

# **Schools and Libraries (E-Rate) Program**

## FCC Form 471 Receipt Acknowledgment Letter Modification Guide

Last Update: Jan. 2022

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# SCHOOLS AND LIBRARIES (E-RATE) PROGRAM

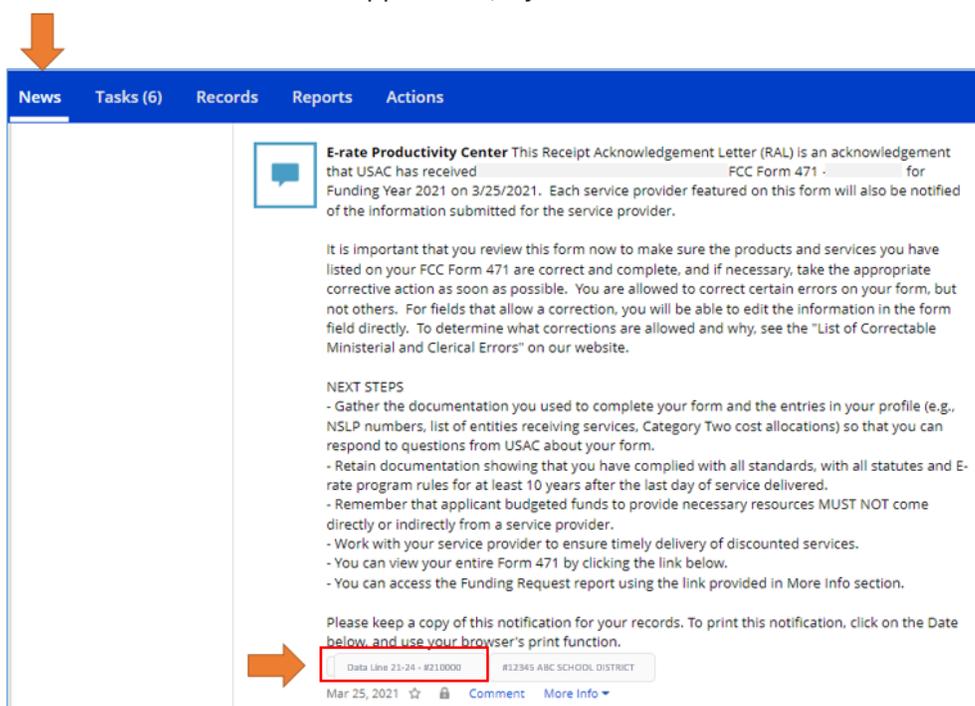
## RECEIPT ACKNOWLEDGMENT LETTER MODIFICATIONS

USAC issues an FCC Form 471 Receipt Acknowledgment Letter (RAL) to both the applicant and the service provider in the E-Rate Productivity Center (EPC) after an FCC Form 471 application is certified. The letter contains many of the details submitted on the form and provides a means to correct any mistakes. If you notice incorrect information on the RAL, you can update the application or entity information by following the steps below and submitting a RAL modification request in EPC.

### How to File a RAL Modification

If you were not able to make all of the appropriate updates to your applicant profile in EPC before the close of the EPC FCC Form 471 administrative window, you can provide updated information by filing a RAL Modification Request after submitting and certifying your FCC Form 471 application(s) but *before you receive your funding commitment decision letter*.

Applicants receive the RAL in their EPC **News** feed after certifying an FCC Form 471. You can click the application link included in the News post to go directly to your FCC Form 471 or you can follow the steps below to search for the FCC Form 471 application, if you wish to submit a RAL Modification request.



The screenshot shows the EPC News feed interface. The top navigation bar includes 'News', 'Tasks (6)', 'Records', 'Reports', and 'Actions'. The 'News' tab is selected. A notification from the 'E-rate Productivity Center' is displayed, containing text about the RAL and a list of 'NEXT STEPS'. At the bottom of the notification, there is a 'Date' field with the value 'Mar 25, 2021'. An orange arrow points to this 'Date' field, indicating the location of the RAL modification function.

The RAL modification function allows you to provide specific information in an organized format, which makes it easier for Program Integrity Assurance (PIA) reviewers to locate and understand the changes you want to make.

