

Telecom Program Office Hours

May 18, 2022



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
- Use the “**Raise Your Hand**” button to be unmuted and ask a question to the team!



File View Help

Audio

Sound Check

Computer audio

Phone call

MUTED

Microphone (HD Webcam C510)

Speakers (High Definition Aud...)

Downloads: 2

2017-05-05_11-59-21.png

GTM iOS.jpeg

Questions

[Enter a question for staff]

Ask questions here!

Send

Multi sessions different registrants

Webinar ID: 980-960-603

GoToWebinar

Raise your hand here!

Download PDF of Slides here!

Meet Our Team



Eric Overton

Program Manager | Rural Health
Care



Blythe Albert

Senior Program Manager | Rural Health
Care

Agenda

- Introduction – Office Hours
- Program Reminders
- Program Updates
- My Portal Updates
- Best Practices and Resources

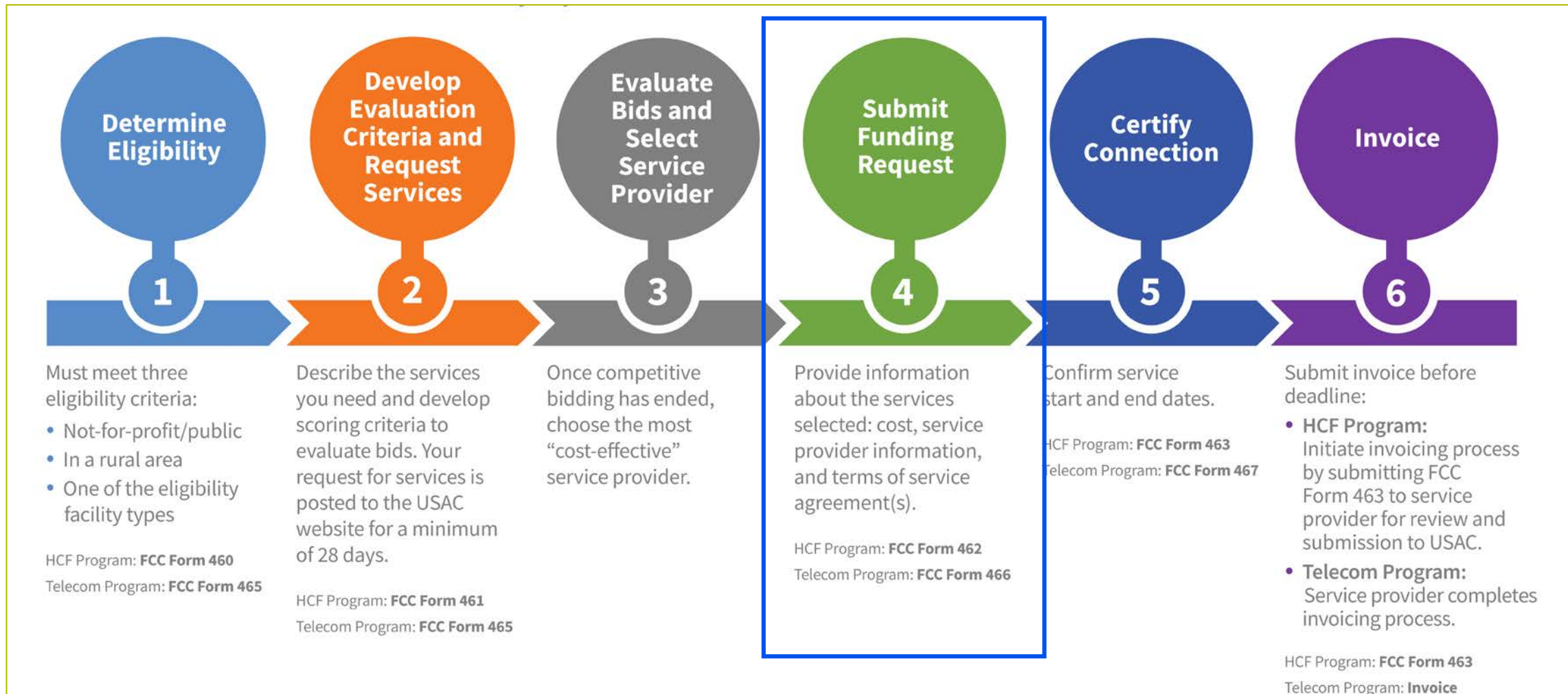
Introduction – Office Hours

- Subject matter experts are available to answer live questions from attendees
 - Send FRN or HCP-specific questions to the RHC Customer Service Center at RHC-Assist@usac.org
 - Raise your hand or ask your question in the questions box

Program Reminders

Telecom Program Funding Request Office Hours

Application Process



Submission Checklist

- 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 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 copy of the bidding evaluation matrix.
- A list of people who evaluated bids including title, role, and their relationship to the applicant
- Internal documents related to the selection of the service provider (if applicable)
- Copies of any correspondence with service providers prior to and during the competitive bidding process (if applicable)
- A copy of any new contract signed for your services.
- Award letter to winning vendor.
- Contact information for the service provider and all responsible account holders
- The start and end location of your services.
- Documentation substantiating the rural and urban rate (Telecom Program only)
- Viable source letter (35% contribution) (HCF Program consortia only)

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

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 by 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.

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.
- Include your service provider when you reply to Information Requests via email.
- Program participants are required to retain documentation for a period of five years.

Reminder: Information Request

- 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. ET 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.
