

Funding Year 2021 Update Webinar – Rural Health Care (RHC) Program

September 23, 2021



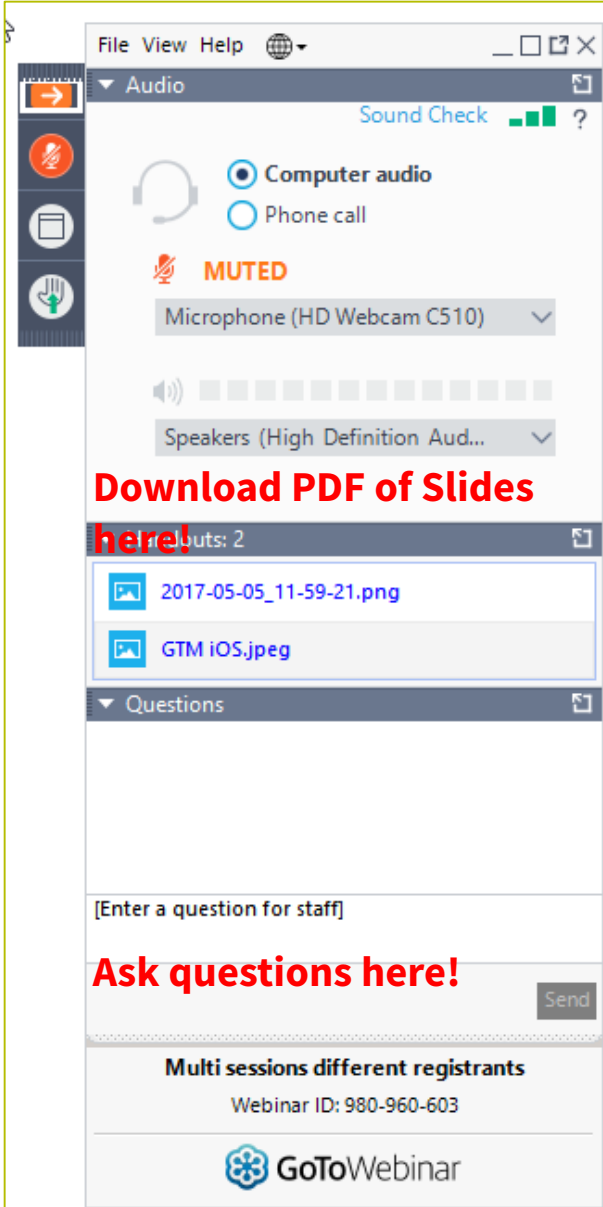
Universal Service
Administrative Co.

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
- Use the questions box at any time



The screenshot displays the GoToWebinar control panel interface. At the top, there is a menu with 'File', 'View', and 'Help'. Below this is the 'Audio' section, which includes a 'Sound Check' indicator and two radio buttons for 'Computer audio' (selected) and 'Phone call'. A red 'MUTED' status is shown next to a microphone icon. Below the microphone, a dropdown menu shows 'Microphone (HD Webcam C510)'. A volume slider is visible, and another dropdown menu shows 'Speakers (High Definition Aud...'. A red text overlay reads 'Download PDF of Slides here!'. Below the audio section is a 'Outputs: 2' section with two image thumbnails: '2017-05-05_11-59-21.png' and 'GTM iOS.jpeg'. The 'Questions' section is empty, with a text input field containing '[Enter a question for staff]' and a 'Send' button. A red text overlay reads 'Ask questions here!'. At the bottom, the text 'Multi sessions different registrants' and 'Webinar ID: 980-960-603' is displayed, along with the GoToWebinar logo.

