

Telecom Program Request for Services – Best Practices for FY2024

Submitting the FCC Form 465

August 16, 2022



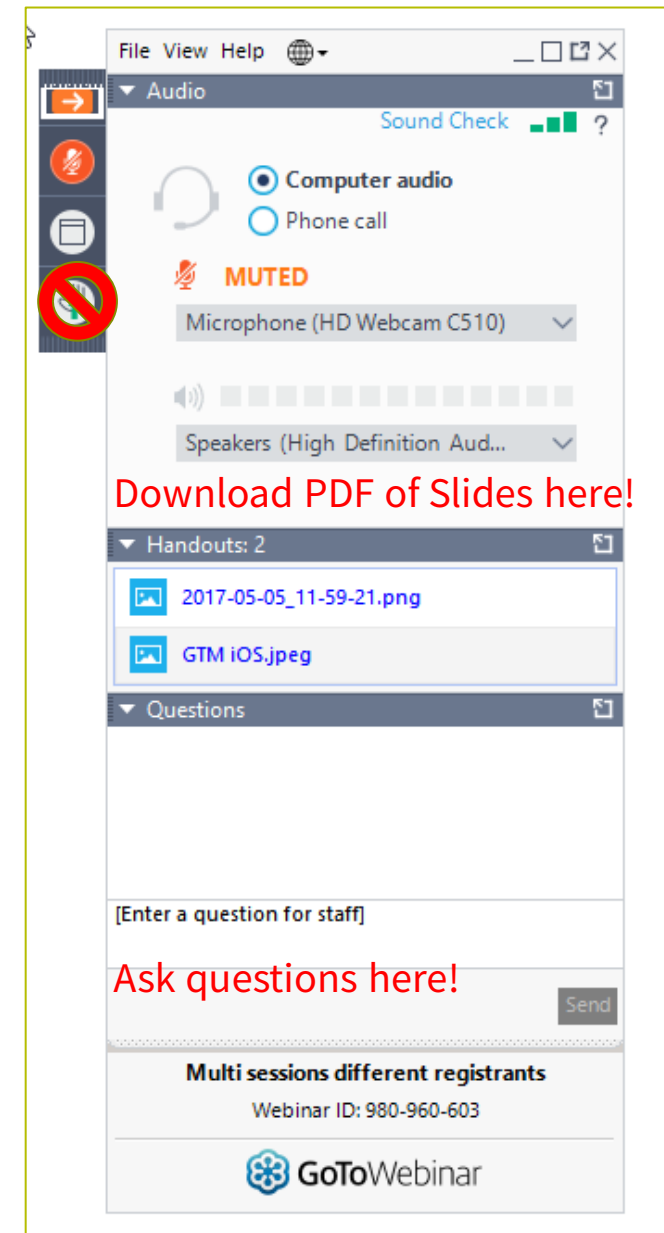
Universal Service
Administrative Co.

DISCLAIMER:

To accommodate all attendees, real-time closed captions will be present during this presentation. This is a new feature we are testing out to improve webinar accessibility for all. We understand it is a significant change and appreciate your patience. We apologize in advance for any transcription errors or distractions. Thank you for your support.

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.



