



HCF Program Funding Request Office Hours

February 7, 2024

DISCLAIMER:

To accommodate all attendees, real-time closed captions will be present during this presentation. 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 “**Raise Your Hand**” button to be unmuted and ask a question to the team!



Meet Our Team



Simone Andrews

Senior Communications Specialist |
RHC Outreach



Blythe Albert

Advisor of Program Management |
RHC Outreach

Agenda

- Introduction
- Program Updates
- Submitting Forms in RHC Connect
- Best Practices
- Resources

Introduction – Office Hours

- Subject matter experts are available to answer live questions from program participants.
- Today's presentation will focus on the HCF Program.
- Send FRN or HCP-specific questions to the RHC Customer Service Center at RHC-Assist@usac.org.
- Raise your hand or ask your question in the questions box.
- Please note, recordings of Office Hours webinars are not posted to the USAC website.
- You can download a PDF copy of the slide deck from the handout section on the GoToWebinar dashboard.

Glossary

Acronym	Definition
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
FCL	Funding Commitment Letter
NCW	Network Cost Worksheet
BAN	Billing Account Number
SPIN/498 ID	Service Provider Identification Number

Program Updates

HCF Program Funding Request Office Hours

RHC Connect Updates

Form	Platform	Relevant Funding Years
FCC Forms 460 & 465	My Portal	Future development
- Letters of Agency (LOA)	My Portal	Future development
- Third Party Authorization (TPA)	My Portal	Future development
FCC Form 461	RHC Connect	FY2023 and forward
FCC Form 462	My Portal	FY 2021 and prior – Multi-year commitments
FCC Form 462	RHC Connect	FY2022 and forward
FCC Form 463	My Portal	FY 2021 and prior – Multi-year commitments
FCC Form 463	RHC Connect	FY2022 and forward
Post-commitment Change Requests	RHC Connect	FY2022 and forward
FCC Form 466	RHC Connect	FY2024 and forward
FCC Form 467 – Telecom Invoice	My Portal	Future development

Reminder: FCC Report and Order 19-78




- [FCC Report and Order 19-78](#) webpage summarizes the Report and Order's major changes.

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](#) 

FCC Report and Order 19-78 (continued)

- **Consortia Majority Rural Rule (HCF Only)** – Every consortium participating in the HCF Program must consist of more than 50 percent eligible rural sites.
 - [Rurality Compliance Tip Sheet](#)
- **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.

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

- **SPIN CHANGES**

- A corrective SPIN change is made when the SPIN associated with a Funding Request Number (FRN) is not correct. This occurs when:
 - The applicant or USAC made a data entry error,
 - SPIN has changed due to the merger of companies or the acquisition of one company by another; or
 - The applicant has not initiated the change (e.g., where the service provider declares bankruptcy).
- An operational SPIN change is a request to change the actual service provider associated with an FRN.
 - The change in service providers is the result of a deliberate decision by the applicant.
 - The applicant has a legitimate reason to change providers (e.g., breach of contract or the service provider is unable to perform).

- **Site and Service Substitutions** – HCPs in both the HCF and Telecom program are required to submit site and service substitutions by the service delivery deadline.

- This date can be found on the Funding Commitment Letter (FCL) for the FRN (FCC Form 462 Application)

FCC 23-110 Third Report and Order

- On December 14, 2023, the FCC released Order [FCC 23-110](#). This order improves RHC Program administration and facilitates participation in the program by allowing health care providers that expect to become eligible during a funding year to complete the processes required to request funding, aligns program deadlines, simplifies rules for calculating urban rates, streamlines administrative processes, and frees up unused funding for other purposes. Changes to RHC Program rules are as follows:
 - Permits health care providers to be granted conditional eligibility, thus allowing them to initiate competitive bidding and request funding while awaiting a final eligibility determination (Prior to July 1, 2024, for purposes of competitive bidding FY2025).
 - Provides health care providers more time to complete Service Provider Identification Number (SPIN) changes by moving the SPIN change deadline to align with the invoice filing deadline (Beginning in FY2023).
 - Simplifies urban rate calculations by eliminating the seldom-used “standard urban distance” component of the rule for determining urban rates in the Telecommunications (Telecom) Program (Beginning in FY2025).
 - Allows health care providers to request changes to the dates covered by an evergreen contract post-commitment (Beginning in FY2024).
 - Adopts the FCC Form 460 for eligibility determinations in the Telecom Program, which will eliminate the need for Telecom Program participants to seek an eligibility determination every time they engage in competitive bidding.
 - Establishes a deadline of July 1, 2024, for health care providers to claim undisbursed funding commitments that do not currently have an applicable invoice filing deadline from FY2019 and prior years.

