



Telecom Program Funding Request Best Practices for FY2020

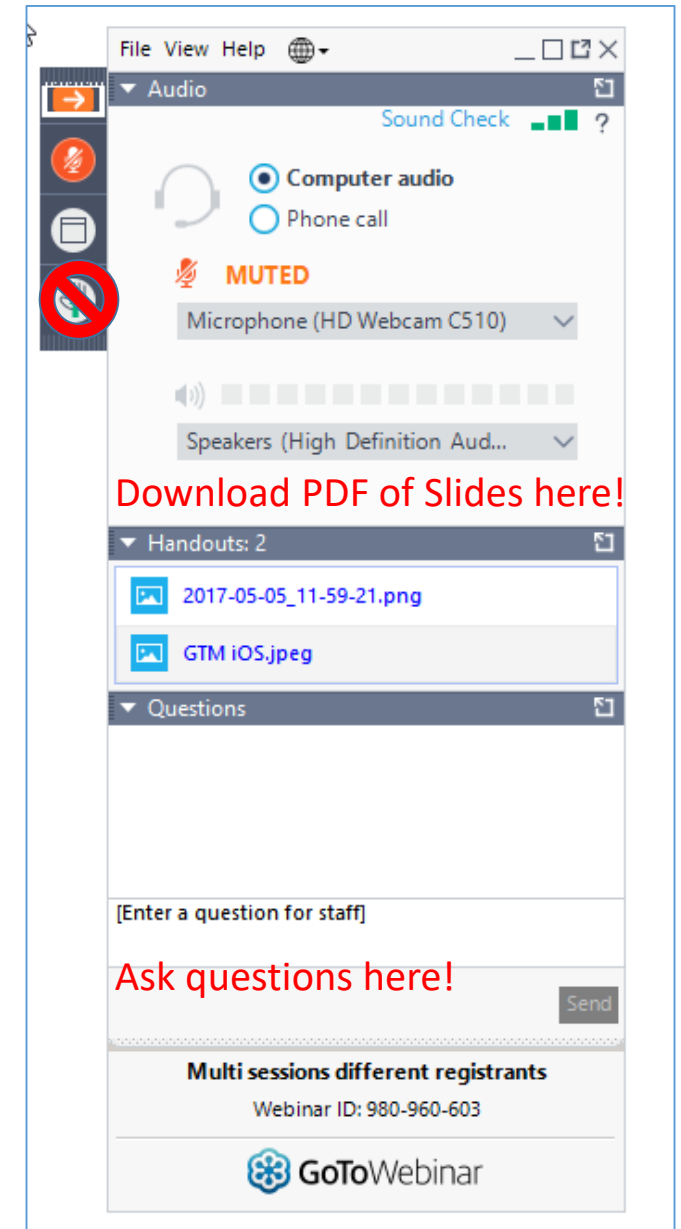
Submitting the FCC Form 466



Universal Service
Administrative Co.

Housekeeping

- Use the “Audio” section of your control panel to select an audio source and connect to sound
 - Turn on your computer’s speakers, or
 - Use the call-in instructions in your confirmation email
- All participants are on mute
- Submit questions at any time using the “Questions” box
- Slides attached to GoToWebinar Panel and posted to [RHC Learn](#)



Meet the Presenters



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

- Understand what a Funding Request is, who must submit, and when
- Complete and submit an FCC Form 466 in My Portal for FY2020
 - Avoid common errors
 - Upload a contract for Evergreen designation
 - Upload compliant Urban/Rural Rate documentation
- Respond to Information Requests
- Locate important resources on the USAC website

Agenda

1. Overview
2. FCC Report and Order 19-78
 - FCC Public Notice DA 19-1253
3. Submitting the FCC Form 466
 - Uploading a contract for Evergreen designation
 - Urban/Rural Rate Best Practices
4. Resources
5. Q&A

Glossary

Acronym	Meaning
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
ACSD	Allowable Contract Selection Date

Differences Between RHC Programs

- Different services funded: Telecom Program funds telecommunications services and HCF Program funds advanced telecommunications and information services for broadband connectivity.
 - The Telecom Program does not provide support for equipment, network buildout, and non-common carrier services, e.g., information and private carriage services.
- Different method of calculating discount: Telecom Program funds the difference between the urban and rural rates; HCF Program funds a flat 65%.

Funding Request Forms Overview

Best Practices for FY2020



Application Process



What is a Funding Request?

- Once a service provider is selected, the next step is to submit a funding request to USAC to provide information about the services selected and certify that those services are the most cost-effective option of the offers received.
- Specifies the type of service(s) ordered, cost, name of service provider(s), and terms of the service agreement(s).
- Submit your Telecom funding request using the **FCC Form 466** (Funding Request and Certification Form).
 - Download a blank [FCC Form 466](#).