- In our continuing efforts to gain efficiencies, you may receive an Information Request before the close of the filing window.
 - This will allow us to begin our reviews earlier and get a head start on issuing commitments once the filing window has closed.
 - **As a reminder, no final decisions will be made prior to the close of the filing window and no funding commitments will be issued.**

Reminder: Invoicing Deadlines

- New invoicing guidelines adopted in FCC [Report and Order 19-78](#) became effective beginning with FY2020 applicants. The invoicing deadline will be four months (120 days) from the service delivery deadline in both the HCF and Telecom Programs, October 28 of a given funding year.
- **New!** Please use the new [RHC Invoicing Deadline Tool](#) in the Open Data section of the USAC website to look up your invoicing deadline.
- For more information please see the [HCF invoice page](#) and [Telecom invoice page](#).

Questions?

Program Updates

Telecom Program Funding Request Office Hours

FCC Order 22-221 - Extending Filing Window Deadline

- On March 3, 2022, the FCC released [Order 22-221](#) extending the deadline for FY2022 from April 1, 2022 to June 1, 2022.
- All FCC Forms 466 must be submitted no later than 11:59 p.m. ET on June 1, 2022.

Milestones to Apply for Funding for FY2022: Telecom Program Recommended Last Day to Submit for HCPs

HCF Program Form	Last Day to Submit for Individual HCPs NOT using a Request for Proposal (RFP)
FCC Form 465 – Eligibility	March 8, 2022 Recommended Date
FCC Form 465 – Request for Services	April 10, 2022 Recommended Date
FCC Form 466 – Funding Request	June 1, 2022 Deadline to Submit*

*Please note that these dates (with the exception of the FCC Form 466 filing window deadline of June 1) are not mandatory deadlines, but rather recommended milestones to meet the close of the filing window.

FCC Order DA 21-394

- On April 8, 2021, the FCC released [Order DA 21-394](#), waiving the requirement that health care providers and service providers participating in the Telecommunications (Telecom) Program use the Rates Database to calculate urban and rural rates for funding years 2021 and 2022.
- In addition, the Order waives the following administrative deadlines to provide all RHC Program applicants with additional time to comply with requirements:
 - Service delivery deadline for FY2020 (non-recurring charges) – extended by one year to June 30, 2022.
 - Invoice filing deadline for FY2020 – extended by 120 days to February 25, 2022.
- Use the [RHC Invoicing Deadline Tool](#) on the USAC website to find your invoicing deadline.

