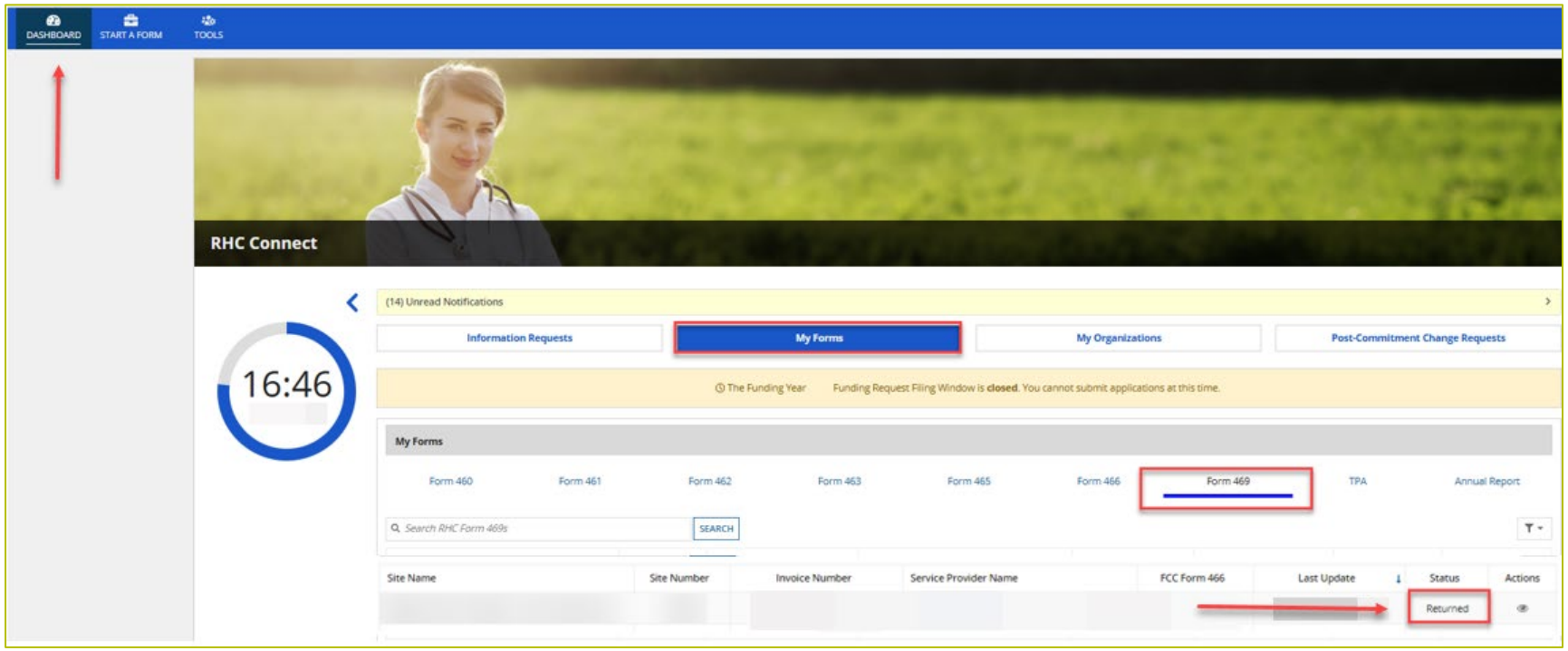


Invoice Returned

- Confirmation that invoice has been returned.