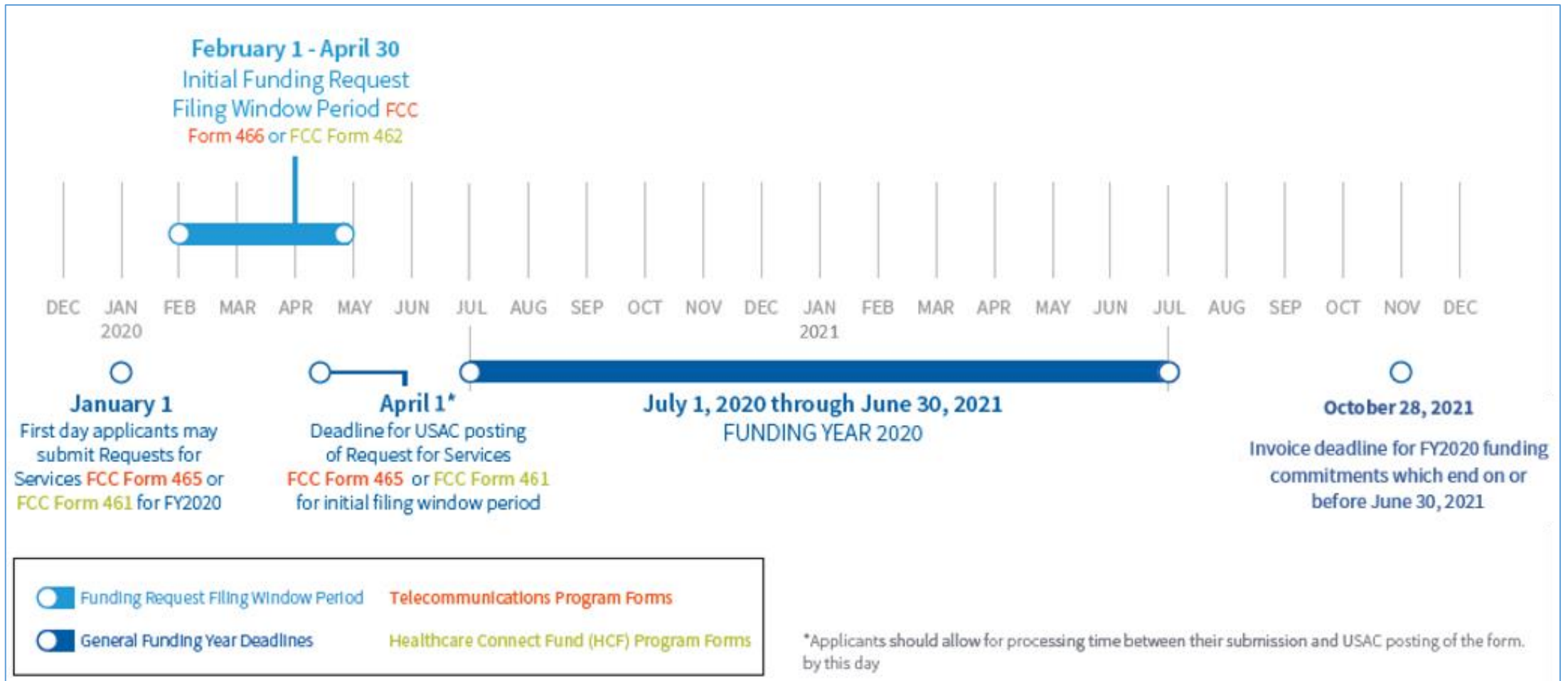
Who Must Submit a Funding Request

- All applicants requesting funding through the Telecom Program must file a separate FCC Form 466 for each circuit for which funding is requested.

When to Submit

- Applicants are unable to submit funding request forms outside of a filing window period.
 - **The FCC Form 466 must be submitted by the close of a filing window period to be considered for funding.**
- Funding Year (FY) 2020 Filing Window Period Opens February 1, 2020
 - **February 1, 2020 – April 30, 2020 11:59 p.m. EST**
- USAC suggests that applicants submit the funding requests as early as possible during the filing window.
- No changes can be made to your funding request after the filing window closes.

FY2020 Calendar



Information Requests

- Forms with missing or incomplete information or documentation cannot be processed.
- Where USAC requires information that cannot be located on the submitted supporting documentation will result in an **Information Request**.
 - FCC Form 466 Information Requests can either be sent via My Portal or an @usac.org email address.
- All account holders will receive all Information Requests.
- Applicants are given 14 calendar days to provide a response to the Information Request.
 - 11:59 p.m. EST on the 14th day would be the last time to respond to the Information Request.
- Information Requests not responded to within 14 calendar days **will result in a denial** of that form.

Submission Checklist

- ☐ Access to My Portal.
- ☐ Document(s) confirming the monthly cost for your services (e.g. a copy of your bill dated within the requested funding period) or the most currently available bill as the filing window closes before the funding year opens.
- ☐ A scanned copy of all bids that were received for your request for service including the winning bid, all bids that were rejected and any bids that were disqualified and why.
- ☐ A scanned copy of the bidding evaluation matrix.
- ☐ A scanned copy of any new contract signed for your services.
- ☐ Contact information for:
 - ☐ Service provider
 - ☐ All responsible Account Holders
- ☐ The start and end location of your services.
- ☐ A scanned copy of urban rate documentation
- ☐ Rural rate documentation from the service provider supporting the rural rate rule

*** Any information that cannot be located on the submitted supporting documentation will result in an Information Request.**

Evergreen Contracts

- An Evergreen Contract is a multi-year contract between an HCP and a service provider that has been reviewed by USAC and designated as Evergreen, which allows an applicant to bypass competitive bidding for the life of the contract for the same terms.
- For the Telecom program, HCPs must submit the FCC Form 466 annually for every funding year in which funding is requested under the terms of the contract.
- Applicants may exercise voluntary extensions under the following conditions:
 - Voluntary extensions must be memorialized in the contract
 - The decision to extend the contract must have been made before a funding request is filed
 - Voluntary extensions cannot exceed five years in aggregate.

Evergreen Contracts

- To be considered Evergreen, the multi-year contract must meet the following criteria:
 - Both parties are identified,
 - Contract is signed and dated by the HCP,
 - Contract specifies the bandwidth, type, quantity, and terms of service,
 - Contract has a specific duration,
 - Contract specifies the cost of services to be provided,
 - Contract includes the physical addresses or other identifying information of the HCPs purchasing from the contract, and
 - Contract must be entered into as a result of competitive bidding.
- Applicants will be notified of an Evergreen designation on their Funding Commitment Letter (FCL).

Submission Tips

- It is helpful to also submit a cover letter that includes a summary of your submission.
- Recommended things to include in your cover letter:
 - Where to find information about your circuit in the supporting documentation (i.e. Ethernet 20M - \$XX.XX – Page 5 of Invoice)
 - Highlight/label any documentation that is submitted.
- Information that isn't clearly identified via supporting documentation will need to be confirmed from the service provider.
 - It is the HCPs responsibility to reach out to the service provider to get any missing information. USAC cannot reach out to the service provider on an HCP's behalf.

Identifying Applicable Charges on a Bill/Invoice - Example

Date of Bill
Account Number

Page 3 of 149
4/01/19

CURRENT BILLING SUMMARY

Local Service from 04/01/19 to 04/30/19

Qty Description
Basic Charges

Expense type

Charge

PRI	Bundle 100 DIDs 3 Year Term	1,000.00
2	Caller ID Name & Number	47.02
2	DID Block of 100 Numbers	92.00
2	ISDN PRI 3 Year Term	54.00
2	DS1 Line Port Charge	123.50
2	Subscriber Multiline Charge - DS1	15.00
36	Direct Inward Gr	18.00
5	Telephone Line-Business	55.20
5	Access Recovery Charge Line Business	48.00
6	Access Recovery Charge Multi-Line Business	94.00
6	Centrx Fed Sub Ln Chrg	42.49
5	Multi-Line Federal Subscriber Line Charge-Bus	12.88
5	Centrex Contract	24.48
	Federal USF Recovery Charge	58.14
56		
56		
51		
Total Basic Charges		1,682.69