Meet Our Team



Eric Overton

Program Manager | Rural
Health Care



Blythe Albert

Senior Program Manager | Rural
Health Care

Agenda

- FY2021 - Program Updates
- FY2021 – Next Steps
- My Portal Updates
- Important Reminders
- Upcoming Training

Glossary

Acronym	Meaning
FCC	Federal Communications Commission
HCF	Healthcare Connect Fund
FY	Funding Year
HCP	Health Care Provider (Your Site)
HCP Number	Number associated with your site
PAH	Primary Account Holder
FRN	Funding Request Number
FCL	Funding Commitment Letter
ACSD	Allowable Contract Selection Date
SPIN/498 ID	Service Provider Identification Number

FY2021 - Program Updates

Funding Year 2021 Update Webinar

FY2021 Program Calendar

Rural Health Care Program: **Funding Year 2021**

FY2021: JULY 1, 2021-JUNE 30, 2022



JULY 1, 2020: First Day to Submit Request for Services Forms **NEW!**

- **FCC Form 461** HCF Program
- **FCC Form 465** Telecom Program
- Request for services must be posted to USAC's website by April 30, 2021



JAN 4, 2021 - JUNE 1, 2021: Funding Request Filing Window Period

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



OCT 28, 2022: Invoicing Deadline

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

FY2021 Funding Requests

- USAC began issuing decisions on FY2021 funding requests in July, five weeks after the close of the FY2021 filing window.
- RHC will continue to issue funding decisions on a rolling basis and will communicate any updates via the email addresses the applicant submitted in My Portal.
- Due to the demand for RHC program funds, there will not be a second filing window for FY2021. The RHC program will not accept additional funding requests (FCC Forms 462 or 466).
- All approved Telecom program and single year funding requests for HCF will be fully funded.

FY2021 Funding Demand

- On June 23, 2021, the FCC Wireline Competition Bureau directed USAC to carry forward up to \$379.97 million in unused funds from prior funding years to the extent necessary to satisfy FY2021 demand for the Rural Health Care program.
- For more information, read [Public Notice DA 21-742](#).

Connected Care Pilot Program (CCPP)

- Provides up to \$100 million over a three-year period to support the provision of connected care services, with an emphasis on supporting these services for low income Americans and veterans.
- The Connected Care Pilot Program (CCPP) application window closed on December 7, 2020 at 11:59 p.m. ET and no further applications are currently being accepted.
- As of June 17, 2021, a total of 59 applications serving patients in 30 states plus Washington, DC were chosen.
- Pilot projects will use the same forms as the HCF program.
- Please visit the [FCC Connected Care Pilot Program](#) website for more information about the program.

FY2021 – Next Steps

Funding Year 2021 Update Webinar

FCC Order 21-1107 – Hurricane Ida Relief Order

- On September 3, 2021, the FCC issued Order [DA 21-1107](#) waiving certain RHC rules and deadlines to assist participants and providers located in the areas affected by Hurricane Ida. This Order applies to healthcare providers and service providers located in all counties and parishes in **Louisiana and Mississippi** as of the date of release of this Order (September 3, 2021).
 - Grants a 60-day extension to the deadline for appeals and request for waiver for all requests from August 30, 2021 through January 31, 2022
 - Waives the 14-day Information Request deadline for Information Requests related to funding requests, appeals and waivers, invoices, audits and other documentation and applies to all funding years
 - Waives the September 30, 2021 deadline for HCF program consortia annual reports
 - Impacted program participants will not be penalized for failure to retain records destroyed by Hurricane Ida

Next Steps for Approved FY2021 Commitments

- When you receive a Funding Commitment Letter (FCL):
 - Remember to review details carefully including funding start and end dates.
- Prepare to invoice:
 - The invoicing deadline for Telecom and single-year HCF FY2021 commitments is **October 28, 2022**.
 - Your invoicing deadline appears on your FCL or it can be located on [Rural Health Care Commitments and Disbursements \(FCC Form 462/466/466A\)](#) webpage on the [USAC Open Data](#) platform.
 - To locate your invoicing deadline, search by FRN and your invoicing deadline will be on the far right of the screen.

