

RHC Connect User Guide – Post-Commitment Change Requests

Updated as of May 2023

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About RHC Connect for Post-Commitment Change Requests

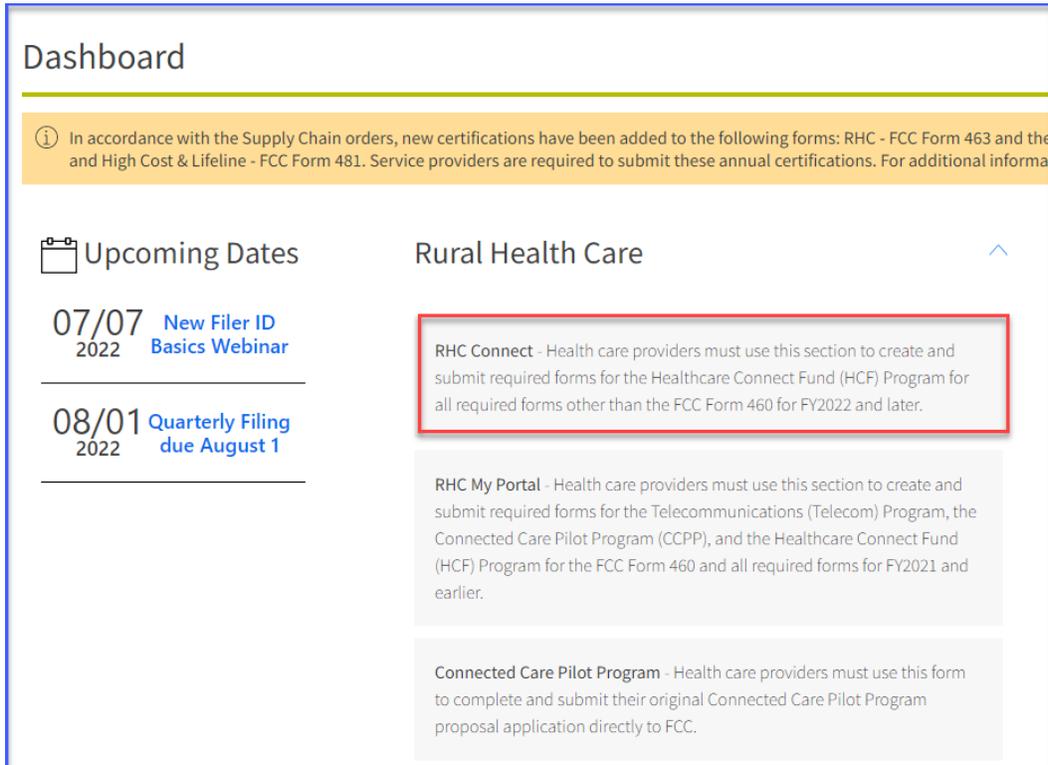
RHC Connect is the web-based system that hosts the FCC Forms used in the HCF Program. There are a number of actions that may be required outside of the regular application process. This user guide will walk you through how to submit post-commitment change requests in RHC Connect. The post-commitment change requests included in this user guide are:

- SPIN changes (correctional and operational)
- Site and Service Substitutions
- Invoice deadline extension requests
- Service delivery deadline extension requests

Please Note: The red boxes and arrows in the screenshots that follow do not actually appear in RHC Connect.

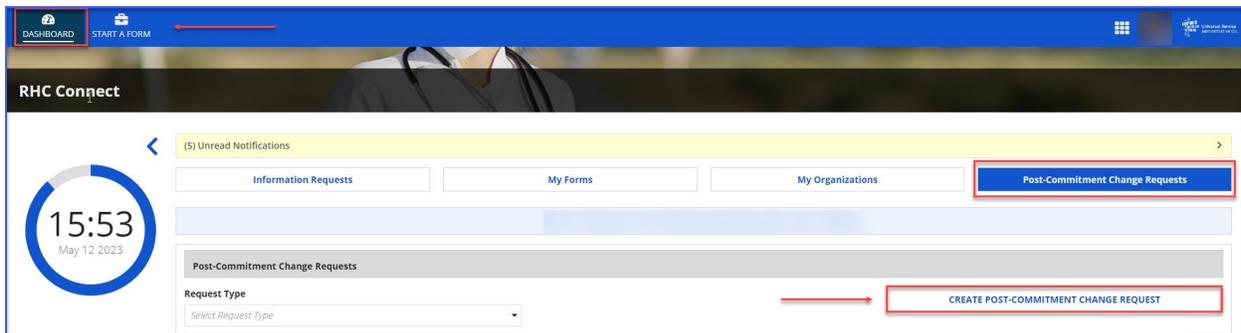
RHC Connect Walkthrough – SPIN Changes

Step 1: Log in to My Portal and click **RHC Connect**.



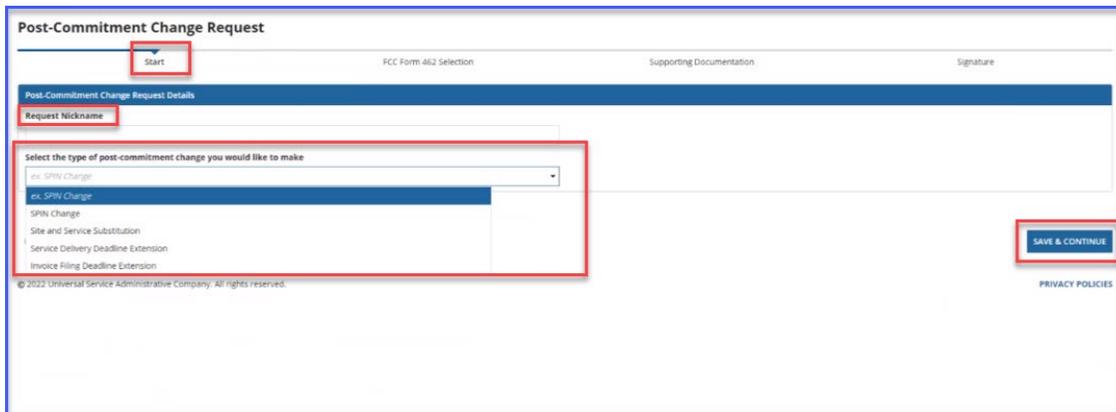
The screenshot shows the 'Dashboard' page of the RHC Connect portal. At the top, there is a notification banner with an information icon and text: 'In accordance with the Supply Chain orders, new certifications have been added to the following forms: RHC - FCC Form 463 and the and High Cost & Lifeline - FCC Form 481. Service providers are required to submit these annual certifications. For additional informat'. Below the banner, the page is divided into two main sections. On the left, 'Upcoming Dates' lists two events: '07/07 2022 New Filer ID Basics Webinar' and '08/01 2022 Quarterly Filing due August 1'. On the right, the 'Rural Health Care' section contains three informational cards. The top card, titled 'RHC Connect', is highlighted with a red border and contains the text: 'RHC Connect - Health care providers must use this section to create and submit required forms for the Healthcare Connect Fund (HCF) Program for all required forms other than the FCC Form 460 for FY2022 and later.' The middle card, 'RHC My Portal', explains that providers use this section for Telecom, CCPP, and HCF programs for FCC Form 460 and earlier. The bottom card, 'Connected Care Pilot Program', states that providers must use this form to submit their original proposal directly to FCC.

Step 2: Click on the **Post-Commitment Change Requests** tab, then click **Create Post-Commitment Change Request**.



The screenshot shows the 'RHC Connect' interface. At the top, there is a navigation bar with 'DASHBOARD' and 'START A FORM' tabs. Below this, the 'RHC Connect' header is visible. A notification banner at the top indicates '(5) Unread Notifications'. Below the banner, there are four tabs: 'Information Requests', 'My Forms', 'My Organizations', and 'Post-Commitment Change Requests'. The 'Post-Commitment Change Requests' tab is highlighted with a red border. On the left side, there is a circular clock showing '15:53' and 'May 12 2023'. Below the tabs, the 'Post-Commitment Change Requests' section is active, showing a 'Request Type' dropdown menu with 'Select Request Type' as the current selection. A red arrow points to a button labeled 'CREATE POST-COMMITMENT CHANGE REQUEST' which is also highlighted with a red border.

Step 3: Enter a **Request Nickname** and select **SPIN CHANGE** from the drop-down menu. Click **Save & Continue**.



Post-Commitment Change Request

Start | FCC Form 462 Selection | Supporting Documentation | Signature

Post-Commitment Change Request Details

Request Nickname

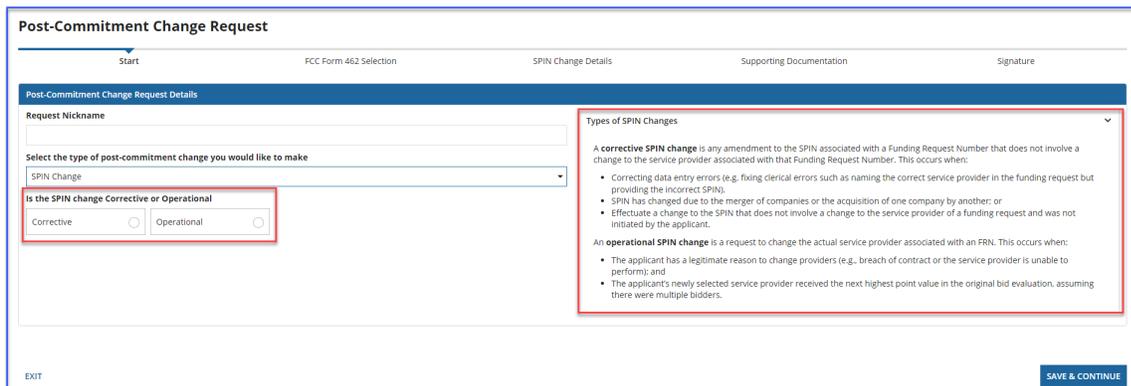
Select the type of post-commitment change you would like to make

- SPIN Change
- SPIN Change
- SPIN Change
- Site and Service Substitution
- Service Delivery Deadline Extension
- Invoice Filing Deadline Extension

SAVE & CONTINUE

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Step 4: Using the radio buttons, select either **Operational** or **Corrective** to describe the type of SPIN change you are requesting. A description of each SPIN change type is displayed. Then click **Save & Continue**.



Post-Commitment Change Request

Start | FCC Form 462 Selection | SPIN Change Details | Supporting Documentation | Signature

Post-Commitment Change Request Details

Request Nickname

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

SPIN Change

Is the SPIN change Corrective or Operational

Corrective Operational

Types of SPIN Changes

A **corrective SPIN change** is any amendment to the SPIN associated with a Funding Request Number that does not involve a change to the service provider associated with that Funding Request Number. This occurs when:

- Correcting data entry errors (e.g. fixing clerical errors such as naming the correct service provider in the funding request but providing the incorrect SPIN).
- SPIN has changed due to the merger of companies or the acquisition of one company by another; or
- Effectuate a change to the SPIN that does not involve a change to the service provider of a funding request and was not initiated by the applicant.

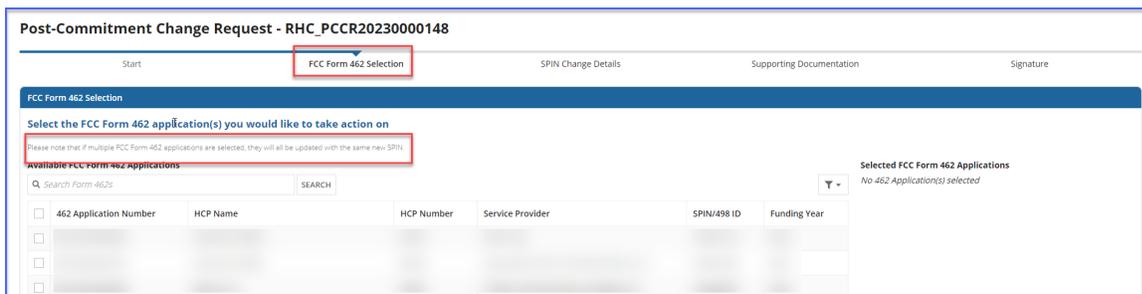
An **operational SPIN change** is a request to change the actual service provider associated with an FRN. This occurs when:

- The applicant has a legitimate reason to change providers (e.g., breach of contract or the service provider is unable to perform); and
- The applicant's newly selected service provider received the next highest point value in the original bid evaluation, assuming there were multiple bidders.

EXIT

SAVE & CONTINUE

Step 5: Select the FCC Form 462 application(s) you'd like to request the SPIN change for. Multiple FRNs may be selected as long the same SPIN for all of them is used.



Post-Commitment Change Request - RHC_PCCR20230000148

Start | FCC Form 462 Selection | SPIN Change Details | Supporting Documentation | Signature

FCC Form 462 Selection

Select the FCC Form 462 application(s) you would like to take action on

Please note that if multiple FCC Form 462 applications are selected, they will all be updated with the same new SPIN.

Available FCC Form 462 applications

Selected FCC Form 462 Applications

No 462 Application(s) selected

Search Form 462s

462 Application Number	HCP Name	HCP Number	Service Provider	SPIN/498 ID	Funding Year
<input type="checkbox"/>					
<input type="checkbox"/>					
<input type="checkbox"/>					

Step 7: Select the new SPIN from the drop-down menu under **Available Service Providers**. The selected service provider will be displayed on the right side of the screen. Click **Save & Continue** at the bottom of the screen.

Post-Commitment Change Request - RHC_PCCR20230000148

Start FCC Form 462 Selection **SPIN Change Details** Supporting Documentation Signature

Current Service Provider Details

SPIN/498 ID	Service Provider	DBA	Address	City	State	Zip
14300						

New Service Provider Details

Select a new Service Provider Identification Number (SPIN)/498 ID
The new SPIN will replace the existing SPINs for selected FCC Form 462 Applications.

Available Service Providers

Q charter SEARCH

SPIN/498 ID	Service Provider	DBA	Address	City	State	Zip
<input type="checkbox"/>	143037022	Charter Advanced Services VIII (WI) LLC	Charter Communications: Spectrum Business	12405 Powerscourt Dr	St. Louis	MO 63131
<input type="checkbox"/>	143037030	Charter Advanced Services (NE) LLC	Charter Communications: Spectrum Business	12405 Powerscourt Dr	St. Louis	MO 63131
<input type="checkbox"/>	143037031	Charter Advanced Services (IL) LLC	Spectrum Business: Charter Communications	12405 Powerscourt Dr	St. Louis	MO 63131
<input type="checkbox"/>	143037032	Charter Advanced Services (NY) LLC	Charter Communications: Spectrum Business	12405 Powerscourt Drive	St. Louis	MO 63131
<input type="checkbox"/>	143037033	Charter Advanced Services (OR) LLC	Charter Communications and Spectrum Business	12405 Powerscourt Drive	St. Louis	MO 63131
<input checked="" type="checkbox"/>	143037034	Charter Advanced Services VIII (MN) LLC	Charter Communications: Spectrum Business	12405 Powerscourt Drive	St. Louis	MO 63131
<input type="checkbox"/>	143037035	Charter Advanced Services (VT) LLC	Charter Communications: Spectrum Business	12405 Powerscourt Drive	St. Louis	MO 63131

Selected Service Provider

143037034 - Charter Advanced Services VIII (MN) LLC

Step 8: Select the **Effective Date** from the calendar. The tip in yellow displays directions about submitting SPIN change requests if the FRN selected has an approved invoice (FCC Form 463). Provide an explanation about why you are requesting the SPIN change. To view an Excel version of the SPIN change request details, click the hyperlink **Generate SPIN Change Request Report**. When you're ready to continue, click **Save & Continue**.

