

Telecom Program Funding Request Best Practices for FY2022

Submitting the FCC Form 466
November 17, 2021



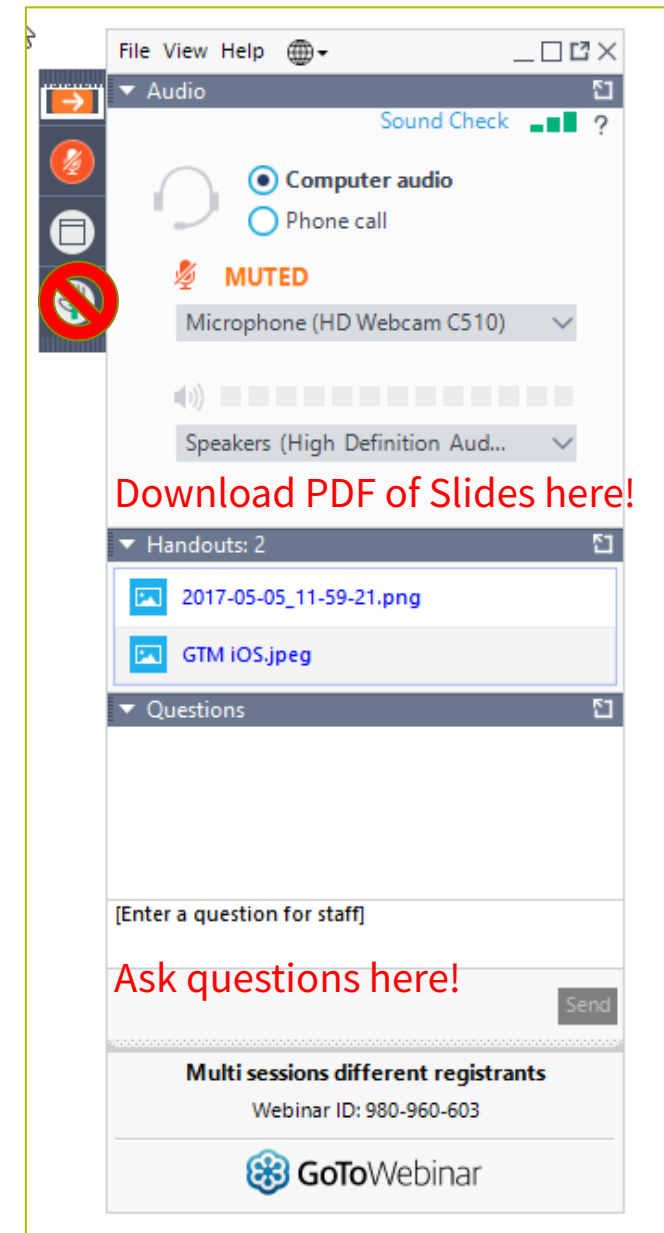
Universal Service
Administrative Co.

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
- 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
- Program Updates
- My Portal Updates - Submitting the FCC Form 466
 - Competitive Bidding Exemptions
 - Uploading a Contract for Evergreen Designation
 - Urban/Rural Rate Updates
- Best Practices and Resources

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

- Understand what a funding request is, who must submit, and when to submit
- Preview updates to My Portal
 - Changes based on waiver of the requirement to use of the rates database
- Complete and submit an FCC Form 466 in My Portal
 - Avoid common errors
 - Upload a contract for evergreen designation
 - Submit your funding request before the deadline
- Respond to Information Requests
- Locate important resources on the USAC website

