

Telecom Program Request for Services Best Practices

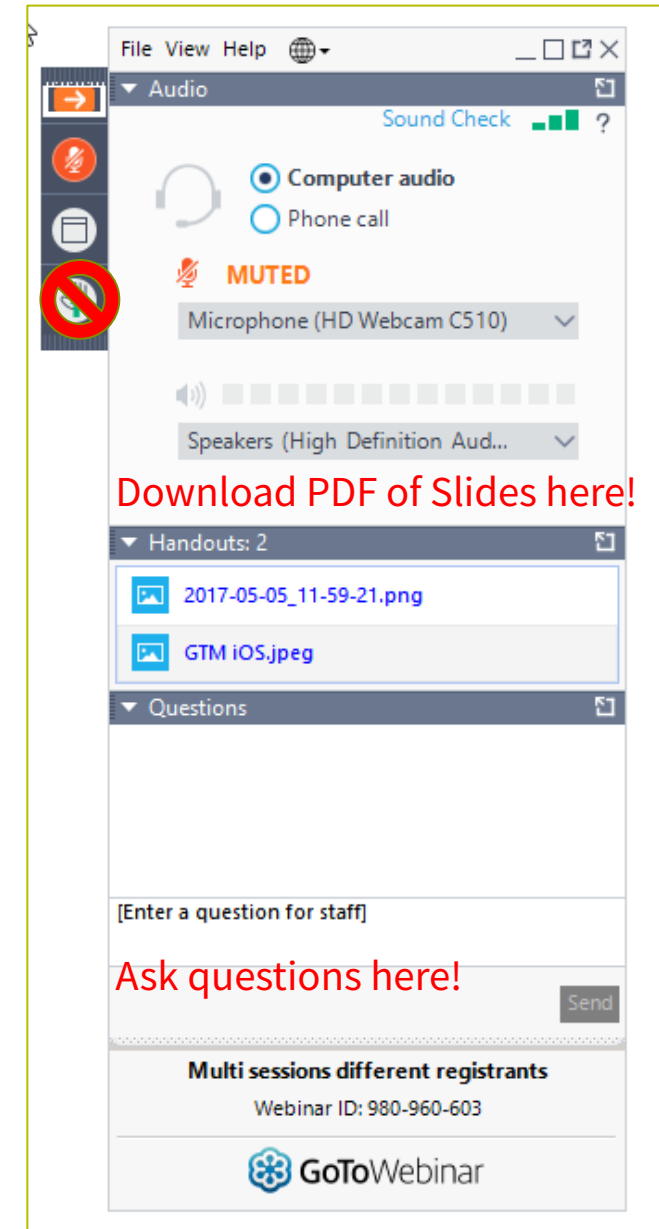
Submitting the FCC Form 465



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 Our Team



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Agenda

- Overview
- Competitive Bidding
 - Evaluation Criteria
 - Competitive Bidding Exemptions
 - Requests for Proposal
- Search Posted Services
- Submitting the FCC Form 465
- Best Practices and Resources

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

- Complete and submit an FCC Form 465 in My Portal
 - Create bid evaluation criteria
 - Understand competitive bidding requirements
 - Identify applicable competitive bidding exemptions
- Locate current requests for services and other important resources on the USAC website