Effective Date and Explanation

Earliest Possible Effective Date
Jul 1, 2022

Effective Date
07/01/2022

Click below to download the selected FCC Form 462 commitment, invoice, and SPIN details.
[Generate SPIN Change Request Report](#)
[Rhc_PCCR20230000148_20230512_163313_SPIN_Change_Request_Report](#)

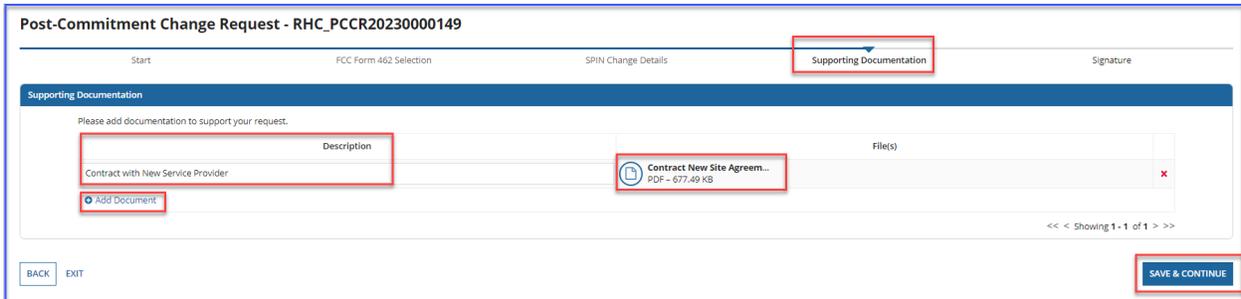
The "effective date" for a SPIN change must be after the latest invoice date. If you plan to submit a bulk request with multiple FCC Forms 462, we suggest only selecting FCC Forms 462 that do not have an approved invoice (FCC Form 463). Submit FCC Forms 462 with approved invoices on a separate individual SPIN change request. This will ensure that the "effective date" calculation is straightforward and easier to understand.
Please reference the downloadable "SPIN Change Request Report" for more details.

Please explain why you are requesting this change
Wrong SPIN was entered on the FCC Form 462 when submitted.

BACK EXIT **SAVE & CONTINUE**

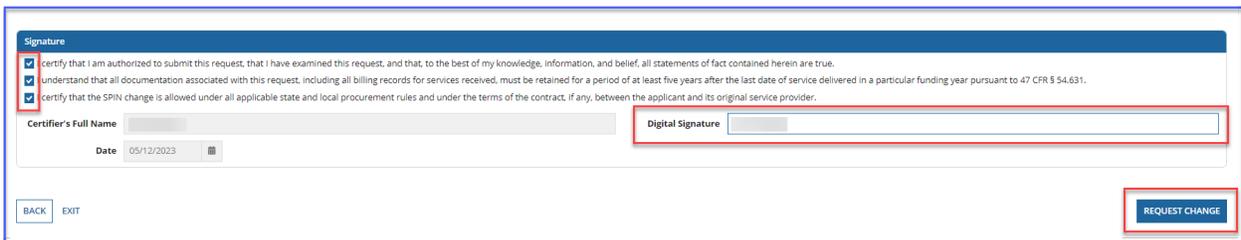
FCC Form 462		Commitment and Invoice Details										Previous Service Provider							New Service Provider									
Funding Request Number	Site Number	Site Name	# of previous SPIN Changes	Proc Request Commitment Funding Amount	Funding Start Date	Funding End Date	SPID (Service Delivery Deadline)	Invoice Filing Deadline	Number of Processed Invoices	Total Approved for Reimbursement	Latest Invoice Date	SPIN/498 ID	Service Provider Name	Service Provider DBA	Address	Address Line 2	City	State	Zip	SPIN/498 ID	Service Provider Name	Service Provider DBA	Requested Change Effective Date	Address	Address Line 2	City	State	Zip
RHC2020				45610.55	07/01/2022	06/30/2022	06/30/2022	10/28/2022	0	0		14300								143037034	Charter Advanced Services VIII (MN) LLC	Charter Communications: Spectrum Business		12405 Powerscourt Drive		St. Louis	MO	63131

Step 9: Add supporting documentation by clicking the **Add Document** hyperlink. Enter a description of the document. Then click **Save & Continue**.

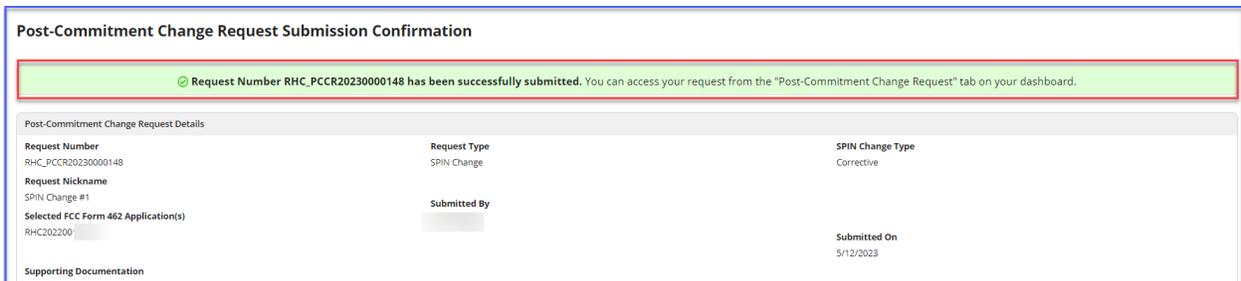


Note: For operational SPIN changes you must upload the agreement with the new service provider.

Step 10: On the **Signature** page, review all of the information, click the required certifications and sign using your full name as it appears in RHC Connect in the **Digital Signature** field. Click **Request Change**.



Step 11: Once submitted, the confirmation message in green will display.

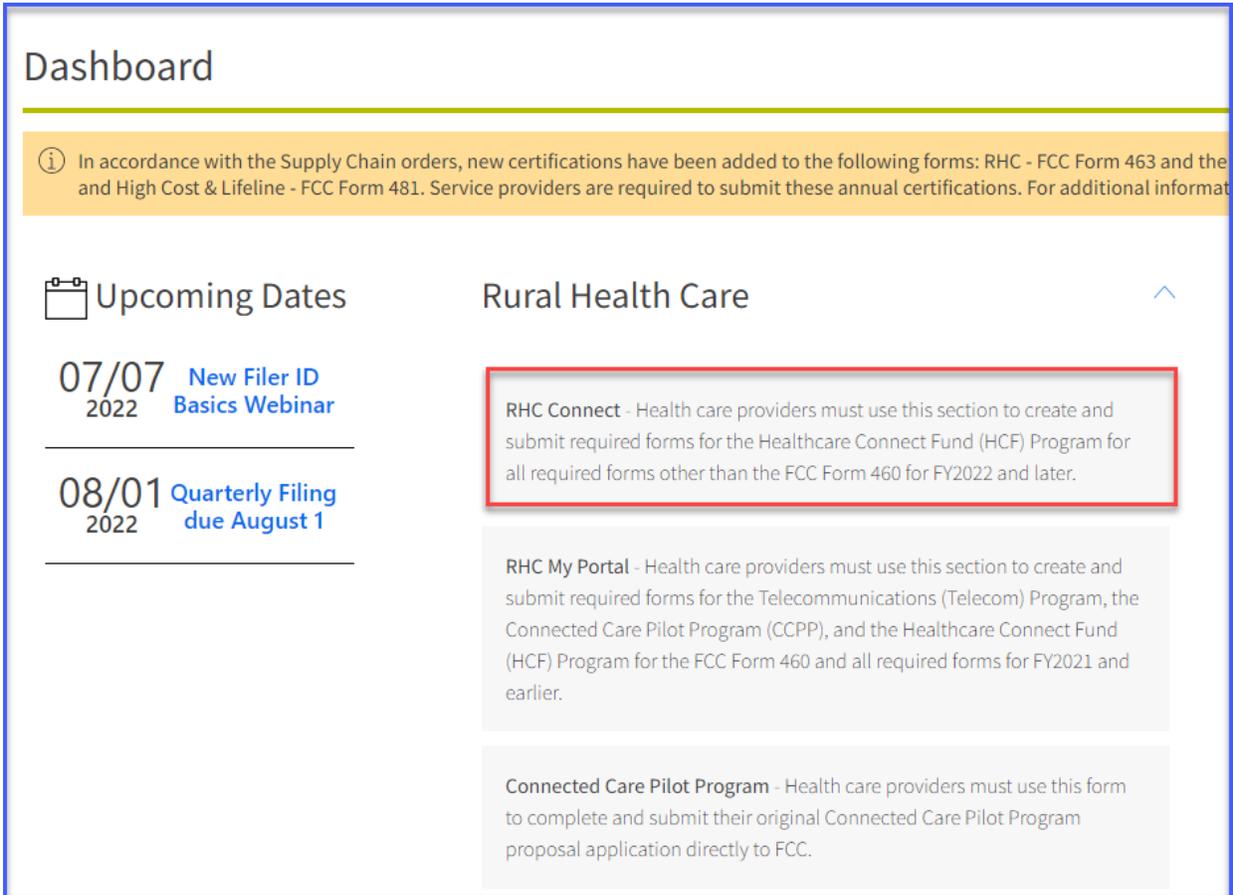


Post-Commitment Change Request Details		
Request Number RHC_PCCR20230000148	Request Type SPIN Change	SPIN Change Type Corrective
Request Nickname SPIN Change #1	Submitted By	
Selected FCC Form 462 Application(s) RHC202200		Submitted On 5/12/2023

For more information, visit the [SPIN Change](#) webpage on the USAC website.

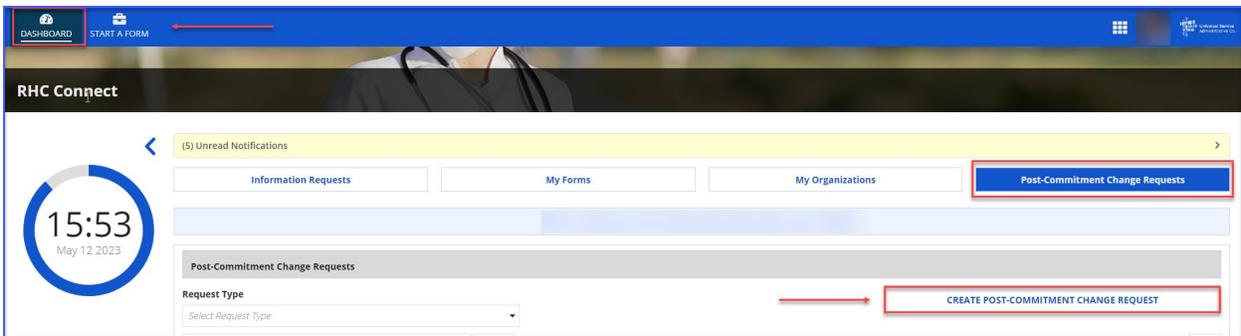
RHC Connect Walkthrough – Site and Service Substitution

Step 1: Log in to My Portal and click **RHC Connect**.



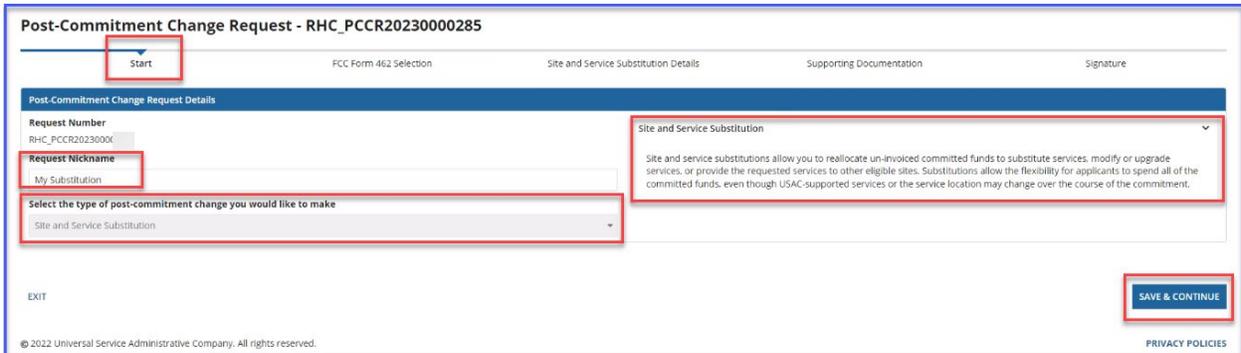
The screenshot shows the RHC Connect Dashboard. At the top, there is a notification banner: "In accordance with the Supply Chain orders, new certifications have been added to the following forms: RHC - FCC Form 463 and the and High Cost & Lifeline - FCC Form 481. Service providers are required to submit these annual certifications. For additional informat". Below the banner, the dashboard is divided into two main sections. On the left, "Upcoming Dates" lists two events: "07/07 2022 New Filer ID Basics Webinar" and "08/01 2022 Quarterly Filing due August 1". On the right, the "Rural Health Care" section contains three informational boxes. The top box, highlighted with a red border, states: "RHC Connect - Health care providers must use this section to create and submit required forms for the Healthcare Connect Fund (HCF) Program for all required forms other than the FCC Form 460 for FY2022 and later." The middle box states: "RHC My Portal - Health care providers must use this section to create and submit required forms for the Telecommunications (Telecom) Program, the Connected Care Pilot Program (CCPP), and the Healthcare Connect Fund (HCF) Program for the FCC Form 460 and all required forms for FY2021 and earlier." The bottom box states: "Connected Care Pilot Program - Health care providers must use this form to complete and submit their original Connected Care Pilot Program proposal application directly to FCC."

Step 2: Click **Post-Commitment Change Requests**, then click **Create Post-Commitment Change Request**.