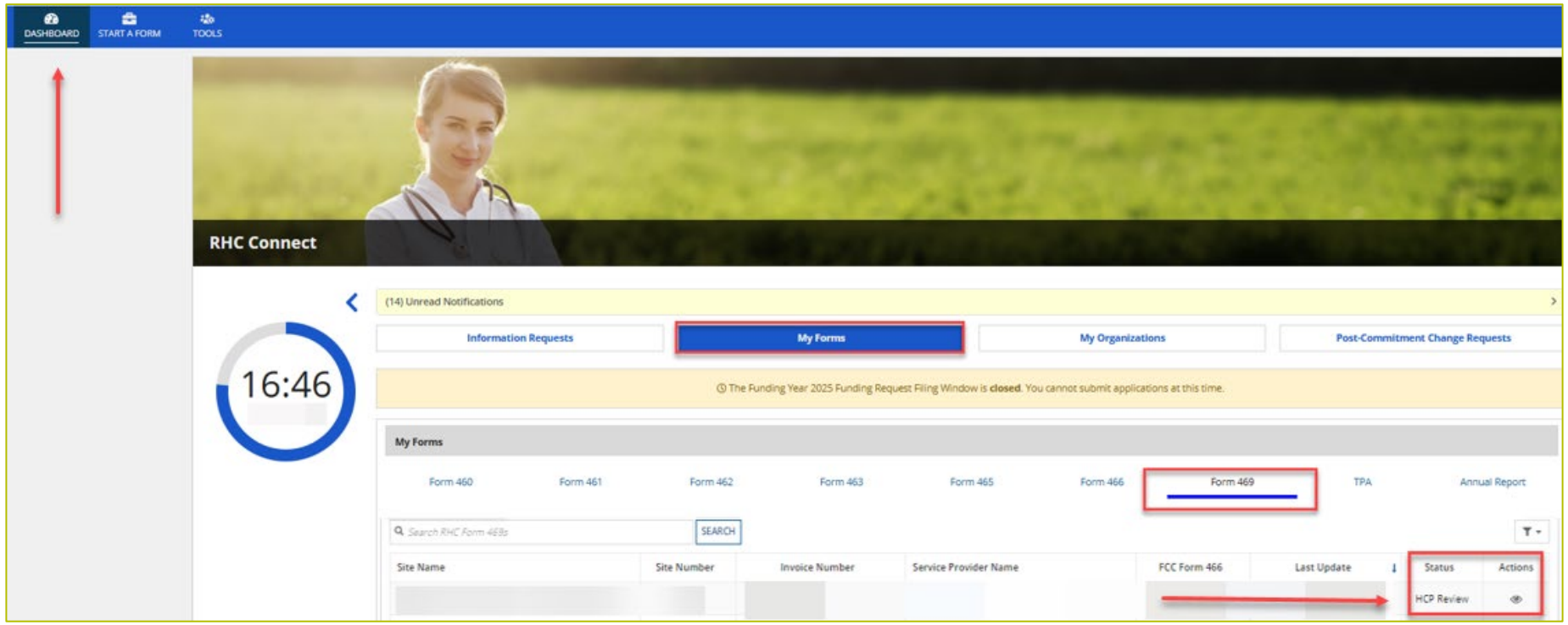


- Status of invoice appears on the **My Forms** tab of the **Dashboard**.