To start a RAL Modification Request, locate and open your certified FCC Form 471 using the search function at the bottom of your landing page. Select FCC Form 471 for **Form Type** and the appropriate **Funding Year**. Then click the link for the specific FCC Form 471 you want to update.

The screenshot shows the appian interface with a navigation bar (News, Tasks, Records, Reports, Actions) and a user profile icon. Below the navigation bar, there is a message "No items available". The main content area is titled "My Entities" and contains a table with the following data:

Entity	Entity Number	City	State	Zip Code
ABC SCHOOL DISTRICT	12345	MILLVILLE	IA	12345
HIGH SCHOOL	1234567	MILLVILLE	IA	12345
ELEMENTARY SCHOOL	123456789	MILLVILLE	IA	12345
MIDDLE SCHOOL	123999999	MILLVILLE	IA	12345

Below the table, there are sections for "Customer Service Cases" and "FCC Forms and Post-Commitment Requests". The "FCC Forms" section is selected, and the "Form Type" is set to "FCC Form 471" and the "Funding Year" is set to "2021". The "Status" section has radio buttons for "All", "Incomplete", "Certified", and "Committed", with "All" selected. Below this, there is a table with the following data:

Application Number	Nickname	Funding Year	Status	Certified Date
1111111111	471 PVSD to CLIU PTD 2021	2021	Certified	1/21/2021 1:37 PM EST
210000000	Data Line 21-24	2021	Certified	3/25/2021 10:27 AM EDT
222222222	FY2021-Category 2	2021	Certified	4/8/2021 3:06 PM EDT

From the **Related Actions** menu, choose **Submit Modification Request (RAL)**.

The screenshot shows the "Data Line 21-24 · #210000000" page in the appian interface. The navigation bar (News, Tasks, Records, Reports, Actions) is visible. Below the navigation bar, there is a breadcrumb trail "Records / FCC Forms 471". The main content area is titled "Data Line 21-24 · #210000000" and contains a menu with the following items: "Summary", "Funding Requests", "Review Inquiries", "Deferral History", "Discount Calculation", "Entity Information", "News", and "Related Actions". The "Related Actions" menu is highlighted, and a red box highlights the "Submit Modification Request (RAL)" option, which has the description "Submit a RAL Modification Request for this Application".

If your application is not available for a RAL Modification Request, you will see a message under the **RAL Request Help** section indicating the reason.

The screenshot shows the "Form 471 Modification Request" page in the appian interface. The navigation bar (News, Tasks, Records, Reports, Actions) is visible. Below the navigation bar, there is a breadcrumb trail "Records / FCC Forms 471". The main content area is titled "Data Line 21-24 #210000000" and contains a menu with the following items: "Summary", "Funding Requests", "Review Inquiries", "Deferral History", "Discount Calculation", "Entity Information", "News", and "Related Actions". The "Related Actions" menu is highlighted, and a red box highlights the "RAL Request Help" section, which contains the message: "This application has been included in an ongoing commitment wave or has already been committed. You will not be able to submit this RAL Request." Below the message, there are buttons for "DISCARD REQUEST" and "FINISH & SUBMIT REQUEST".

# Application Modifications

## Modify Basic Application Information

To modify basic information on your FCC Form 471, click the **Application** button, choose **Application Details** from the sub-category dropdown, and click the **Continue** button.

Records / FCC Forms 471  
Data Line 21-24 #210000000

Summary Funding Requests Review Inquiries Deferral History Discount Calculation Entity Information News Related Actions

### Form 471 Modification Request

Would you like to request changes to an entity or this application?

APPLICATION ENTITY

Select the sub-category you want to modify

Application Details

▼ RAL Request Help

- This feature allows the Applicant to Raise RAL modification request on certified FCC Form 471 application and entities associated with application at the time of certification.
- Please note that the changes you request will not change the actual information on application or an entity but will generate a RAL request for a Reviewer to work on it.

This application has been included in an ongoing commitment wave or has already been committed. You will not be able to submit this RAL Request.

DISCARD REQUEST CONTINUE FINISH & SUBMIT REQUEST

On the Application Details screen, you can:

- Click **Cancel Application** to cancel your application.
- Click **Edit Application** to modify the application nickname, the contact person, and/or the holiday contact information. You can also upload one or more documents and provide a description of each document.