The screenshot shows the RHC Connect interface. At the top, there is a navigation bar with "DASHBOARD" and "START A FORM" buttons. Below the navigation bar, the "RHC Connect" header is visible. A notification banner at the top indicates "(5) Unread Notifications". Below the banner, there are three tabs: "Information Requests", "My Forms", and "My Organizations". The "Post-Commitment Change Requests" tab is selected and highlighted with a red border. On the left side, there is a clock showing "15:53" and "May 12 2023". Below the clock, there is a "Request Type" dropdown menu with "Select Request Type" as the current selection. To the right of the dropdown menu, there is a red arrow pointing to a button labeled "CREATE POST-COMMITMENT CHANGE REQUEST", which is also highlighted with a red border.

Step 3: Enter a **Request Nickname** and select **Site and Service Substitution** from the drop-down menu. Click **Save & Continue**.



Post-Commitment Change Request - RHC_PCCR20230000285

Start | FCC Form 462 Selection | Site and Service Substitution Details | Supporting Documentation | Signature

Post-Commitment Change Request Details

Request Number: RHC_PCCR20230000

Request Nickname: My Substitution

Select the type of post-commitment change you would like to make: Site and Service Substitution

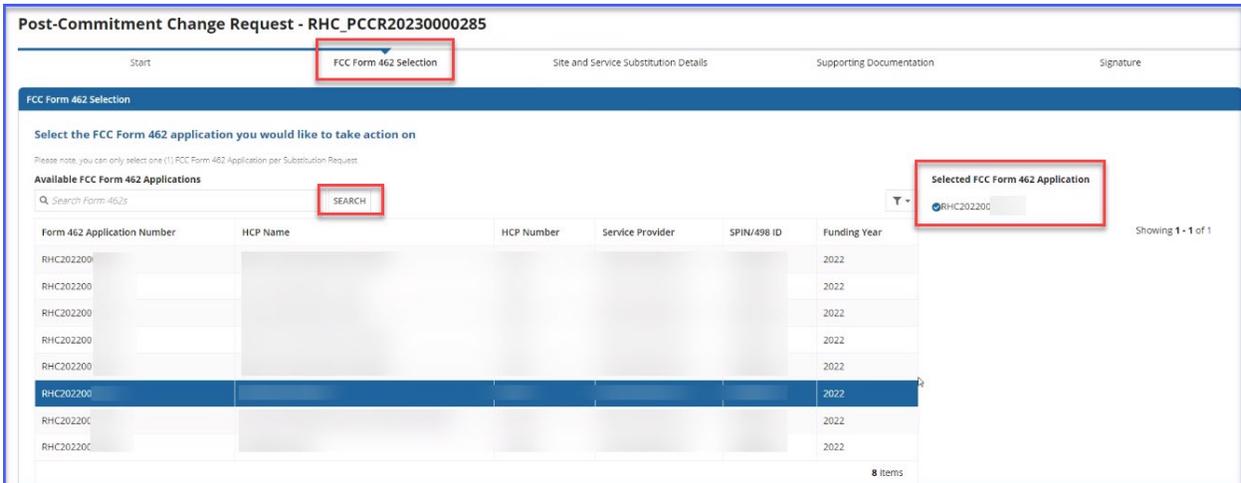
Site and Service Substitution

Site and service substitutions allow you to reallocate un-invoiced committed funds to substitute services, modify or upgrade services, or provide the requested services to other eligible sites. Substitutions allow the flexibility for applicants to spend all of the committed funds, even though USAC-supported services or the service location may change over the course of the commitment.

EXIT | **SAVE & CONTINUE**

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Step 4: Search by FCC Form 462 application number or select the FCC Form 462 application from the list displayed. The selected FCC Form 462 application will be displayed on the right side of the screen. Once selected, click **Save & Continue**.



Post-Commitment Change Request - RHC_PCCR20230000285

Start | **FCC Form 462 Selection** | Site and Service Substitution Details | Supporting Documentation | Signature

FCC Form 462 Selection

Select the FCC Form 462 application you would like to take action on

Please note, you can only select one (1) FCC Form 462 Application per Substitution Request.

Available FCC Form 462 Applications

Search Form: 462s | SEARCH

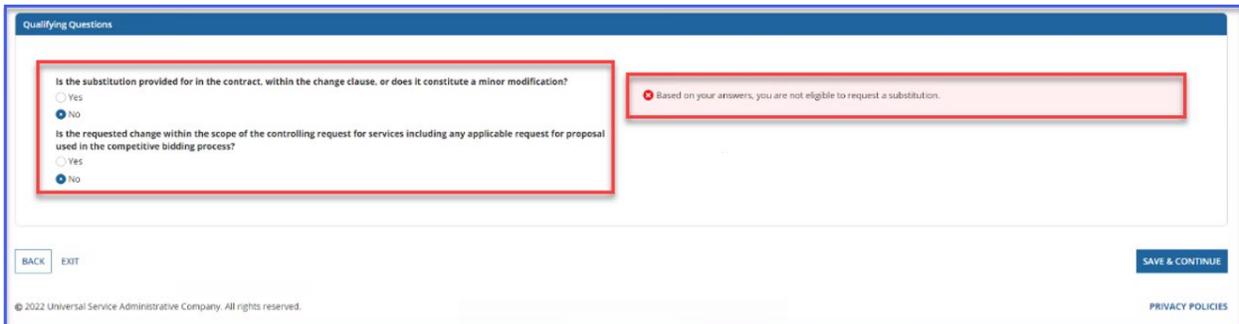
Form 462 Application Number	HCP Name	HCP Number	Service Provider	SPIN/498 ID	Funding Year
RHC202200					2022
RHC202200					2022
RHC202200					2022
RHC202200					2022
RHC202200					2022
RHC202200					2022
RHC202200					2022
RHC202200					2022
RHC202200					2022
RHC202200					2022

Showing 1 - 1 of 1

Selected FCC Form 462 Application: RHC202200

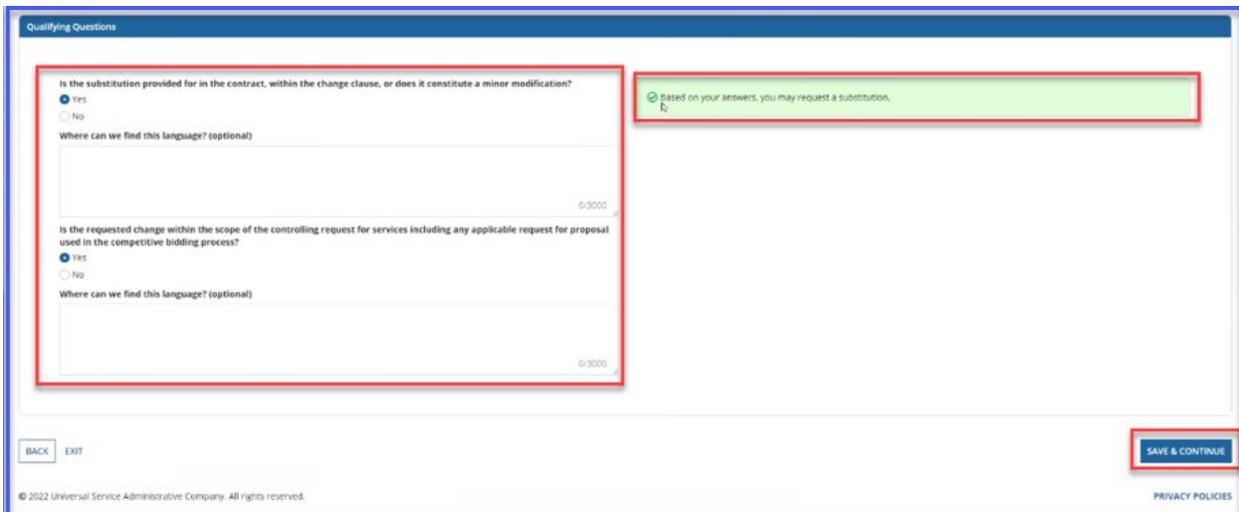
8 Items

Step 5: Answer the **Qualifying Questions** by selecting the correct radio button. If **No** is selected, the warning in pink will be displayed indicating that the selected FRN is not eligible for a substitution.



The screenshot shows the 'Qualifying Questions' form. The first question is 'Is the substitution provided for in the contract, within the change clause, or does it constitute a minor modification?' with radio buttons for 'Yes' and 'No'. The second question is 'Is the requested change within the scope of the controlling request for services including any applicable request for proposal used in the competitive bidding process?' with radio buttons for 'Yes' and 'No'. A pink warning message states: 'Based on your answers, you are not eligible to request a substitution.' The form includes 'BACK' and 'EXIT' buttons on the left, and 'SAVE & CONTINUE' and 'PRIVACY POLICIES' on the right. The footer contains '© 2022 Universal Service Administrative Company. All rights reserved.'

Step 6: If yes is selected, direct USAC to the language allowing for substitutions in the original contract and request for services documents. The message in green will be displayed indicating that the selected FRN is eligible for a substitution.



The screenshot shows the 'Qualifying Questions' form. The first question is 'Is the substitution provided for in the contract, within the change clause, or does it constitute a minor modification?' with radio buttons for 'Yes' and 'No'. Below it is a text area for 'Where can we find this language? (optional)' with a character count of 0/3000. The second question is 'Is the requested change within the scope of the controlling request for services including any applicable request for proposal used in the competitive bidding process?' with radio buttons for 'Yes' and 'No'. Below it is another text area for 'Where can we find this language? (optional)' with a character count of 0/3000. A green success message states: 'Based on your answers, you may request a substitution.' The form includes 'BACK' and 'EXIT' buttons on the left, and 'SAVE & CONTINUE' and 'PRIVACY POLICIES' on the right. The footer contains '© 2022 Universal Service Administrative Company. All rights reserved.'

Step 7: Click the **View** hyperlink to view details about the line item. Click the **Add** hyperlink to select the line items you wish to add. The **Add** hyperlink is not available if the line item is not eligible for the substitution. The reason is displayed in the **Line-Item Availability** column.

Create Post Commitment Change Request - RHC_PCCR2023000285

Start FCC Form 462 Selection **Site and Service Substitution Details** Supporting Documentation Signature

Form 462 Application Number: RHC202200 Nickname: My Substitution Funding Year: 2022 HCP Number: HCP Name:

Available Line Items

Q. Enter Line Item Number or HCP Number SEARCH Add a New Expense Item +

Line #	HCP Number	HCP Name	Contract Number	Expense Type	Bandwidth(Download/Upload)	Eligible Undiscounted Cost	Commitment Amount	Line Item Availability	Action
1				Bundled Network Management and Operation Services				Ready to Add	View Add
2				Network Maintenance				Ready to Add	View Add
3				Network Operation				Ready to Add	View Add
4				Network Operation				Ready to Add	View Add
5				Network Shared Infrastructure				Ready to Add	View Add
6				Professional Services				Ready to Add	View Add
7				Software for Network Management				Ready to Add	View Add
8				Network Shared Infrastructure				Ready to Add	View Add
9				Network Operation				Cannot be added: No remaining balance	View

9 Items

Step 8: Once **Add** is clicked, the line item is moved to **Selected Line Items**. Click **View**, **Edit** or **Remove** under the **Action** column. If **Remove** is selected, the line item will be returned to the **Available Line Items** section. To continue, click **Edit**.

DASHBOARD START A FORM 

2				Network Maintenance				Ready to Add	View Add
3				Network Operation				Ready to Add	View Add
4				Network Operation				Ready to Add	View Add
5				Network Shared Infrastructure				Ready to Add	View Add
6				Professional Services				Ready to Add	View Add
7				Software for Network Management				Ready to Add	View Add
8				Network Shared Infrastructure				Ready to Add	View Add
9				Network Operation				Cannot be added: No remaining balance	View

8 Items

Selected Line Items

All line items added to this Substitution Request must be edited.
 = Not edited
 = Edited

Q. Enter Line Item Number or HCP Number SEARCH Add a New Expense Item +

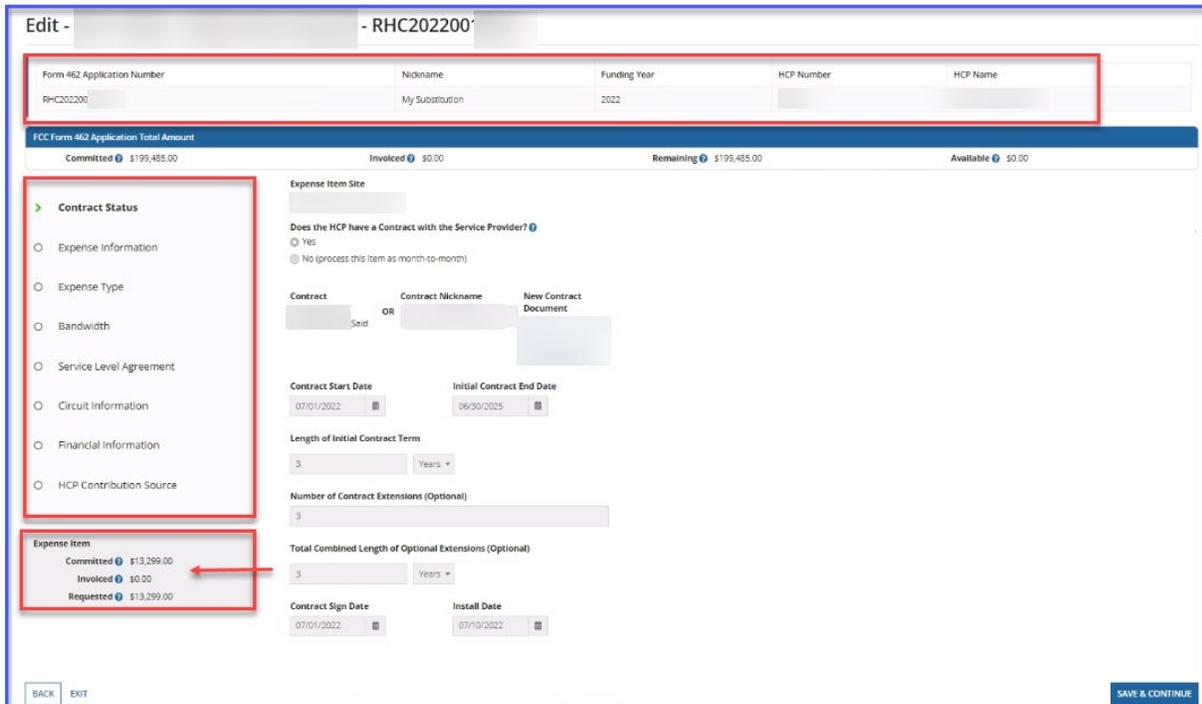
Line #	HCP Number	HCP Name	Contract Number	Expense Type	Bandwidth(Download/Upload)	Requested New Commitment	Line Item Availability	Action
1				Bundled Network Management and Operation Services			Added	View Edit Remove 

FCC Form 462 Application Total Amount

Committed \$199,485.00 Invoiced \$0.00 Remaining \$199,485.00 Available \$0.00

BACK EXIT SAVE & CONTINUE

Step 9: The **Edit** sections mirror each section of the FCC Form 462 application. **Committed, Invoiced,** and **Requested** dollar amounts for the line item are displayed at the bottom left of each section.