Reminder: Information Requests

- 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.
- An extension request must be received prior to the original 14-day Information Request deadline.

FY2024 Funding Request Reviews

- RHC may begin funding request reviews before the funding request window closes.
- **No final decisions will be made prior to the close of the filing window.**
- Some changes to submissions must occur prior to the close of the filing window.
- This means that you may receive an Information Request before April 1, 2024.
- For FY2024 FCC Forms 462, an auto-generated email will be sent with instructions to respond through RHC Connect.
 - **HCPs should respond through RHC Connect only.**
 - The auto-generated email comes from an unattended mailbox so please only respond through RHC Connect.

Update: FCC Form 463 in RHC Connect

- While it is no longer required in RHC Connect to move forward with the submission of Form 463, applicants are expected to have supporting documentation for invoices and proof of payment available at the time they submit the form.
- Upon selection for manual review or audit, RHC will require submission of all documents for all requested billing period(s).
- **Please be mindful that program rules require applicants to have all supporting documentation available when forms are submitted, and for 5 years thereafter.**

Reminder: Invoice Filing Deadlines

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

Supply Chain Order

- As a reminder, when service providers login to [My Portal](#) they will see two new supply chain certifications included in the FCC Form 463 and Telecom program invoice.
- The first certification affirms compliance with the [Section 54.9](#) prohibition on USF for specified transactions with companies deemed to pose a national security threat. 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](#).
- **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 FY2023, you cannot invoice for these funds. Instead, you should immediately request a [service substitution](#).
- **FY2024 Applicants:** As you proceed with competitive bidding, 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."

About ▾ E-rate ▾ Rural Health Care ▾ Lifeline ▾ High Cost ▾ Service Providers ▾

USAC | About | Reports & Orders | **Supply Chain**

Reports & Orders

Annual Report

FCC Filings

FCC Orders

Supply Chain

Supply Chain

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Questions?

RHC Connect – Submitting the FCC Form 462

HCF Program Funding Request Office Hours

My Portal Landing Page

- Log in to My Portal and click “**RHC Connect**” to begin.

The screenshot displays the 'Dashboard' of the My Portal. At the top, a yellow banner contains an information icon and text about new certifications for RHC - FCC Form 463 and High Cost & Lifeline - FCC Form 481. Below this, the dashboard is divided into two main sections. On the left, 'Upcoming Dates' features a calendar icon and two date-based announcements: '07/07 2022 New Filer ID Basics Webinar' and '08/01 2022 Quarterly Filing due August 1'. On the right, the 'Rural Health Care' section, indicated by an upward arrow, contains three highlighted boxes. The top box, outlined in red, is for 'RHC Connect', stating that health care providers must use this section to create and submit required forms for the Healthcare Connect Fund (HCF) Program for all required forms other than the FCC Form 460 for FY2022 and later. The middle box is for 'RHC My Portal', stating that health care providers must use this section to create and submit required forms for the Telecommunications (Telecom) Program, the Connected Care Pilot Program (CCPP), and the Healthcare Connect Fund (HCF) Program for the FCC Form 460 and all required forms for FY2021 and earlier. The bottom box is for the 'Connected Care Pilot Program', stating that health care providers must use this form to complete and submit their original Connected Care Pilot Program proposal application directly to FCC.

Dashboard

In accordance with the Supply Chain orders, new certifications have been added to the following forms: RHC - FCC Form 463 and the High Cost & Lifeline - FCC Form 481. Service providers are required to submit these annual certifications. For additional information, click here.

Upcoming Dates

07/07 2022 [New Filer ID Basics Webinar](#)

08/01 2022 [Quarterly Filing due August 1](#)

Rural Health Care

RHC Connect - Health care providers must use this section to create and submit required forms for the Healthcare Connect Fund (HCF) Program for all required forms other than the FCC Form 460 for FY2022 and later.

RHC My Portal - Health care providers must use this section to create and submit required forms for the Telecommunications (Telecom) Program, the Connected Care Pilot Program (CCPP), and the Healthcare Connect Fund (HCF) Program for the FCC Form 460 and all required forms for FY2021 and earlier.