FCC Order DA 22-401

- On April 12, 2022, the FCC released [Order DA 22-401](#), extending the waiver of the requirement that health care providers and service providers in Alaska who are participating in the Telecommunications (Telecom) Program use the Rates Database to calculate urban and rural rates for funding year 2023.
- In addition, the Order provides the following clarification:
 - For all FY2022 and FY2023 funding requests **nationwide**, the most recently approved rate for a facility/service combination is the most recently approved rural rate on the date the HCP submits its FCC Form 465
 - If the service provider receives approval of new rural rates in the time between the submission of the FCC Form 465 and the submission of the FCC Form 466, the most recently-approved rural rate at the time of the FCC Form 465 would be applicable
 - If no such comparable rates are available, the rural rate must be established using one of the pre-existing methods.

Calculating Rural Rates

- Instead of using the Rates Database, HCPs and their service providers should continue to use rates approved under [Method 1, 2, or 3](#) to calculate rural rates.
- HCPs and service providers must use the most recently-approved rural rate for FY2018, FY2019, FY2020 or FY2021 for the same service to the same facility or, if there is no approved rate, an approved rural rate for the same or similar services to a facility with the same or similar geographic characteristics.
 - **NOTE:** For all previously approved urban and rural rates, you **must** provide USAC with the previous FRN associated with that approved rate and submit **all** documentation associated with that rate.
- HCPs will enter this rural rate on **Line 33** (rural rate per month per service agreement) of the FCC Form 466 and upload supporting documentation, for example, a Funding Commitment Letter or rates approval letter for FY2018, FY2019, FY2020 or FY2021.
- Documentation provided must show that the rural rate provided is in compliance with the rural rate rule (47 CFR 54.607 (2018)).

Calculating Urban Rates

- Instead of using the Rates Database, HCPs should use an urban rate that has been previously approved for the same service at the same facility For FY2018, 2019, 2020 and 2021.
- HCPs should upload to their FCC Form 466 documentation substantiating their urban rate on **Line 33**, whether it be documentation supporting a previously approved urban rate such as a Funding Commitment Letter (FCL) or documentation substantiating their urban rate under the preexisting rule.
- Documentation provided must show that the urban rate provided is in compliance with the urban rate rule (FCC Order DA 21-394 paragraphs 23-25).
- If there is no approved rate for a specific service delivered to the specific HCP, an urban rate approved for the same or similar services to a facility in a same or similar geographic location may be used.
- If an HCP doesn't upload supporting documentation to its FCC Form 466, an Information Request will be sent to obtain it.

Supply Chain Order

- It is the responsibility of the applicant to ensure that they are compliant with FCC [Report and Order 19-121](#), prohibiting the use of Universal Service funds for equipment or services produced or provided by companies that pose a national security threat.
- New certifications concerning the supply chain were added to the FCC Form 463 and the Telecom invoice with an effective date of April 1, 2021.
- FY2022 applicants: As you proceed with competitive bidding and submitting funding requests forms, please ensure you are not requesting funding for services or equipment from companies identified on the FCC-issued [Covered List](#).
- Learn more on the [Supply Chain](#) webpage on the USAC website.

Questions?

My Portal Updates – Submitting the FCC Form 466

Telecom Program Funding Request Office Hours

Create FCC Form 466

The screenshot shows a web application interface with the following components:

- Navigation tabs: MY FORMS, MY DOCUMENTS, MY CONTRACTS, MY HCPS
- User information: HCP Name: [redacted], HCP Number: [redacted]
- Section headers: Fund Year 2022, Fund Year 2021
- Table of existing forms:

Form Type	Form 465 App #	Friendly Name	Last Edited	Form Status	ACSD	Action Available
465 +				Posted		Create 466

Below the table is a detailed view of a form:

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

A "New FCC Form 466" button is located at the bottom right of the interface.