Edit - RHC202200

Form 462 Application Number: RHC202200 | Nickname: My Substitution | Funding Year: 2022 | HCP Number: | HCP Name: |

FCC Form 462 Application Total Amount
 Committed: \$199,485.00 | Invoiced: \$0.00 | Remaining: \$199,485.00 | Available: \$0.00

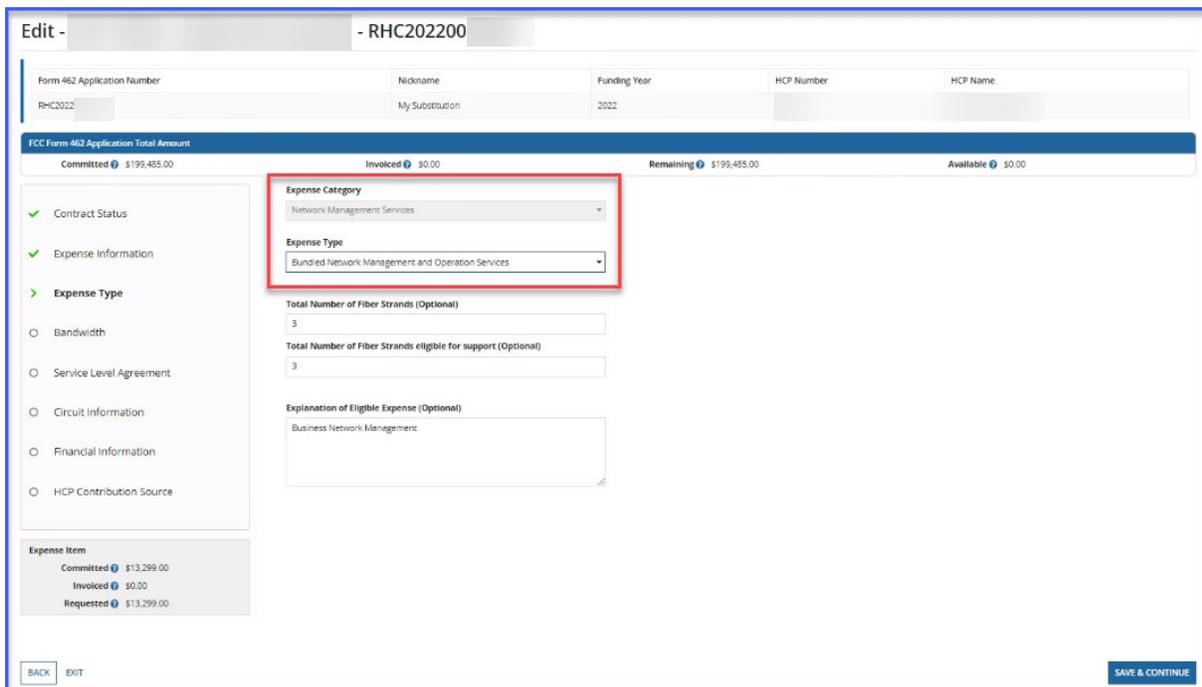
Contract Status

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

Expense Item

Committed: \$13,299.00
 Invoiced: \$0.00
 Requested: \$13,299.00

Step 10: All field are editable except the **Expense Category** field.



Edit - RHC202200

Form 462 Application Number: RHC2022 | Nickname: My Substitution | Funding Year: 2022 | HCP Number: | HCP Name: |

FCC Form 462 Application Total Amount
 Committed: \$199,485.00 | Invoiced: \$0.00 | Remaining: \$199,485.00 | Available: \$0.00

Expense Category
 Network Management Services

Expense Type
 Bundled Network Management and Operation Services

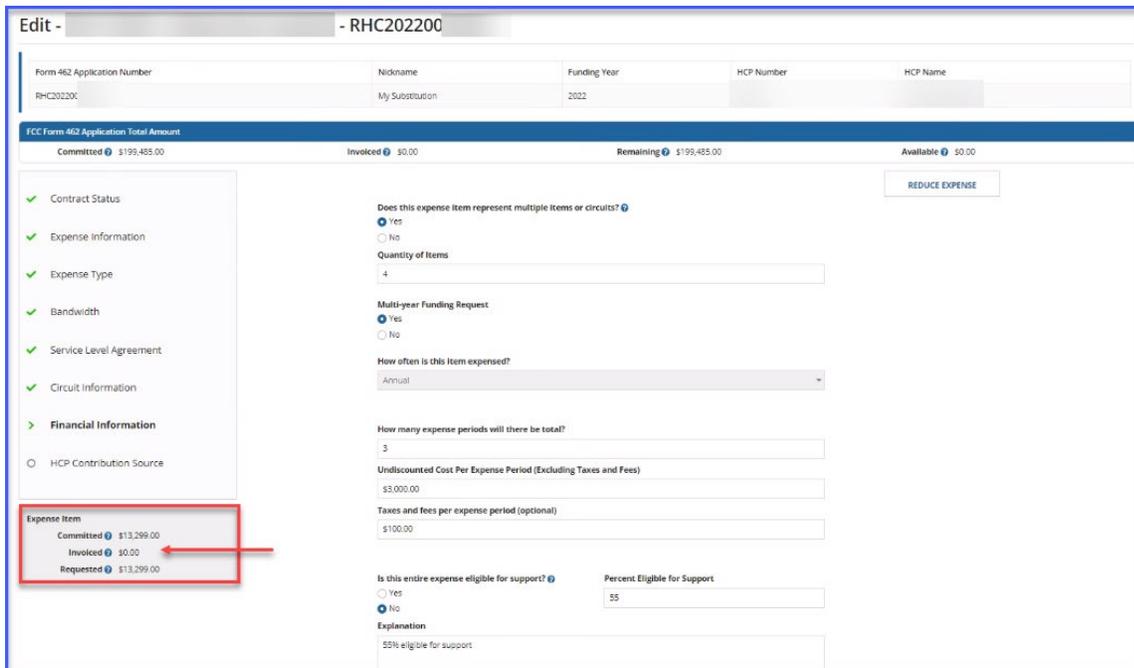
Total Number of Fiber Strands (Optional): 3
 Total Number of Fiber Strands eligible for support (Optional): 3

Explanation of Eligible Expense (Optional):
 Business Network Management

Expense Item

Committed: \$13,299.00
 Invoiced: \$0.00
 Requested: \$13,299.00

Step 11: If the selected FCC Form 462 has an approved invoice, the invoiced amount will appear in the box on the bottom left.



Form 462 Application Number: RHC202200, Nickname: My Substitution, Funding Year: 2022, HCP Number: [redacted], HCP Name: [redacted]

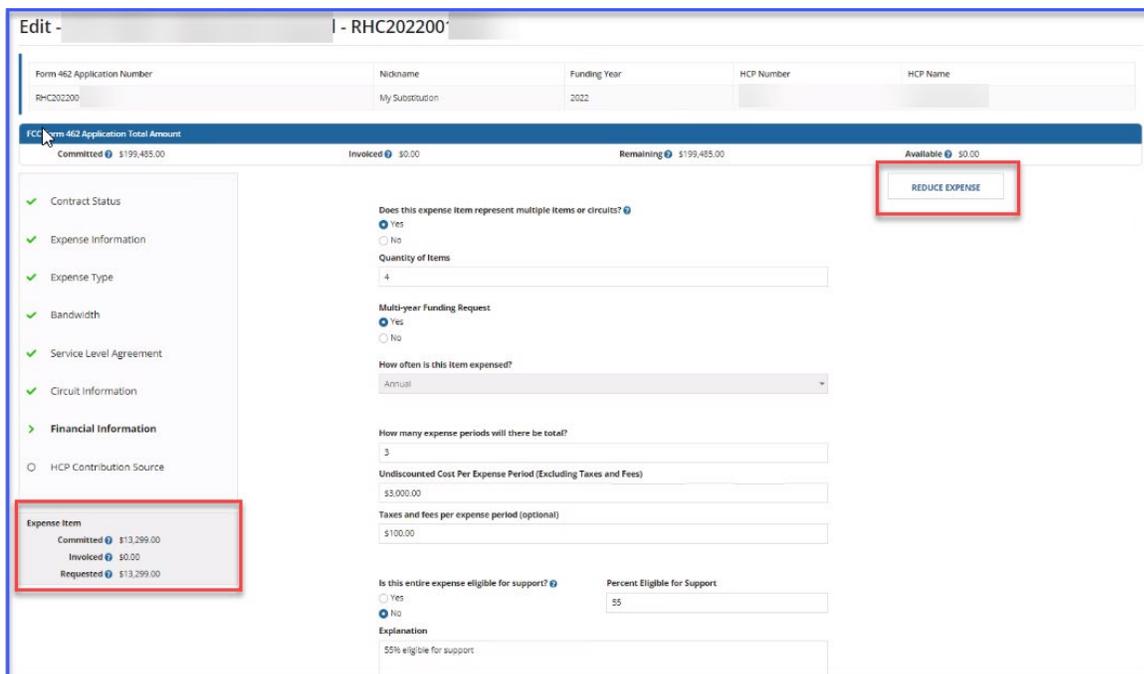
FCC Form 462 Application Total Amount: Committed \$199,485.00, Invoiced \$0.00, Remaining \$199,485.00, Available \$0.00

Contract Status: [checked]
Expense Information: [checked]
Expense Type: [checked]
Bandwidth: [checked]
Service Level Agreement: [checked]
Circuit Information: [checked]
Financial Information: [expanded]
HCP Contribution Source: [unchecked]

Expense Item:
Committed \$13,299.00
Invoiced \$0.00
Requested \$13,299.00

Does this expense item represent multiple items or circuits? [checked] Yes
Quantity of Items: 4
Multi-year Funding Request: [checked] Yes
How often is this item expensed?: Annual
How many expense periods will there be total?: 3
Undiscounted Cost Per Expense Period (Excluding Taxes and Fees): \$3,000.00
Taxes and fees per expense period (optional): \$100.00
Is this entire expense eligible for support? [checked] No
Percent Eligible for Support: 55
Explanation: 55% eligible for support

Step 12: To remove all remaining funds from a line item for use on a new line item, click **Reduce Expense** then click **Save**.



Form 462 Application Number: RHC202200, Nickname: My Substitution, Funding Year: 2022, HCP Number: [redacted], HCP Name: [redacted]

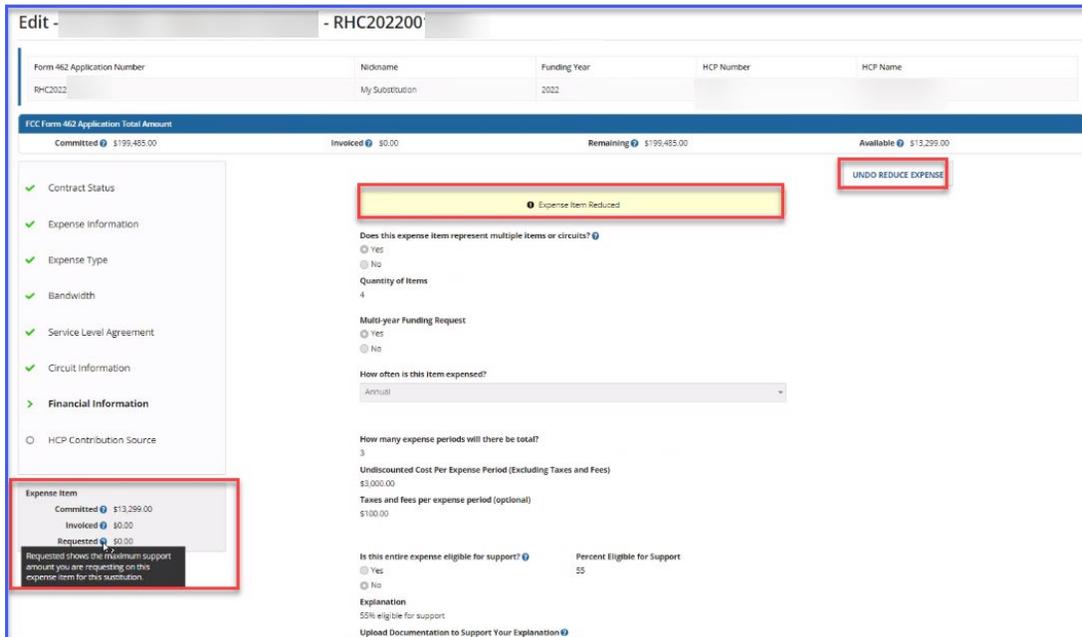
FCC Form 462 Application Total Amount: Committed \$199,485.00, Invoiced \$0.00, Remaining \$199,485.00, Available \$0.00

Contract Status: [checked]
Expense Information: [checked]
Expense Type: [checked]
Bandwidth: [checked]
Service Level Agreement: [checked]
Circuit Information: [checked]
Financial Information: [expanded]
HCP Contribution Source: [unchecked]

Expense Item:
Committed \$13,299.00
Invoiced \$0.00
Requested \$13,299.00

Does this expense item represent multiple items or circuits? [checked] Yes
Quantity of Items: 4
Multi-year Funding Request: [checked] Yes
How often is this item expensed?: Annual
How many expense periods will there be total?: 3
Undiscounted Cost Per Expense Period (Excluding Taxes and Fees): \$3,000.00
Taxes and fees per expense period (optional): \$100.00
Is this entire expense eligible for support? [checked] No
Percent Eligible for Support: 55
Explanation: 55% eligible for support

Note: To restore available funding and continue with edits, click **Undo Reduce Expense**. The **Requested** amount displayed is the **Committed** amount minus the **Invoiced** amount.