Glossary

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

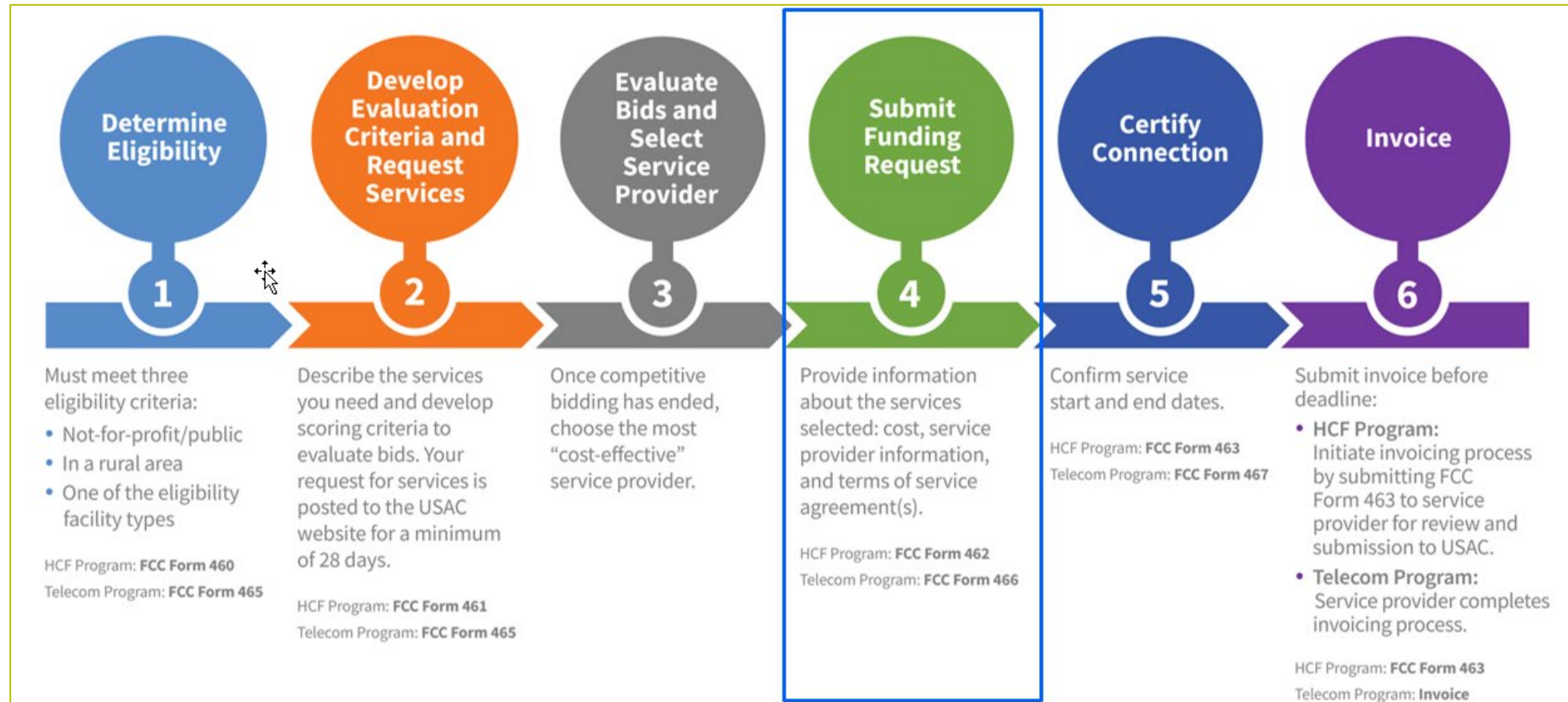
Differences Between RHC Programs

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

Funding Request Overview

Best Practices for FY2022

RHC Program Application Process



What is a Funding Request?

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

Who Must Submit a Funding Request

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

When to Submit a Funding Request

- Applicants are unable to submit funding request forms outside of a filing window period
 - **The FCC Form 466 must be submitted by the close of a filing window period to be considered for funding**
- Funding Year (FY) 2022 Filing Window Period Opens December 1, 2021
 - **December 1, 2021 – April 1, 2022 11:59 p.m. ET**
- USAC suggests that applicants submit their funding requests as early as possible during the filing window
- No changes can be made to your funding request after the filing window closes

FY2022 Calendar

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

FY2022: JULY 1, 2022-JUNE 30, 2023



JULY 1, 2021: First Day to Submit Request for Services Forms

- **FCC Form 461** HCF Program
- **FCC Form 465** Telecom Program
- Request for services must be posted to USAC's website by March 2



DEC 1, 2021 - APRIL 1, 2022: Funding Request Filing Window Period

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



OCT 28, 2023: Invoicing Deadline

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

Information Requests

- Forms with missing or incomplete information or documentation cannot be processed
- If USAC requires information that cannot be located on the submitted supporting documentation, this will result in an **Information Request**
- All account holders will receive all Information Requests
- Applicants are given 14 calendar days to provide a response to the Information Request
 - 11:59 p.m. ET on the 14th day would be the last time to respond to the Information Request
- Information Requests not responded to within 14 calendar days **will result in a denial** of that form
 - 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.