Connected Care Pilot Program - Health care providers must use this form to complete and submit their original Connected Care Pilot Program proposal application directly to FCC.

Dashboard

- Here you can start a new form, resume working on a draft or delete a draft FCC Form 461 or 462 for FY2023.
- There's a countdown banner displaying the days remaining in the filing window.

The screenshot displays the RHC Connect Dashboard. At the top, a blue navigation bar contains 'DASHBOARD' and 'START A FORM' (highlighted with a red box and an arrow). Below this is a banner for 'RHC Connect' featuring a healthcare worker. The main content area includes a left sidebar with a clock showing '11:02 Dec 29 2022'. A yellow notification bar at the top of the main area indicates '(151) Unread Notifications'. Below this are three tabs: 'Information Requests', 'My Forms' (highlighted with a red box), and 'My Organizations'. A blue banner below the tabs states: 'The Funding Year 2023 funding request filing window closes in 10 days.' Under the 'My Forms' tab, there is a 'Form Type' dropdown menu set to 'Form 462' (highlighted with a red box), a search bar, and a table of forms.

Site Name	Site Number	Application Number	Application Nickname	Form	Last Update	Status	Actions
				Form 462	12/29/2022 10:57 AM EST	Draft	
				Form 462	12/9/2022 2:59 PM EST	Submitted	
				Form 462	12/8/2022 1:45 PM EST	Submitted	
				Form 462	9/1/2022 10:37 AM EDT	Submitted	
				Form 462	9/1/2022 10:29 AM EDT	Processed	
				Form 462	10/26/2022 1:42 PM EDT	Draft	

Start a New Form

- Select FCC Form 462, then click “Next”.


RHC Connect

<

10:23
Dec 29 2022

What type of Form would you like to file?


FCC Form 461



Develop Bid Evaluation Criteria & Select Services

After determining that you are eligible, the next step is to identify the services you need and develop the bid evaluation criteria you will use to assess service provider bids by completing the FCC Form 461 (Request for Services Form).


FCC Form 462



Evaluate Bids & Select Service Provider

This form provides information about the services, equipment, or network facilities selected, and certifies that those services were the most cost-effective option of the offers received.

FCC Form 463



Invoice USAC

Once you receive a bill from the service provider, you can create an invoice for the services received using the FCC Form 463.

→

NEXT

Start

START A FORM

Start Page

Competitive Bidding

Service Provider Information

Expense Items

Additional Documentation

Confidentiality

Certifications

Signature

Start

Paperwork Reduction Act (PRA)

FCC NOTICE REQUIRED BY THE PAPERWORK REDUCTION ACT

Part 54 of the Federal Communications Commission's (FCC) rules authorize the FCC to collect the information requested in this form. Responses to the questions herein are required to obtain the benefits sought by this form. Failure to provide all requested information will delay processing or result in the form being returned without action. Information requested by this form will be available for public inspection. The information provided will be used to determine whether approving this request is in the public interest.

We have estimated that each response to this collection of information will take 2 hours. Our estimate includes the time to read the instructions, look through existing records, gather and maintain the required data, and actually complete and review the form or response. If you have any comments on this estimate, or on how we can improve the collection and reduce the burden it causes you, please write the Federal Communications Commission, AMD-PERM, Paperwork Reduction Project (3060-0804), Washington, DC 20554. We will also accept your comments via the Internet if you send them to pra@fcc.gov. Please DO NOT SEND COMPLETED APPLICATIONS TO THIS ADDRESS.

Remember - you are not required to respond to a collection of information sponsored by the Federal government, and the government may not conduct or sponsor this collection, unless it displays a currently valid OMB control number or if we fail to provide you with this notice. This collection has been assigned an OMB control number of 3060-0804.

THE FOREGOING NOTICE IS REQUIRED BY THE PAPERWORK REDUCTION ACT OF 1995, P.L. 104-13, OCTOBER 1, 1995, 44 U.S.C. § 3507

⚠ Note: Once you select HCP, and then Save & Continue, you will not be able to change the HCP. Please select carefully.

Health Care Provider (HCP) Information

HCP or Consortium

FCC Registration Number

Address

State

Application Basics

Application Nickname

Funding Year

Application Number

Funding Priority

EXIT

SAVE & CONTINUE

25

Competitive Bidding

DASHBOARD

START A NEW FORM

SAVE DRAFT

Start PageCompetitive BiddingService Provider InformationExpense ItemsAdditional Documentation

Competitive Bidding

Is the HCP requesting that this application be exempt from competitive bidding? ?