Edit - RHC202200

Form 462 Application Number: RHC2022 | Nickname: My Substitution | Funding Year: 2022 | HCP Number: | HCP Name: |

FCC Form 462 Application Total Amount
 Committed: \$199,485.00 | Invoiced: \$0.00 | Remaining: \$199,485.00 | Available: \$13,299.00

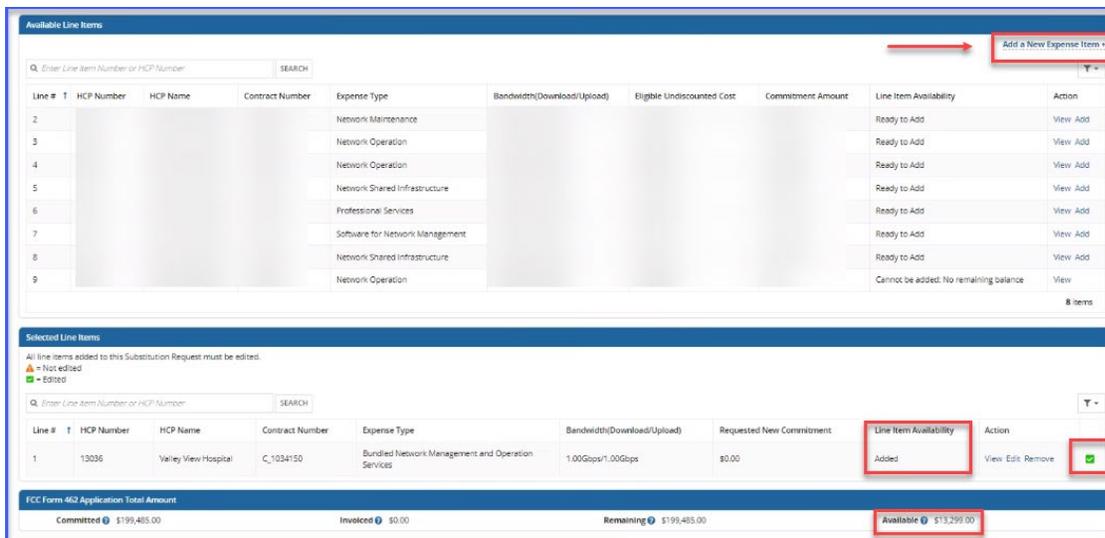
Expense Item Reduced (Yellow box)
 UNDO REDUCE EXPENSE (Red box)

Expense Item Legend (Red box):
 Committed: \$13,299.00
 Invoiced: \$0.00
 Requested: \$0.00
 Requested shows the maximum support amount you are requesting on this expense item for this substitution.

Contract Status:
 Expense Information:
 Expense Type:
 Bandwidth:
 Service Level Agreement:
 Circuit Information:
Financial Information:
 HCP Contribution Source:

Does this expense item represent multiple items or circuits? Yes No
 Quantity of Items: 4
 Multi-year Funding Request: Yes No
 How often is this item expensed?: Annual
 How many expense periods will there be total?: 3
 Undiscounted Cost Per Expense Period (Excluding Taxes and Fees): \$3,000.00
 Taxes and fees per expense period (optional): \$100.00
 Is this entire expense eligible for support? Yes No | Percent Eligible for Support: 55
 Explanation: 55% eligible for support
 Upload Documentation to Support Your Explanation

Step 13: Once **Save** is clicked, the line item will appear as **Added** in the **Selected Line Items** section of the **Site and Service Substitution Details** page. The dollar amount from the reduced line item is displayed as **Available** under the **FCC Form 462 Application Total Amount** section. To add a new line item, click the Add a **New Expense Item** hyperlink.



Available Line Items

Q: Enter Line Item Number or HCP Number | SEARCH

Add a New Expense Item (Red arrow)

Line #	HCP Number	HCP Name	Contract Number	Expense Type	Bandwidth(Download/Upload)	Eligible Undiscounted Cost	Commitment Amount	Line Item Availability	Action
2				Network Maintenance				Ready to Add	View Add
3				Network Operation				Ready to Add	View Add
4				Network Operation				Ready to Add	View Add
5				Network Shared Infrastructure				Ready to Add	View Add
6				Professional Services				Ready to Add	View Add
7				Software for Network Management				Ready to Add	View Add
8				Network Shared Infrastructure				Ready to Add	View Add
9				Network Operation				Cannot be added. No remaining balance	View

8 items

Selected Line Items

All line items added to this Substitution Request must be edited.
 ▲ = Not edited
 ▼ = Edited

Q: Enter Line Item Number or HCP Number | SEARCH

Line #	HCP Number	HCP Name	Contract Number	Expense Type	Bandwidth(Download/Upload)	Requested New Commitment	Line Item Availability	Action
1	13036	Valley View Hospital	C_1034150	Bundled Network Management and Operation Services	1.00Gbps/1.00Gbps	\$0.00	Added (Red box)	View Edit Remove (Green checkmark in red box)

FCC Form 462 Application Total Amount
 Committed: \$199,485.00 | Invoiced: \$0.00 | Remaining: \$199,485.00 | Available: \$13,299.00 (Red box)

Step 14: Click **Yes** or **No** to indicate if the added expense item is related to an existing expense item, then click **Save & Continue**.

Create Post Commitment Change Request - RHC_PCCR20230000285

Start FCC Form 462 Selection Site and Service Substitution Details Supporting Documentation Signature

Form 462 Application Number	Nickname	Funding Year	HCP Number	HCP Name
RHC20220	My Substitution	2022		

FCC Form 462 Application Total Amount

Committed	Invoiced	Remaining	Available
\$199,485.00	\$0.00	\$199,485.00	\$13,299.00

Add a New Expense Line Item

Is this related to an existing expense item?
 Yes No

BACK EXIT **SAVE & CONTINUE**

Note: If **No** is selected, all fields will be blank. If **Yes** is selected, relevant fields will be pre-populated with information from the associated expense item.

Create Post Commitment Change Request - RHC_PCCR20230000285

Start FCC Form 462 Selection Site and Service Substitution Details Supporting Documentation Signature

Form 462 Application Number	Nickname	Funding Year	HCP Number	HCP Name
RHC20220	My Substitution	2022		

FCC Form 462 Application Total Amount

Committed	Invoiced	Remaining	Available
\$199,485.00	\$0.00	\$199,485.00	\$13,299.00

Add a New Expense Line Item

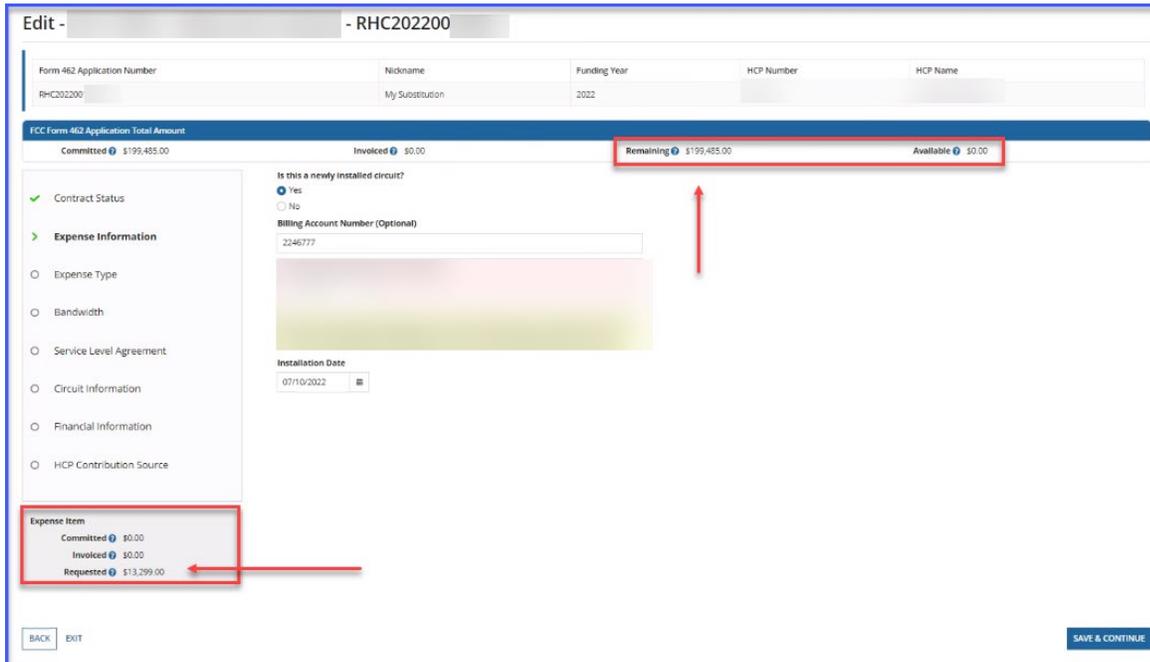
Is this related to an existing expense item?
 Yes No

Related Expense Item
 Line Item 1

If "Clicked "Yes," you must select a line item number associated with this new expense line item.

BACK EXIT **SAVE & CONTINUE**

Step 15: For the new expense item, the **Committed** amount and the **Invoiced** amount will be displayed as **\$0.00**. The **Requested** amount is the number of expense periods multiplied by the **Undiscounted Cost Per Expense Period**.



Edit - RHC202200

Form 462 Application Number: RHC202200 | Nickname: My Substitution | Funding Year: 2022 | HCP Number: | HCP Name: |

FCC Form 462 Application Total Amount

Committed \$ 199,485.00	Invoiced \$ 0.00	Remaining \$ 199,485.00	Available \$ 0.00
-------------------------	------------------	-------------------------	-------------------

Is this a newly installed circuit?
 Yes
 No

Billing Account Number (Optional): 2246777

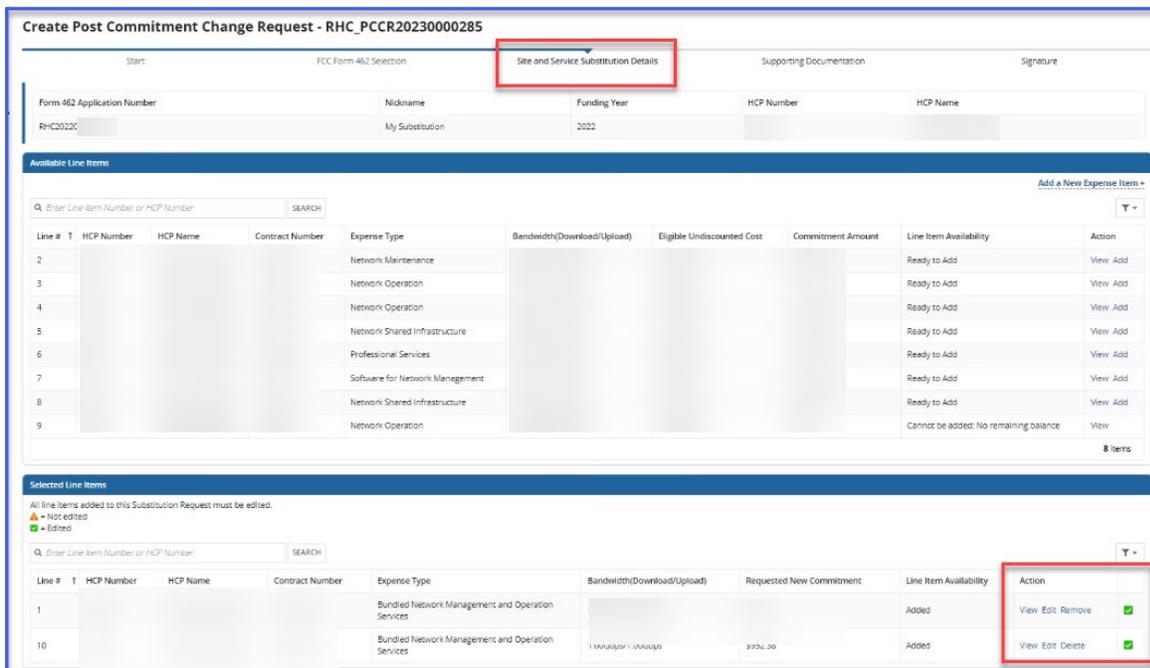
Installation Date: 07/10/2022

Expense Item

Committed \$ 0.00
Invoiced \$ 0.00
Requested \$ 13,299.00

Buttons: BACK EXIT | SAVE & CONTINUE

Step 16: Expense items that were on the original FCC Form 462 application cannot be deleted however newly added expense items can be deleted.



Create Post Commitment Change Request - RHC_PCCR20230000285

Start: FCC Form 462 Selection | **Site and Service Substitution Details** | Supporting Documentation | Signature

Form 462 Application Number: RHC202200 | Nickname: My Substitution | Funding Year: 2022 | HCP Number: | HCP Name: |

Available Line Items

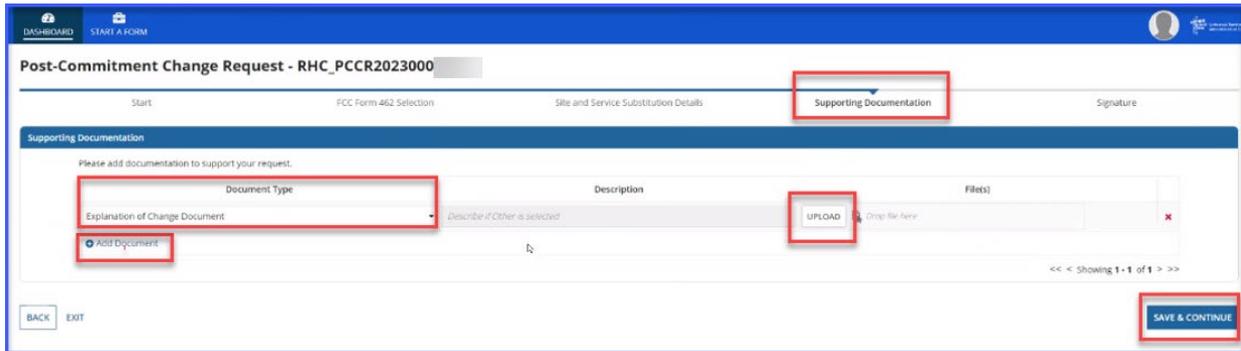
Line #	HCP Number	HCP Name	Contract Number	Expense Type	Bandwidth(Download/Upload)	Eligible Undiscounted Cost	Commitment Amount	Line Item Availability	Action
2				Network Maintenance				Ready to Add	View Add
3				Network Operation				Ready to Add	View Add
4				Network Operation				Ready to Add	View Add
5				Network Shared Infrastructure				Ready to Add	View Add
6				Professional Services				Ready to Add	View Add
7				Software for Network Management				Ready to Add	View Add
8				Network Shared Infrastructure				Ready to Add	View Add
9				Network Operation				Cannot be added: No remaining balance	View

Selected Line Items

All line items added to this Substitution Request must be edited.
 ▲ = Not edited
 ▼ = Edited

Line #	HCP Number	HCP Name	Contract Number	Expense Type	Bandwidth(Download/Upload)	Requested New Commitment	Line Item Availability	Action
1				Bundled Network Management and Operation Services			Added	View Edit Remove <input checked="" type="checkbox"/>
10				Bundled Network Management and Operation Services			Added	View Edit Delete <input checked="" type="checkbox"/>

Step 17: Click **Add Document** to upload all supporting documents and select the **Document Type** from the drop-down menu. An explanation of the requested change is required. Then click **Save & Continue**.