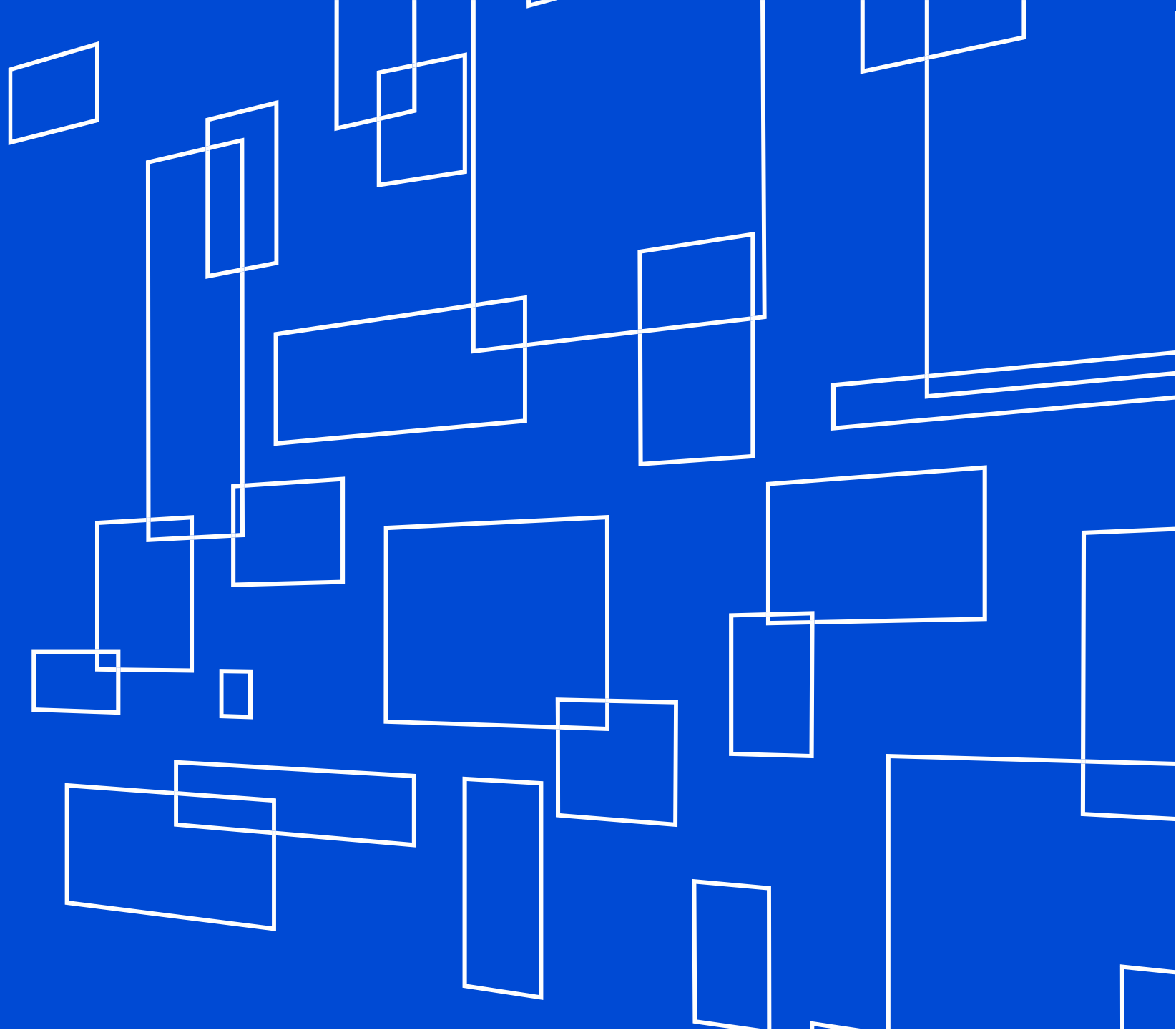
Quantity of items

CUSTOMER TALK

If your bill reflects that you owe a Balance Forward, you must make a payment immediately in order to avoid collection activities. You must pay a minimum of [REDACTED] by your due date to avoid disconnection of your local service. All other charges should be paid by your due date to keep your account current.

Effective March 24, 2019, your Business High Speed Internet Fee increased [REDACTED] per month. Questions? Please contact customer service.

Questions?



FCC Report and Order 19-78

Funding Request Best Practices



FCC Report and Order 19-78

- Final version adopted on August 1, 2019 and released on August 20, 2019.
- Published in the Federal Register on October 11, 2019 and effective on November 12, 2019. Some of the adopted rule changes will not take effect until FY2021, e.g., new urban/rural rate calculation methodology effective in FY2021.
- Takes action to promote transparency and predictability, and to further the efficient allocation of limited program resources while guarding against waste, fraud, and abuse.
- Does not affect FY2019 funding requests and applications.
- Read the [Report and Order](#).

FCC Report and Order 19-78

- Adopts changes to every part of the application process.
- There are still two subprograms:
 - Healthcare Connect Fund (HCF) Program
 - Telecommunications (Telecom) Program
- Applicants will still be required to seek HCP eligibility determinations, submit requests for services (i.e., seek competitive bids), submit requests for funding, and submit invoicing forms.

FCC Report and Order 19-78 Resources

- FCC Report and Order 19-78 [webpage](#) summarizes the Report and Order's major changes and includes the following resources:
 - FCC Report and Order 19-78 [Tip Sheet](#)
 - Webinar [recording and slides](#)

[Additional Program Guidance](#)

[FCC Report and Order 19-78](#)

[Funding Year Overview](#)

[Authorizations](#) ▾

[Evergreen Contracts](#)

[Document Retention](#)

[FCC Orders and Resources](#)

FCC Report and Order 19-78

On August 20, 2019, the Federal Communications Commission released a Report and Order reforming the Rural Health Care (RHC) Program to promote transparency and predictability, and to further the efficient allocation of limited program resources while guarding against waste, fraud, and abuse. Read the Report and Order [here](#).

While the Report and Order includes a number of changes to the RHC Program, the overall structure of the Program will remain the same. As before, the RHC Program will still have two sub-programs: the Healthcare Connect Fund (HCF) Program and the Telecom Program. Further, applicants will still be required to seek eligibility, submit requests for funding, requests for services, and invoicing forms.

The changes initiated by the Report and Order will apply to Funding Year (FY) 2020 and beyond, and will not affect FY2019. This page captures the major changes that affect applicants and what they should be aware of when applying for FY2020 funding but, does not cover every change impacting the RHC Program. We recommend reading the Report and Order in its entirety.

As the new rules are implemented in the RHC Program and My Portal, the RHC Program staff will communicate all changes in advance and provide training and guidance.

[Additional Resources](#)

[FCC Report and Order](#)

[Order 19-78 Tip Sheet](#)

[Summary Webinar](#)

FCC Report and Order 19-78 Changes to Consider Now

- **Consultant Registration** – USAC will issue a unique registration number to the consultant or outside expert and that number will be linked to the HCP's organization.
- **Telecom Competitive Bidding Exemptions** – Telecom Program applicants can use every competitive bidding exemption applicable to the HCF Program, except 10k exemption.