☐ Yes☐ No

Explanations

BACKEXIT

Competitive Bidding (Continued)

DASHBOARD

START A NEW FORM

SAVE DRAFT

Start Page

Competitive Bidding

Service Provider Information

Expense Items

Additional Documentation

Confidentiality

Certifications

Competitive Bidding

Is the HCP requesting that this application be exempt from competitive bidding?

☐ Yes

☐ No

Explanations

If your site meets one of the competitive bidding exemptions below, you are not required to submit the FCC Form 461 and go through the competitive bidding process. You are exempt from competitive bidding if any of the following apply:

- Government Master Service Agreement (MSA):** You are seeking support for services and equipment purchased from master service agreements (MSAs) negotiated by a federal, state, Tribal, or local governmental entity on the applicant's behalf, and awarded pursuant to applicable federal, state, Tribal, or local competitive bidding requirements.
- Master Service Agreements (MSA) Approved Under the Rural Health Care Pilot Program or HCF Program:** You are opting into an existing MSA approved under the Rural Health Care Pilot program or the HCF program and seeking support for services and equipment purchased from the MSA, as long as the MSA was developed and negotiated in response to an RFP or request for services that specifically solicited proposals that included a mechanism for adding additional sites to the MSA.
- Evergreen Contract:** You have an existing contract already endorsed by USAC as evergreen.
- Schools and Libraries Program Master Contracts:** You are an eligible HCP in a consortium with participants in the Schools and Libraries (E-rate) program and are purchasing services and/or network equipment under a contract approved under the E-rate program as a master contract.
- Annual Undiscounted Cost of \$10,000 or Less:** If you are seeking support for \$10,000 or less of total undiscounted eligible expenses for a single year you may bypass the competitive bidding process.
 - For consortia applicants, this exemption is \$10,000 for all funding requests submitted for the consortium.
 - Note: If you select this option on your FCC Form 462, you will not be able to request a multi-year funding commitment.

BACK

EXIT

Competitive Bidding Exemptions

SAVE DRAFT

Start Page

Competitive Bidding

Service Provider Information

Expense Items

Additional Documentation

Confidentiality

Certifications

Signature

Competitive Bidding

Is the HCP requesting that this application be exempt from competitive bidding?

☒ Yes

☐ No

Explanations

Select the exemption that the HCP is claiming

☐ Annual Undiscounted Cost of \$10,000 or less

☐ Government Master Services Agreement

☐ Pre-Approved Master Services Agreement

☒ Evergreen Contract

☐ E-rate Approved Contract

Contracts

Contract Name	Contract Document	Contract Sign Date	Contract End Date	Initial Contract Term
No items available				

ADD CONTRACT

EDIT

DELETE

BACK

 EXIT

SAVE & CONTINUE

Competitive Bidding Exemptions (Continued)

- If “Yes” is selected, choose the exemption type.
- Upload contract.
 - For Evergreen contracts, select a contract from the drop-down menu.
 - Evergreen exemption can only be selected if the contract was approved as Evergreen on a prior funding year funding requests.
- Enter the relevant contract information in the fields.
- Use the drop-down calendar to enter dates.

The screenshot shows a web form titled "Competitive Bidding" with a breadcrumb trail: "Start Page" > "Competitive Bidding" > "Service Provider Information". The form is titled "Competitive Bidding" and contains the following sections:

- Is the HCP requesting that this application be exempt from competitive bidding? ? ***
 - ☒ Yes
 - ☐ No
- Select the exemption that the HCP is claiming ***
 - ☐ Annual Undiscounted Cost of \$10,000 or less
 - ☐ Government Master Services Agreement
 - ☐ Pre-Approved Master Services Agreement
 - ☒ Evergreen Contract
 - ☐ E-rate Approved Contract
- New Contract**
 - Select an Existing Contract ***
 - Dropdown menu with a blurred selection.
 - Contract Sign Date**: 10/01/2021 (with a calendar icon)
 - Contract End Date (Optional)**: 09/30/2024 (with a calendar icon)
 - Length of Initial Contract Term**: 36 (with a "Months" dropdown)
 - Number of Contract Extensions (Optional)**: 5
 - Total Combined Length of Optional Extensions (Optional)**: 5 (with a "Months" dropdown)
 - CANCEL** button
- BACK** and **EXIT** buttons at the bottom.