Post-Commitment Change Request - RHC_PCCR2023000

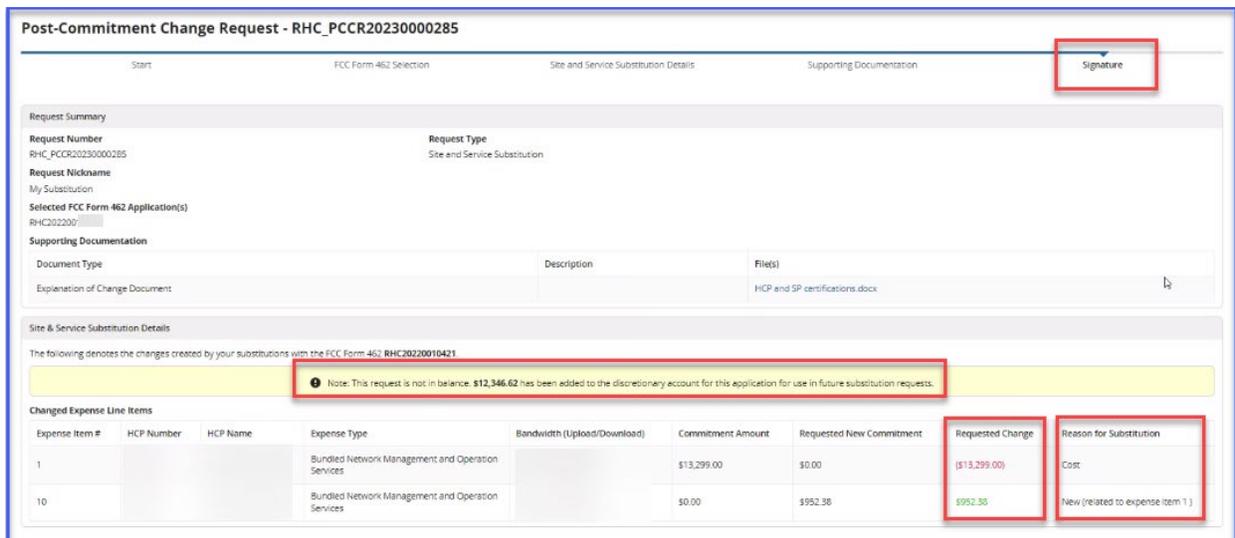
Supporting Documentation

Please add documentation to support your request.

Document Type	Description	Files(s)
Explanation of Change Document	Describe if Other is selected	Upload (Drop file here)

BACK EXIT SAVE & CONTINUE

Step 18: The **Signature Page** shows a summary of the requested substitutions. Under the **Requested Change** column, the amount in red represents the amount that was removed from the original expense item. The amount in green represents the amount that was reallocated to the new expense item. The **Reason for Substitution** is populated by the system based on the fields that were changed. The message in the yellow banner shows all remaining funds available for future substitutions.



Post-Commitment Change Request - RHC_PCCR20230000285

Signature

Request Summary

Request Number: RHC_PCCR20230000285
Request Type: Site and Service Substitution

Request Nickname: My Substitution

Selected FCC Form 462 Application(s): RHC202200

Supporting Documentation

Document Type	Description	Files(s)
Explanation of Change Document		HCP and SP certifications.docx

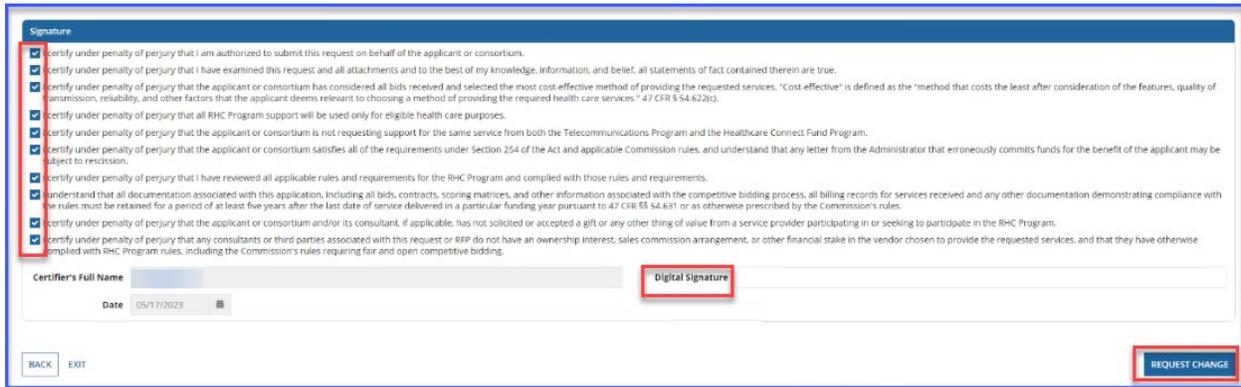
Site & Service Substitution Details

The following denotes the changes created by your substitutions with the FCC Form 462 RHC20220010421

Note: This request is not in balance. \$12,346.62 has been added to the discretionary account for this application for use in future substitution requests.

Expense Item #	HCP Number	HCP Name	Expense Type	Bandwidth (Upload/Download)	Commitment Amount	Requested New Commitment	Requested Change	Reason for Substitution
1			Bundled Network Management and Operation Services		\$13,299.00	\$0.00	(\$13,299.00)	Cost
10			Bundled Network Management and Operation Services		\$0.00	\$952.38	\$952.38	New (related to expense item 1)

Step 19: On the **Signature** page, review all information, click the required certifications and your full name as it appears in RHC Connect in the **Digital Signature** field. Submit your request by clicking the **Request Change** button.



Signature

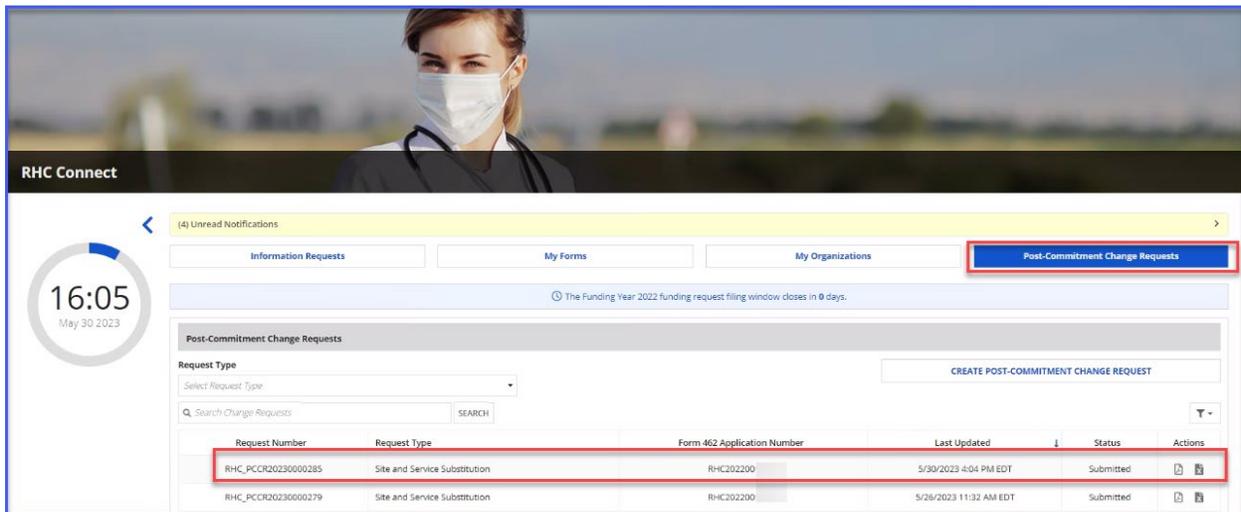
- Certify under penalty of perjury that I am authorized to submit this request on behalf of the applicant or consortium.
- Certify under penalty of perjury that I have examined this request and all attachments and to the best of my knowledge, information, and belief, all statements of fact contained therein are true.
- Certify under penalty of perjury that the applicant or consortium has considered all bids received and selected the most cost-effective method of providing the requested services. "Cost effective" is defined as the "method that costs the least after consideration of the features, quality of submission, reliability, and other factors that the applicant deems relevant to choosing a method of providing the required health care services." 47 CFR § 54.622(c).
- Certify under penalty of perjury that all RHC Program support will be used only for eligible health care purposes.
- Certify under penalty of perjury that the applicant or consortium is not requesting support for the same service from both the Telecommunications Program and the Healthcare Connect Fund Program.
- Certify under penalty of perjury that the applicant or consortium satisfies all of the requirements under Section 254 of the Act and applicable Commission rules, and understand that any letter from the Administrator that erroneously commits funds for the benefit of the applicant may be subject to rescission.
- Certify under penalty of perjury that I have reviewed all applicable rules and requirements for the RHC Program and complied with those rules and requirements.
- Understand that all documentation associated with this application, including all bids, contracts, scoring matrices, and other information associated with the competitive bidding process, all billing records for services received and any other documentation demonstrating compliance with the rules must be retained for a period of at least five years after the last date of service delivered in a particular funding year pursuant to 47 CFR § 54.631 or as otherwise prescribed by the Commission's rules.
- Certify under penalty of perjury that the applicant or consortium and/or its consultant, if applicable, has not solicited or accepted a gift or any other thing of value from a service provider participating in or seeking to participate in the RHC Program.
- Certify under penalty of perjury that any consultants or third parties associated with this request or RFP do not have an ownership interest, sales commission arrangement, or other financial stake in the vendor chosen to provide the requested services, and that they have otherwise complied with RHC Program rules, including the Commission's rules requiring fair and open competitive bidding.

Certifier's Full Name: _____ Digital Signature: _____

Date: 05/17/2023

BACK EXIT REQUEST CHANGE

Step 20: After submitting, you can download a PDF copy of the requested substitution by clicking the icon under **Actions**.



RHC Connect

(4) Unread Notifications

Information Requests My Forms My Organizations **Post-Commitment Change Requests**

The Funding Year 2022 funding request filing window closes in 0 days.

Post-Commitment Change Requests

Request Type: Select Request Type CREATE POST-COMMITMENT CHANGE REQUEST

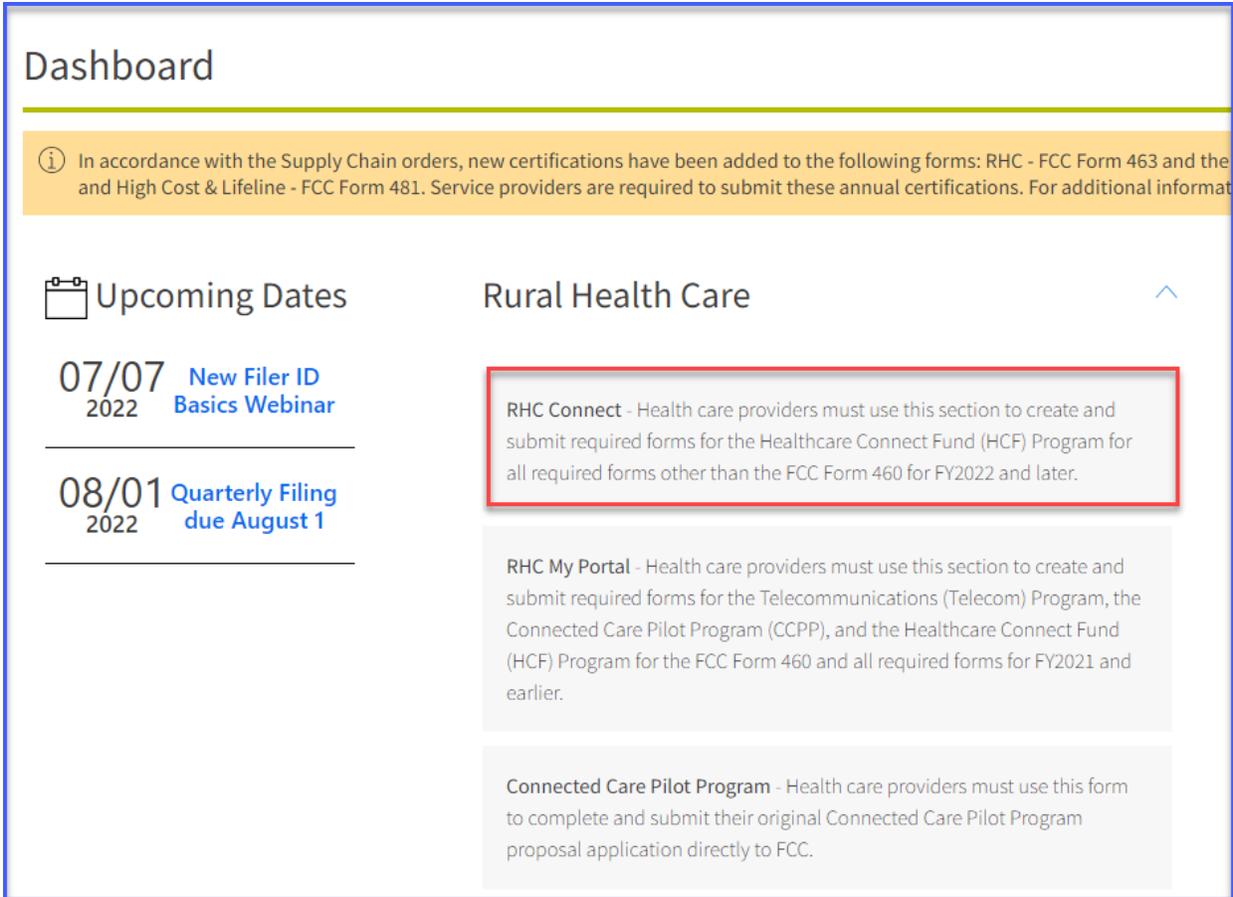
Search Change Requests SEARCH

Request Number	Request Type	Form 462 Application Number	Last Updated	Status	Actions
RHC_PCCR2023000285	Site and Service Substitution	RHC202200	5/30/2023 4:04 PM EDT	Submitted	 
RHC_PCCR2023000279	Site and Service Substitution	RHC202200	5/28/2023 11:32 AM EDT	Submitted	 

For more information, visit the [Site and Service Substitution](#) webpage on the USAC website.

RHC Connect Walkthrough – Service Delivery Deadline Extension Request

Step 1: Log in to My Portal and click **RHC Connect**.