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*

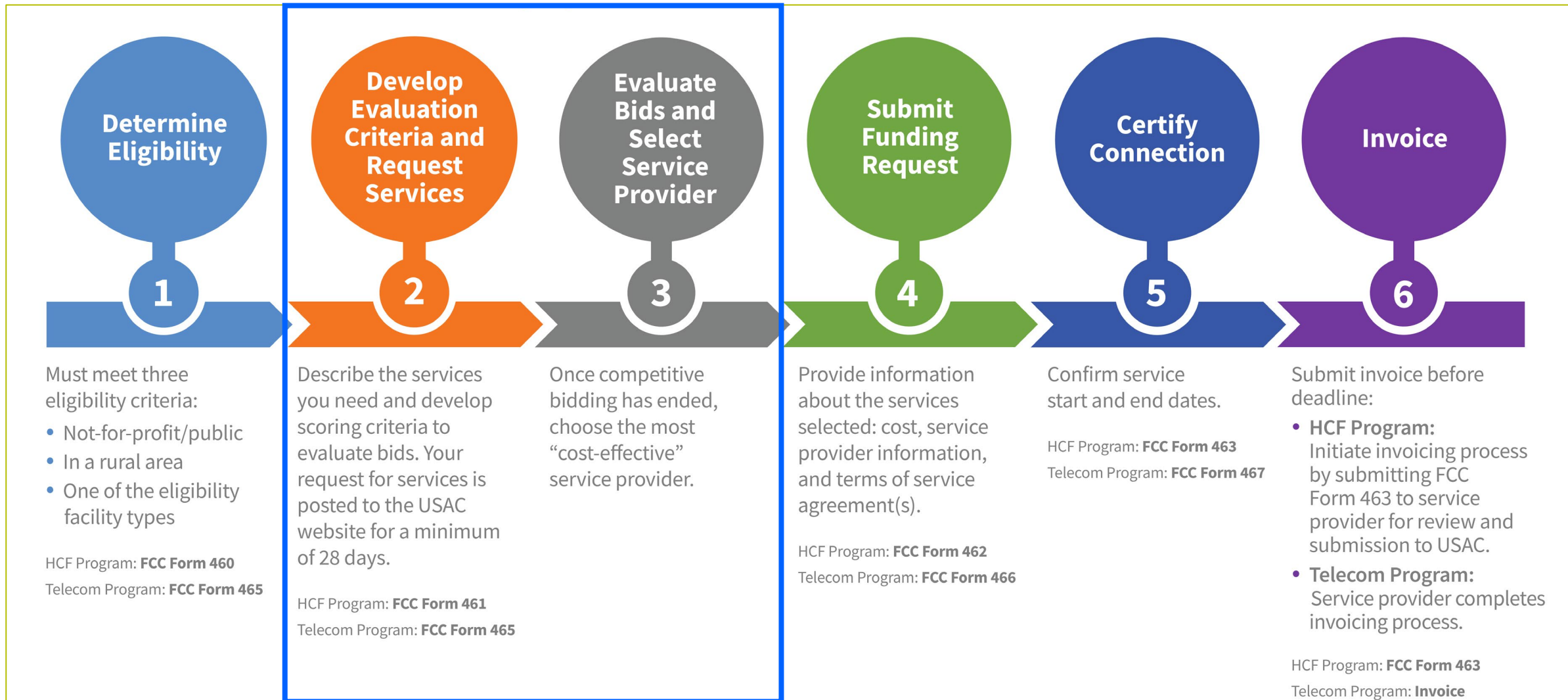
RHC Program Glossary

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

Submitting the FCC Form 465

RHC Program Application Process



What is a Request for Services?

- The HCP submits the **FCC Form 465** to let service providers know what types of services are being requested.
- Service providers use the information on the FCC Form 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 the eligibility determination and request for services.

What is a Request for Services? (continued)

- 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 2024**

FY2024: JULY 1, 2024-JUNE 30, 2025



JULY 1, 2023: First Day to Submit Request for Services Form

- **FCC Form 461** HCF Program
- **FCC Form 465** Telecom Program
- Request for services must be posted to USAC's website by March 3, 2024



DEC 1, 2023 - April 1, 2024: Funding Request Filing Window Period

- **FCC Form 462** HCF Program
- **FCC Form 466** Telecom Program



OCT 28, 2025: Invoicing Deadline

- **FCC Form 463** HCF Program
- **Telecom Invoice**

Questions?

Competitive Bidding

Submitting the FCC Form 465

Competitive Bidding

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

Competitive Bidding

- Service providers, who plan to bid, cannot 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 shall have access to the same information about the service needs and shall be treated in the same manner.
- All applicants and service providers shall comply with all applicable state, Tribal, or local procurement laws.