Submission Checklist

- ☐ Document(s) confirming the monthly cost for your services (e.g., a copy of your bill dated within the requested funding period) or the most currently available bill as the filing window closes before the funding year opens.
- ☐ A copy of all bids that were received for your request for service including the winning bid, all bids that were rejected and any bids that were disqualified and why.
- ☐ A list of the bid evaluation criteria and copy of the bidding evaluation matrix.
- ☐ A list of people who evaluated bids including title, role, and their relationship to the applicant.
- ☐ Internal documents related to the selection of the service provider (if applicable).
- ☐ Copies of any correspondence with service providers prior to and during the competitive bidding process (if applicable).
- ☐ A copy of any new contract signed for your services.
- ☐ Award letter to winning bidder.
- ☐ Contact information for the service provider and all responsible account holders.
- ☐ The start and end location of your services.

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

Evergreen Contracts

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

Evergreen Contracts (continued)

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

Submission Tips

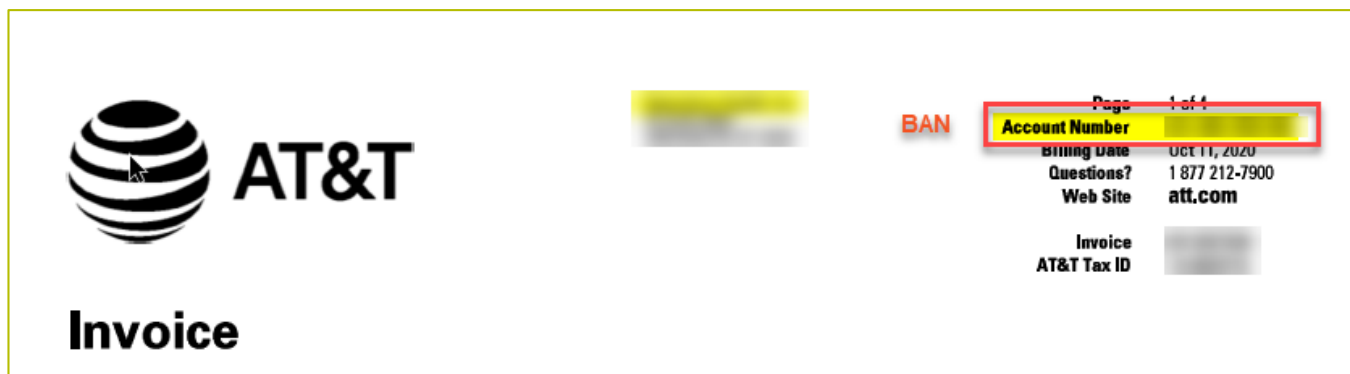
- Use the information on the original documentation (bill, contract, or service order) to enter the data into the FCC Form 466 and upload that document into My Portal with your submission.
- Remember you must also submit:
 - **Copies of all bids received** including winning, losing and disqualified.
 - **List of the people who evaluated the bids** with their names and titles.
 - **Evaluation documents** including the scores received by bidders based on the weighted criteria posted in the FCC Form 465.
 - **Award letter** to the winning vendor.
- Per the rules, you must have all supporting documents on hand at the time of submission and they must be uploaded when you submit your forms.