Next Steps for FY2021 Applicants - Appeals

- If you receive a denial, or if you disagree with a final decision from USAC, please use the [Appeals](#) webpage on the USAC website as a resource.
 - You must file your appeal (or, if submitting by mail, it must be postmarked) within 60 days of the date when USAC issued the decision you are appealing.*
 - Note: If that day falls on a weekend or on a Federal Holiday, the appeal is also considered on time if you file it (or it is postmarked) by the first business day following that weekend or holiday.
- If you wish to appeal a USAC decision, you must first file an appeal with USAC to seek review before filing an appeal with the Federal Communications Commission (FCC).
 - Once USAC has made a decision on an appeal, you may appeal USAC's decision to the FCC. The appeal must be filed within 60 days of the date of USAC's decision.*


*NOTE: If you are an HCP or service provider in Louisiana or Mississippi, please refer to FCC Order [DA 21-1107](#) for details about waivers and deadlines.

Awaiting Decision on FY2021


- If you are waiting on an FY2021 evergreen determination as of December 1, 2021, we recommend filing an FCC Form 461 or 465 to competitively bid for FY2022.
- **Applicants interested in applying for FY2022 funding should submit their forms prior to window close, regardless of their FY2021 pending form status.**
 - FY2022 Filing Window: December 1, 2021 – April 1, 2022 at 11:59 p. m. ET.
- Please be sure to include a cover letter when you submit your FY2022 request explaining your competitive bidding process and include the associated FY2021 FRN for reference.
 - Without an explanation, your FY2022 funding request could be perceived as a duplicate request and denied as such. RHC reviewers will work directly with applicants on specific applications.

Funding Prioritization

- In the event eligible funding requests exceed available funding amount, the FCC's rules provide for the prioritization of support based on the rurality tier of the HCP site and whether the site is located in a Medically Underserved Area/Population (MUA/P).
- HCPs located in more rural areas that are designated MUA/P are given a higher priority than sites in less rural and non-MUA/P areas.

The following table shows the different prioritization tiers and can be found in [47 C.F.R. § 54.621\(b\)](#) :

Health Care Provider (HCP) Site is Located in:	MUA/P	Not in MUA/P
Extremely Rural Tier	Priority 1	Priority 4
Rural Tier	Priority 2	Priority 5
Less Rural Tier	Priority 3	Priority 6
Non-Rural Area	Priority 7	Priority 8

More information on the [methods and procedures](#)  used to identify geographic areas for the rurality tiers and MUA/Ps.

Example of FY2021 FCL

- General information including:
 - FRN info
 - Listed contact information
 - Service provider information
 - Service type information

Funding Commitment Letter (FCL) Date: 19-Aug-2021
Funding Request Number (FRN): 21 [REDACTED]
Funding Priority Category: Priority 1
Program: Healthcare Connect Fund
Funding Year (FY): 2021
Service Delivery Deadline: 30-Jun-2022
Invoice Filing Deadline: 28-Oct-2022
FCC Form 461 Application Number: 1000 [REDACTED]
Health Care Provider (HCP) Name: [REDACTED]
HCP Number: [REDACTED]
HCP Contact Name: [REDACTED]
HCP Contact Email: [REDACTED]
HCP Contact Phone: [REDACTED]

The Rural Health Care (RHC) Division of the Universal Service Administrative Company (USAC) has completed its review of the FCC Form 462 (Funding Request Form) and supporting documentation submitted on behalf of the HCP referenced above. Based on the information provided, RHC has approved funding for the services described below. Additionally, if the HCP submitted a contract or service agreement with the form, the outcome of the contract review is included in this letter.

Total Committed Funding: \$10,714.78
HCP Physical Location: [REDACTED]
Service Type: Internet Access
Bandwidth: 100.0MB / 100.0MB
Service Provider Name: [REDACTED]
SPIN/498 ID: [REDACTED]
Billing Account Number (BAN): [REDACTED]

Example of FY2021 FCL Single Expense Information

Single Expense Information

Funding Start Date	Funding End Date	Undiscounted Non-Recurring Expense	Undiscounted Recurring Expense	Total Non-Recurring Funding Amount	Total Recurring Funding Amount	Committed Funding Amount (Before Pro-Ration)	Pro-Rated Committed Funding Amount
01-Jul-2021	30-Jun-2022	\$0.00	\$1,373.69	\$0.00	\$10,714.78	\$10,714.78	\$10,714.78