Bid Evaluation Criteria

- The bid evaluation criteria is a list of weighted standards, included in the Request for Services, that the HCP will use to determine the most cost-effective bid.
- Applicants must disclose minimum requirements for each criterion.
- Each criterion is given a specific weight. The sum of the weights must equal 100.
- The bid evaluation criteria should address the HCP's 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			45%
Prior experience including past performance		Must have at least one current or have had at least one former circuit with carrier and 3 references from a healthcare facility in the same state for like services	45%
Leverage Existing Resources		Utilize existing facilities to minimize disturbance	10%

What is a Competitive Bidding Exemption?

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

Competitive Bidding Exemptions

- HCPs 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 the HCP and others, 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
 - Using a contract approved under the Schools and Libraries (E-rate) program.
- If the HCP does not meet any of the competitive bidding exemptions, the FCC Form 465 must be submitted and the HCP must go through competitive bidding.

Evergreen Contracts

- HCPs are not required to file an FCC Form 465 or competitively bid for the life of a multi-year contract if they are designated as [evergreen](#) under the HCF or Telecom program.
- A contract may be designated as evergreen if the contract meets all of the following requirements:
 - Both parties are identified;
 - The contract specifies the service type, bandwidth, and quantity;
 - The contract is signed and dated by the HCP or consortium leader after the Allowable Contract Selection Date (ACSD);
 - The contract specifies the term and cost of service(s); and
 - The 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)

- 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.
- Service substitutions allow HCPs to reallocate un-invoiced, committed funds to substitute or modify the services.
- A service substitution may be requested if:
 - The substitution is provided for in the contract, within the change clause, or constitutes a minor modification;
 - The service is an eligible service under the Telecom 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.
- HCPs with month-to-month approved funding commitments may not utilize service substitutions since a contract was not submitted with the original funding request.
- 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 the business priorities and functional requirements in sufficient detail to ensure an effective, fair, and open competitive bidding process.
 - An RFP must be submitted if it is required under applicable state, Tribal, or local procurement rules or regulations.
- If the HCP chooses to include 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 for 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 about the requested services.

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, and any funding payments will be subject to rescission.

FCC 23-6: Order on Reconsideration, Second Report and Order, Order, and Second Further Notice of Proposed Rulemaking

- On January 26, 2023, the FCC released an Order on Reconsideration, Second Report and Order, Order, and Second Further Notice of Proposed Rulemaking strengthening the procedures for RHC. These actions resolve petitions for reconsideration on issues from [FCC Report and Order 19-78](#), adopt proposals from the February 2022 Further Notice of Proposed Rulemaking, and propose and seek comment on further reforms to RHC program rules. These actions include:
 - Rule Changes
 - Potential Future Rule Changes

FCC 23-6: Rule Changes

Rates determination in the Telecom Program:

- Eliminates rules requiring use of the Rates Database to determine urban and rural rates.
- Waivers allowing the use of previously approved rates for all urban and rural rates remained in place for FY2023.
- Beginning in FY2024, rules requiring rural rates to be calculated using Methods 1 through 3 and the pre-Rates Database calculation method for urban rates will be reinstated with the following minor changes:
 - For FY2024 and 2025, service providers will be permitted to use previously approved rates for rural rates that would otherwise be calculated under Method 3.
 - If there are no comparable rural rates within 30 percent of the speed of the requested service, service providers may use the rate for a higher bandwidth service that is otherwise similar to the requested service to justify a rural rate.
 - Similarly, if there are no comparable urban rates within 30 percent of the speed of the requested service, health care providers may use the rate for a higher bandwidth service that is otherwise similar to the requested service to justify an urban rate.
 - Affirms the decisions in FCC Order 19-78 that a non-telecommunications service that is functionally similar to a service requested in the Telecom Program should be considered similar to it when calculating rates and that services with advertised speeds 30 percent above or below the speed of the requested service be considered functionally similar to the requested service.

Supply Chain Order

- As a reminder, when service providers log in to [My Portal](#) they will see two [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, Dahua Technology Company, AO Kaspersky Lab, China Mobile International USA Inc., China Telecom (Americas) Corp. and their affiliates and subsidiaries.