Competitive Bidding Exemptions

- Purchasing services from a **government 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 approved by USAC** (MSA under the RHC Pilot Program or the HCF 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 **approved under the E-rate program**.

Competitive Bidding Exemptions (continued)

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

The screenshot shows a web application interface with a navigation bar at the top containing tabs for 'MY FORMS', 'MY DOCUMENTS', 'MY CONTRACTS', and 'MY HCPS'. To the right of the tabs are input fields for 'HCP Name:' and 'HCP Number:'. Below the navigation bar, there is a section titled 'Fund Year 2022' with a sub-section for 'Competitive Bidding Exemption 466'. A table lists the forms with the following data:

Form Type	Form 465 App #	Friendly Name	Last Edited	Form Status	ACSD	Action Available
465		FY 2022 - 465		Posted	7/20/2021	

At the bottom right of the interface, there are two buttons: 'New FCC Form 465' and 'Create Exempt FCC Form 466'. The 'Create Exempt FCC Form 466' button is highlighted with a red rectangular box.

Competitive Bidding Exemptions (continued)

- 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](#)

Enter Rural Rate and Upload Document

Exemption?
By selecting one of the criteria, you must provide the appropriate contract information. ✓
Contract ID - Friendly name: 1504050 - My BFF Contract

Select Contract Info

Does the applicant's contract with the service provider include a Service Level Agreement (SLA)? No ▾

Line 33: Rural rate per month per the service agreement (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.

!

Calculating Rural Rates

- On April 8, 2021, the FCC released [Order DA 21-394](#), waiving the requirement that HCPs and service providers participating in the Telecom Program use the Rates Database to calculate urban and rural rates for funding years 2021 and 2022. FCC [Order DA 22-401](#) provides further clarification about what's considered to be the most current rural rate.
- Instead of using the Rates Database, HCPs and their service providers should continue to use rates approved under [Method 1, 2, or 3](#) to calculate rural rates.
- HCPs and service providers must use the most recently-approved rural rate for FY2018, FY2019, FY2020 or FY2021 for the same service to the same facility or, if there is no approved rate, an approved rural rate for the same or similar services to a facility with the same or similar geographic characteristics.
 - **NOTE:** For all previously approved urban and rural rates, you **must** provide USAC with the previous FRN associated with that approved rate and submit **all** documentation associated with that rate.
- HCPs will enter this rural rate on **Line 33** (rural rate per month per service agreement) of the FCC Form 466 and upload supporting documentation, for example, a Funding Commitment Letter or rates approval letter for FY2018, FY2019, FY2020 or FY2021.
- Documentation provided must show that the rural rate provided is in compliance with the rural rate rule (47 CFR 54.607 (2018)).

Calculating Urban Rates

- As with rural rates, [Order DA 21-394](#) allows the use of the most recently-approved urban rate for the same service at the same facility.
 - [Order DA 22-401](#) provides further guidance on the definition of the most recently approved rate
 - If there is no approved rate for a particular facility/service combination, the HCP and its carrier may use urban rates approved for the same or similar services to the facility with the same or similar geographic characteristics. You and/or your service provider must show that the urban rates were previously approved.
 - If there are no previously-approved rates available, the urban rate generated by the Rates Database should be used to avoid a denial of the funding request.
 - **NOTE:** For all previously approved urban and rural rates, you must provide USAC with the previous FRN associated with that approved rate and submit all supporting documentation associated with that rate.

Entering Rural Rate and Urban Rate

Block 6: Comprehensive Rate Comparison Request

The information in this block will establish the difference between the urban and rural rates for your requested service. For more information please see this [tips page](#).

Method for determining the rural rate !

Monthly Rural rate (excluding taxes & fees) \$!

Monthly Taxes & Fees \$ (optional)

Total Monthly Rural Rate \$!

Attach documentation to support the monthly rural rate. !

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)

Method for determining the urban rate !

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

Monthly Taxes & Fees \$ (optional)

Total Monthly Urban Rate \$!