What about rurality tiers and prioritization of support?

- Based on the FCC Report and Order, all eligible HCPs will be assigned a rurality tier for the purposes of prioritization.
- The RHC Program will continue to use the same definition of “rural area” under the FCC’s rules.
 - In the case where demand exceeds available funding, USAC will prioritize funding based on the assigned rurality tiers and those areas in a Medically Underserved Area/Population (MUA/P).
- Since the rural definition has not changed, health care providers (HCPs) currently approved as “rural” will retain their rural status.
- **The RHC Program will assign your rurality tier** – you do not have to do anything!

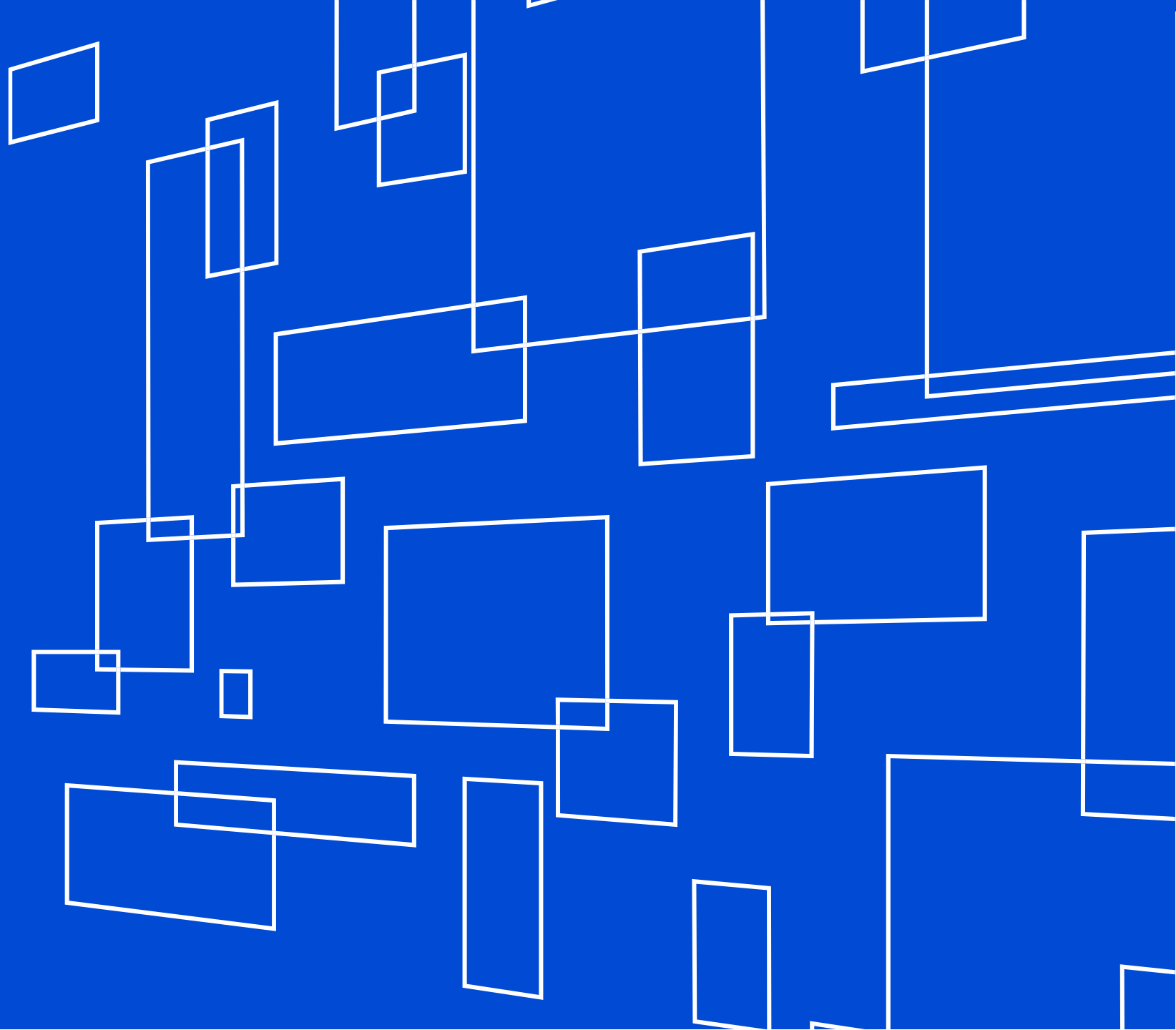
Public Notice DA 19-1253

- On December 10, 2019, the FCC released [Public Notice DA 19-1253](#), providing guidance on the implementation schedule for reforms set forth by FCC Report and Order 19-78.
- As a result, certain reforms originally slated for FY2020 will now be implemented for FY2021.

Implementation Moved to FY2021

- **Bid Evaluation:** HCPs must include details about minimum service needs and disqualification factors with their request for services.
- **Declaration of Assistance:** Service providers have to include a declaration of assistance when approving invoices and describe the nature of the relationship they have with a consultant, vendor, or outside expert who aids them in the preparation of their application.
- **Site and Service Substitutions:** Telecom applicants will be allowed to submit site and service substitutions.

Questions?



Submitting the FCC Form 466

Funding Request Best Practices



Create FCC Form 466

MY FORMS MY DOCUMENTS MY CONTRACTS MY HCPS HCP Number:

+ Fund Year 2020

- Fund Year 2019

Form Type	Form 465 App #	Friendly Name	Last Edited	Form Status	ACSD	Action Available
465 +		2019 FY	Fri Jan 11 11:14:55 EST 2019	Posted	1/11/2019	Create 466

Form Type	FRN	Friendly Name	Service Type	Bandwidth	Status	FCL Issued	Action
466			Voice Grade Business Line(s)	56 Kbps (4)	In review		

New FCC Form 465

Competitive Bidding Exemptions

- Purchasing services from a master service agreement (MSA) negotiated by a federal, state, Tribal, or local governmental entity on its behalf, and which was awarded pursuant to applicable competitive bidding requirements;
- Requesting support using contracts previously endorsed by USAC (MSA under the Pilot Program or the Healthcare Connect Fund Program);
- Using an active multi-year contract designated as “Evergreen” for the RHC Program (exemption applies for the life of the contract); or is
- Using a contract negotiated and approved under the Schools and Libraries (E-rate) Program.

Competitive Bidding Exemptions – New Feature

- Applicants can select “Create Exempt FCC Form 466” if the HCP meets the requirements for a competitive bidding exemption.