Records / FCC Forms 471  
Data Line 21-24 #210000000

Summary Funding Requests Review Inquiries Deferral History Discount Calculation Entity Information News Related Actions

### Application Details

How would you like to proceed?

CANCEL APPLICATION EDIT APPLICATION

BACK CONTINUE

## Create an FRN or Modify Funding Request Details

To modify funding request information on your FCC Form 471, click the **Application** button, choose **Funding Request Details** from the sub-category dropdown, and click the **Continue** button. You will see a list of the Funding Request Numbers (FRNs) that appear on this form.

Records / FCC Forms 471  
Data Line 21-24 #210000000

Summary Funding Requests Review Inquiries Deferral History Discount Calculation Entity Information News Related Actions

### Form 471 Modification Request

Would you like to request changes to an entity or this application?

APPLICATION ✓ ENTITY

Select the sub-category you want to modify

Application Details

▼ RAL Request Help

- This feature allows the Applicant to Raise RAL modification request on certified FCC Form 471 application and entities associated with application at the time of certification.
- Please note that the changes you request will not change the actual information on application or an entity but will generate a RAL request for a Reviewer to work on it.

DISCARD REQUEST CONTINUE FINISH & SUBMIT REQUEST

- To modify an existing FRN, check the box to the left of the FRN.
  - **View Line Items** allows you to view the line items for that FRN. If you check the box next to a line item, you can edit the line item or manage the recipients of service.
  - **Edit Funding Request** allows you to cancel the FRN or edit the FRN key information.
  - **Edit Purchase Agreement** allows you to make certain changes to the information you originally entered regarding services provided under contract or on a tariffed or month-to-month basis. Note that if you chose contracted services and now want to associate a different contract record with your FRN, you must first create that new contract record in your profile so that it will appear in your search results.
    - To create a contract record, go to the organization page for the parent organization (independent school, school district, independent library, library system, or consortium), click **Contracts** from the menu choices at the top of the page, then choose **Manage Contracts**, then choose **Add a New Contract**.

- To create a new FRN and add its key information, click the **Add FRN** button. You will see a text field where you can add FRN details, and an option to upload one or more documents in order to provide the remainder of the information for the new FRN.

Records / FCC Forms 471

## Data Line 21-24 #210000000

Summary Funding Requests Review Inquiries Deferral History Discount Calculation Entity Information News **Related Actions**

### Add FRN

Enter the details for the FRN you wish to add to form [redacted]. The reviewer handling this request will add the FRN accordingly and will reach out for additional information if needed.

**FRN Details**

### Supporting Documentation

After making modifications above, please use the fields below for uploading any documentation in support of the modifications. Requests that contain only changes made to the fields below will be considered incomplete and will not be able to be submitted.

**Upload File** **Document Description**

UPLOAD Drop file here ←

CANCELSAVE & CONTINUE

# Entity Modifications

## Modify the Billed Entity (BEN)

Click the **Entity** button and then the **BEN** button. Check the box to the left of the billed entity and then click the **Edit** button.

<input checked="" type="checkbox"/>	BEN Name	BEN	City	State	Entity type
<input checked="" type="checkbox"/>	ABC SCHOOL DISTRICT	12345	MILLVILLE	IA	School District

- You will see the **Change Entity Details Form**. You can provide new information or modify existing information in any of the editable fields. You can also upload one or more documents as described above.

**Primary Details**

Entity Name\*  
ABC SCHOOL DISTRICT

**Address Details**

Address Line 1\*  
123 MAIN STREET

Address Line 2

City\*  
MILLVILLE

State\*  
IA

County  
FAIRFAX

Zip Code\*  
12345

Zip Code Extension

**Urban/Rural**

Urban rural status  
 Urban  
 Rural

- For Category Two applications, you can update student counts for schools or square footage for libraries if those have changed. Update the information for each entity and click **Update** when done. Remember to provide a link where USAC can verify the information or upload supporting documentation to support the requested change.
- After you have entered your information, click the **Submit & Continue** button.