Dashboard

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

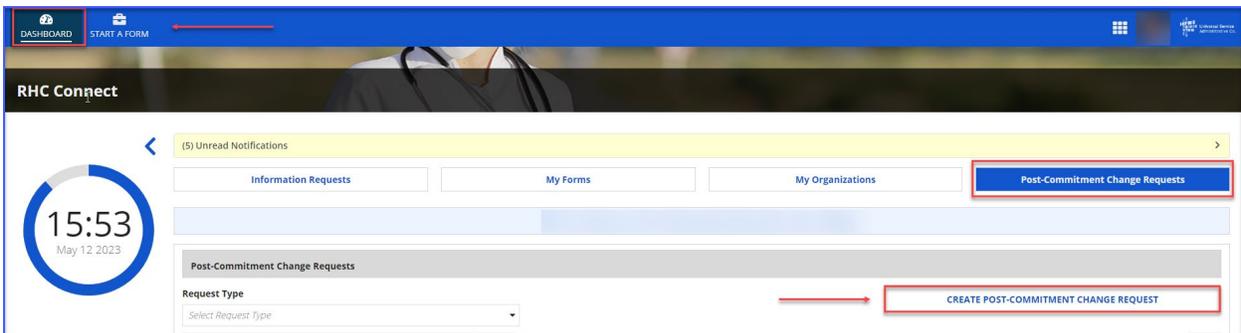
Upcoming Dates

- 07/07 2022 **New Filer ID Basics Webinar**
- 08/01 2022 **Quarterly Filing due August 1**

Rural Health Care

- RHC Connect** - Health care providers must use this section to create and submit required forms for the Healthcare Connect Fund (HCF) Program for all required forms other than the FCC Form 460 for FY2022 and later.
- RHC My Portal** - Health care providers must use this section to create and submit required forms for the Telecommunications (Telecom) Program, the Connected Care Pilot Program (CCPP), and the Healthcare Connect Fund (HCF) Program for the FCC Form 460 and all required forms for FY2021 and earlier.
- Connected Care Pilot Program** - Health care providers must use this form to complete and submit their original Connected Care Pilot Program proposal application directly to FCC.

Step 2: Click **Post-Commitment Change Requests**, then click **Create Post-Commitment Change Request**.



RHC Connect

(5) Unread Notifications

Information Requests | My Forms | My Organizations | **Post-Commitment Change Requests**

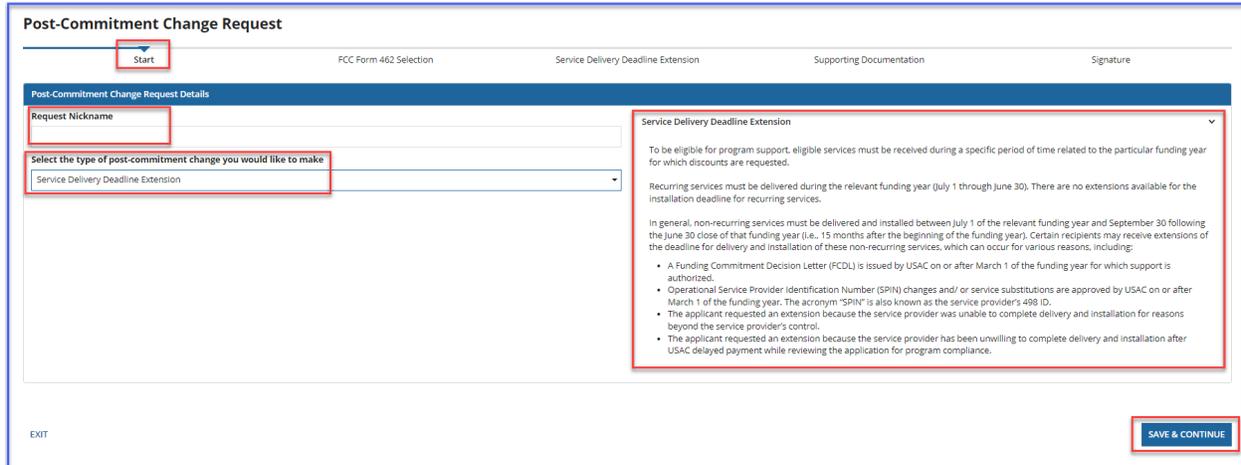
15:53
May 12, 2023

Post-Commitment Change Requests

Request Type
Select Request Type

CREATE POST-COMMITMENT CHANGE REQUEST

Step 3: Enter a **Request Nickname** and select **Service Delivery Deadline Extension** from the drop-down menu. A description of the RHC rules about service delivery extensions is displayed on the **Start** page. Click **Save & Continue**.



Post-Commitment Change Request

Start FCC Form 462 Selection Service Delivery Deadline Extension Supporting Documentation Signature

Post-Commitment Change Request Details

Request Nickname

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

Service Delivery Deadline Extension

Service Delivery Deadline Extension

To be eligible for program support, eligible services must be received during a specific period of time related to the particular funding year for which discounts are requested.

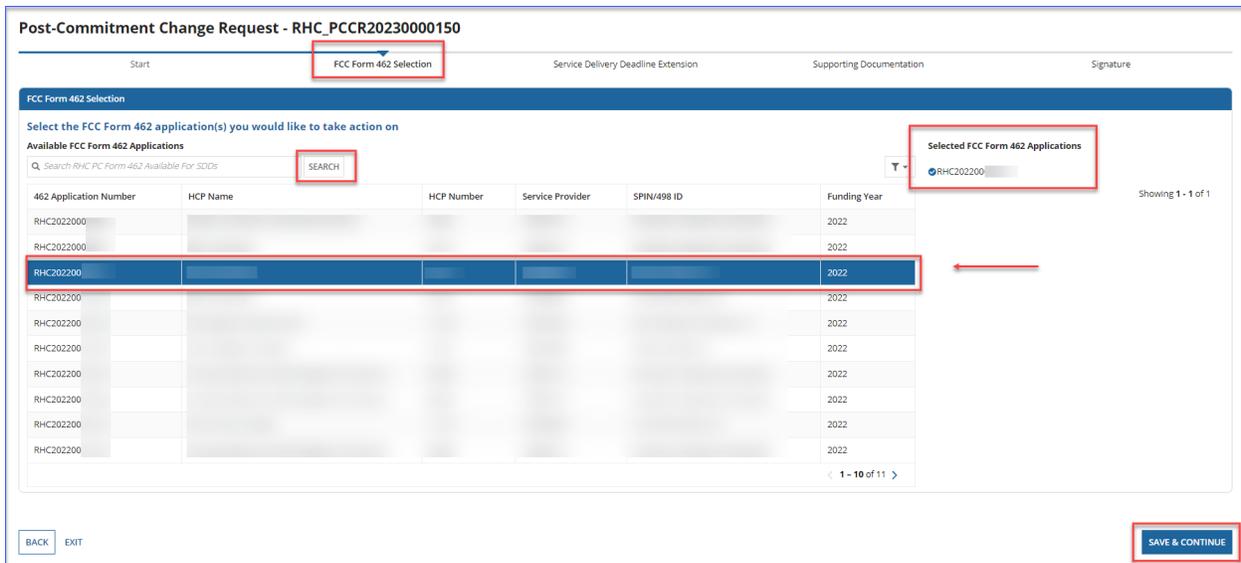
Recurring services must be delivered during the relevant funding year (July 1 through June 30). There are no extensions available for the installation deadline for recurring services.

In general, non-recurring services must be delivered and installed between July 1 of the relevant funding year and September 30 following the June 30 close of that funding year (i.e., 15 months after the beginning of the funding year). Certain recipients may receive extensions of the deadline for delivery and installation of these non-recurring services, which can occur for various reasons, including:

- A Funding Commitment Decision Letter (FCDL) is issued by USAC on or after March 1 of the funding year for which support is authorized.
- Operational Service Provider Identification Number (SPIN) changes and/or service substitutions are approved by USAC on or after March 1 of the funding year. The acronym "SPIN" is also known as the service provider's 498 ID.
- The applicant requested an extension because the service provider was unable to complete delivery and installation for reasons beyond the service provider's control.
- The applicant requested an extension because the service provider has been unwilling to complete delivery and installation after USAC delayed payment while reviewing the application for program compliance.

EXIT **SAVE & CONTINUE**

Step 4: Search by FCC Form 462 application number or simply select the FCC Form 462 application(s) from the list displayed. The selected FCC Form 462 application(s) will be displayed on the right side of the screen. Once selected, click **Save & Continue**.



Post-Commitment Change Request - RHC_PCCR20230000150

Start **FCC Form 462 Selection** Service Delivery Deadline Extension Supporting Documentation Signature

FCC Form 462 Selection

Select the FCC Form 462 application(s) you would like to take action on

Available FCC Form 462 Applications

Q Search RHC PC Form 462 Available For SDDs SEARCH

462 Application Number	HCP Name	HCP Number	Service Provider	SPIN/498 ID	Funding Year
RHC2022000					2022
RHC2022000					2022
RHC202200					2022
RHC202200					2022
RHC202200					2022
RHC202200					2022
RHC202200					2022
RHC202200					2022
RHC202200					2022
RHC202200					2022

Showing 1 - 1 of 1

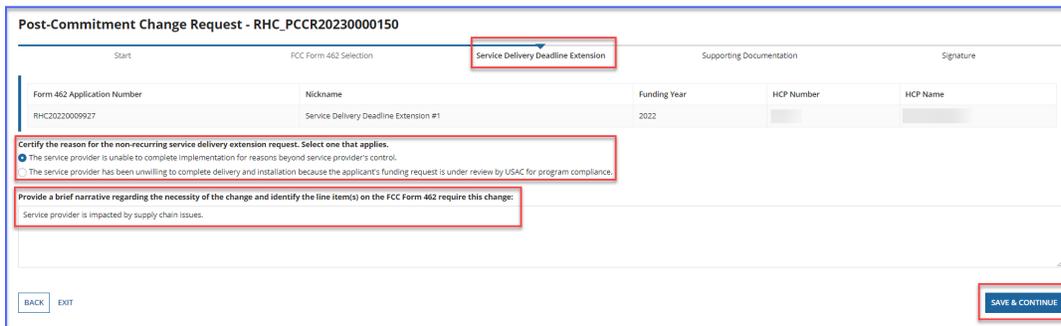
< 1 - 10 of 11 >

Selected FCC Form 462 Applications

RHC202200

BACK EXIT **SAVE & CONTINUE**

Step 5: Select the correct radio button to indicate the reason for the non-recurring service delivery extension request. Provide an explanation, then click **Save & Continue**.



Post-Commitment Change Request - RHC_PCCR20230000150

Start | FCC Form 462 Selection | **Service Delivery Deadline Extension** | Supporting Documentation | Signature

Form 462 Application Number	Nickname	Funding Year	HCP Number	HCP Name
RHC20220009927	Service Delivery Deadline Extension #1	2022		

Certify the reason for the non-recurring service delivery extension request. Select one that applies.

The service provider is unable to complete implementation for reasons beyond service provider's control.

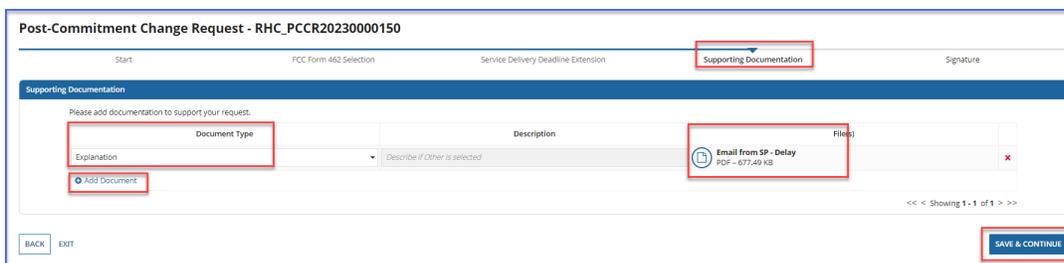
The service provider has been unwilling to complete delivery and installation because the applicant's funding request is under review by USAC for program compliance.

Provide a brief narrative regarding the necessity of the change and identify the line item(s) on the FCC Form 462 require this change:

Service provider is impacted by supply chain issues.

BACK EXIT **SAVE & CONTINUE**

Step 6: Add supporting documentation by clicking the **Add Document** hyperlink. Choose a **Document Type** from the drop-down menu or choose **Other** and enter a description of the document. Then click **Save & Continue**.



Post-Commitment Change Request - RHC_PCCR20230000150

Start | FCC Form 462 Selection | Service Delivery Deadline Extension | **Supporting Documentation** | Signature

Supporting Documentation

Please add documentation to support your request.

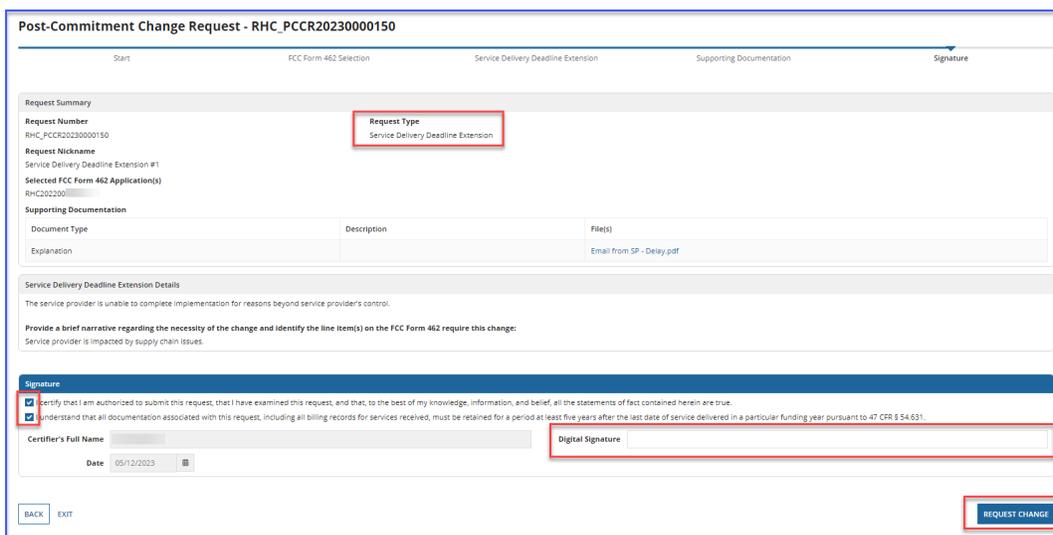
Document Type	Description	File(s)
Explanation	Describe if Other is selected	<input checked="" type="checkbox"/> Email from SP - Delay PDF - 677.49 KB

ADD DOCUMENT

<< Showing 1 - 1 of 1 >>

BACK EXIT **SAVE & CONTINUE**

Step 7: On the **Signature** page, review all of the information, click the required certifications and sign using your full name as it appears in RHC Connect in the **Digital Signature** field. Click **Request Change**.



Post-Commitment Change Request - RHC_PCCR20230000150

Start | FCC Form 462 Selection | Service Delivery Deadline Extension | Supporting Documentation | **Signature**

Request Summary

Request Number
RHC_PCCR20230000150

Request Nickname
Service Delivery Deadline Extension #1

Selected FCC Form 462 Application(s)
RHC20220009927

Supporting Documentation

Document Type	Description	File(s)
Explanation		Email from SP - Delay.pdf

Service Delivery Deadline Extension Details

The service provider is unable to complete implementation for reasons beyond service provider's control.