The screenshot displays the USAC portal interface. At the top, there are tabs for 'MY FORMS', 'MY DOCUMENTS', 'MY CONTRACTS', and 'MY HCPS'. Below these, a 'Fund Year 2020' section is visible. A red arrow points to the 'Competitive Bidding Exemption 466' tab. Below this tab, there is a table with columns: Form Type, FRN, Friendly Name, Service Type, Bandwidth, Status, FCL Issued, and Action. The table contains two rows of data. Below the table, there is a summary section with fields: Form Type (467), FRN (2065277), Status (Approved), and HSS Issued (11/26/2019). At the bottom of the page, there are two buttons: 'New FCC Form 465' and 'Create Exempt FCC Form 466'. A red arrow points to the 'Create Exempt FCC Form 466' button.

Form Type	FRN	Friendly Name	Service Type	Bandwidth	Status	FCL Issued	Action
466			Centrex Line(s)	9.6 Kbps (2)	Approved with Funding	Nov 22, 2019	Create 467
466			DSL	1.544 Mbps	Approved with Funding	Nov 26, 2019	

Form Type	Form 465 App #	Friendly Name	Last Edited	Form Status	ACSD	Action Available
465 +			Fri Nov 22 14:31:02 EST 2019	Posted	11/22/2019	Create 466

[New FCC Form 465](#) [Create Exempt FCC Form 466](#)

Competitive Bidding Exemptions – New Feature

- Within the exempt FCC Form 466, applicants using a competitive bidding exemption will be prompted to select which type of exemption they are applying for and upload the supporting contract.

Are you submitting a new contract to be reviewed for Competitive Bidding Exemption?

☐ Government Master Services Agreement ☐ Pre-Approved Master Services Agreement ☐ E-Rate Master Contract


By selecting one of the criteria, you must provide the appropriate contract information. !

Select Contract Info



Review Funding Request and HCP Information

☒ BILL PAYER INFORMATION ☐ SERVICE INFORMATION ☐ RATE/BIDS ☐ CERTIFICATION

FCC Form 466 (Funding Request and Certification Form)

Read the complete [Form Guide](#) before you begin. Click the  button on each screen for guidance about completing each section of the form. Failure to comply with the Federal Communications Commission (FCC) rules and orders may result in denial of the request.

Information about the Paperwork Reduction Act (PRA) is available [here](#).

 [Preview form](#)  [Form Guide](#)

466 Funding Request Information

466 Funding Request Number (FRN) (The FRN is generated by RHC)

466 Friendly Name (optional)

Block 1: HCP Information

Line 1: HCP Name	<input type="text"/>	Line 2: HCP Number	<input type="text"/>
Line 3: FCC Form 465 Application Number	<input type="text"/>	Line 4: Consortium Name (if any)	<input type="text"/>

Enter Bill Payer Information and Select Funding Year

Block 2: Bill Payer Information

RHC Note: If you have another Form 466 for this Funding Year, and the info in Block 2 is the same for both Forms, you can populate Lines 5 - 15 below by selecting "Yes" here, then selecting the applicable Form's Friendly Name/FRN from the drop down list.

Copy Block 2 From Other 466

☒ No

☐ Yes

Choose prior 466



Line 5: Billed Entity Name



Line 6: Billed Entity FCC RN



Line 7: Contact Name (First, MI,
Last)



Billed Entity Contact Employer



Line 8: Address Line 1



Line 9: Address Line 2

Line 10: City



Line 11: State

Choose a state



Line 12: Zip



County

First select the state



Line 13: Contact Phone Number



Ext:

Line 14: Fax Number

(optional)

Line 15: Email



Confirm Email



Block 3: Funding Year Information



Line 16: Funding Year



Year 2019 (7/1/2019 - 6/30/2020)

Select Type of Service

Block 4: Service Information

 [Preview form](#)  [Instructions](#)

3060-0804

RHC Note: Applicants must upload all supporting documentation with this form. A visible "Upload" button indicates a supporting document is required. Upload information ONLY for that line item (i.e. do not upload rural rate information for Line 34 with the urban rate information on Line 41). Click on the "Upload" button and select the appropriate document from your computer. The document will be included as part of the form and will be stored in your My Documents tab under that Form 466 folder.

Line 17: Type of Service	<div>Choose a service type</div> <div><div>Choose a service type</div><div>ATM</div><div>Bonded T1(s)</div><div>Central Office Terminal (COT) Line(s)</div><div>Centrex Line(s)</div><div>Channelized T1</div><div>DSL</div><div>Digital Data Service (DDS)</div><div>Direct Inward Dialing (DID) Line(s)</div><div>Ethernet</div><div>Fiber</div><div>Foreign Exchange Line(s)</div><div>Fractional T1</div><div>Frame Relay</div><div>ISDN</div><div>MPLS</div><div>Microwave Service</div><div>OC-1</div><div>OC-3</div><div>Off-Premise Extension(s)</div></div>	<div>! (Enclose documentation on line 33)</div> <div>!</div> <div>Rate per Month).</div>
Circuit Bandwidth		
RHC Note: Documentation supporting L		
Line 18: Total Billed Miles		
Line 19: Maximum Allowable Distance (from Form 465)		
Line 20: Percentage of HCP's service used for the provision of health care.		
If less than 100%, please explain:		

Select Service Provider Identification Number (SPIN)/498 ID and Enter Contact Information

RHC Note: Enter your service provider's SPIN/498 ID here, then confirm the SPIN/498 ID and service provider name match your bill/contract/service agreement. If it does not match or you are not sure of the SPIN/498 ID, contact your service provider prior to completing this section. If you have more than one service provider to complete this circuit, fill out the information for the first carrier here, then click on "Add Another Carrier" below to provide information on the next carrier.

Connection Information

Carrier A

Line 21: Service Provider Name

Line 22: Service Provider
Identification Number (SPIN/498 ID)

[Choose a SPIN/498 ID](#) !

Line 23: Service Provider Contact
Person Name

 !

Line 24: Service Provider Contact
Person's Phone Number

 Ext: !

Line 25: Service Provider Contact
Person Email

 !

Enter Connection Information

RHC Note: The circuit start or circuit termination location must be the HCP physical location.

Populate circuit location using HCP location from Form 465

☒ Circuit Starts at HCP Location ☐ Circuit Terminates at HCP Location

Line 26: Circuit Start Location (Street, City, St., Zip) Savannah MO 64485 ✓

Line 27: Circuit Termination Location (Street, City, St., Zip) Choose a state ▼ !

Line 28: Billing Account Number !

Line 29: Tariff, Contract or Other Document Reference Number

Line 30: Date Contract Signed or Date HCP Selected Carrier !

Line 31: Contract Expiration Date !

Line 32: Service Installation Date !