### Category Two (C2) Budget Information

We calculate your Category Two budget and your discount rate separately, and so we collect separate numbers for each. You are allowed to re-use your Category Two student count from year to year within a Category Two budget cycle, so this number needs to be updated less frequently than the student count for your discount rate.

How does the district report its student count for Category Two budget?

One number for my whole district

A number for each school in the district

Sum of Student Counts of all Schools in the District  
1739

#### School Information

Entity Number or Name

[APPLY FILTERS](#) [CLEAR FILTERS](#)

Entity Number	Entity Name	Total Students for C2 budget	Is the student count estimated?	Eligible for C2 budget?	
1234567	HIGH SCHOOL	<input type="text" value="800"/>	N/A		<a href="#">UPDATE</a>
123999999	MIDDLE SCHOOL	484	N/A		<a href="#">EDIT</a>
123456789	ELEMENTARY SCHOOL	509	N/A		<a href="#">EDIT</a>

« < 1-3 of 3 > »

Applicant Status

FCC Registration Number

You will need to provide your FCC RN in order to file any E-rate forms.

#### Supporting Documentation

After making modifications above, please use the fields below for uploading any documentation in support of the modifications. Requests that contain only changes made to the fields below will be considered incomplete and will not be able to be submitted.

Upload File Document Description

*Drop file here*

[BACK](#)  [SUBMIT & CONTINUE](#)

## Add a Related Entity

Applicants can add a related entity to an application if it was inadvertently missed when the FCC Form 471 application was certified. Note, however, that this can only be done if the related entity is already associated with parent entity in entity profile. To add a related entity, click the **Entity** button and then the **BEN** button. Check the box to the left of the billed entity and then click the **Add Related Entity** button.

Records / FCC Forms 471  
Data Line 21-24 #210000000

Summary Funding Requests Review Inquiries Deferral History Discount Calculation Entity Information News **Related Actions**

### Form 471 Modification Request

Would you like to request changes to an entity or this application?

APPLICATION ENTITY ✓  
BEN ✓ RELATED ENTITIES

**Entity Level Changes**  
Please select Entity to modify

<input checked="" type="checkbox"/>	BEN Name	BEN	City	State	Entity type
<input checked="" type="checkbox"/>	ABC SCHOOL DISTRICT	12345	MILLVILLE	IA	School District

ADD RELATED ENTITY EDIT REQUEST REPLACEMENT C2 BUDGET

- Enter the entity number and entity name and click the **Add Another Related Entity** button if you want to enter more entities or click the **Save & Continue** button if you are done.

News Tasks **Records** Reports Actions

Data Line 21-24 #210000000

Summary Funding Requests Review Inquiries Deferral History Discount Calculation Entity Information News **Related Actions**

### Enter Entity Details

Entity Number \* 1111122223333 Entity Name \* New Middle School

CANCEL ADD ANOTHER RELATED ENTITY SAVE & CONTINUE

- The entries you make will appear on the **Requested Changes** table on the Form 471 Modification Request screen. If you are finished making your FCC Form 471 modification requests, click the **Finish & Submit Request** button.

## Request an Adjusted Category Two (C2) Budget

Starting with Funding Year (FY) 2022, applicants can request an adjustment to their five-year C2 Budget if the student counts or square footage has changed. Individual schools and school districts can update student count information as described above by editing the count(s) in the “School Information” grid first, and then clicking the **Request Replacement C2 Budget** button as described below. Individual libraries can update their square footage in the same manner.

Members of a library system must update their square footage individually, as described above, before requesting a C2 an adjusted budget as the square footage information is not editable in the Category Two (C2) Budget Information screen.

**Library System Sub-Type**  
 Public Library System  
 Private Library System

**Category Two Budget Information**  
**Sum of Square Footage of All Libraries in the System**  
122300

**Applicant Status**  
Active

When you have made your updates, click the **Entity** button and then the **BEN** button. Check the box to the left of the billed entity and then click the **Request Replacement C2 Budget** button.