Submission Tips (continued)

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

Identifying Applicable Charges on a Bill/Invoice - Example

- Annotated invoice clearly reflects HCP, Billing Account Number (BAN) Circuit Location(s), Bandwidth, Service Type, and Monthly Recurring Charge (MRC)



Current Charges		
Group #000001 - Continued		
Charges for		
Customer Location:	Circuit Location	
Charges for		
AT&T Switched Ethernet	Service type	
Network on Demand		
Recurring Charges:		
Sep 11, 2020 thru Oct 10, 2020		
1. 1Gbps Port Connection InterT-IntraR	Bandwidth	214,50
Qty. 1,00 Items at 214,50		
One Time Charges:		
2. 10Mbps Real Time InterT-IntraR		145,50
Sep 11, 2020		
Qty. 1,00 Hours at 145,50		
Total AT&T Switched Ethernet	MRC	360,00

Questions?

Program Updates

Best Practices for FY2022

Reminder: FCC Report and Order 19-78

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

Additional Program Guidance
COVID-19 Response
FCC Report and Order 19-78
Funding Year Overview
Authorizations ▾
Competitive Bidding Exemptions ▾
Site and Service Substitutions
Document Retention
FCC Orders and Resources

FCC Report and Order 19-78

On August 20, 2019, the Federal Communications Commission (FCC) released a Report and Order reforming the Rural Health Care (RHC) Program to promote transparency and predictability, and to further the efficient allocation of limited program resources while guarding against waste, fraud, and abuse. The Report and Order was published in the Federal Register on October 11, 2019 and effective on November 12, 2019. Read the Report and Order [here](#).

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

Additional Resources
[FCC Report and Order](#)
[Report and Order 19-78 Tip Sheet](#)
[Summary Webinar](#)
[Webinar Slides](#)
[Public Notice DA 19-1253](#)

Reminder: FCC Report and Order 19-78 (continued)

- **Consultant Registration** – USAC will issue a unique registration number to the consultant or outside expert and that number will be linked to the HCP's organization.
- **Telecom Competitive Bidding Exemptions** – Telecom Program applicants can use every competitive bidding exemption applicable to the HCF Program, except the \$10k or less exemption.
- **Bid Evaluation** – HCPs must include details about minimum service needs and disqualification factors with their request for services.
- **Declaration of Assistance** – Service providers must include a declaration of assistance when approving invoices and describe the nature of the relationship they have with a consultant, vendor, or outside expert who aids them in the preparation of their application.
- **Service Substitutions** – Telecom Program applicants will be allowed to submit service substitution requests.

Reminder: FCC Report and Order 19-78 (continued)

What about rurality tiers and prioritization of support?

- Based on FCC Report and Order 19-78, all eligible HCPs will be assigned a rurality tier for the purposes of prioritization and calculation of rural rates.
- The RHC program will continue to use the same definition of “rural area” under the FCC’s rules.
 - In the case where demand exceeds available funding, USAC will prioritize funding based on the assigned rurality tiers and those areas in a Medically Underserved Area/Population (MUA/P).
- Since the rural definition has not changed, HCPs currently approved as “rural” will retain their rural status.
- **The RHC program will assign your rurality tier** – you do not have to do anything!
 - Look up your priority tier in My Portal or use the [Rurality Tier Search Tool](#).

FCC Order 21-394

- On April 8, 2021, the FCC released [Order DA 21-394](#), waiving the requirement that HCPs and service providers participating in the Telecom Program use the Rates Database to calculate urban and rural rates for funding years 2021 and 2022.
- In addition, the Order grants the following extensions for all RHC program applicants:
 - Grants a one-year extension of the service delivery deadline for FY2020 to June 30, 2022.
 - Grants a 120-day extension (until February 25, 2022) of the invoice filing deadline for FY2020.
 - Directs USAC to grant an extension of 28 days for the deadline to respond to USAC's Information Request 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.