Are you submitting a new contract to be reviewed for Evergreen endorsement? ☒ Yes ☐ No

Enter Contract Information

Are you submitting a new contract to be reviewed for Evergreen endorsement? ☒ Yes ☐ No

Select Contract Info

Line 33: Actual Rural Rate per Month (Enclose Documentation)

Undiscounted Cost per Month (excluding taxes & fees) \$!

Taxes & Fees per Month \$ (optional)

Total Undiscounted Cost per Month \$!

Attach ONLY Rural Rate Documentation. Do not upload documentation for other line items here.

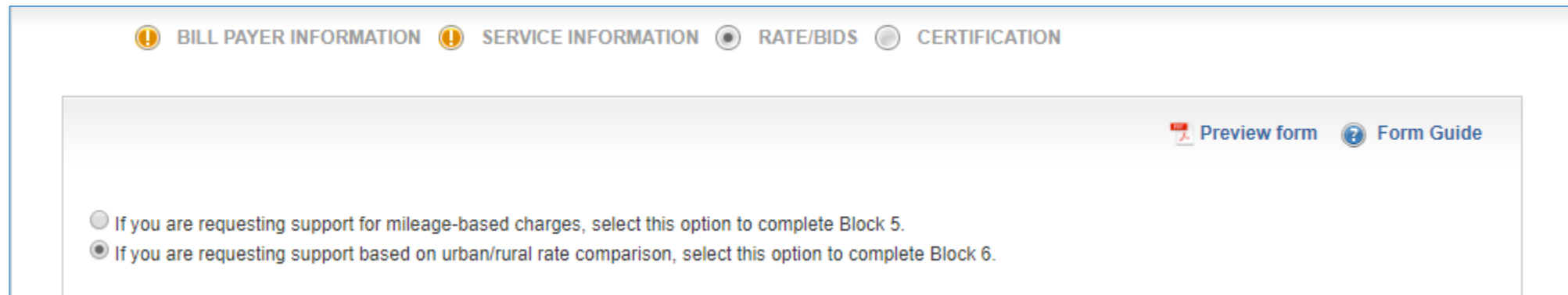
[+ Upload...](#)

Reminders for Line 33 on FCC Form 466 and Documentation

- Administrative fees are not eligible for support so please look closely at the fees on your invoice and remove the administrative fees from the total undiscounted cost.
- If you have eligible and ineligible services on your invoice/bill, clearly identify the eligible charges (i.e. telephone lines or circuit IDs).
- Documentation must show that the rate provided is in compliance with RHC Program rules (47 CFR 54.607 (2018)).
- Please work with your service provider at the time you submit your application to ensure compliance with the rules.

Select Type of Support

- Applicants can select support for mileage-based charges (complete Block 5) or support based on urban/rural rate comparison (complete Block 6).



The screenshot shows a web form interface with a horizontal navigation bar at the top containing four tabs: 'BILL PAYER INFORMATION', 'SERVICE INFORMATION', 'RATE/BIDS' (which is selected), and 'CERTIFICATION'. Below the navigation bar, there are two links: 'Preview form' and 'Form Guide'. The main content area contains two radio button options:

- ☐ If you are requesting support for mileage-based charges, select this option to complete Block 5.
- ☒ If you are requesting support based on urban/rural rate comparison, select this option to complete Block 6.

Complete Mileage Based Charge Discount Request

Block 5: Mileage Based Charge Discount Request

Complete this block if you are seeking support for mileage (distance-based) charges only. Do not enter any other charges in this block. You may need to ask your service provider representative to provide this information.

Carrier Designation Carrier A

Carrier SPIN/498 ID:

Line 36: Billed Circuit Miles

Line 37: Monthly Mileage Charges (Exclude Channel Termination Charges, etc.)

Monthly Mileage Charges (excluding taxes & fees)

\$

Monthly Taxes & Fees

\$

(optional)

Total Monthly Mileage Charges

\$

If Line 33 equals Line 37, please ensure that ONLY mileage-related charges are included in Line 37.

Line 38: Cost per Mile per Month

\$

Complete Comprehensive Rate Comparison Request

Block 6: Comprehensive Rate Comparison Request

Complete Block 6 if you have not completed Block 5 and are requesting support for all elements of your telecommunications service necessary for the provision of health care. The information in this block will establish the difference between the urban and rural rates for your requested service. Please call RHCD at 1-800-453-1546 if you need assistance.

Line 39: One-time Urban Rate Charge (in selected large city) \$

Upload ONLY One-time Urban Charges Documentation. Do not upload documentation for other line items here.

Line 40: One-time Rural Rate Charge (in city where HCP is located) \$

Upload ONLY One-time Rural Charges Documentation. Do not upload documentation for other line items here.

Line 41: Monthly Urban Rate (in selected Large City)

Monthly Urban Rate (excluding taxes & fees) \$!

Monthly Taxes & Fees \$ (optional)

Total Monthly Urban Rate \$!

Source of Monthly Urban Rate Documentation ☐ From RHC [Urban Rates Search](#) ☒ Other rate documentation attached

!

If your circuit includes charges for mileage (Line 18) over the Maximum Allowable Distance (Line 19), please complete lines 42 to 44. Otherwise, skip to Block 7.

Line 42: Billed Circuit Miles !

Line 43: Monthly Mileage Based Charges \$!

Line 44: Cost per Mile per Month \$!

RHC Note: RHC automatically calculates Line 43 / Line 42.

Rural Rate Definition (47 CFR 54.607 (2018))

- **Method 1:** FCC rules state that “[t]he rural rate shall be the average of the rates actually being charged to commercial customers, other than health care providers, for identical or similar services provided by the telecommunications carrier providing the service in the rural area in which the health care provider is located.”
 - Similar services are those that are functionally equivalent from the perspective of the end user with respect to bandwidth and whether the service is symmetrical and asymmetrical.
- **Method 2:** If the telecommunications carrier does not provide similar or identical service in the rural area where the HCP is located, “the rural rate shall be the average of the tariffed and other publicly available rates, not including any rates reduced by universal service programs, charged for the same or similar services in that rural area”
- **Method 3:** If there are no such tariffed or publicly available rates, or the carrier “reasonably determines that this method for calculating the rural rate is unfair,” the carrier must submit its rural rates to the state commission (for intrastate rates) or the FCC (for interstate rates) for approval.