- **FY2023 Applicants:** If you requested services or equipment provided or that contain components of products produced by any of the listed covered companies or any of their parents, affiliates and subsidiaries in FY2022, you cannot invoice for these funds. Instead, you should immediately request a [service substitution](#) prior to invoicing in order to ensure complete program compliance.
- **FY2024 Applicants:** As you proceed with competitive bidding beginning in July, please ensure you are not requesting funding for services or equipment from listed covered companies or any of their parents, affiliates and subsidiaries.

Supply Chain Web Page

- [Supply Chain webpage](#)



The screenshot shows the FCC's Supply Chain webpage. At the top, there is a navigation bar with links: About, E-rate, Rural Health Care, Lifeline, High Cost, and Service Providers. Below this, a breadcrumb trail reads: USAC | About | Reports & Orders | **Supply Chain**. On the left side, there is a sidebar menu with the following items: Reports & Orders, Annual Report, FCC Filings, FCC Orders, and **Supply Chain** (which is highlighted with a green bar). The main content area has a large heading "Supply Chain" in blue. Below the heading, 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."

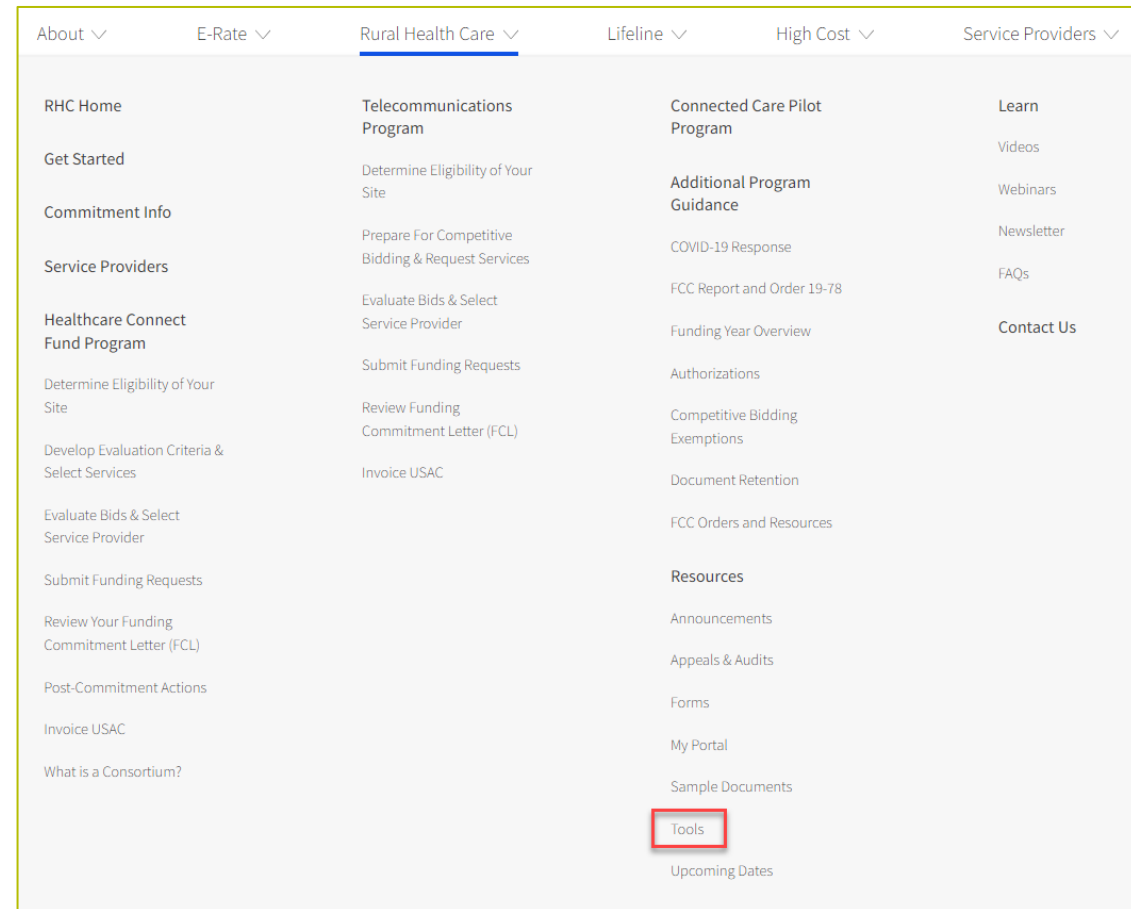
Questions?