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 HCPs and service providers located in all counties and parishes in **Louisiana and Mississippi** as of the date of release of the 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 response 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 relating to program participation destroyed by Hurricane Ida

My Portal Updates – Submitting the FCC Form 466

Best Practices for FY2022

Create FCC Form 466

MY FORMS

MY DOCUMENTS

MY CONTRACTS

MY HCPS

HCP Name:

HCP Number:

Fund Year 2022

Fund Year 2021

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

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

New FCC Form 465

Competitive Bidding Exemptions

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

Competitive Bidding Exemptions (continued)

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

The screenshot displays a web application interface for managing FCC Form 466 applications. At the top, there are tabs for 'MY FORMS', 'MY DOCUMENTS', 'MY CONTRACTS', and 'MY HCPS'. To the right of these tabs are input fields for 'HCP Name:' and 'HCP Number:'. Below the tabs, a blue bar indicates the 'Fund Year 2022'. Underneath this, a section titled '+ Competitive Bidding Exemption 466' contains a table with the following data:

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

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

Competitive Bidding Exemptions (continued)

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

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

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


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

Select Contract Info



Review Funding Request and HCP Information

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

FCC Form 466 (Funding Request and Certification Form)

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

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

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

466 Funding Request Information

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

466 Friendly Name (optional)

Block 1: HCP Information

Line 1: HCP Name Line 2: HCP Number

Line 3: FCC Form 465 Application Number Line 4: Consortium Name (if any)

Enter Bill Payer Information and Select Funding Year

Block 2: Bill Payer Information

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

Copy Block 2 From Other 466 ☐ No ☒ Yes

Line 5: Billed Entity Name ✓

Line 6: Billed Entity FCC RN ✓

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

Billed Entity Contact Employer ✓

Line 8: Address Line 1 ✓

Line 9: Address Line 2

Line 10: City ✓

Line 11: State ✓

County ✓

Line 12: Zip ✓

Line 13: Contact Phone Number ✓ Ext:

Line 14: Fax Number (optional)

Line 15: Email ✓

Confirm Email !





Block 3: Funding Year Information

Line 16: Funding Year ☒ Year 2021 (7/1/2021 - 6/30/2022)

Select Type of Service


Block 4: Service Information [Preview form](#) [Form Guide](#)


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

 **Service Category** Select Service Category    (Enclose documentation on line 33)

Line 17: Type of Service

Is this service symmetrical? ☐

Upload bandwidth (Mbps) 

Download Bandwidth (Mbps) 

RHC Note: Documentation supporting Line 17 (Service Type and Bandwidth) should be uploaded with Line 33 (Actual Rural Rate per Month).

Select Type of Service (continued)

Block 4: Service Information

Preview form

Form Guide

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

Service Category

Data

Line 17: Type of Service

Choose a service type

OC-24

OC-3

Asynchronous Transfer Mode (ATM)

Bonded T-1

Centrex Service

Channelized T-1

Dataphone or Digital Data Service (DDS)

Ethernet - Best Efforts

Ethernet - Dedicated

Frame Relay

ISDN-PRI (primary rate interface)

MPLS - Dedicated

Microwave

Multi-Protocol Label Switching (MPLS) - Best Efforts

OC-1

OC-48

Satellite

Switched Multimegabit Data Service (SMDS)

T-1 or Digital Speed (DS-1)

T-3 or DS-3

Is this service symmetrical?

Upload bandwidth (Mbps)

Download Bandwidth (Mbps)

RHC Note: Documentation supporting Line 17

(Enclose documentation on line 33)

ite per Month).

Line 20: Percentage of HCP's service used for the provision of health care.

If less than 100%, please explain:

RHC Note: Enter your service provider's SPIN/498 ID here, then confirm the SPIN/498 ID and service provider name match your bill/contract/service agreement. If it

Select Type of Service (continued)

Block 4: Service Information

Preview formForm Guide

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

Service Category

Select Service Category

Line 17: Type of Service

Choose a service type

(Enclose documentation on line 33)

Is this service symmetrical?

☐

Upload Bandwidth (Mbps)

Download Bandwidth (Mbps)

RHC Note: Documentation supporting Line 17 (Service Type and Bandwidth) should be uploaded with Line 33 (Actual Rural Rate per Month).

Line 20: Percentage of HCP's service used for the provision of health care.

%

If less than 100%, please explain:

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

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

Connection Information

Carrier A

Line 21: Service Provider Name

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

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

Line 23: Service Provider Contact
Person Name

 !

Line 24: Service Provider Contact
Person's Phone Number

 Ext: !

Line 25: Service Provider Contact
Person Email

 !