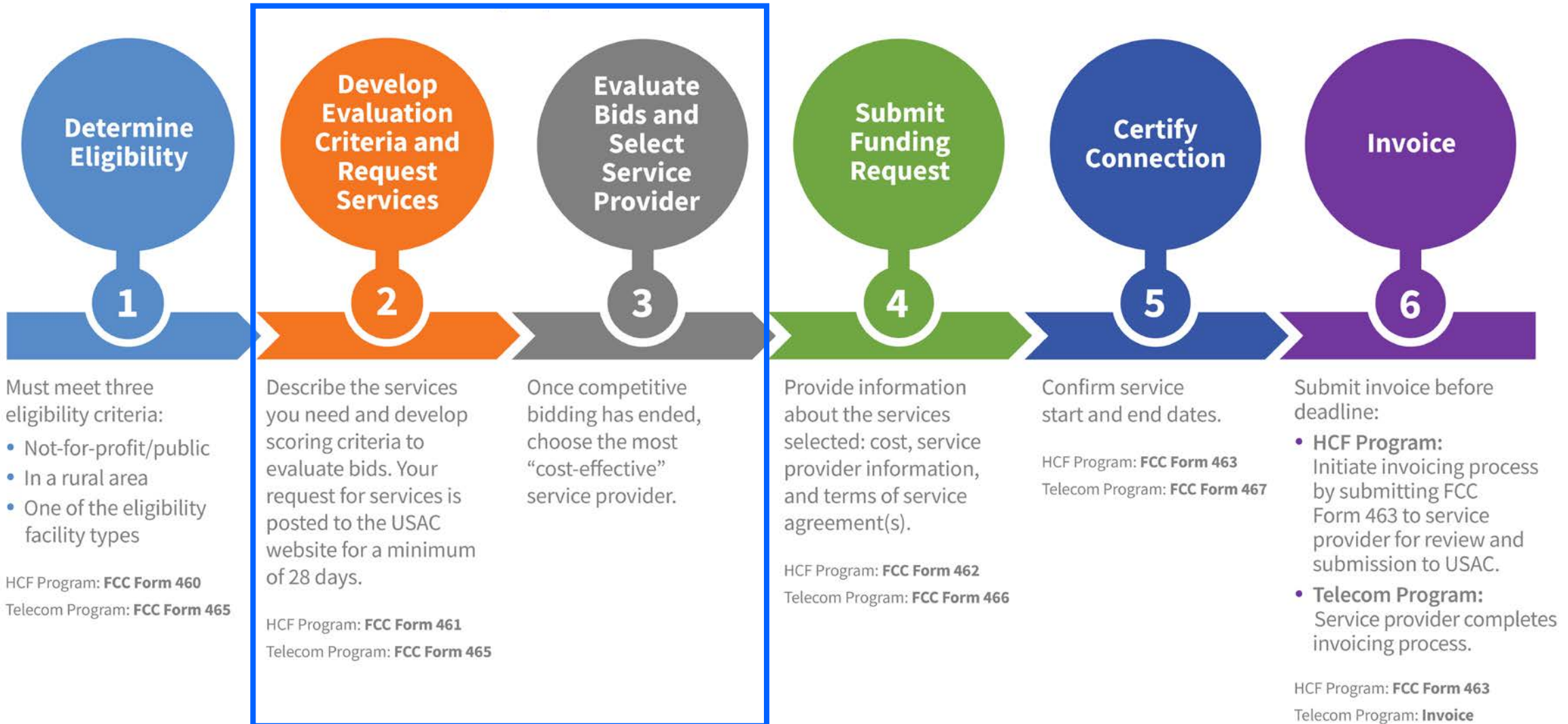
Glossary

Acronym	Meaning
FCC	Federal Communications Commission
HCP	Health Care Provider (your site)
HCP Number	Number associated with your site
PAH	Primary Account Holder
ACSD	Allowable Contract Selection Date

Overview

Request for Services Best Practices

RHC Program Application Process



What is a Request for Services?

- You (the HCP) will complete the **FCC Form 465** to let service providers know what types of telecommunications services you are looking for.
- Service providers use the information on the FCC Form(s) 465 to create a bid to provide those services.
- Telecommunications (Telecom) program FCC Form 465 is the “Description of Services Requested and Certification Form”.
- The FCC Form 465 acts as both eligibility determination and request for services.

What is a Request for Services?

- The HCP and service provider may not enter into an agreement to purchase services until 28 days after the Request for Services is posted.
 - The 28-day competitive bidding process begins the next full business day after the FCC Form 465 is publicly posted.
 - After the 28 day period is complete, the HCP and service provider are welcome to sign a contract, this day is called the **Allowable Contract Selection Date (ACSD)**.

Rural Health Care Program: **Funding Year 2022**



Questions?

Competitive Bidding

FY2022 Request for Services Best Practices

Competitive Bidding

- The purpose of competitive bidding is to allow all service providers an equal opportunity to understand your service requirements and offer the most cost-effective solution to address those needs.
- RHC program rules and FCC Orders require that the competitive bidding process be “fair and open.”

Competitive Bidding

- Service providers who plan to bid cannot also assist with the preparation of the FCC Form 465, choose a winning bidder, or participate in the vendor selection process in any way.
- All potential bidders and service providers must have access to the same information about the service needs and must be treated in the same manner.
- All applicants and service providers must comply with any applicable state, Tribal, or local procurement laws.