Search Posted Services

Submitting the FCC Form 465

HCF Search Posted Services




- The Search Posted Services tool for HCF and Telecom has moved to the Open Data Platform on the USAC website.



Search Posted Services (continued)

- **Request for Services** is a streamlined tool and **Request for Services Data Set** is the complete data set.

Open Data

Funding Commitments 	Look up funding commitments (FCC Form 462 and 466) information for both the HCF and Telecom Programs.
Requests for Services 	Look up request for services (FCC Form 461 and 465) information for both the HCF and Telecom Program. Please keep in mind that this information is updated daily, so if your requests for services was approved today, it will appear in the Open Dataset tomorrow.
Request for Services Data Set 	The Request for Services data set is also available in the USAC Open Data Portal. In this data set you can view both HCF and Telecom program information for FCC Forms 461 and 465 for current and past funding years. Please note that the data set contains the previous day's data.

Search Posted Services – Requests for Services

- A PDF copy of the FCC Form 465 and any additional posted supporting documentation can be downloaded by clicking the hyperlink under each column.
- ACSD is clearly displayed.

Search Posted Services

[How to use this Feature >](#)

The Search Posted Services Tool allows service providers to view service request information provided by individual health care providers (HCPs) and consortia applying for funding through the Healthcare Connect Fund (HCF) Program.

Requests for services may include the following information:

- **Posting Start Date:** Date that the request for services is posted to this page.
- **Posting End Date:** Date that the request for service posting will expire - applicants are required to post for a minimum of 28 days but may choose to post for a period exceeding 28 days.
- **ACSD:** The Allowable Contract Selection Date (ACSD) is the date that the applicant can enter into a contract with the selected service provider.
- **Other Documentation:** Links to documents related to the request for services as submitted by the applicant, such as FCC Form 461, Request for Proposal (RFP), Network Plan. The FCC Form 461, the RFP and any additional documents uploaded, by the applicant, can be accessed using the hyperlinks in the columns with their respective names.

To search for requests for services, 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 options to view additional information. View more information about each HCP by clicking on the corresponding row in the search results. All supporting documentation will be available for download on this expanded view.

Filters (1)
Clear All

Funding Year: Select... Program: Telecom HCP Number: Select... Application Number: Select... Site State: Select... Site County: Select... Site City: Select... Posting Start Date: Select... [More](#)

Program	Application Number	HCP Number	HCP Name	Funding Year	Applicant Type	Request for Services	Posting Start Date	Posting End Date	Allowable Contract	Link to FCC Form PDF	RFP Submitted	RFP 1	RFP 2
Telecom	43227560	25939	Soldiers & Sailors M...	2023	INDIVIDUAL	Telecommunications...	2022-07-25	2022-08-22	2022-08-23	https://rhc.usac.org/...			
Telecom	43227160	13509	Hamilton County He...	2023	INDIVIDUAL	Telecommunications...	2022-07-27	2022-08-24	2022-08-25	https://rhc.usac.org/...			
Telecom	43227643	31845	Roane General Hospi...	2023	INDIVIDUAL	Telecommunications...	2022-07-28	2022-08-25	2022-08-26	https://rhc.usac.org/...			
Telecom	43227621	11504	Scotland Memorial H...	2023	INDIVIDUAL	Telecommunications...	2022-07-28	2022-08-25	2022-08-26	https://rhc.usac.org/...			