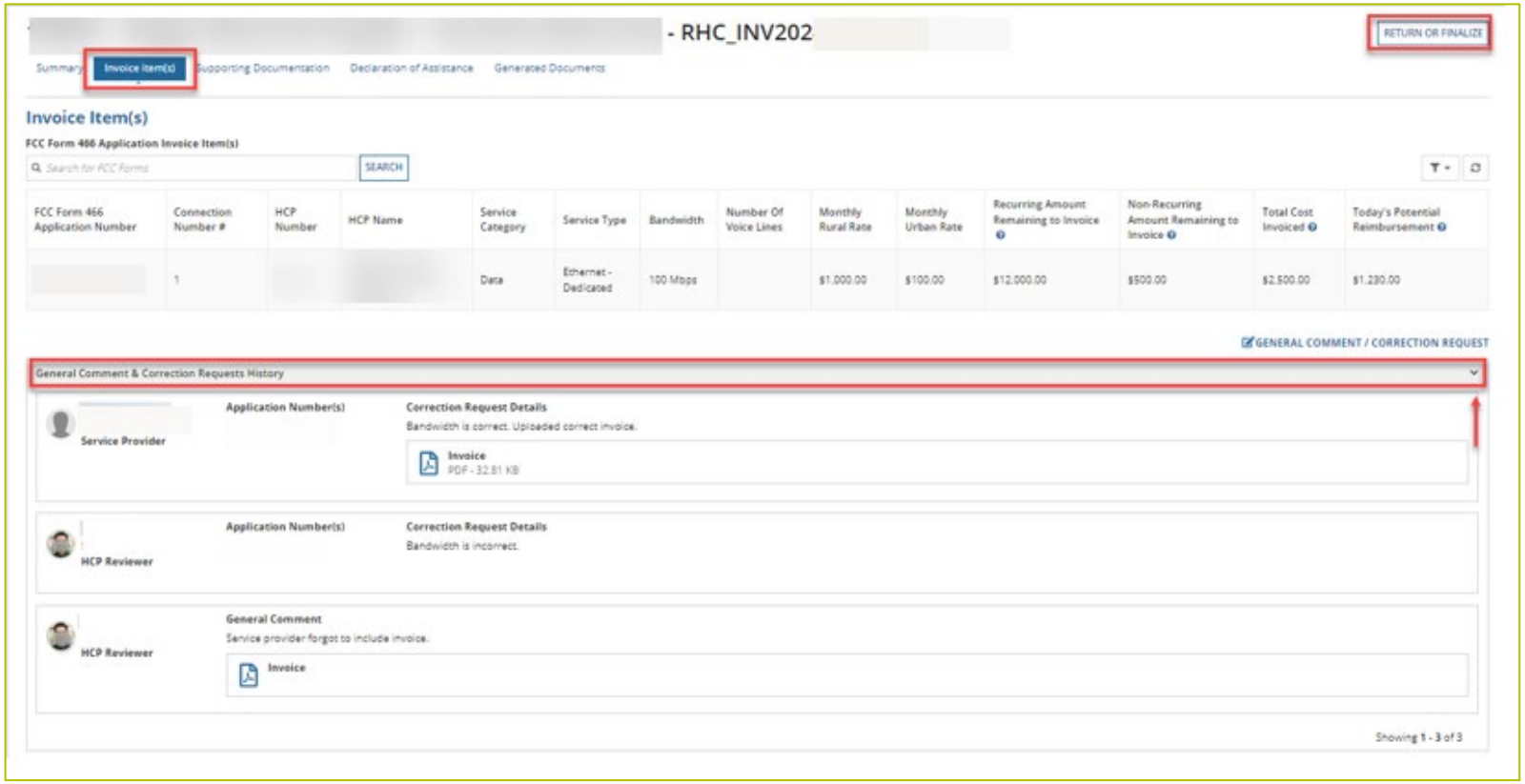
Return to HCP

- 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.



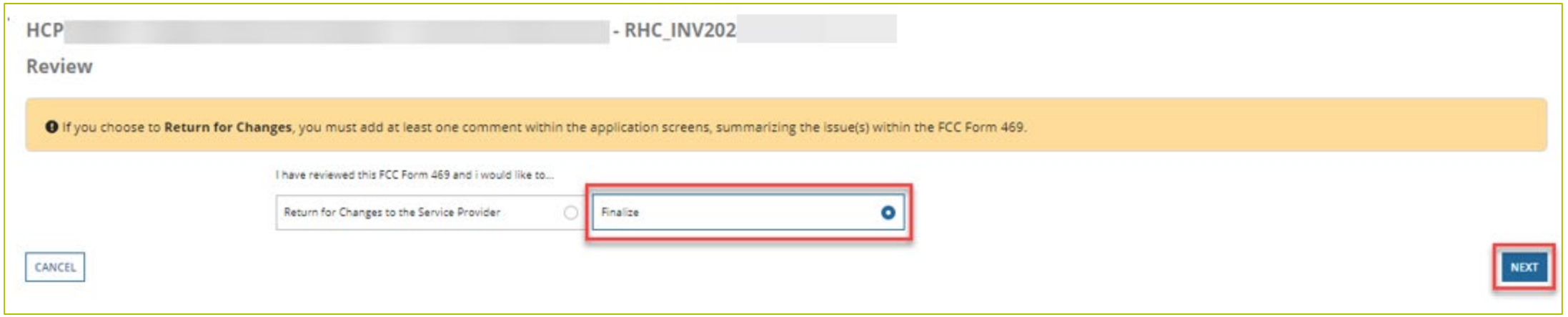
HCP Review After Return

- 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**.