Provide a brief narrative regarding the necessity of the change and identify the line item(s) on the FCC Form 462 require this change:

Service provider is impacted by supply chain issues.

Signature

Certify that I am authorized to submit this request, that I have examined this request, and that, to the best of my knowledge, information, and belief, all the statements of fact contained herein are true.

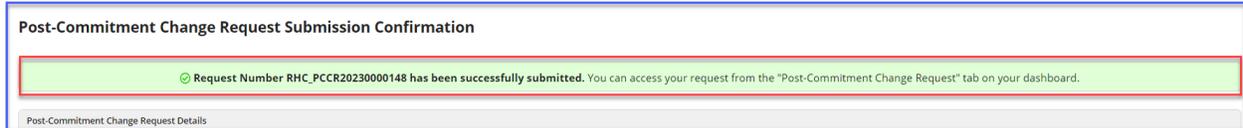
Understand that all documentation associated with this request, including all billing records for services received, must be retained for a period of at least five years after the last date of service delivered in a particular funding year pursuant to 47 CFR § 54.631.

Certifier's Full Name _____ **Digital Signature** _____

Date: 05/12/2023

BACK EXIT **REQUEST CHANGE**

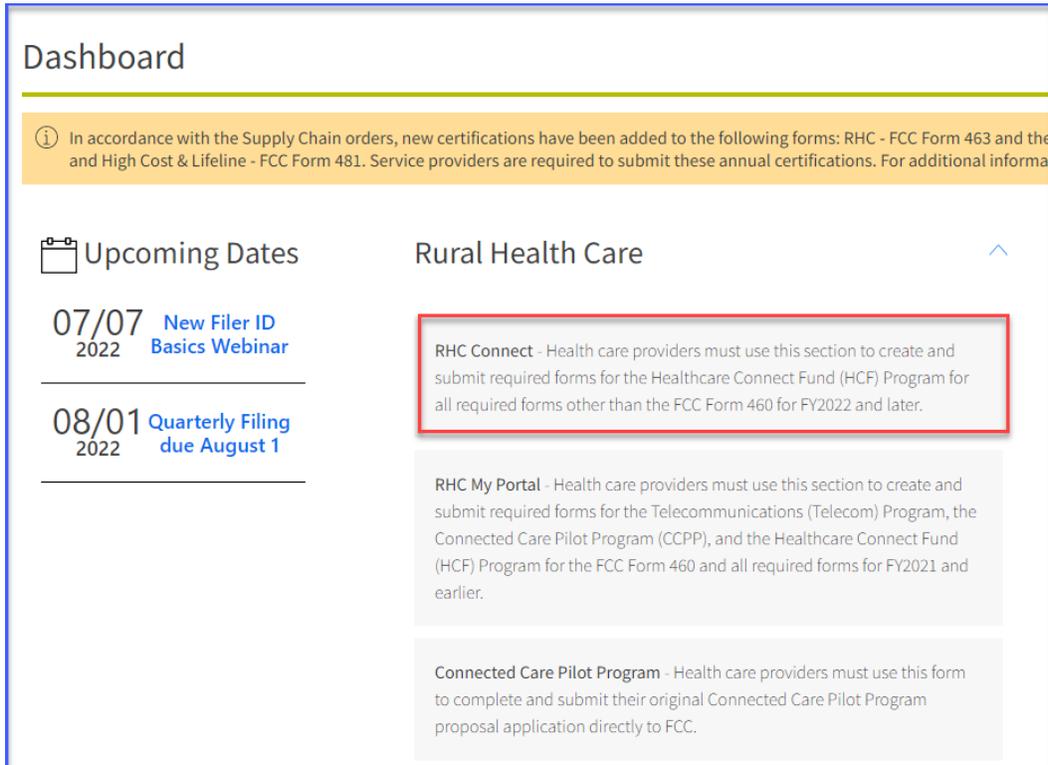
Step 8: Once submitted the confirmation message in green will display.



For more information, visit the [Post Commitment Actions](#) webpage on the USAC website.

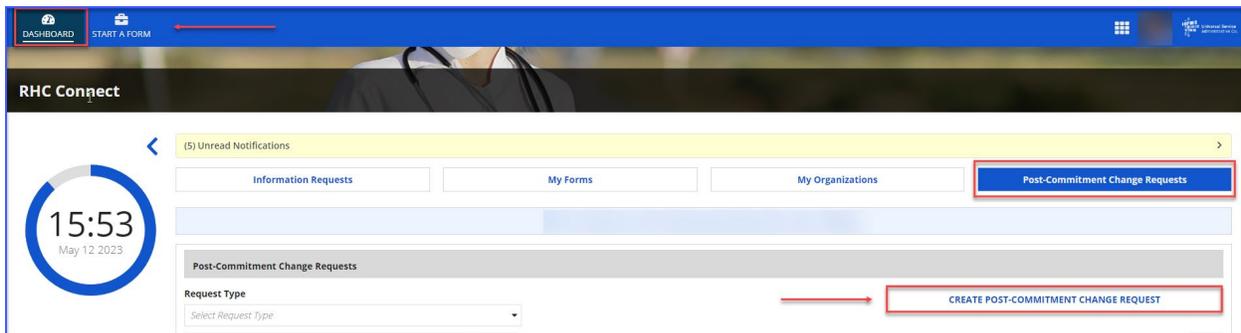
RHC Connect Walkthrough – Invoice Filing Deadline Extension Request

Step 1: Log in to My Portal and click **RHC Connect**.



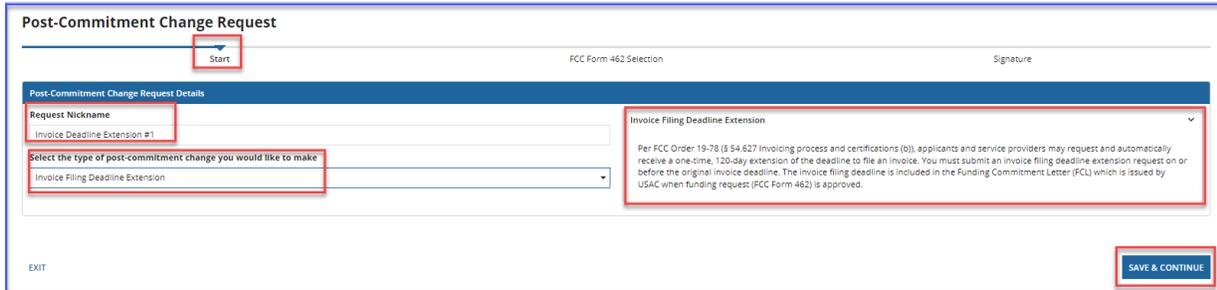
The screenshot shows the 'Dashboard' page. At the top, there is a yellow notification banner with an information icon and text: 'In accordance with the Supply Chain orders, new certifications have been added to the following forms: RHC - FCC Form 463 and the and High Cost & Lifeline - FCC Form 481. Service providers are required to submit these annual certifications. For additional informat'. Below the banner, on the left, is the 'Upcoming Dates' section with two entries: '07/07 2022 New Filer ID Basics Webinar' and '08/01 2022 Quarterly Filing due August 1'. On the right is the 'Rural Health Care' section, which contains three informational cards. The top card, titled 'RHC Connect', is highlighted with a red border and contains the text: 'RHC Connect - Health care providers must use this section to create and submit required forms for the Healthcare Connect Fund (HCF) Program for all required forms other than the FCC Form 460 for FY2022 and later.' The middle card is titled 'RHC My Portal' and the bottom card is titled 'Connected Care Pilot Program'.

Step 2: Click **Post-Commitment Change Requests**, then click **Create Post-Commitment Change Request**.

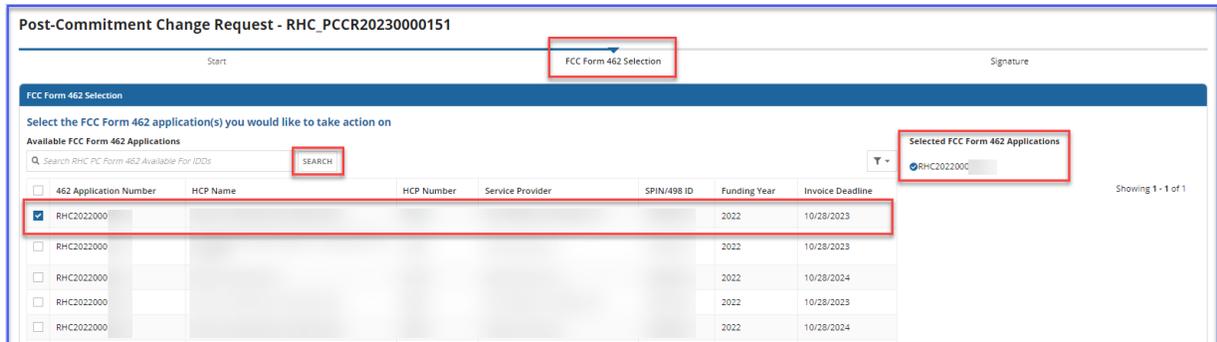


The screenshot shows the 'RHC Connect' interface. At the top, there is a navigation bar with 'DASHBOARD' and 'START A FORM' buttons. Below this is a header for 'RHC Connect'. A yellow notification banner at the top of the main content area says '(5) Unread Notifications'. Below the banner is a horizontal menu with four items: 'Information Requests', 'My Forms', 'My Organizations', and 'Post-Commitment Change Requests'. The 'Post-Commitment Change Requests' item is highlighted with a red border. On the left side, there is a circular clock showing '15:53' and 'May 12 2023'. Below the menu, the 'Post-Commitment Change Requests' section is visible, featuring a 'Request Type' dropdown menu with the text 'Select Request Type' and a 'CREATE POST-COMMITMENT CHANGE REQUEST' button, which is also highlighted with a red border.

Step 3: Enter a **Request Nickname** and select **Invoice Filing Deadline Extension** from the drop-down menu. A description of the RHC rules about the invoice filing deadline extension is displayed on the **Start** page. Click **Save & Continue**.

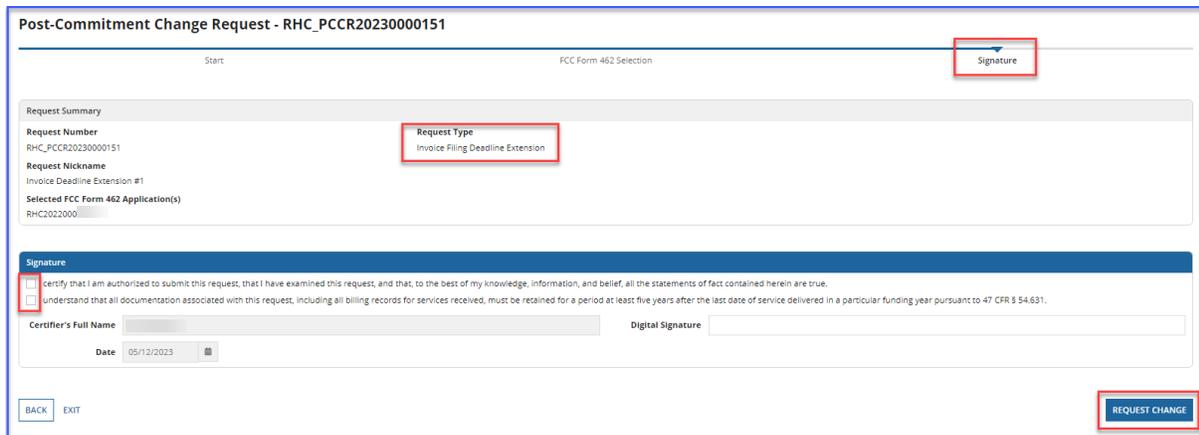


Step 4: Search by FCC Form 462 application number or simply select the FCC Form 462 application(s) from the list displayed. The selected FCC Form 462 application(s) will be displayed on the right side of the screen. Once selected, click **Save & Continue**.

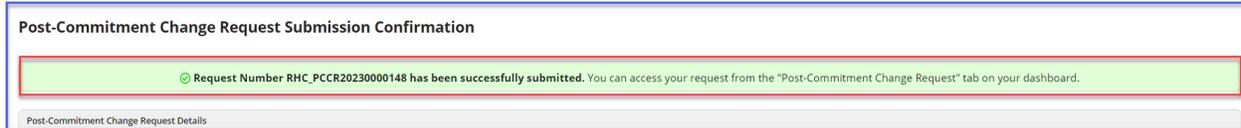


462 Application Number	HCP Name	HCP Number	Service Provider	SPINI/498 ID	Funding Year	Invoice Deadline
<input checked="" type="checkbox"/> RHC2022000					2022	10/28/2023
<input type="checkbox"/> RHC2022000					2022	10/28/2023
<input type="checkbox"/> RHC2022000					2022	10/28/2024
<input type="checkbox"/> RHC2022000					2022	10/28/2023
<input type="checkbox"/> RHC2022000					2022	10/28/2024

Step 5: On the **Signature** page, review all of the information, click the required certifications and sign using your full name as it appears in RHC Connect in the **Digital Signature** field. Click **Request Change**.



Step 6: Once submitted the confirmation message in green will display.



For more information, visit the [Post Commitment Actions](#) webpage on the USAC website.

Frequently Asked Questions

What changes were made to RHC Connect?

RHC Connect has a new look and feel that is more intuitive and user-friendly. It is easier to navigate the form for submission, and it is easier for RHC program reviewers to review and approve forms.

Did the rules for post-commitment changes change?

[FCC Order 19-78](#) formalized the process and provided definitions for SPIN change requests. This FCC order also authorized USAC to grant a one-year extension to the service delivery deadline under certain conditions and authorized USAC to grant a single 120-day extension to the invoice filing deadline. No changes have been made to the rules about site and service substitutions.

Who is impacted by this change?

RHC Connect is used for FY2022 and future funding years. Applicants who participate in the Telecom Program will begin submitting the FCC Form 466 in RHC Connect in FY2024. CCPP projects are not impacted unless they also participate in the HCF Program.

Can I still make updates or changes to my FCC Forms 460 in My Portal?

Yes, please verify in My Portal that all account holder information is accurate and up to date. USAC will import this data to pre-populate the FCC Forms 461, 462 and 463.

Resources

For more information, visit the [Post-Commitment Actions](#) webpage.

For questions about the Rural Health Care program, contact RHC-Assist@usac.org or the RHC Customer Service Center at (800) 453-1546 from 8 a.m. – 8 p.m. ET Monday through Friday for assistance. Use the [RHC Customer Service Center Tip Sheet](#) to learn about what the RHC Customer Service Center can and cannot help you with.