This funding request was submitted during the FY2021 Filing Window 1, and the HCP is assigned funding priority category Priority 1. For each filing window, if the total demand for RHC Program funding exceeds the total remaining funding available for the funding year, USAC will fully fund all eligible requests falling in the first prioritization category before funding requests in the next lower prioritization category. If there is insufficient funding to fully fund all requests in a particular prioritization category, USAC will prorate the funding available among all eligible requests received in that prioritization category. Learn more about prioritizing funding and filing window periods at <https://www.usac.org/rural-health-care/additional-program-guidance/funding-year-overview>.

The total cap pro-rata factor for this funding request is 100%. Therefore, the funding commitment is: 100% * \$10714.78 = \$10714.78

* Note: This is an example FCL and there will be no proration for all FY2021 single-year qualifying funding requests.

Example of FY2021 FCL Multiple Expense Information

Multiple Expense Information							
Expense Item	Funding Start Date	Funding End Date	Total Undiscounted Expense	Committed Funding Amount (Before Pro-Ration)	Funding Priority Category	Expense Type	Pro-Rated Committed Funding Amount
1	01-Jul-2021	30-Jun-2022	\$11,628.00	\$7,558.20	5	Single Yr. Recur.	\$7,558.20
2	01-Jul-2021	30-Jun-2022	\$6,000.00	\$3,900.00	1	Single Yr. Recur.	\$3,900.00
3	01-Jul-2021	30-Jun-2022	\$29,736.00	\$19,328.40	1	Single Yr. Recur.	\$19,328.40
4	01-Jul-2021	30-Jun-2022	\$12,672.00	\$8,236.80	3	Single Yr. Recur.	\$8,236.80
5	01-Jul-2021	30-Jun-2022	\$6,000.00	\$3,900.00	1	Single Yr. Recur.	\$3,900.00
6	01-Jul-2021	30-Jun-2022	\$6,720.00	\$4,368.00	3	Single Yr. Recur.	\$4,368.00
7	01-Jul-2021	30-Jun-2022	\$11,628.00	\$7,558.20	5	Single Yr. Recur.	\$7,558.20

* Note: This is an example FCL and there will be no proration for all FY2021 single-year qualifying funding requests.

Example of FY2021 FCL Evergreen Contract

Contract Summary

Expense Item	Contract ID	Contract Sign Date	Contract End Date	Determination
1		19-Jun-2020	30-Jun-2023	Evergreen
2		19-Jun-2020	30-Jun-2023	Evergreen
3		19-Jun-2020	30-Jun-2023	Evergreen
4		19-Jun-2020	30-Jun-2023	Evergreen
5		19-Jun-2020	30-Jun-2023	Evergreen
6		19-Jun-2020	30-Jun-2023	Evergreen
7		19-Jun-2020	30-Jun-2023	Evergreen
8		19-Jun-2020	30-Jun-2023	Evergreen
9		19-Jun-2020	30-Jun-2023	Evergreen
10		19-Jun-2020	30-Jun-2023	Evergreen
11		19-Jun-2020	30-Jun-2023	Evergreen
12		19-Jun-2020	30-Jun-2023	Evergreen
13		19-Jun-2020	30-Jun-2023	Evergreen

* Note: This is an example FCL and there will be no proration for all FY2021 single-year qualifying funding requests.

Best Practices: Communicating with your Service Provider

- As a reminder, once your Allowable Contract Selection Date (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.
- 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.*

*NOTE: If you are an HCP or service provider in Louisiana or Mississippi, please refer to FCC Order [DA 21-1107](#) for details about waivers and deadlines.

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, and Dahua Technology Company, and their affiliates and subsidiaries.

- **FY2020 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 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 Order

- [Supply Chain](#) web page



The screenshot shows the FCC's Supply Chain web page. At the top, there is a navigation bar with links for 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 grey background and a green vertical bar). The main content area features the heading "Supply Chain" in a large blue font. 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."