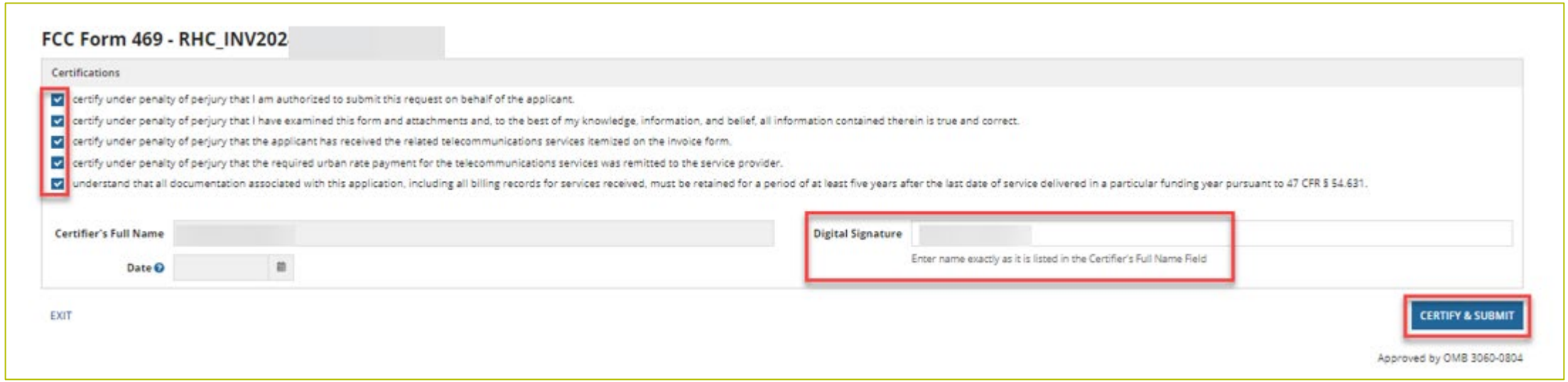
Finalizing the FCC Form 469

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



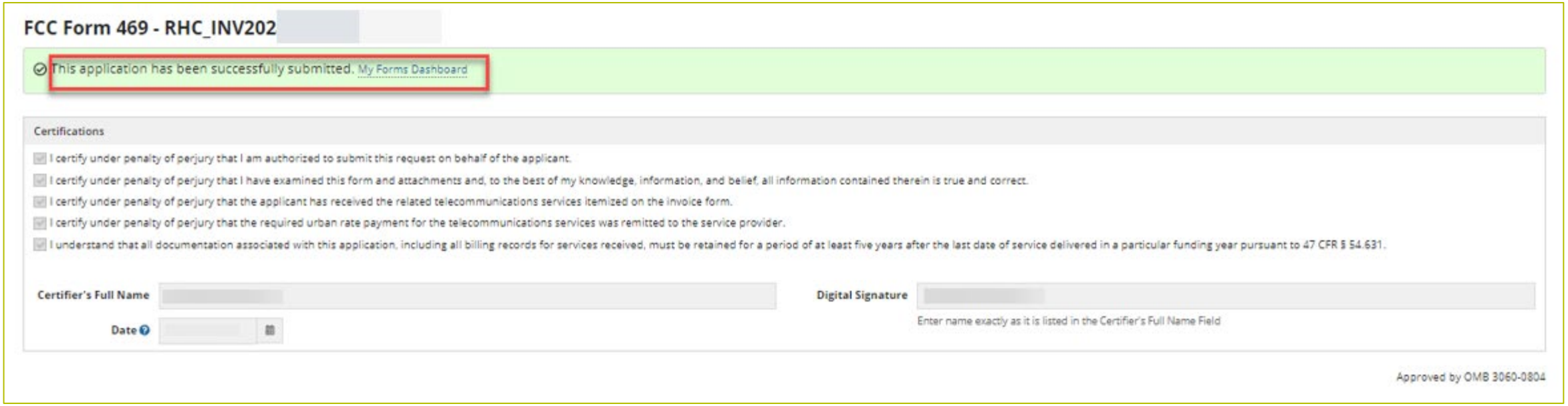
HCP Certifications

- 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**.