Bid Evaluation Criteria

- The bid evaluation criteria is a list of weighted standards included in your Request for Services that you will use to determine the most cost-effective bid.
- Applicants must have “minimum requirements” for each criterion.
- Each criterion is given a certain weight, and the sum of these weights must equal 100.
- The bid evaluation criteria should address your needs as indicated on the FCC Form 465 and be based on the FCC's definition of “cost-effective.” (47 CFR 54.622(c)).

Example of Evaluation Criteria

Bid Evaluation			
Select criteria (and weights assigned to each) that will be used to evaluate bids received as a result of this request for services.			
Criteria	Description (if 'Other')	Minimum Requirement	Weight (%)
Cost			50%
One vendor solution			30%
Technical Support		Must have single point of contact	20%

What is a Competitive Bidding Exemption?

- In some cases, the service needs or contract conditions allow you to be exempt from competitive bidding.
- With a competitive bidding exemption, you will not have to undergo the competitive bidding process, and do not need to create evaluation criteria or collect bids from service providers.
- A competitive bidding exemption will allow you to skip the FCC Form 465 (for the purposes of competitive bidding) entirely and proceed directly to submitting a funding request.

Competitive Bidding Exemptions

- You must meet one of the following criteria to be exempt from submitting the FCC Form 465 and participating in the competitive bidding process:
 - Purchasing services or equipment from a master service agreement (MSA) negotiated by a federal, state, Tribal, or local governmental entity on behalf of you and others, 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 HCF program);
 - Have an active multi-year contract designated as “evergreen” for the RHC program (exemption applies for the life of the contract);
 - Using a consortium contract negotiated and approved under the Schools and Libraries (E-rate) program.
- If you do not meet any of the exemptions you must competitively bid for services and submit the FCC Form 465.

Evergreen Contracts

- You are not required to file an FCC Form 465 or competitively bid for the life of a multi-year contract designated as [evergreen](#) under the HCF or Telecom programs.
- Your contract may be designated as “evergreen” if the contract meets all of the following requirements:
 - Both parties are identified
 - Contract specifies the service type, bandwidth, and quantity
 - Contract is signed and dated by the HCP or consortium leader after the Allowable Contract Selection Date (ACSD)
 - Contract specifies the term and cost of service(s)
 - Contract includes the physical addresses of the HCP(s) purchasing from the contract
- USAC must have designated the contract evergreen **prior** to submission of the funding request.

Service Substitutions (47 CFR 54.624)

- Service substitutions allow you to reallocate un-invoiced committed funds to substitute the services or modify the services.
- Substitutions allow the flexibility for an HCP with an approved funding commitment to spend all of the committed funds, even though USAC-supported services may change over the course of the commitment.
- You may request a service substitution if:
 - The substitution is provided for in the contract, within the change clause, or constitutes a minor modification;
 - The site is an eligible health care provider and the service is an eligible service under the Telecommunications program or the Healthcare Connect Fund program;
 - The substitution does not violate any contract provision or state, Tribal, or local procurement laws; and
 - **The requested change is within the scope of the controlling Request for Services, including any applicable RFP used in the competitive bidding process.**
- Applicants with month-to-month approved funding commitments may not utilize service substitutions as they did not apply with a contract.
- Service substitutions must be submitted by the service delivery deadline.
- Please use the information on the [Site and Service Substitutions](#) webpage as a resource.

Requests for Proposal

- A [request for proposal](#) (RFP) is a comprehensive bidding solicitation that describes your business priorities and functional requirements in sufficient detail to ensure an effective and fair and open competitive bidding process.
 - You are required to submit an RFP if it is required under applicable State, Tribal, or local procurement rules or regulations
- If you plan to issue an [RFP](#), it must be submitted with the FCC Form 465, and include at a minimum:
 - A description of the service needs and a defined scope of the project;
 - The number of days during which bids will be accepted (28 day minimum);
 - Clearly delineated deliverables; and
 - The bid evaluation criteria, including the weight assigned to each criterion.
- The RFP should align with everything entered into the FCC Form 465 and provide more details.

Service Providers and Competitive Bidding

- Service providers are prohibited from preparing, signing, or submitting an applicant's FCC Form 465 or any other competitive bidding documents.
- Service providers are prohibited from being involved in developing the bid evaluation criteria, or participating in the vendor selection process in any way.
- If it is determined that a service provider helped an HCP with its request for services and was subsequently chosen to provide services, the HCP will have committed a competitive bidding violation, and the funding request will be denied or any funding payments will be subject to rescission.