Enter Connection Information

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

Populate circuit location using HCP location from Form 465

☒ Circuit Starts at HCP Location

☐ Circuit Terminates at HCP Location

Line 26: Circuit Start Location
(Street, City, St., Zip)

Savannah

MO

64485

✓

Line 27: Circuit Termination Location
(Street, City, St., Zip)

Choose a state

!

Line 28: Billing Account Number

!

Line 29: Tariff, Contract or Other Document Reference Number

Line 30: Date Contract Signed or Date HCP Selected Carrier

!

Line 31: Contract Expiration Date

!

Line 32: Service Installation Date

!

Are you submitting a new contract to be reviewed for Evergreen endorsement?

☒ Yes

☐ No

Enter Contract Information

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

Select Contract Info

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

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

Taxes & Fees per Month \$ (optional)

Total Undiscounted Cost per Month \$!

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

Enter Rural Rate and Upload Document

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

Select Contract Info

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

Line 33: Rural rate per month per the service agreement (Enclose Documentation)

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

Taxes & Fees per Month \$ (optional)

Total Undiscounted Cost per Month \$!

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

!

Enter Service Level Agreement Information

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

Select Contract Info

Does the applicant's contract with the service provider include a Service Level Agreement (SLA)?

Yes

Latency requirement per the contract SLA

Jitter requirement per the contract SLA

Packet loss rate requirement per the contract SLA

Reliability requirement per the contract SLA (%)

Line 33: Monthly Rate per the Service Agreement

Monthly Undiscounted Cost (excluding taxes & fees)

Monthly Taxes & Fees (optional)

Total Monthly Undiscounted Cost

Attach documentation to support the monthly rate per the service agreement

+ Upload...

Calculating Rural Rates

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

Calculating Urban Rates

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

Entering Rural Rate and Urban Rate

Block 6: Comprehensive Rate Comparison Request

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

Method for determining the rural rate

Select

Monthly Rural rate (excluding taxes & fees)

\$

Monthly Taxes & Fees

\$

(optional)

Total Monthly Rural Rate

\$

Attach documentation to support the monthly rural rate.

+ Upload...

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

\$0

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

+ Upload...

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

\$0

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

+ Upload...

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

Method for determining the urban rate

Select

Monthly Urban Rate (excluding taxes & fees)

\$

Monthly Taxes & Fees

\$

(optional)

Total Monthly Urban Rate

\$

Attach documentation to support the monthly urban rate.

+ Upload...

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

46


Upload Bid Documentation

Block 7: Bid Documentation

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

☒ Yes ☐ No

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

 Upload...



Number of Service Providers that Bid



Certify, Preview, and Sign Form

Block 8: Certification

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

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

- ☒ Line 46: I certify under penalty of perjury that the above-named entity has considered all bids received and selected the most cost-effective method of providing the requested service or services. "Cost-effective" is defined in 47 CFR § 54.622(c) of the Commission's rules as the method that costs the least after consideration of the features, quality of transmission, reliability, and other factors that the applicant deems relevant to choosing a method of providing the required health services.
- ☒ Line 47: I certify under penalty of perjury that the applicant that I am representing satisfies all of the requirements under section 254 of the Act and applicable Commission rules and understand that any letter from USAC that erroneously commits funds for the benefit of the applicant may be subject to rescission.
- ☒ Line 48: I hereby certify under penalty of perjury that the applicant will retain all documentation associated with the application, including all bids, contracts, scoring matrices, and other information associated with the competitive bidding process, and all billing records for services received, for a period of at least five years.
- ☒ Line 49: I certify under penalty of perjury that I am authorized to submit this request on behalf of the named billed entity and applicant.
- ☒ I certify under penalty of perjury that all RHC Program support will be used only for eligible health care purposes.
- ☒ I certify under penalty of perjury that I have reviewed all applicable rules and requirements for the RHC Program and will comply with those rules and requirements.
- ☒ I certify under penalty of perjury that the applicant is not requesting support for the same service from both the Telecommunications Program and the Healthcare Connect Fund Program.
- ☒ I certify under penalty of perjury that the applicant and/or its consultant, if applicable, has not solicited or accepted a gift or any other thing of value from a service provider participating in or seeking to participate in the RHC Program.
- ☒ I certify under penalty of perjury that I have examined this form and all attachments and that to the best of my knowledge, information, and belief, all statements of fact contained herein are true.
- ☒ I certify under penalty of perjury that the consultants or third parties the applicant has hired do not have an ownership interest, sales commission arrangement, or other financial stake in the service provider chosen to provide the requested services, and that they have otherwise complied with RHC Program rules, including the Commission's rules requiring fair and open competitive bidding.