Rural Rate – Key Points

- Documentation provided must show that the rural rate provided is in compliance with the rural rate rule (47 CFR 54.607 (2018)).
- Please bear in mind that these methods are sequential, e.g. begin with Method 1. If there isn't a way to confirm the rate using Method 1, move on to Method 2, and then to Method 3.
 - **Method 1** – use actual rates charged to a commercial customer in the same rural area as the HCP who is NOT a healthcare provider for the same or similar services. **For example a bill, invoice, or contract.**
 - **Method 2** – for use only if the service provider does not provide the same or similar service to a commercial customer who is NOT a healthcare provider. **In this case, be sure to use a tariff or publicly available rate.**
 - **Method 3** – this part of the rule is only to be used if method 1 or 2 can not be used. When seeking approval, applicant must provide a justification of the proposed rural rate to the state commission (for intrastate rates) or FCC (for interstate rates), including an itemization of the costs of providing the requested service. **Applicant must submit proof that rate was submitted to state commission or FCC before the Form 466 is filed.**

Rural Rate – Key Points For Service Providers

- Your customer will not have the information needed to document that the rural rate on the Form 466 is compliant with the rule.
- The process of determining the rural rate should begin when you submit a bid in response to the FCC Form 465 (Request for Services).
 - You should decide at that point which method you will be using to support the rural rate and begin to prepare the necessary information for the HCP.
 - If using Method 3, at that point you should submit your rural rate to the state commission or FCC for approval.
- Please be sure that the correct contact person is on the Form 498 so that Information Requests that require the service provider's input are received in a timely manner.
- Be sure to copy everyone on the email with your response and be mindful of deadlines.
- If you deem the information provided to USAC as confidential, please mark it clearly as confidential in the subject line and take the appropriate measures to protect the email correspondence.

Urban Rate Definition (47 CFR 54.605 (2018))

- If a rural health care provider requests support for an eligible service to be funded from the Telecommunications Program that is to be provided over a distance that is **less than or equal** to the “standard urban distance,” for the state in which it is located, the “urban rate” for that service shall be a rate no higher than the highest tariffed or publicly-available rate charged to a commercial customer for a functionally similar service in any city with a population of 50,000 or more in that state, calculated as if it were provided between two points within the city.
- If a rural health care provider requests an eligible service to be provided over a distance that is **greater than** the “standard urban distance,” for the state in which it is located, the urban rate for that service shall be a rate no higher than the highest tariffed or publicly-available rate charged to a commercial customer for a functionally similar service provided over the standard urban distance in any city with a population of 50,000 or more in that state, calculated as if the service were provided between two points within the city.

Urban Rate Key Points

- Documentation provided must show that the urban rate provided is in compliance with the urban rate rule (47 CFR 54.605 (2018)).
- Urban rate must be derived from a tariff or “publicly available rate.”
- Urban rate must be derived using a rate for a “functionally similar” service, i.e., must be a rate for a complete circuit, not simply a portion of the circuit and similar in symmetry/asymmetry.
 - “Functionally similar” means advertised speeds within 30% of bandwidth on either side.
- Urban rate must be a tariff or publicly available rate in the same state as the HCP is located.
- Urban rate must be a tariff or publicly available rate in a city with a population of 50,000 or more.
- Safe harbor rates are available on our website for bandwidths up to 50 Mbps.


Upload Bid Documentation

Block 7: Bid Documentation

Line 45: Did you receive any bids in response to the Form 465 Request For Services posted on the RHCD Website? If you check 'Yes', copies of the bids MUST be submitted to RHCD.

☒ Yes ☐ No

Attach ONLY Bid Documentation. Do not upload documentation for other line items here.

 Upload...



Number of Service Providers that Bid



Certify, Preview, and Sign Form

RHC Note: Read the information in each certification carefully before certifying, signing, and submitting this form. If you are unsure about any of the information in these certifications, contact the RHC team prior to submitting this form.

- ☐ Line 46: I certify that the above named entity has considered all bids received and selected the most cost-effective method of providing the requested service or services. The "most cost-effective service" is defined in the 47 C.F.R. § 54.603(b)(4) as the service available at the lowest cost after consideration of the features, quality of transmission, reliability, and other factors that the health care provider deems necessary for the service to adequately transmit the health care services required by the health care provider.
- ☐ Line 47: Pursuant to 47 C.F.R. § 54.601 and 54.603, I certify that the HCP that I am representing satisfies all of the requirements herein and will abide by all of the relevant requirements, including all applicable FCC rules, with respect to universal service benefits provided under 47 U.S.C. § 254. I understand that any letter from RHC that erroneously states that funds will be made available for the benefit of the applicant may be subject to rescission.
- ☐ Line 48: I hereby certify that the billed entity will retain complete billing records for the service for five years.
- ☐ Line 49: I certify that I am authorized to submit this request on behalf of the above-named Billed Entity and HCP, and that I have examined this form and attachments and that to the best of my knowledge, information, and belief, all statements of fact contained herein are true.

RHC Note: You have not uploaded all required supporting documentation. This form cannot be submitted until the required missing documents listed below have been uploaded:

- **Carrier A Line 33: Rural Rate Documentation**
- **Line 41: Urban Rate Documentation**
- **Line 45: Bid Documentation Attachment**

[Previous](#)[Preview FCC Form 466](#)[Cancel Changes](#)

Persons willfully making false statements on this form can be punished by fine or forfeiture under the Communications Act, 47 U.S.C. Secs. 502, 503 (b). or fine or imprisonment under Title 18 of the United States Code, 18 U.S.C. Sec. 1001.

After Submitting

- You will receive an email letting you know that your form has been received.
 - If you do not receive an email, please go back into My Portal and be sure that you actually signed and submitted the form.
- The reviewer will reach out if additional information is needed.
- No funding decisions will be issued until after the close of the filing window period.
- Once your funding request has been approved, you will receive a funding commitment letter that will include all corresponding information to your funding request.

After Submitting – Editing the FCC Form 466

- During the filing window, applicants can make edits to their FCC Form 466 by using the “Recall” feature before the form is in review.
- The “Recall” feature will not be available once the form is in review.

MY FORMS

MY DOCUMENTS

MY CONTRACTS

MY HCPS

HCP Name:

HCP Number:

Fund Year 2019

Form Type	Form 465 App #	Friendly Name	Last Edited	Form Status	ACSD	Action Available
465		Analog Lines	Thu Jan 31 11:47:38 EST 2019	Posted	1/31/2019	Create 466

Form Type	FRN	Friendly Name	Service Type	Bandwidth	Status	FCL Issued	Action
466		Analog Lines - 3	Voice Grade Business Line(s)	56 Kbps (3)	Received		Recall
466		Analog Lines - 45	Voice Grade Business Line(s)	56 Kbps (45)	In review		

After Submitting – Editing the FCC Form 466

- Once an applicant selects “Recall”, the FCC Form 466 draft can be edited and then resubmitted, or deleted.