Calculating Rural Rates

On April 8, 2021, the FCC released [Order DA 21-394](#), waiving the requirement that health care providers and service providers participating in the Telecom program use the Rates Database to calculate urban and rural rates for funding years 2021 and 2022.

- 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, or FY2020 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, or FY2020.
- Documentation provided must show that the rural rate provided is in compliance with the rural rate rule (47 CFR 54.607 (2018)).

Supply Chain Order

As a reminder, when service providers log in to [My Portal](#) they will see two new [supply chain certifications](#) included in the FCC Form 463 and Telecom program invoice.

The first certification affirms compliance with the [Section 54.9 prohibition](#) on USF support to purchase, obtain, maintain, improve, modify, operate, manage, or otherwise support equipment or services produced or provided by the covered companies deemed to pose a national security threat to the integrity of the communications network or communications supply chain. The second certification affirms compliance with [Section 54.10](#), which prohibits the use of any Federal subsidies on any communications equipment and services on the [Covered List](#), which includes those offered by Huawei Technologies Company, ZTE Corporation, Hytera Communications Corporation, Hangzhou Hikvision Digital Technology Company, and Dahua Technology Company, and their affiliates and subsidiaries.

- **FY2020 Applicants:** If you requested services or equipment provided that contain components of products produced by any of the listed covered companies, or any of their parents, affiliates and subsidiaries in FY2020, you cannot invoice for these funds. Instead, you should immediately request a [service substitution](#) prior to invoicing in order to ensure complete program compliance.
- **FY2021 Applicants:** If you identify the use of covered equipment/services on your submitted funding request form please email RHC-Assist@usac.org with your FRN number. We will work with you to take corrective action to ensure compliance. For all approved FRNs, request a [service substitution](#) prior to invoicing in order to ensure complete program compliance.
- **FY2022 Applicants:** As you proceed with competitive bidding beginning in July, please ensure you are not requesting funding for services or equipment from Huawei Technologies or ZTE, Hytera, Hangzhou Hikvision, or Dahua or any of their parents, affiliates and subsidiaries.

Supply Chain Web Page

- [Supply Chain web page](#)



The screenshot shows the FCC's Supply Chain web page. At the top, there is a navigation bar with links: About, E-rate, Rural Health Care, Lifeline, High Cost, and Service Providers. The 'About' link is highlighted with a blue underline and a yellow arrow. Below the navigation bar, the breadcrumb trail reads: USAC | About | Reports & Orders | **Supply Chain**. On the left side, there is a sidebar with the following links: Reports & Orders, Annual Report, FCC Filings, FCC Orders, and **Supply Chain** (which is highlighted with a grey background and a yellow vertical bar). The main content area has the title 'Supply Chain' in large blue font. Below the title, there is a paragraph of text: 'Since November 2019, the FCC has taken a number of actions to protect the national security of the United States, the security and safety of United States persons, and the integrity of communications networks or the communications supply chain. The FCC has also implemented the [Secure and Trusted Communications Networks Act of 2019](#). The FCC's actions can be found at www.fcc.gov/supplychain.' Below this paragraph, there is another paragraph: 'In November 2019, the FCC released the [Supply Chain First Report and Order](#) adopting a rule (47 CFR Section 54.9) which prohibits the use of Universal Service Fund (USF) support to purchase, obtain, maintain, improve, modify, operate, manage, or otherwise support equipment or services produced or provided by companies found to pose a national security threat to the integrity of communications networks or the communications supply chain.'

Questions?

Search Posted Services

FY2022 Request for Services Best Practices

Search Posted Services

About	E-rate	Rural Health Care	Lifeline	High Cost	Service Providers
Getting Started		Telecommunications Program	Additional Program Guidance		Learn
Commitment Info		Determine Eligibility of Your Site	FCC Report and Order 19-78		Webinars
Service Providers		Prepare For Competitive Bidding & Request Services	Funding Year Overview		Videos
Healthcare Connect Fund Program		Evaluate Bids & Select Service Provider	Authorizations		Sample Documents
Determine Eligibility of Your Site		Submit Funding Requests	Evergreen Contracts		Newsletter
Develop Evaluation Criteria & Select Services		Review Funding Commitment Letter (FCL)	Document Retention		FAQs
Evaluate Bids & Select Service Provider		Invoice USAC	FCC Orders and Resources		Contact Us
Submit Funding Requests			Resources		
Review Your Funding Commitment Letter (FCL)			My Portal		
Invoice USAC			Forms		
What is a Consortia?			Tools		
			Upcoming Dates		
			Announcements		
			Appeals & Audits		


Search Posted Services

Additional Search Tools


[Funding Commitments Search
- HCF Program \(2013 and later\)](#)



This commitments search tool provides HCF Program funding commitment information.