You have successfully completed all items on this page.

[Previous](#)
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Persons willfully making false statements on this form can be punished by fine or imprisonment 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.

Certify, Preview, and Sign Form (continued)

Block 8: Certification

Preview form Form Guide

document... 2 / 5 44%

1

2

3

27 Circuit Termination Location

28 Billing Account Number

29 Tacti Contract or other document reference number

30 Data Contract Signed or Data RCP Selected Center

31 Contract Expiration Date (month/year or MM/YY)

32 Service Initiation Date

33 Monthly Rate per the Service Agreement

34 One-time Rural Rate Charge

35 If you are a consortium member OR have multiple carriers, please attach a Circuit Diagram to show how this interconnect and which carrier(s) provides each circuit segment. Circuit Diagram included ☐ Yes ☐ No

36 Are you a mobile care health care provider? ☐ Yes ☐ No. If yes, see instructions and attach a list of all sites to be

FCC

Block 6: Comprehensive Rate Comparison Request

The information in this block will establish the difference between the urban and rural rates for your requested services. Please contact 704-53-1546 if you need assistance.

Method for determining the rural rate

Previously approved FFR to support the rural rate

Date that the rate was sent to the state commission or FCC

Monthly Rural Rate (including taxes & fees)

Monthly Rural Rate Taxes & Fees

Total Monthly Rural Rate

29 One-time Urban Rate Charge (in selected large city)

Method for determining the Urban Rate

Previously approved FFR to support the urban rate

URS for the publicly available urban rate

Monthly Urban Rate (including taxes & fees)

Monthly Urban Rate Taxes & Fees

Total Monthly Urban Rate

Block 7: Bid & Requirements

37 Did you receive any bids in response to the Form 455 Request for Services posted on the RHC website? ☐ Yes ☐ No

If you checked yes, copies of the bids MUST be submitted to RHC.

Block 8: Certification

38 I certify under penalty of perjury that the above-named entity has completed all bids received and selected the most cost-effective method of providing the requested service or services. "Cost-effective" is defined in 47 CFR § 54.622(c) of the Commission's rules that state the least offer consideration of the features, quality of transmission, reliability, and other factors that the service requester is choosing a method of providing the requested health services.

39 I certify under penalty of perjury that the applicant that I am representing satisfies all of the requirements under section 254 of the Communications Act and understands that any letter from USAC that erroneously commits funds for the benefit of applicant may be subject to rescission.

40 I hereby certify under penalty of perjury that the applicant will retain all documentation associated with the application, including contracts, scoring matrices, and other information associated with the competitive bidding process, and all billing records for a minimum of one year.

41 I certify under penalty of perjury that I am authorized to submit this request on behalf of the named listed entity and applicant.

42 I certify under penalty of perjury that all RHC Program support will be used only for eligible health care purposes.

43 I certify under penalty of perjury that I have reviewed all applicable rules and requirements for the RHC Program and will comply with these rules and requirements.

44 I certify under penalty of perjury that the applicant is not requesting support for the same service from both the Telemedicine Program and the Healthcare Connect Fund Program.

45 I certify under penalty of perjury that the applicant and/or consultant, if applicable, has not solicited or accepted a gift or a thing of value from a service provider participating in or seeking to participate in the RHC Program.

46 I certify under penalty of perjury that I have examined this form and all attachments and that to the best of my knowledge, in and belief, all statements of fact contained herein are true.

47 I certify under penalty of perjury that the consultants or third parties the applicant has hired do not have an ownership interest in the service provider chosen to provide the requested services, and that otherwise comply with RHC Program rules, including the Commission's rules regarding fair and open competitive bidding.