MY FORMS

MY DOCUMENTS

MY CONTRACTS

MY HCPS

HCP Name:

HCP Number:

Fund Year 2019

Form Type	Form 465 App #	Friendly Name	Last Edited	Form Status	ACSD	Action Available
465 +		Analog Lines	Thu Jan 31 11:47:38 EST 2019	Posted	1/31/2019	Create 466

Form Type	FRN	Friendly Name	Service Type	Bandwidth	Status	FCL Issued	Action
466		Analog Lines - 3	Voice Grade Business Line(s)	56 Kbps (3)	Draft		EditDelete
466		Analog Lines - 45	Voice Grade Business Line(s)	56 Kbps (45)	In review		

Resources

Funding Request Best Practices for FY2020



Best Practices: Communicating with Your Service Provider

- Ensure your service provider is aware of all the necessary documentation needed for future steps in the application process.
 - E.g. Urban/Rural Rate documentation (Telecom Program)
- Include your service provider when you reply to Information Requests via email.
- HCPs are required to retain documentation for a period of five years.

Milestones to Receive Funding for FY2020: Telecom Program

Telecom Program Form	Last Day to Submit
FCC Form 465 – Eligibility & Request for Services	March 12, 2020 Recommended Date
FCC Form 466 – Funding Request	April 30, 2020 Deadline to Submit*

Please note that these dates (with the exception of the FCC Form 466 filing window deadline of April 30) are not mandatory deadlines, but rather recommended milestones to meet the close of the filing window.

RHC Program Help Desk

- Email: RHC-Assist@usac.org
 - Email at any time to request a one-on-one appointment to learn more about the application process or ask specific questions.
 - Include in your email
 - ◇ HCP Number
 - ◇ FRN Number
- Phone: **(800) 453-1546**
 - Hours are 8:00 a.m. – 8:00 p.m. ET



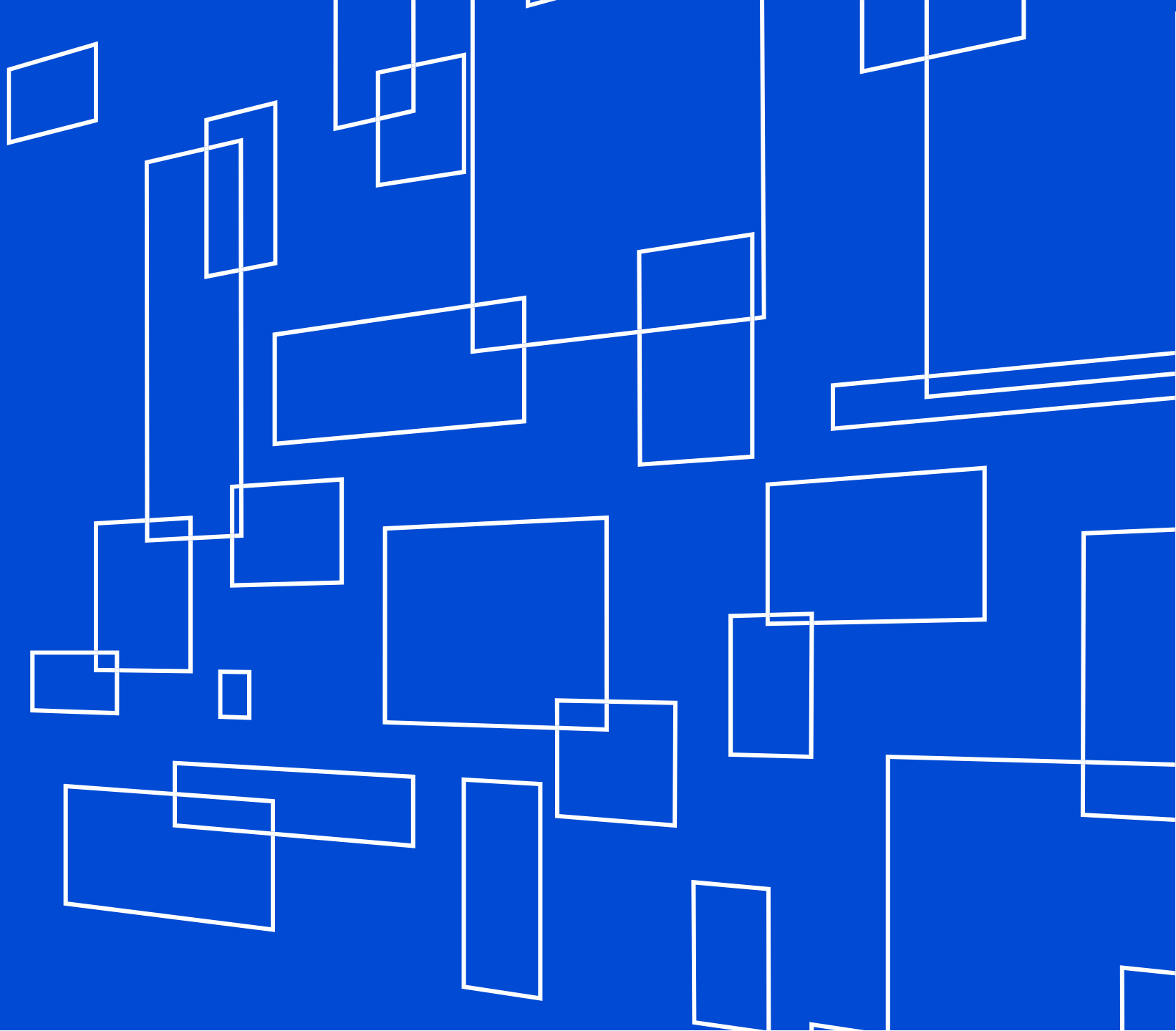
The Help Desk

The Help Desk CAN	The Help Desk CANNOT
<ul style="list-style-type: none">• Answer general questions regarding both programs	<ul style="list-style-type: none">• Determine the eligibility of a specific site or service before an official form submission
<ul style="list-style-type: none">• Provide account holder information for an HCP	<ul style="list-style-type: none">• Review a form or document for accuracy before an official form submission
<ul style="list-style-type: none">• Provide clarity regarding FCC Report and Order 19-78	<ul style="list-style-type: none">• Contact a service provider or other account holder on someone else's behalf
<ul style="list-style-type: none">• Provide helpful resources and best practices for forms	<ul style="list-style-type: none">• Provide documents that are not already accessible in My Portal
<ul style="list-style-type: none">• Assist with My Portal	<ul style="list-style-type: none">• Transfer a call to a specific form reviewer

Online Resources

- [RHC Learn](#)
- [Competitive Bidding Exemptions](#)
- Blank [FCC Form 466](#)

Questions?



Thank you for joining us today!

- RHC Help Desk:
 - RHC-Assist@usac.org
 - (800) 453-1546
 - Hours are 8:00 a.m. – 8:00 p.m.
ET Monday - Friday



Universal Service
Administrative Co.