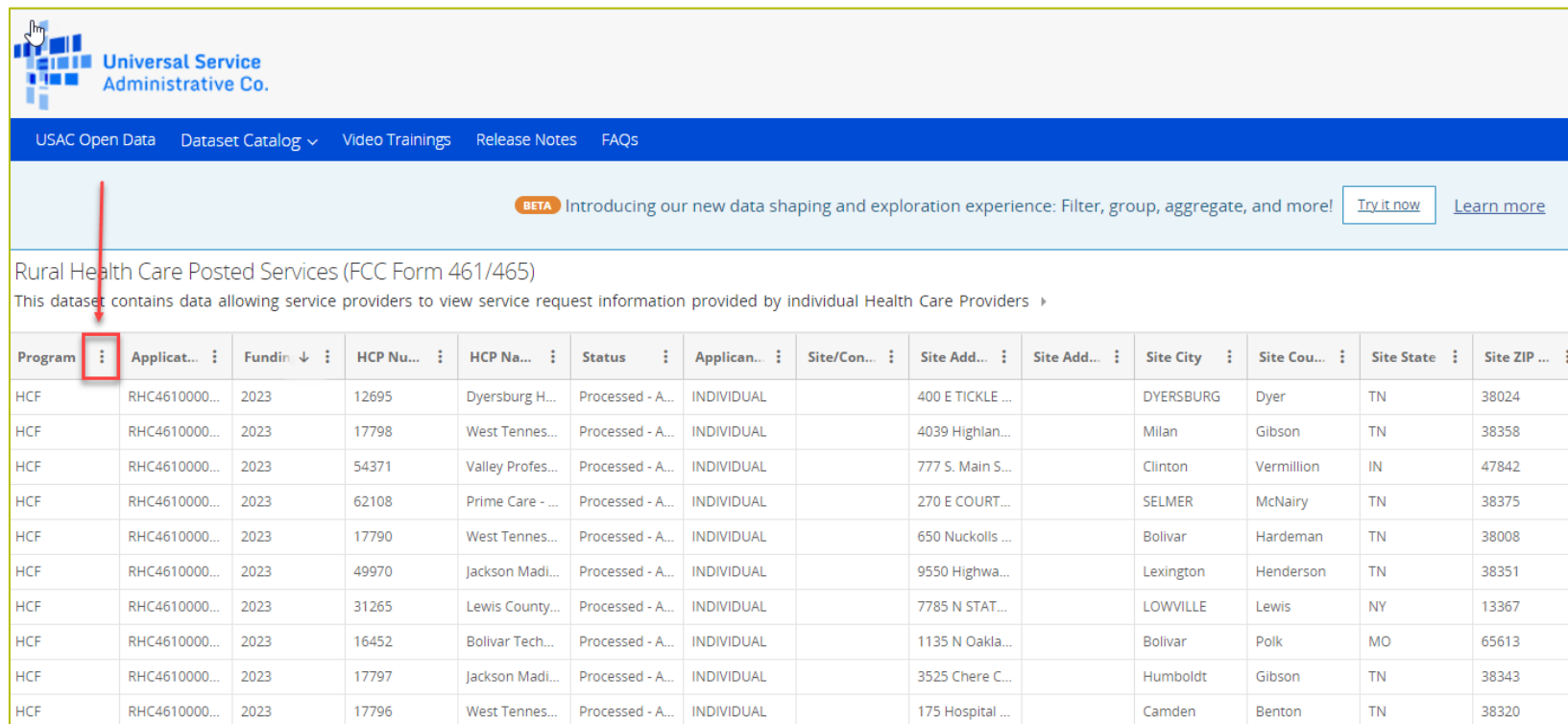
Search Posted Services – Request for Services Data Set

- You can view the dataset directly on the screen or you can export the data to an Excel spreadsheet.