Site and Service Substitutions

- Site and service substitutions allow you to reallocate un-invoiced committed funds to substitute the services, modify the services, or provide the requested services to other eligible sites.
- You may request a site or service substitution if:
 - The substitution is provided for in the contract, within the change clause, or constitutes a minor modification;
 - The requested change is within the scope of the controlling Request for Services, including any applicable RFP used in the competitive bidding process;
 - The substitution does not violate any contract provision or state, Tribal, or local procurement laws; and
 - The site must be an eligible HCP and the service must be eligible under the Telecom or HCF program.
- Applicants with month-to-month approved funding commitments may not utilize site and service substitutions as they did not apply with a contract.
- Site and service substitutions must be submitted by the service delivery deadline.
- For more information, visit our [Site and Service Substitutions](#) webpage.

Questions?

FY2021 My Portal Updates

Funding Year 2021 Update Webinar

Revise FCC Form 467 - Telecom

MY FORMS MY DOCUMENTS MY CONTRACTS MY HCPS Mainline Health Systems, Inc. - Monticello Community Health Center HCP Number: 25878

Fund Year 2022

Fund Year 2021

Form Type	Form 465 App #	Friendly Name	Last Edited	Form Status	ACSD	Action Available
465			Tue May 02 16:35:44 EDT 2017	Posted		Select Circuits

Form Type	FRN	Friendly Name	Service Type	Bandwidth	Status	FCL Issued	Action	Invoice Deadline
466			Ethernet - Dedicated		Approved with Funding	Aug 19, 2021	Substitution Extend inv. deadline	Oct 28, 2022

Form Type	FRN	Status	HSS Issued	Action
467		Approved	8/24/2021	Revise 467

New FCC Form 465 Create Exempt FCC Form 466

Revise FCC Form 467 – Telecom(continued)

FCC Form 467 Revision Request

HCP Name: [Redacted]
HCP Number: [Redacted]
FRN: [Redacted]
Funding Start Date: 07/01/2021
Funding End Date: 06/30/2022

Desired Action
Application Request is required
All certifications have to be completed

Informing RHC that the service was not (or will not be) turned on during the funding year
 Notifying RHC of changes to the service dates

Actual Service Start Date: [Date Picker]
Actual Service End Date: [Date Picker]

Certifications

I certify under penalty of perjury that the service identified above has been or is being provided to the above-named applicant.
 I certify under penalty of perjury that the universal service credit will be applied to the telecommunications service billing account of the applicant or the billed entity as directed by the applicant.
 I certify under penalty of perjury that I am authorized to submit this request on behalf of the above-named applicant.
 I certify under penalty of perjury that I have examined the invoice and supporting documentation and that, to the best of my knowledge, information and belief, all statements contained herein are true.
 I certify under penalty of perjury that the applicant or consortium that I am representing satisfies all of the requirements and will abide by all of the relevant requirements, including all applicable FCC rules, with respect to universal service benefits provided under 47 U.S.C. § 254.
 I understand that any letter from USAC that erroneously states that funds will be made available for the benefit of the applicant may be subject to rescission.
 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.

Submit **Cancel**

Service Substitutions - Telecom

- You can now submit Telecom Service substitutions in My Portal
- Please do not send these requests to the Help Desk

The screenshot displays the 'MY FORMS' section of a user portal for 'Mainline Health Systems, Inc. - Monticello Community Health Center' (HCP Number: 25878). The interface is set to 'Fund Year 2021'. A table lists FCC Form 466 entries. The 'Action' column for the entry with FRN [redacted] and Service Type 'Ethernet - Dedicated' contains a 'Substitution' button, which is highlighted with a red box. Other buttons in the 'Action' column include 'Create 467' and 'Extend inv. deadline'. At the bottom of the table, there are two buttons: 'New FCC Form 465' and 'Create Exempt FCC Form 466'.