Competitive Bidding Exemptions (Continued)

- Once the contract is selected, click “Save and Continue”.

SAVE DRAFT

Start Page Competitive Bidding Service Provider Information Expense Items Additional Documentation Confidentiality Certifications Signature

Competitive Bidding

Is the HCP requesting that this application be exempt from competitive bidding? ⓘ *

☒ Yes
☐ No

Select the exemption that the HCP is claiming *

☐ Annual Undiscounted Cost of \$10,000 or less
☐ Government Master Services Agreement
☐ Pre-Approved Master Services Agreement
☒ Evergreen Contract
☐ E-rate Approved Contract

	Contract Name	Contract Document	Contract Sign Date	Contract End Date	Initial Contract Term
<input type="checkbox"/>			10/1/2021	9/30/2024	36 Months

ADD CONTRACT EDIT DELETE

BACK EXIT

SAVE & CONTINUE

Competitive Bidding Non-Exempt

- Click “No” if the HCP is not exempt from competitive bidding.
- Choose the related FCC Form 461 from drop-down menu.
 - All FCC Forms 461 for the HCP will be available.
- Enter the number of bids received.
- Copies of all bids received must be uploaded.

SAVE DRAFT

Start Page Competitive Bidding Service Provider Information

Competitive Bidding

Is the HCP requesting that this application be exempt from competitive bidding? [?]

☐ Yes

☒ No

Related FCC Form 461 Application *

Is the HCP continuing with the current service provider? *

☐ Yes

☒ No

Number of Service Providers That Bid *

3

Upload Bids

Document Type

[Add Documents](#)

Must Upload a file.

[BACK](#) [EXIT](#)

Upload Bids

Document Type	Document	Uploaded On
Bids		11/8/2021 9:26 AM EST

[Add Documents](#)

[BACK](#) [EXIT](#) [SAVE & CONTINUE](#)

Service Provider Information

- Select 498 ID/SPIN.
- Click “Save and Continue”.

Start PageCompetitive Bidding**Service Provider Information**Expense ItemsAdditional DocumentationConfidentialityCertificationsSignature

Service Provider Information

498 ID/SPIN

Service Provider Name

SEARCH

CLEAR

498 ID/SPIN	Service Provider Name
143003913	CenturyLink Coastal Long Distance Services, Inc.
143001613	CenturyLink CenturyTel of North Mississippi, Inc.
143002125	CenturyLink CenturyTel of Minnesota, Inc.
143001361	CenturyLink United Telephone Co. of New Jersey
143002131	CenturyLink - Embarq Minnesota, Inc (FKA Embarq)

« < 1 - 5 of 83 > »

You have selected 143002131 - CenturyLink - Embarq Minnesota, Inc (FKA Embarq)

BACK EXIT

SAVE & CONTINUE

Expense Items – Summary Page

- Download the NCW Template and save.
- Populate all information and upload the NCW to RHC Connect.
- Any information entered manually will be overwritten by the NCW document once it's uploaded.

[Start Page](#) [Competitive Bidding](#) [Service Provider Information](#) [Expense Items](#) [Additional Documentation](#) [Confidentiality](#) [Certifications](#) [Signature](#)

Advanced Features
Download NCW Template
Upload NCW Document

ENTER A NEW EXPENSE ITEM

Expense Item Summary

#	↑	Site #	Site Name	Contract Number	Expense Type	Eligible Undiscounted Cost	Maxium Support Amount	Actions
1					Network Maintenance			Edit Delete
2					Ethernet			Edit Delete

Using the NCW Template

- Do not disturb the formatting.
 - When using “copy” and “paste” to enter data, be sure to paste using a “text” or “values” format.
 - If any data is entered manually prior to uploading the NCW, that data will be overwritten when the NCW is uploaded.
 - If after uploading the NCW data isn’t saved or you’re directed back to the summary page, the formatting has been changed.
 - Download a new NCW template and try again.