The screenshot displays the USAC Open Data interface. At the top, a blue navigation bar contains links for 'USAC Open Data', 'Dataset Catalog' (with a dropdown arrow), 'Video Trainings', 'Release Notes', and 'FAQs'. Below this, a light blue banner features a 'BETA' badge and text: 'Introducing our new data shaping and exploration experience: Filter, group, aggregate, and more!'. To the right of this text are two buttons: 'Try it now' and 'Learn more'. The main content area shows the dataset title 'Rural Health Care Posted Services (FCC Form 461/465)' with a 'Rural Health Care' tag. To the right of the title is a toolbar with buttons for 'View Data' (highlighted with a red box), 'Visualize' (with a dropdown arrow), 'Export' (highlighted with a red box), 'API', and a three-dot menu. Below the title, a description states: 'This dataset contains data allowing service providers to view service request information provided by individual Health Care Providers (HCPs) and consortia applying for funding through the Rural Health Care (RHC) Program. The data is collected from the FCC Forms 461 and 465, which includes the service request information.' A 'More' link is located at the bottom left of the description. On the right side, a metadata section includes 'Updated July 27, 2022' and 'Data Provided by Universal Service Administrative Company'.

Search Posted Services – Request for Services Data Set (continued)

- This is the on-screen view of the dataset.
- Click the three dots beside each column title to sort and filter.



Universal Service Administrative Co.

USAC Open Data Dataset Catalog Video Trainings Release Notes FAQs

BETA Introducing our new data shaping and exploration experience: Filter, group, aggregate, and more! [Try it now](#) [Learn more](#)

Rural Health Care Posted Services (FCC Form 461/465)
This dataset contains data allowing service providers to view service request information provided by individual Health Care Providers ▶

Program	Applicat...	Fundin ↓	HCP Nu...	HCP Na...	Status	Applican...	Site/Con...	Site Add...	Site Add...	Site City	Site Cou...	Site State	Site ZIP ...
HCF	RHC4610000...	2023	12695	Dyersburg H...	Processed - A...	INDIVIDUAL		400 E TICKLE ...		DYERSBURG	Dyer	TN	38024
HCF	RHC4610000...	2023	17798	West Tennes...	Processed - A...	INDIVIDUAL		4039 Highlan...		Milan	Gibson	TN	38358
HCF	RHC4610000...	2023	54371	Valley Profes...	Processed - A...	INDIVIDUAL		777 S. Main S...		Clinton	Vermillion	IN	47842
HCF	RHC4610000...	2023	62108	Prime Care - ...	Processed - A...	INDIVIDUAL		270 E COURT...		SELMER	McNairy	TN	38375
HCF	RHC4610000...	2023	17790	West Tennes...	Processed - A...	INDIVIDUAL		650 Nuckolls ...		Bolivar	Hardeman	TN	38008
HCF	RHC4610000...	2023	49970	Jackson Madi...	Processed - A...	INDIVIDUAL		9550 Highwa...		Lexington	Henderson	TN	38351
HCF	RHC4610000...	2023	31265	Lewis County...	Processed - A...	INDIVIDUAL		7785 N STAT...		LOWVILLE	Lewis	NY	13367
HCF	RHC4610000...	2023	16452	Bolivar Tech...	Processed - A...	INDIVIDUAL		1135 N Oakla...		Bolivar	Polk	MO	65613
HCF	RHC4610000...	2023	17797	Jackson Madi...	Processed - A...	INDIVIDUAL		3525 Chere C...		Humboldt	Gibson	TN	38343
HCF	RHC4610000...	2023	17796	West Tennes...	Processed - A...	INDIVIDUAL		175 Hospital ...		Camden	Benton	TN	38320

Submitting the FCC Form 465 in My Portal

Submitting the FCC Form 465

Eligibility Information

- HCP Location Information
 - Address
 - FCC RN
- Mailing Contact
 - Primary Account Holder information
- Eligibility
 - Select HCP Type
- Additional Information
 - EIN, NPI, Taxonomy Code
- Watch the [Telecom Program Eligibility](#) learning module

FCC Form 465 – Block 1: HCP Location

RURAL HEALTH CAREContact RHC | Return to My Portal

HCP LOCATION INFORMATION

BID EVALUATION

MAILING CONTACT

ADDITIONAL DOCUMENTATION

ELIGIBILITY

DECLARATION OF ASSISTANCE

ADDITIONAL INFORMATION

CERTIFICATION

REQUEST FOR SERVICES

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 Year2024

FCC Form 465 Application Number43635402

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)

✓


Block 5: 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.