[Funding Commitments -
Telecom Program \(2012 and
Later\)](#) 

This commitments search tool provides Telecom Program funding commitment information starting in FY2012.

[HCF Program & CCPP - Search
Posted Services *](#) 

This tool allows service providers to view service request information posted by consortia and individual health care providers applying for funding through the Healthcare Connect Fund Program.

*Connected Care Pilot Projects (CCPP) request for service postings can also be found under this tool.

[Telecom Program - Search
Posted Services](#) 

This tool allows service providers to view service request information posted by consortia and individual health care providers applying for funding through the Telecom Program.

[Archived Funding
Commitments - Telecom
Program \(2011 and Earlier\)](#)

To request archived RHC program database information for funding commitments prior to FY2011 please [Contact Us](#).

Search Posted Services

RURAL HEALTH CAREContact RHC

Search Posted Services

To search, type the full or partial criteria in the appropriate box below.

The search results will show a summary of each HCP whose service request(s) match the search criteria entered, with three options to view additional information:

- View more information about each HCP by clicking on the + [plus] sign next to the HCP number.
- View each HCP's Form 465 in its entirety by clicking on the PDF link under the "View" column.
- Export all relevant details about each selected HCP into an Excel document by checking the box to the left of the HCP number, then clicking on "Export." To export the details for all HCPs in the search results, simply click on "Export All."

Fund Year	<div>2022</div> <div>2021</div> <div>...</div>	City	<input type="text"/>	Start Date	<input type="text"/>	
HCP Number	<input type="text"/>	County	<input type="text"/>	End Date	<input type="text"/>	
HCP Name	<input type="text"/>	State	<div>Alaska</div> <div>Alabama</div> <div>Arkansas</div> <div>AMERICA SAMOA</div>	<div>Search</div> <div>Reset</div>		
FCC RN	<input type="text"/>	Service Type	<div>Choose a service</div> <div>▼</div>			

Questions?

Submitting the FCC Form 465

FY2022 Request for Services Best Practices

Eligibility Info

- HCP Location Information
 - Address
 - FCC RN
- Mailing Contact
 - Primary Account Holder information
- Eligibility
 - Select HCP Type
- Additional Information
 - EIN, NPI, Taxonomy Code
- Watch [Eligibility Best Practices Webinar](#)

Request for Services

RURAL HEALTH CARE

Contact RHC | Return to My Portal

HCP LOCATION INFORMATION

MAILING CONTACT

ELIGIBILITY

ADDITIONAL INFORMATION

REQUEST FOR SERVICES

BID EVALUATION

ADDITIONAL DOCUMENTATION

DECLARATION OF ASSISTANCE

CERTIFICATION

FCC Form 465 (Description of Services Requested & Certification Form)

Preview form

Form Guide

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](#).

Block 1: HCP Location Information

Information required in this block applies to the physical location of the HCP. Do not enter a "PO Box" or "Rural Route" address.

Funding Year

2022

FCC Form 465 Application Number

FCC Form 465 Application Friendly Name

(optional)

RHC Note: Funding Year is pre-populated, and the FCC Form 465 Application Number is generated automatically by RHC. The 465 Friendly Name is an optional field where an applicant can name the 465 (i.e. Elm Street Hospital) as an additional way of keeping track of forms.

Check here if any information in this block has changed since your last Form 465 was submitted.

☐

Line 1: HCP Number

Line 2: Consortium Name

(optional)

Line 3: HCP Name



Legal Entity Name

Line 4: HCP FCC Registration Number (FCC RN)


Request for Services

- Enter the posting information for this service request.

Block 5: Request for Services

 Preview form  Instructions





Approved by OMB
3060-0804

Line 30: Is the HCP requesting reduced rates for: 

☐ Both Telecommunications & Internet Services (2013 Funding Year Only)

☒ Telecommunications Service ONLY

☐ Internet Service ONLY (2013 Funding Year Only)

Requested Contract Period	<input type="text"/>	
Number Of Days USAC Should Post	<input type="text" value="28"/>	
Posting End Date	<input type="text" value="28 days after posting"/>	
Expected Bid Evaluation Period (days)	<input type="text"/>	

Add Services

Block 5: Request for Services

Preview form

Form Guide

Line 30: The HCP is requesting reduced rates for:

Telecommunications Service

Requested Contract Period

!