Attach documentation to support the monthly urban rate. !

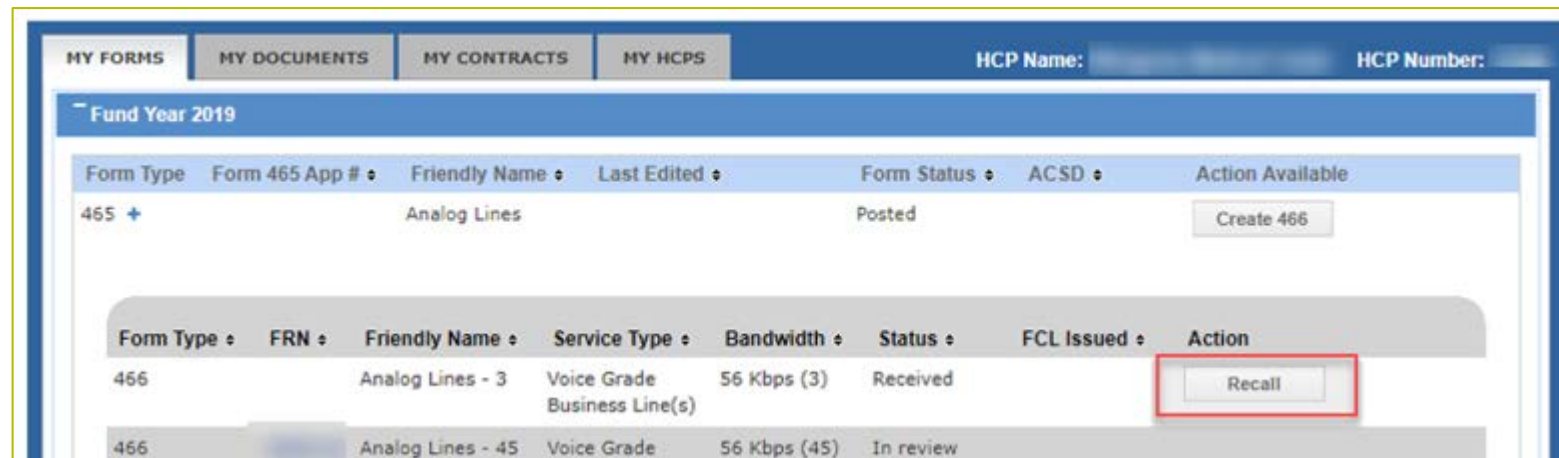
You must complete all required information on the "Service Information" tab before determining monthly urban rate.

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 (FCL) 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 and after the filing window closes.



The screenshot displays a web interface for managing FCC forms. At the top, there are tabs for 'MY FORMS', 'MY DOCUMENTS', 'MY CONTRACTS', and 'MY HCPS'. To the right, there are input fields for 'HCP Name:' and 'HCP Number:'. Below this, a section titled 'Fund Year 2019' contains a table of forms. The table has columns for 'Form Type', 'Form 465 App #', 'Friendly Name', 'Last Edited', 'Form Status', 'ACSD', and 'Action Available'. A row shows a form with 'Form Type' 465, 'Form 465 App #' 455, 'Friendly Name' Analog Lines, 'Last Edited' (blank), 'Form Status' Posted, 'ACSD' (blank), and 'Action Available' Create 466. Below this, a detailed table shows two rows of form 466. The first row has 'Form Type' 466, 'FRN' (blank), 'Friendly Name' Analog Lines - 3, 'Service Type' Voice Grade Business Line(s), 'Bandwidth' 56 Kbps (3), 'Status' Received, 'FCL Issued' (blank), and 'Action' Recall (highlighted with a red box). The second row has 'Form Type' 466, 'FRN' (blank), 'Friendly Name' Analog Lines - 45, 'Service Type' Voice Grade, 'Bandwidth' 56 Kbps (45), 'Status' In review, 'FCL Issued' (blank), and 'Action' (blank).