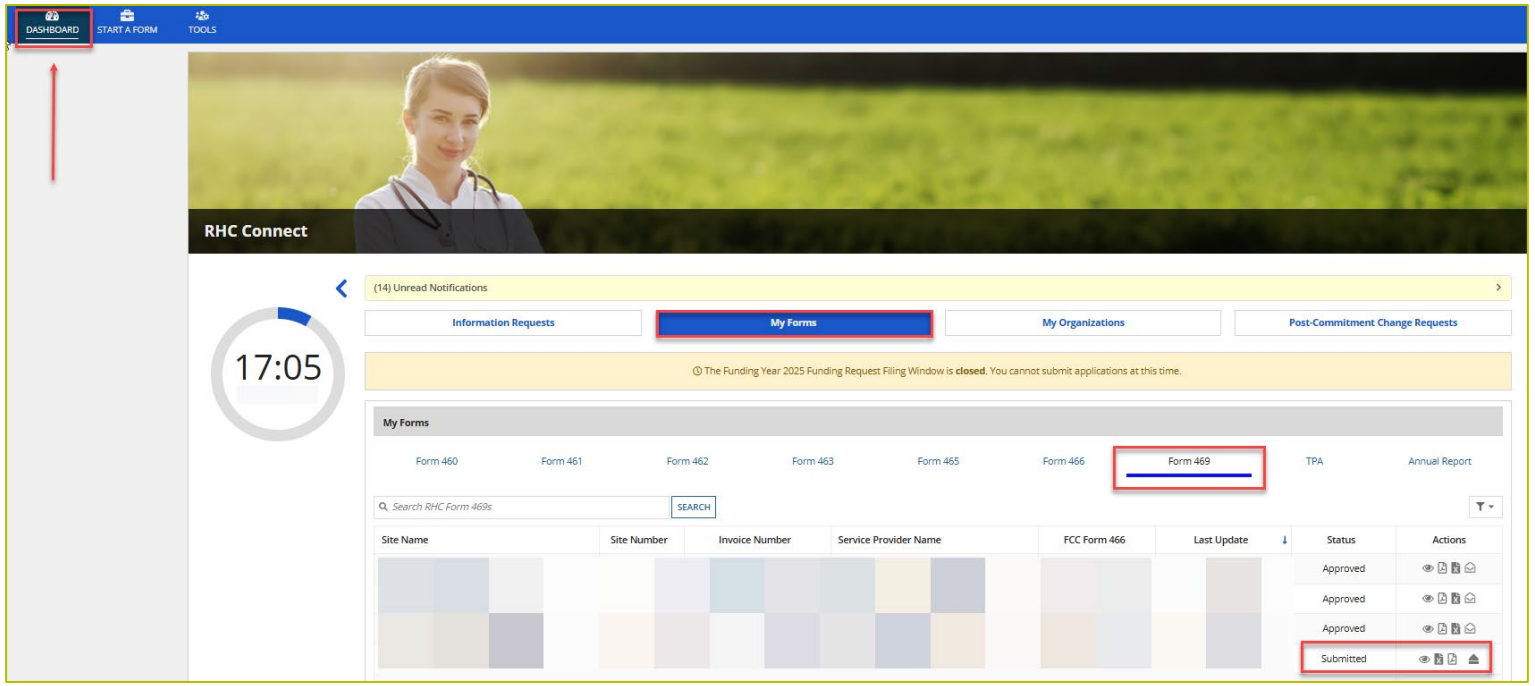
After Submitting

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



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.



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:

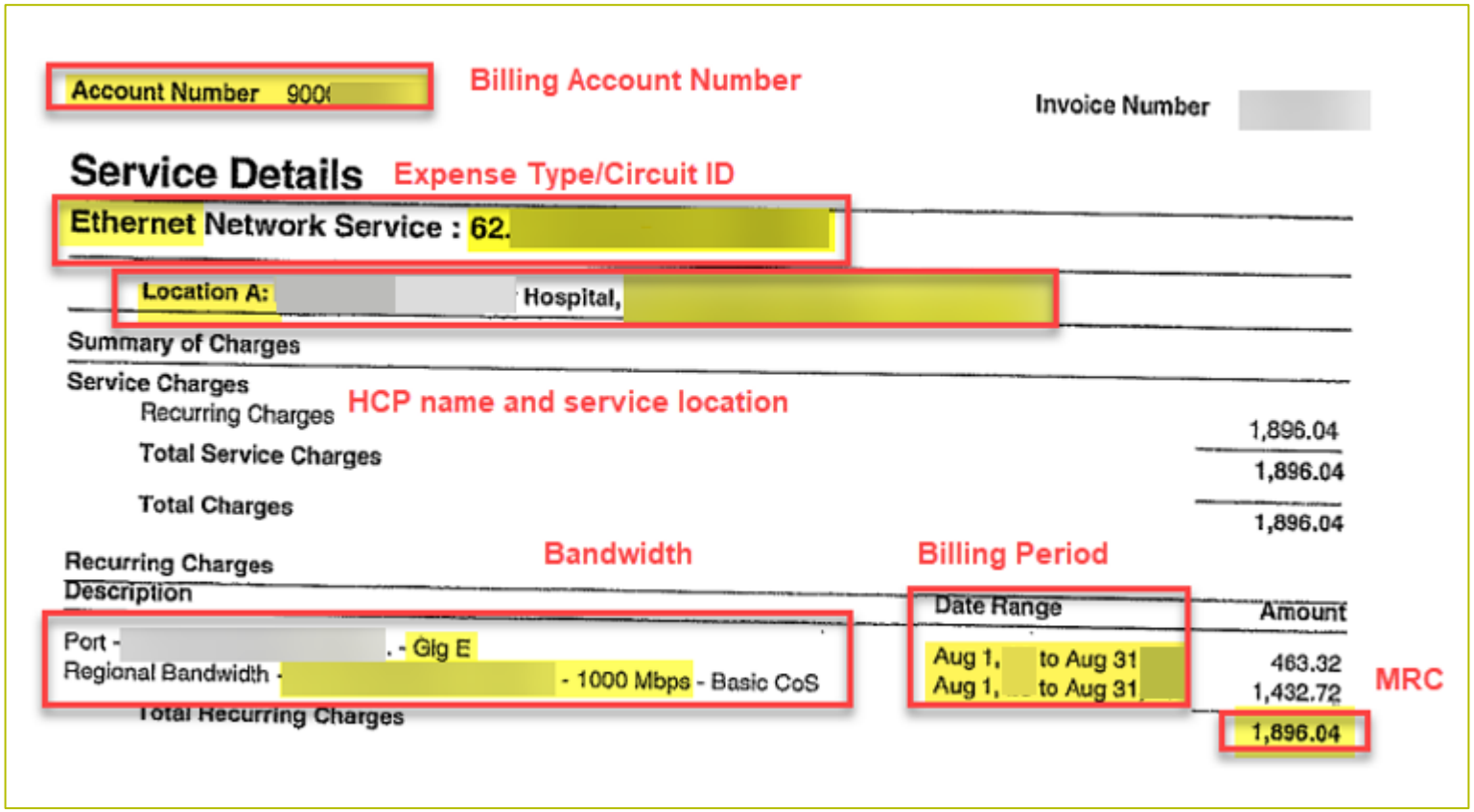
- **Copies of billing documentation** for the referenced billing period with the following information highlighted:
  - HCP Name
  - Circuit Location(s)
  - Billing Account Number (BAN)
  - Bandwidth
  - Circuit ID (if applicable)
  - Service Type
  - Monthly Recurring Charges (MRC)

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**.