Number Of Days USAC Should Post

28

✓

Posting End Date

28 days after posting

✓

Expected Bid Evaluation Period (days)

!

Identify services for which the applicant is requesting bids. Select all that apply. If appropriate, enter a bandwidth range for each service the applicant is requesting. ✓

Add All Services

Services	Input if Other	Minimum Download Bandwidth (Mbps)	Maximum Download Bandwidth (Mbps)	Minimum Upload Bandwidth (Mbps)	Maximum Upload Bandwidth (Mbps)	The HCP seeks bids for similar services if appropriate	
Select A Service ▾						<input checked="" type="checkbox"/>	Delete

Add Services

Request Services

Does the applicant require a Service Level Agreement (SLA) No ▾

Identify Anticipated Application(s) and Use(s) of the Supported Connection !

Category: Interactive

- ☐ Distance learning/training
- ☐ Real-time remote examination, consultation, and/or monitoring
- ☐ Video conferencing
- ☐ Voice service
- ☐ Other (describe)

Category: Transactional

- ☐ Distance learning/training
- ☐ Electronic patient billing
- ☐ Exchange of electronic health records
- ☐ Transmission of large files (e.g., X-ray images, MRI, etc)
- ☐ Other (describe)

Category: Bulk

- ☐ Electronic patient billing
- ☐ Exchange of electronic health records
- ☐ Transmission of large files (e.g., X-ray images, MRI, etc.)
- ☐ Transmission of store and forward consultations
- ☐ Other (describe)

Category: Miscellaneous

- ☐ Backup/redundant connectivity
- ☐ Other (describe)

Minimum Requirements for Bid Evaluation Criteria and Disqualification Factors

Bid Evaluation

Preview form
 Form Guide

Select criteria (and weights assigned to each) that will be used to evaluate bids received as a result of this request for services.

Add Criteria

Line 16:	Description (if 'Other')	Minimum Requirement	Weight (%)	
Cost			0	Delete Row
Prior experience including past performance		At least 2 references in the state	0	Delete Row

Disqualification Factors

Applicant has no disqualification factors that will be used to remove bids or bidders from further consideration. ☐

- Total weight of all rows must equal 100%
- Disqualification factors: Enter disqualification factors or select checkbox to confirm applicant has no disqualification factors.

Save and Continue

Previous

Save and Exit

Cancel Changes

Additional Documentation

RURAL HEALTH CARE

Contact RHC | Return to My Portal

☒ HCP LOCATION INFORMATION

☒ MAILING CONTACT

☐ ELIGIBILITY

☒ ADDITIONAL INFORMATION

☐ REQUEST FOR SERVICES

☐ BID EVALUATION

☒ ADDITIONAL DOCUMENTATION

☒ DECLARATION OF ASSISTANCE

☐ CERTIFICATION

Additional Documentation

Preview form

Form Guide

Add all supporting documentation (RFP, Network Plan, Aggregated Purchase Agreement, or other) that is required to be submitted with this form.

Note: Additional Documentation added to an FCC Form 465 will be made publicly available via the [Search Posted Services](#) tool on USAC's website.

Add New Document

You have successfully completed all items on this page.

Save and Continue

Previous

Save and Exit

Cancel Changes

Declaration of Assistance

- Add the contact information of those who assisted in the preparation of the form (if applicable).

Add contact

Contact Name (First, MI, Last)

Organization Type

Title

Employer

Phone #

Email (optional)

Address Line 1

Address Line 2 (optional)

City

State

Zip Code

Nature of Relationship

Certification


- All certifications must be checked and you must preview the 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 you should contact the RHC team prior to submitting.