Line Number	Contract Status														Expense Information				Expense Type					Bandwidth				Service Level Agreement								
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB	AC	AD	AE	AF	AG	AH		
	Site Number	Site Name	Is there a contract with the service provider?	Contract ID	Contract Nickname	Contract Start Date (yyyy-mm-dd)	Initial Contract End Date (optional) (yyyy-mm-dd)	Contract Sign Date (yyyy-mm-dd)	Install Date (yyyy-mm-dd)	Number of Contract Extensions (optional)	Length of Initial Contract Term	Time unit of Length of initial contract term	Total Combined Length of Optional Extensions (optional)	Time Unit of Extensions (optional)	Is this a newly installed circuit?	Billing Account Number (optional)	Expected Service Start Date (yyyy-mm-dd)	Installation Date (yyyy-mm-dd)	Category of Expense	Expense Type	Explanation of Expense (optional)	Total Number of Fiber Strands (optional)	Total Number of Fiber Strands Eligible for Support (optional)	Upload Speed	Upload Speed Unit	Download Speed	Download Speed Unit	Is there a service level agreement (SLA) with the service provider for this expense item? (Optional)	SLA for Latency	SLA for Jitter	SLA for Packet Loss	SLA for Packet Reliability	Circuit ID (optional)	Where is the site's location on the circuit?	Is this Member Site, Service Provider Site or Neither?	HCP Number
1			Yes												No				Data	Dark Fiber				1.00	Mbps	1.00	Mbps	Yes	<8 ms	<10 MS	<0.001	0.9999		Circuit Start Location		
2			Yes												No				Data	Ethernet				500.00	Mbps	500.00	Mbps	Yes	<8 ms	<10 MS	<0.001	0.9999		Circuit Start Location		
3			Yes												No				Data	Dark Fiber				1.00	Gbps	1.00	Gbps	Yes	<8 ms	<10 MS	<0.001	0.9999		Circuit Start Location		
4			Yes												No				Data	Ethernet				100.00	Mbps	100.00	Mbps	Yes	<8 ms	<10 MS	<0.001	0.9999		Circuit Start Location		
5			Yes												No				Data	Ethernet				50.00	Mbps	50.00	Mbps	Yes	<8 ms	<10 MS	<0.001	0.9999		Circuit Start Location		

Expense Items – Contract Status

- For consortia applicants, choose a member site for each expense from drop-down menu.
- Select “no” for submission without contract (month-to-month).

The screenshot displays the 'Expense Items' section of a web application. At the top, a navigation bar includes links for 'Start Page', 'Competitive Bidding', 'Service Provider Information', 'Expense Items' (the active tab), 'Additional Documentation', 'Confidentiality', and 'Cer'. Below the navigation bar, the 'Expense Items' title is followed by 'Expense Item 1 of 1' and cost information: 'Total Eligible Undiscounted Cost \$0.00' and 'Maximum Support Amount \$0.00'.

A sidebar on the left lists several sections: 'Contract Status' (highlighted with a green arrow), 'Expense Information', 'Expense Type', 'Bandwidth', 'Service Level Agreement', 'Circuit Information', 'Financial Information', and 'HCP Contribution Source'.

The main content area shows the 'Expense Item Site' dropdown menu, which is highlighted with a red box. Below it, a question is asked: 'Does the HCP have a Contract with the Service Provider?' with two radio button options: 'Yes' and 'No (process this item as month-to-month)'. The 'No' option is selected, indicated by a blue dot. A red arrow points from the 'Contract Status' sidebar section to the 'Expense Item Site' dropdown menu.

At the bottom of the form, there is a summary: 'Sum of All Expense Item Total Eligible Undiscounted Cost: \$0.00' and 'Sum of All Expense Item Maximum Support Amount: \$0.00'. Below this, there are two buttons: 'BACK' and 'EXIT'.

Expense Items – Contract Status (Continued)

- Select “yes” for submission with contract.
- Select an existing contract or upload a new contract.
- Enter information about the contract.

Start Page Competitive Bidding Service Provider Information **Expense Items** Additional Documentation Confidentiality

Expense Items

Expense Item 1 of 1
Total Eligible Undiscounted Cost \$0.00
Maximum Support Amount \$0.00

> **Contract Status**

- ☐ Expense Information
- ☐ Expense Type
- ☐ Bandwidth
- ☐ Service Level Agreement
- ☐ Circuit Information
- ☐ Financial Information
- ☐ HCP Contribution Source

Sum of All Expense Item Total Eligible Undiscounted Cost: \$0.00
Sum of All Expense Item Maximum Support Amount: \$0.00

Expense Item Site
[Dropdown menu]

Does the HCP have a Contract with the Service Provider?