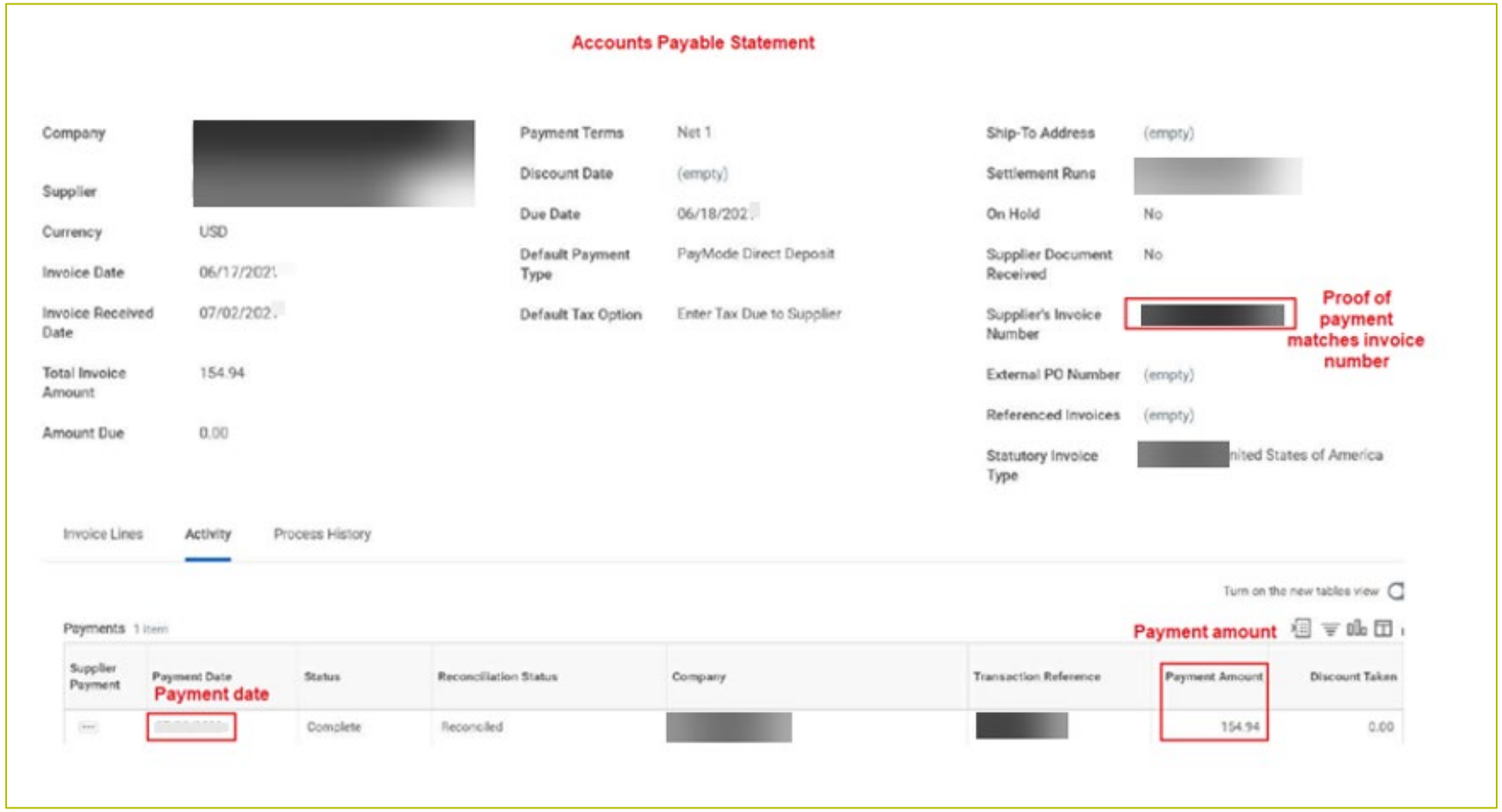
Supporting Documentation - Examples

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



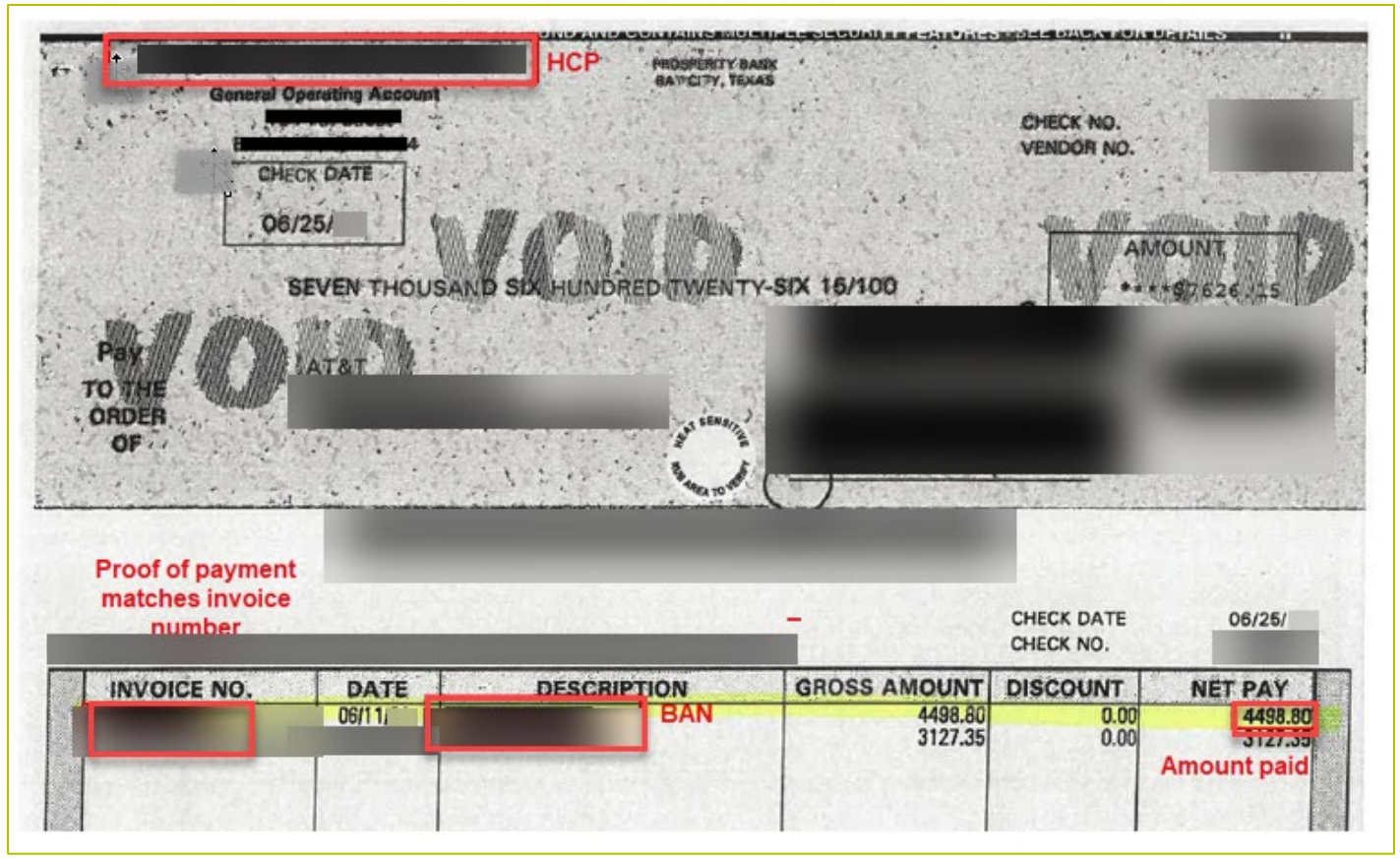
Supporting Documentation – Examples (continued)

- Proof of payment using an accounts payable statement.



Supporting Documentation – Examples (continued)