Records / FCC Forms 471  
Data Line 21-24 #210000000

Summary Funding Requests Review Inquiries Deferral History Discount Calculation Entity Information News Related Actions

**Form 471 Modification Request**  
Would you like to request changes to an entity or this application?

APPLICATION ENTITY ✓  
BEN ✓ RELATED ENTITIES

**Entity Level Changes**  
Please select Entity to modify

<input checked="" type="checkbox"/>	BEN Name	BEN	City	State	Entity type
<input checked="" type="checkbox"/>	ABC SCHOOL DISTRICT	12345	MILLVILLE	IA	School District

ADD RELATED ENTITY EDIT **REQUEST REPLACEMENT C2 BUDGET**

After you click the button, an entry appears under the **Requested Changes** section of the Form 471 Modification page that shows your FCC Form 471 modification requests. The new budget value will be determined by USAC as it reviews your request and verifies your updated information. To upload updated budget information, follow the steps under [Other Modifications](#) in this guide. Click **Finish & Submit Request** if you have no other modifications to submit.



### Form 471 Modification Request

Would you like to request changes to an entity or this application?

APPLICATION ENTITY ✓

BEN ✓ RELATED ENTITIES

#### Entity Level Changes

Please select Entity to modify

<input type="checkbox"/>	BEN Name	BEN	City	State	Entity type
<input type="checkbox"/>	ABC SCHOOL DISTRICT	12345	MILLVILLE	IA	School District

ADD RELATED ENTITY EDIT

#### Requested Changes

<input type="checkbox"/>	Category	Name/Number	Change type	Old Value	New Value	Requested Date
<input type="checkbox"/>	Entity	ABC SCHOOL DISTRICT	Replacement C2 Budget Requested	\$4,050,000.00	TBD	1/28/2022 1:04 PM EST

REMOVE

> RAL Request Help

DISCARD REQUEST



FINISH & SUBMIT REQUEST

## Modify Information on One or More Related Entities

Click the **Entity** button and then the **Related Entities** button. You will see a list of all the entities associated with the Billed Entity on this form. Check the box to the left of the first entity you want to modify.

Records / FCC Forms 471  
Data Line 21-24 #210000000

Summary Funding Requests Review Inquiries Deferral History Discount Calculation Entity Information News **Related Actions**

### Form 471 Modification Request

Would you like to request changes to an entity or this application?

APPLICATION ENTITY ✓

BEN RELATED ENTITIES ✓

**Entity Level Changes**  
Please select Entity to modify

<input type="checkbox"/>	BEN Name	BEN	City	State	Entity type
<input type="checkbox"/>	HIGH SCHOOL	1234567	MILLVILLE	IA	School
<input checked="" type="checkbox"/>	MIDDLE SCHOOL	123999999	MILLVILLE	IA	School
<input type="checkbox"/>	ELEMENTARY SCHOOL	123456789	MILLVILLE	IA	School

**REMOVE** **EDIT**

[> RAL Request Help](#)

This application has been included in an ongoing commitment wave or has already been committed. You will not be able to submit this RAL Request.

DISCARD REQUEST **FINISH & SUBMIT REQUEST**

- To remove the entity, click the **Remove** button.
- To modify the entity's profile information, click the **Edit** button. You will see the **Change Entity Details Form**. You can provide or modify information and/or upload documents as described above.
- After you have provided your modifications for this entity, click the **Submit & Continue** button.
- You will then return to the list of related entities. You can modify another entity or, if you are finished, click **Finish & Submit Request**.

## Other Modifications

If the FCC Form 471 modification you want to request is not included in the options above, create a document that describes your FCC Form 471 modification request in detail. To upload a document with your request, click the **Application** button, choose **Application Details** from the sub-category dropdown and click **Continue**. Click **Edit Application** and then use the Upload File function in the **Supporting Documentation** section of the **Application Details** page to upload your document.

The screenshot shows the 'Application Details' page for 'Data Line 21-24 #210000000'. The page has a blue header with navigation tabs: News, Tasks, Records, Reports, Actions. Below the header, there are sub-tabs: Summary, Funding Requests, Review Inquiries, Deferral History, Discount Calculation, Entity Information, News, and Related Actions. The main content area is titled 'Application Details' and asks 'How would you like to proceed?'. There are two buttons: 'CANCEL APPLICATION' and 'EDIT APPLICATION'. Below this is a form for 'Application Nickname\*' with the value 'Data Line 21-24'. The 'Main Contact Person\*' section shows 'John Doe' with an email address 'jdoe@school.org' and a phone number '123-456-7890'. There is a section for 'Enter Holiday Contact Information' with a text area. The 'Supporting Documentation' section has an 'Upload File' area with an 'UPLOAD' button and a 'Drop file here' prompt, and a 'Document Description' text area. A red arrow points to the 'Drop file here' prompt. At the bottom are 'BACK' and 'CONTINUE' buttons.