☒ Yes
☐ No (process this item as month-to-month)

Select an Existing Contract **Contract Nickname** **Upload a New Contract**

Select a contract already associated ... OR [Text field] **UPLOAD** Drop file here

Contract Start Date **Initial Contract End Date**

Length of Initial Contract Term

Time Unit

Number of Contract Extensions (Optional)

Total Combined Length of Optional Extensions (Optional)

Time Unit

Contract Sign Date **Install Date**

Expense Items – Contract Status (Continued)

- Enter contract start date, initial contract end date, contract sign date and installation date for confirmation in review.

Expense Item Site

Does the HCP have a Contract with the Service Provider? [?](#)
☒ Yes
☐ No (process this item as month-to-month)

Select an Existing Contract OR Contract Nickname Upload a New Contract
UPLOAD Drop file here

Contract Start Date
11/01/2021

Initial Contract End Date
10/31/2024

Length of Initial Contract Term
3 Years

Number of Contract Extensions (Optional)
5

Total Combined Length of Optional Extensions (Optional)
5 Years

Contract Sign Date
11/01/2021

Install Date
11/01/2021

Expense Items – Expense Information

- Enter the “Expected Broadband Service Start Date” and “Installation Date”.

Start Page

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Expense Items

Expense Item 1 of 1
Total Eligible Undiscounted Cost \$N/A
Maximum Support Amount \$N/A

✓ Contract Status

> Expense Information

○ Expense Type

○ Bandwidth

○ Service Level Agreement

○ Circuit Information

○ Financial Information

○ HCP Contribution Source

Is this a newly installed circuit?
☒ Yes
☐ No

Billing Account Number (Optional)

Expected Broadband Service Start Date

ⓘ You have chosen the funding year start date. Please make sure that this is the date when you actually expect to begin this service or have already started this service.

Installation Date

Sum of All Expense Item Total Eligible Undiscounted Cost: \$N/A
Sum of All Expense Item Maximum Support Amount: \$N/A

BACK

EXIT

Expense Items – Expense Type

- Enter “Expense Category” and “Expense Type” and an optional explanation of the eligible expense.

Start Page

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Expense Items

Expense Item 1 of 1
Total Eligible Undiscounted Cost \$N/A
Maximum Support Amount \$N/A

✓ Contract Status

✓ Expense Information

> Expense Type

○ Bandwidth

○ Service Level Agreement

○ Circuit Information

○ Financial Information

○ HCP Contribution Source

Expense Category

Data

Expense Type

Ethernet

Explanation of Eligible Expense (Optional)

Ethernet circuit between service provider and eligible HCP

Expense Items – Bandwidth

- Enter Bandwidth.

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Expense Items

Expense Item 1 of 1
Total Eligible Undiscounted Cost \$48,480.00
Maximum Support Amount \$31,512.00

✓ Contract Status

✓ Expense Information

✓ Expense Type

> **Bandwidth**

○ Service Level Agreement

○ Circuit Information

○ Financial Information

○ HCP Contribution Source

Download Speed

Upload Speed

Expense Items – Bandwidth (Continued)

- For equipment, installation, construction and network management services, bandwidth does not have to be entered if not applicable.
- For all other services, bandwidth is required.

The screenshot displays the 'Expense Items' web application. The top navigation bar includes links for 'Start Page', 'Competitive Bidding', 'Service Provider Information', 'Expense Items' (which is the active tab), 'Additional Documentation', and 'Confidentiality'. The main heading is 'Expense Items', followed by 'Expense Item 1 of 1'. Below this, it states 'Total Eligible Undiscounted Cost \$N/A' and 'Maximum Support Amount \$N/A'. A sidebar on the left contains a list of categories: 'Contract Status' (checked), 'Expense Information' (checked), 'Expense Type' (checked), 'Bandwidth' (expanded with a green arrow), 'Service Level Agreement' (unchecked), 'Circuit Information' (unchecked), 'Financial Information' (unchecked), and 'HCP Contribution Source' (unchecked). The main content area for the 'Bandwidth' section is highlighted with a red box. It contains two sections: 'Download Speed' and 'Upload Speed'. Each section has a text input field and a dropdown menu labeled '---Select---'. Below each input field is the instruction 'Leave blank if bandwidth is not applicable'. At the bottom of the form, there is a summary section with the text 'Sum of All Expense Item Total Eligible Undiscounted Cost: \$N/A' and 'Sum of All Expense Item Maximum Support Amount: \$N/A'. Two buttons, 'BACK' and 'EXIT', are located at the bottom left of the form.