50 Signature

51 Date

52 Printed name of authorized person

53 Title or position of authorized person

54 Employer of authorized person

55 Employer's FCC ID

FCC

☒ I have reviewed the form and have no changes.

☐ I have not reviewed the form, or I have reviewed the form and have changes.

Certify, Preview, and Sign Form (continued)

RHC Note: In order to electronically sign and submit the form, you must enter your password in the "Signature" field below (50), then select the "Certify & Submit" button to complete the process and submit the FCC Form 486 to RHC.

You are reminded that your electronic signature is the same as your hand written signature on this form. By typing your password in the Signature block below and clicking the "Certify & Submit" button, you have electronically signed the form. To see a copy of the complete Terms and Conditions that govern the user of this system, click on the Terms and Conditions link below.

You must select "Accept" to sign, certify, and submit the form. Selecting "Reject" will return you to your My Portal where the form will be saved in draft status under the My Forms tab.

[Accept](#) [Reject](#)

Line 50: Signature [Certify & Submit](#)

Line 51: Date Oct-27-21

Line 52: Printed name of authorized person

Line 53: Title or position of authorized person

Line 54: Employer of authorized person

Line 55: Employer's FCC RN

[Previous](#) [Cancel Changes](#)

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

After Submitting

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

After Submitting – Editing the FCC Form 466

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

The screenshot displays the FCC Form 466 interface. At the top, there are tabs for 'MY FORMS', 'MY DOCUMENTS', 'MY CONTRACTS', and 'MY HCPS'. To the right, there are fields for 'HCP Name:' and 'HCP Number:'. Below these, a section for 'Fund Year 2019' is visible. The main area contains a table with columns: 'Form Type', 'Form 465 App #', 'Friendly Name', 'Last Edited', 'Form Status', 'ACSD', and 'Action Available'. A row for '465' with 'Analog Lines' and 'Posted' status has a 'Create 466' button. Below this is another table with columns: 'Form Type', 'FRN', 'Friendly Name', 'Service Type', 'Bandwidth', 'Status', 'FCL Issued', and 'Action'. Two rows are shown: one for '466' with 'Analog Lines - 3', 'Voice Grade Business Line(s)', '56 Kbps (3)', and 'Received' status, which has a 'Recall' button highlighted with a red box; and another for '466' with 'Analog Lines - 45', 'Voice Grade', '56 Kbps (45)', and 'In review' status.

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

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

After Submitting – Editing the FCC Form 466 (continued)

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

The screenshot displays a web interface for managing FCC Form 466 applications. At the top, there are tabs for 'MY FORMS', 'MY DOCUMENTS', 'MY CONTRACTS', and 'MY HCPS'. To the right, there are fields for 'HCP Name:' and 'HCP Number:'. Below these is a section for 'Fund Year 2019'. A table lists applications with columns: Form Type, Form 465 App #, Friendly Name, Last Edited, Form Status, ACSD, and Action Available. One application is listed with Form Type 465, Friendly Name 'Analog Lines', and Form Status 'Posted'. Below this is a detailed table for Form 466 applications with columns: Form Type, FRN, Friendly Name, Service Type, Bandwidth, Status, FCL Issued, and Action. Two applications are listed: one with Status 'Draft' and another with Status 'In review'. The 'Draft' status and the 'Edit' button in the Action column are highlighted with red boxes.

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

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

Questions?

Best Practices and Resources

Best Practices for FY2022

Best Practices: Communicating with Your Service Provider

- Ensure your service provider is aware of all the necessary documentation needed for future steps in the application process.
- Include your service provider when you reply to Information Requests via email.
- HCPs and service providers are required to retain documentation for a period of at least five years.

Milestones to Apply for Funding for FY2022

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

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

RHC Program Help Desk

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



The Help Desk

The Help Desk CAN	The Help Desk 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

Online Resources

- [RHC Learn](#)
- [Step 4: Submit Funding Requests](#)
- [Urban and Rural Rate Information FY2021-FY2022](#)
- [Competitive Bidding Exemptions](#)
- Blank [FCC Form 466](#)

Questions?

Thank You!



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