- Proof of payment by check.



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

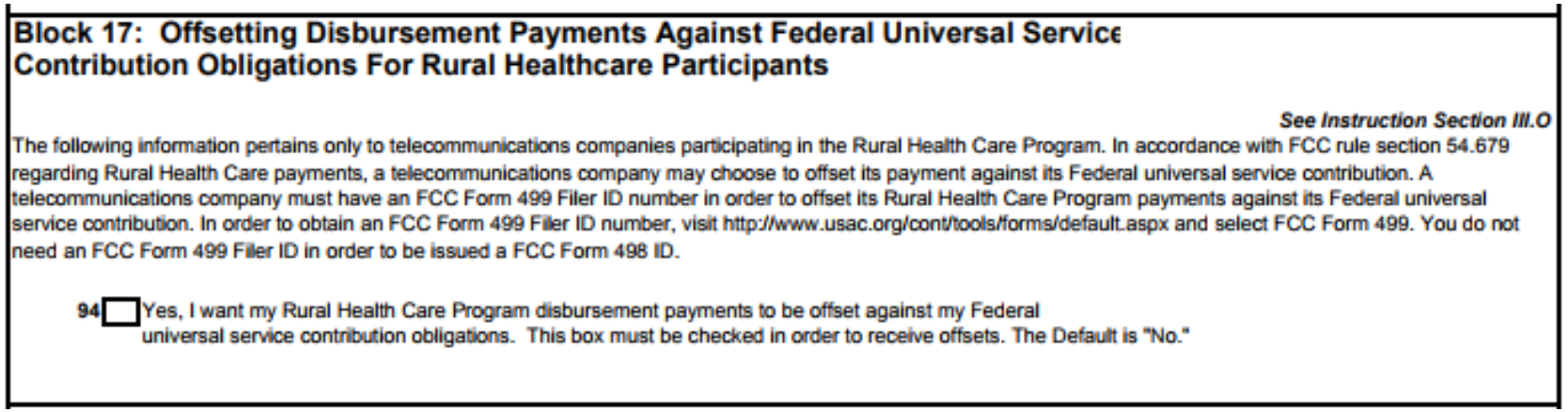
Telecom Program Invoicing Best Practices

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

See Instruction Section III.O

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.