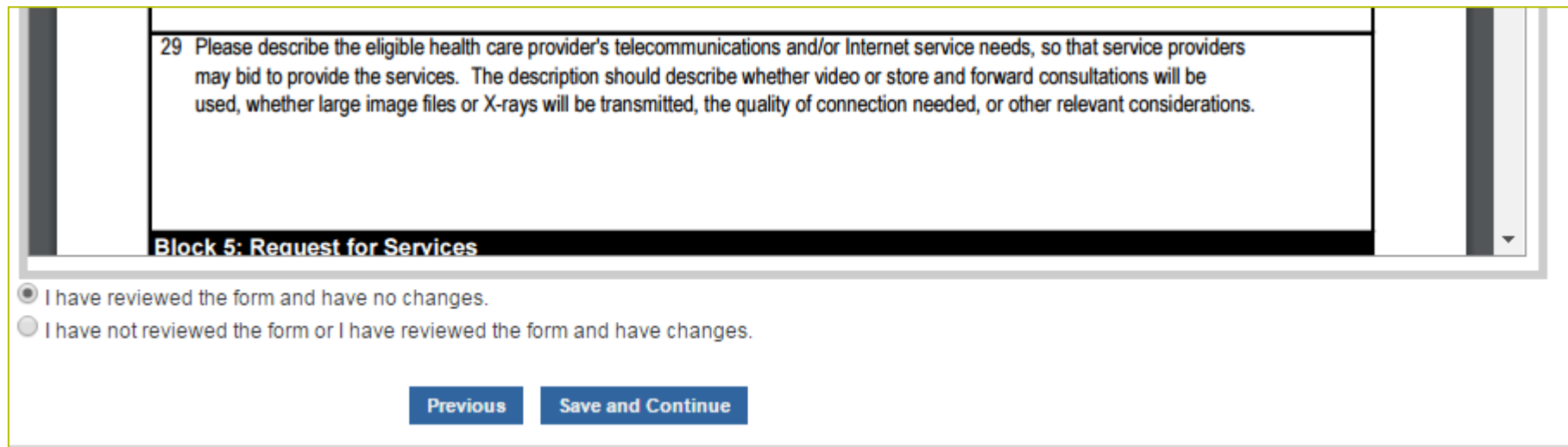
Attach Supporting Documentation

 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 - Signature

- 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"/>	<input type="button" value="Certify & Submit"/>
Line 38: Date	<input type="text"/>	
Line 39: Printed name of authorized person	<input type="text"/>	
Line 40: Title or position of authorized person	<input type="text" value="CEO"/>	
Line 41: Employer of authorized person	<input type="text"/>	
Line 42: Employer's FCC RN	<input type="text"/>	

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.

After Submitting

- An email will be sent confirming the form was submitted along with a copy of the PDF form. If a confirmation email is not received, reach out to the RHC Customer Service Center at 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 from a reviewer using an @usac.org domain address:
 - If you are contacted by email, please click “Respond all” and provide your response in that email.
 - Do not send your response to the RHC Customer Service Center.

Questions?

Best Practices and Resources

Submitting the FCC Form 465

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 minimum of five years.

Milestones to Receive Funding for FY2024: Telecom Program

Telecom Program Form	Last Day to Submit
FCC Form 465 (Eligibility & Request for Services)	February 10, 2024 Recommended Date
FCC Form 466 (Funding Request)	April 1, 2024 Deadline to Submit*

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

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Learn more about the Rural Health Care program.



Videos

Our videos are designed to help you understand and manage the form filing process, FCC requirements, and other elements of the RHC program.


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Webinars

Join USAC for live training webinars provided throughout the year for RHC program participants, and watch recordings of those you may have missed.

[View our Webinars](#)



Newsletter

The RHC Monthly Newsletter keeps healthcare providers (HCPs) and service providers up to date about program news, events, and best practices. Be sure to [subscribe](#).

[Consult our Newsletter](#)

Resources

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

RHC Program Customer Service Center



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

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!