You should use this upload feature if the Customer Service Center (CSC) has created an entity for you during the time your profile was locked, but they could not associate that entity with your organization. You can also indicate which FRN line items should include this entity as a recipient of service. If you need assistance, open a customer service case in EPC or call CSC at (888) 203-8100.

## Submitting a Request

After you have completed data entry for all of the FCC Form 471 modifications you would like to include in the request, review the **Requested Changes** table one last time to make sure all of your modifications are correct. You can always remove a requested modification by checking the box to the left of the modification and clicking the **Remove** button.

To submit your request, click the **Finish & Submit Request** button at the bottom of the screen. On the next screen, click **Yes** to continue or **No** to go back.

Records / FCC Forms 471  
Data Line 21-24 #210000000

Summary Funding Requests Review Inquiries Deferral History Discount Calculation Entity Information News **Related Actions**

### Form 471 Modification Request

Would you like to request changes to an entity or this application?

APPLICATION ENTITY ✓

BEN ✓ RELATED ENTITIES

#### Entity Level Changes

Please select Entity to modify

<input type="checkbox"/>	BEN Name	BEN	City	State	Entity type
<input type="checkbox"/>	ABC SCHOOL DISTRICT	12345	MILLVILLE	IA	School District

[ADD RELATED ENTITY](#) [EDIT](#)

#### Requested Changes

<input type="checkbox"/>	Category	Name/Number	Change type	Old Value	New Value	Requested Date
<input type="checkbox"/>	Entity	MIDDLE SCHOOL	Modify Total Students for C2 Budget	484	600	1/27/2022 3:52 PM EST
<input type="checkbox"/>	Entity	ABC SCHOOL DISTRICT	Modify Address Line 1	BOX 40 ROUTE 209	120000 Main Street	1/27/2022 3:51 PM EST

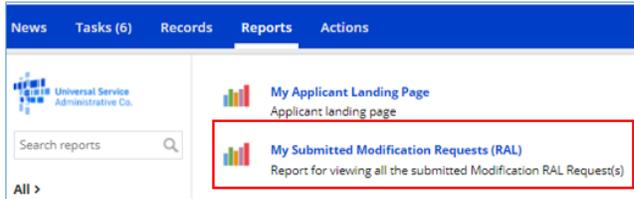
[REMOVE](#)

[RAL Request Help](#)

This application has been included in an ongoing commitment wave or has already been committed. You will not be able to submit this RAL Request.

[DISCARD REQUEST](#)  [FINISH & SUBMIT REQUEST](#)

After you submit your request, you can review your list of requests by clicking the **Reports** tab and choosing **My Submitted Modification Requests (RAL)**. You can also click the **View** link in the **Supporting Document(s)** column to see the documents you have uploaded to that request.



News Tasks (6) Records **Reports** Actions

Universal Service Administrative Co. Search reports All >

**My Submitted Modification Requests (RAL)**  
FCC Form 471 RAL Request(s)

Application Number Entity Name

RAL Request ID	Application Number	Category	Name/Number	Action	Old Value	New Value	Requested Date and Time	Status	Supporting Document(s)
33849	#210000000	Entity	MIDDLE SCHOOL	Modify Total Students for C2 Budget	484	600	1/28/2022 9:17 AM EST	Inactive	<a href="#">View</a>
33849	#210000000	Entity	ABC SCHOOL DISTRICT	Modify Address Line 1	BOX 40 ROUTE 209	120000 Main Street	1/28/2022 9:17 AM EST	Inactive	<a href="#">View</a>

NOTE: The RAL modification(s) you submit do not take effect automatically. They will be included in the review of your FCC Form 471 application, and all the changes approved by your Program Integrity Assurance (PIA) reviewer will appear in the Current View of your FCC Form 471 after USAC has issued your funding commitment decision letter.