Form Type	Form 465 App #	Friendly Name	Last Edited	Form Status	ACSD	Action Available
465	[redacted]	[redacted]	Tue May 02 16:35:44 EDT 2017	Posted		Select Circuits

Form Type	FRN	Friendly Name	Service Type	Bandwidth	Status	FCL Issued	Action	Invoice Deadline
466	[redacted]	[redacted]	Ethernet - Dedicated		Approved with Funding	Aug 19, 2021	Create 467 Substitution Extend inv. deadline	Oct 28, 2022

New FCC Form 465 Create Exempt FCC Form 466

Service Substitutions – Telecom (continued)

Substitution Request

HCP Name: [REDACTED]
HCP Number: [REDACTED]
FRN: [REDACTED]
Service Type: Ethernet - Dedicated
Upload Bandwidth:
Download Bandwidth: 10

Applicants must meet the following requirements:

- 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 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.

Support is restricted to qualifying site and service substitutions that do not increase the total amount of support under the applicable funding commitment.

Provide a brief explanation regarding the necessity of the change and why the request complies with the Site & Service Substitution Requirements. !

Optional: upload supporting documentation

+ Upload...

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

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

Questions?

Important Reminders

FY2021 Update Webinar

Reminder: FCC Form 467 Revisions

- Please remember to carefully review your Funding Commitment Letter (FCL) and Healthcare Support Schedule (HSS) prior to beginning the invoicing process.
- If there is an error or you have any questions about the information on the FCL or HSS, email RHC-Assist@usac.org with the FRN in the subject line.
- As a reminder, if services were delayed or not turned on, it is the responsibility of the HCP to submit an FCC Form 467 revision.

Reminder: Post-Commitment Changes to Approved Funding

- If the address of your site changes or the primary account holder no longer works for the HCP, you must submit an FCC Form 460 revision for HCF or a new FCC Form 465 for Telecom within 30 days of the change.
 - This is for all changes **including those that occur post-commitment**.
- If you will not be using all of your approved funds, you can request a decrease in your approved funding by sending an email to RHC-Invoicing@usac.org.
 - Please be sure to include your HCP name and number, the affected Funding Request Number (FRN) and the amount you would like to reduce in the commitment.
 - USAC will complete a **partial** de-commitment for that FRN in that amount.
- If you'd like to re-allocate funds within your approved FRN, you can submit a [Site and Service Substitution](#). This applies to both HCF and Telecom.
- If you will not be using **any** of the funds in your approved funding commitment, you can return the approved and invoiced funds to USAC. For more information, use the [Returning Program Funding](#) webpage as a resource.

Reminder: Account Holders

- Please ensure all account holders are up to date for all HCPs.
- We recommend having at least one secondary account holder per HCP.
- Resources
 - [HCF Program Account Holder Guide](#)
 - [Telecom Program Account Holder Guide](#)

Reminder: Information Requests

- You must 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 for the HCF Program will come from a reviewer using an @usac.org domain address
 - Information requests for the Telecom Program will either come from My Portal or from 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?

Upcoming Training

Funding Year 2021 Update Webinar

Upcoming Webinars

- Invoicing Best Practices – October 21, 2021, 2-3 p.m. ET - [Register](#)
 - This is for FRNs from FY2020
- Funding Request Best Practices for FY2022 Filing Window
 - HCF Program – November 10, 2021, 2-3 p.m. ET - [Register](#)
 - Telecom Program – November 17, 2021, 2-3 p.m. ET - [Register](#)

RHC Program Learning Modules

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Online Training

The RHC program's online training modules mirror the content delivered in our webinars throughout the year. To begin your self-paced training, click one of the links below. Please ensure your device's "Silent Mode" setting is off, sound is on, and volume is up.

More training modules coming soon!

Getting Started




RHC 101

RHC 101

15 minutes


Eligibility



**Eligibility
FCC Form 460**

HCF Program Eligibility (FCC Form 460)

22 minutes



**Eligibility
FCC Form 465**

Telecom Program Eligibility

10 minutes

Questions?

Thank you for joining us today!

- RHC Help Desk
 - Call (800) 453-1546
 - Email RHC-Assist@usac.org
 - Available M-F 8 a.m. to 8 p.m. ET
- Please fill out the post-webinar survey!



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