- ☐ Line 31: I certify under penalty of perjury that I am authorized to submit this request on behalf of the applicant or consortium.
- ☐ Line 32: I certify under penalty of perjury that the applicant has complied with all applicable state, Tribal, or local procurement rules.
- ☐ Line 33: I certify under penalty of perjury that all requested RHC Program support will be used solely for purposes reasonably related to the provision of health care service or instruction that the applicant is legally authorized to provide under the law of the state in which the services are provided.
- ☐ Line 34: I certify under penalty of perjury that the applicant seeking supported services is a public or non-profit entity that falls within one of the seven categories set for in the definition of health care provider listed in 47 CFR § 54.600 of the Commission's rules.
- ☐ Line 35: I certify under penalty of perjury that the applicant seeking support services is physically located in a rural area as defined in section 47 CFR § 54.600 of the Commission's rules.
- ☐ Line 36: I certify under penalty of perjury that the applicant has reviewed and will comply with all applicable RHC Program requirements.
- ☐ I 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 contained herein and in any attachments are true.
- ☐ I certify under penalty of perjury that the supported services will not be sold, resold, or transferred in consideration for money or any other thing of value.
- ☐ I certify under penalty of perjury that the applicant satisfies all of the requirements under section 254 of the Communications Act and applicable Commission rules.
- ☐ I understand that all documentation associated with this request must be retained for a period of at least five years pursuant to 47 CFR § 54.631, or as otherwise prescribed by the Commission's rules.

Consultants (fee for service): Upload an LOA with the HCP to verify you are authorized to access the HCP's account information.

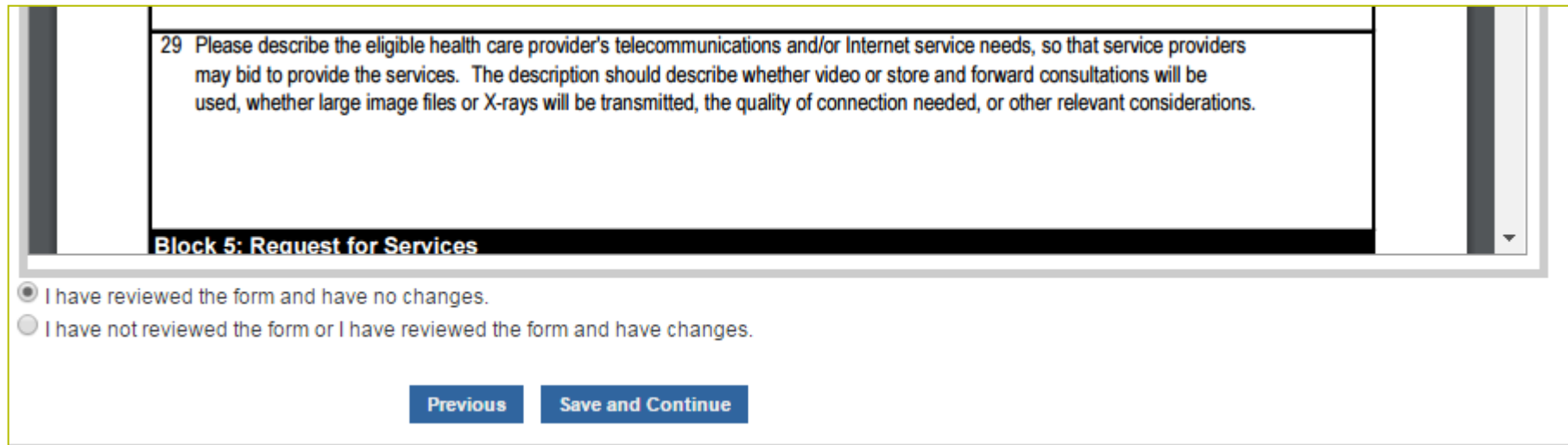
Attach Supporting Documentation

 Upload...

You must select all certifications before advancing.

Preview FCC Form 465

- Must select “I have reviewed the form and have no changes.” to proceed.



29 Please describe the eligible health care provider's telecommunications and/or Internet service needs, so that service providers may bid to provide the services. The description should describe whether video or store and forward consultations will be used, whether large image files or X-rays will be transmitted, the quality of connection needed, or other relevant considerations.

Block 5: Request for Services

☒ I have reviewed the form and have no changes.
☐ I have not reviewed the form or I have reviewed the form and have changes.

[Previous](#) [Save and Continue](#)

Required Certification

Block 6: Certification

Approved by OMB
3060-0804

RHC Note: By completing this section, you are electronically signing this form. Your electronic signature is the same as your hand-written signature would be on this form. By typing your password in the signature field below, and clicking on the "Certify & Submit" button, you will have electronically signed the form. The complete Terms and Conditions that govern the user of this system can be found by clicking on the Terms and Conditions link below.