Form Type	Form 465 App #	Friendly Name	Last Edited	Form Status	ACSD	Action Available
465 +	455	Analog Lines		Posted		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	56 Kbps (45)	In review		

After Submitting – Editing the FCC Form 466 (continued)

- Once an applicant selects “Recall,” the FCC Form 466 draft can be edited and then resubmitted, or deleted.
- Please be sure to actually resubmit the form prior to the close of the filing window.

The screenshot displays a web interface for managing FCC Form 466 applications. At the top, there are navigation tabs: MY FORMS, MY DOCUMENTS, MY CONTRACTS, and MY HCPS. To the right, there are fields for HCP Name and HCP Number. Below this is a section for 'Fund Year 2019'. A table lists the forms with columns for Form Type, Form 465 App #, Friendly Name, Last Edited, Form Status, ACSD, and Action Available. A 'Create 466' button is visible. Below the table, a detailed view of a form is shown with columns for Form Type, FRN, Friendly Name, Service Type, Bandwidth, Status, FCL Issued, and Action. The 'Draft' status and 'Edit'/'Delete' buttons are highlighted with red boxes.

Form Type	Form 465 App #	Friendly Name	Last Edited	Form Status	ACSD	Action Available
465 +		Analog Lines		Posted		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		Edit Delete
466		Analog Lines - 45	Voice Grade Business Line(s)	56 Kbps (45)	In review		

Questions?

Best Practices and Resources

Telecom Program Funding Request Office Hours

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.
- Include your service provider when you reply to Information Requests via email.
- HCPs and service providers are required to retain documentation for a period of at least five years.

Milestones to Apply for Funding for FY2022

Telecom Program Form	Last Day to Submit for Telecom Program
FCC Form 465 – Eligibility	March 8, 2022 Recommended Date
FCC Form 465 – Request for Services	April 10, 2022 Recommended Date
FCC Form 466 – Funding Request	June 1, 2022 Deadline to Submit*

*Please note that these dates (with the exception of the FCC Form 466 filing window deadline of June 1) are not mandatory deadlines, but rather recommended milestones to meet the close of the filing window.

Online Resources

- [RHC Learn](#)
- [Step 4: Submit Funding Requests](#)
- [Funding Request Summary](#)
- [Rural and Urban Rate Information for FY2021 and FY2022](#)
- [Competitive Bidding Exemptions](#)
- Blank [FCC Form 466](#)
- [Examples of Eligible Products and Services Telecom Program](#)

RHC Customer Service Center Information



Email: RHC-Assist@usac.org

- Include in your email
 - HCP Number
 - FRN Number



Phone: (800) 453-1546

- Hours are 8 a.m. – 8 p.m. ET Monday - Friday



RHC Customer Service Center Extended Hours

Please note the following Customer Service Center hours as we near the close of the filing window:

- Friday, May 27 – 8:00 a.m. to 8:00 p.m. ET
- Saturday May 28 – Closed
- Sunday, May 29 – 10:00 a.m. to 2:00 p.m. ET
- Monday, May 30 (Memorial Day) – 10:00 a.m. to 2:00 p.m. ET
- Tuesday, May 31 – 8:00 a.m. to 10:00 p.m. ET
- Wednesday, June 1 - 8:00 a.m. to 11:59 p.m. ET



The RHC Customer Service Center

The RHC Customer Service Center CAN	The RHC Customer Service Center CANNOT
Answer general questions regarding both programs	Determine eligibility of a specific site or service before an official form submission
Provide account holder information for an HCP	Review a form or document for accuracy before an official submission
Provide clarity regarding FCC Report and Order 19-78	Contact a service provider or other account holder on someone else's behalf
Provide helpful resources and best practices for forms	Provide documents that are not already accessible in My Portal
Assist with My Portal	Transfer a call to a specific form reviewer

Questions?

Thank You!



Universal Service
Administrative Co.