You must select "Accept" to move to the signature block. Selecting "Reject" will return you to My Portal, where this form will be saved in draft status under the My Forms tab.

Accept

Reject

Required Certification

- Your signature is your My Portal password.

RHC Note: Enter your **password** (not your name or User ID) in the Signature field below, then click on the "Certify & Submit" button to electronically sign, certify, and submit this form.

Line 37: Signature	<input type="password"/>	Certify & Submit
Line 38: Date	Mar-17-17	
Line 39: Printed name of authorized person	Geoff W. Duggan	
Line 40: Title or position of authorized person	CEO	
Line 41: Employer of authorized person	USP Healthcare Consulting, Inc.	
Line 42: Employer's FCC RN	0016094075	

Please remember:

- Form 465 is the **first** step a health care provider must take in order to receive the benefit of reduced rates resulting from participation in this universal service support program.
- After the HCP submits a complete and accurate Form 465, the RHCD will post it on the RHCD web site for 28 days.
- HCPs may not enter into agreements to purchase eligible services from service providers before the **28 days expire**.
- After the HCP selects a service provider, the HCP must initiate the **next** step in the application process, the filing of Form 466 and/or 466A.

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.

[Previous](#)[Preview FCC Form 465](#)[Cancel Changes](#)

After Submitting

- You will receive an email confirmation that your form was submitted along with a copy of the PDF form. If you do not receive a confirmation email, reach out to RHC-Assist@usac.org.
- Respond to Information Requests within 14 calendar days or by the deadline listed in the email.
 - Failure to respond to the Information Request will result in a denial
 - Information requests will come from My Portal or a reviewer using an @usac.org domain address
- Note: [Order DA 21-394](#) extended response deadline by an additional 28 days if an applicant requests the extension before the expiration of the initial 14-day deadline. This relief applies to Information Requests issued from April 8, 2021 through December 31, 2021.

Questions?

Best Practices and Resources

FY2022 Request for Services Best Practices

Best Practices: Communicating with Your Service Provider

- Once your ACSD has passed and you've chosen a service provider, include them when you reply to Information Requests via email.
- Ensure your service provider is aware of all the necessary documentation needed for future steps in the application process.
- Include language in your bid documentation that confirms your service provider will act in compliance with all RHC program rules and FCC Orders.
- All bid correspondence should be handled via email for audit purposes.
- HCPs and service providers are required to retain documentation for a period of five years.

Milestones to Receive Funding for FY2022: Telecom Program

Telecom Program Form	Last Day to Submit
FCC Form 465 (Eligibility & Request for Services)	February 10, 2022 Recommended Date
FCC Form 466 (Funding Request)	April 1, 2022 Deadline to Submit*

* Please note that the Form 465 submission date is not a mandatory, but rather a recommended milestones to ensure that the FCC Form 465 is posted to USAC's website early enough for a 28-day competitive bidding period before the deadline to submit an FCC Form 466.

RHC Learn

[About](#) [E-rate](#) [Rural Health Care](#) [Lifeline](#) [High Cost](#) [Service Providers](#)

USAC | Rural Health Care | **Learn**

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[Newsletter](#)
[Upcoming Dates](#)
[FAQs](#)

Learn

Welcome to RHC Learn! Here you will find all the handouts, training videos, and webinar recordings that will assist you in applying to the RHC program. All events and resources are offered free of charge.

Have feedback about our FY2020 Training and Resources? Provide your feedback [here](#).

Upcoming Events

Telecom Program FY2022 Request for Services Best Practices Webinar – Thursday, August 12, 2:00 p.m. – 3:00 p.m. ET – [Register](#)

HCF Program FY2022 Request for Services Best Practices Webinar – Thursday, August 19, 2:00 p.m. – 3:00 p.m. ET – [Register](#)

Resources

- [Competitive Bidding FAQs](#)
- [RHC Program Request for Services Dataset](#)
- Search Posted Services
 - [Telecom Program](#)
- Subscribe to the [RHC Monthly Newsletter](#)
- Blank [FCC Form 465 and Instructions](#)

RHC Help Desk

- 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 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 services 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 for accuracy before submission
<ul style="list-style-type: none">• Provide clarity regarding FCC Reports and Orders	<ul style="list-style-type: none">• Contact a service provider or account holder on someone else's behalf
<ul style="list-style-type: none">• Provide helpful resources and best practices	<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

Questions?

Thank You!