Start Page Competitive Bidding Service Provider Information **Expense Items** Additional Documentation Confidentiality

Expense Items

Expense Item 1 of 1
Total Eligible Undiscounted Cost \$N/A
Maximum Support Amount \$N/A

- ✓ Contract Status
- ✓ Expense Information
- ✓ Expense Type
- > **Bandwidth**
- Service Level Agreement
- Circuit Information
- Financial Information
- HCP Contribution Source

Download Speed

---Select---

Leave blank if bandwidth is not applicable

Upload Speed

---Select---

Leave blank if bandwidth is not applicable

Sum of All Expense Item Total Eligible Undiscounted Cost: \$N/A
Sum of All Expense Item Maximum Support Amount: \$N/A

BACK EXIT

Expense Items – Service Level Agreement (SLA)

- If “no” is selected, fields will not appear.
- If “yes” is selected, enter the information about the SLA.

Expense Items

Expense Item 1 of 1

Total Eligible Undiscounted Cost \$48,480.00
Maximum Support Amount \$31,512.00

✓ Contract Status

✓ Expense Information

✓ Expense Type

✓ Bandwidth

> **Service Level Agreement**

○ Circuit Information

Is there a service level agreement (SLA) with the service provider for this expense item? (Optional)

☒ Yes
☐ No

What is the SLA for Latency? (Optional)

What is the SLA for Jitter? (Optional)

What is the SLA for Packet Loss? (Optional)

What is the SLA for Packet Reliability? (Optional)

Expense Items – Circuit Information

- Address of the HCP on expense item will pre-populate based on information in the FCC Form 460.
- “Start location” and “End location” cannot be the same address.

Expense Items

Expense Item 1 of 1
Total Eligible Undiscounted Cost \$48,480.00
Maximum Support Amount \$31,512.00

✓ Contract Status

✓ Expense Information

✓ Expense Type

✓ Bandwidth

✓ Service Level Agreement

> **Circuit Information**

○ Financial Information

○ HCP Contribution Source

Circuit ID (Optional)

Where is the site's location on the circuit?

☒ The circuit starts at the site location

☐ The circuit ends at the site location

Circuit Start Location

Address Line 1

Address Line 2

City

State

CO

ZIP Code

Expense Items – Circuit Information (Continued)

- If the HCP is an Off-Site Administrative Office or Data Center, the location on the other end of the circuit is required.

Expense Items

Expense Item 1 of 1
Total Eligible Undiscounted Cost \$N/A
Maximum Support Amount \$N/A

✓ Contract Status

✓ Expense Information

✓ Expense Type

✓ Bandwidth

✓ Service Level Agreement

> **Circuit Information**

○ Financial Information

○ HCP Contribution Source

Sum of All Expense Item Total Eligible Undiscounted Cost: \$N/A
Sum of All Expense Item Maximum Support Amount: \$N/A

Circuit ID (Optional)

Where is the site's location on the circuit?
☒ The circuit starts at the site location
☐ The circuit ends at the site location

Circuit Start Location

Address Line 1

Address Line 2

City

State

CO

ZIP Code

Circuit End Location

☐ Location is a Member Site
☒ Location is the Service Provider
☐ Location is not a Member Site or Service Provider

Address Line 1

Address Line 2

City

State

Choose a State

ZIP Code

44

Expense Items – Financial Information

- If you select “no” for “is this entire expense eligible for support”, you’re indicating that this expense is cost-allocated.
- Enter the eligible percentage and an explanation of the methodology used to determine percent entered
- Upload the required document

Expense Item 1 of 1

Total Eligible Undiscounted Cost \$0.00

Maximum Support Amount \$0.00

- ✓ Contract Status
- ✓ Expense Information
- ✓ Expense Type
- ✓ Bandwidth
- ✓ Service Level Agreement
- ✓ Circuit Information
- > **Financial Information**
- HCP Contribution Source

Sum of All Expense Item Total Eligible Undiscounted Cost: \$N/A

Sum of All Expense Item Maximum Support Amount: \$N/A

Does this expense item represent multiple items or circuits? [?](#)

☐ Yes

☒ No

Multi-year Funding Request

☐ Yes

☒ No

How often is this item expensed?

Monthly

How many expense periods will there be total?

12

Undiscounted Cost Per Expense Period (Excluding Taxes and Fees)

\$1,000.00

Taxes and Fees per Expense Period

\$50.00

Is this entire expense eligible for support? [?](#)

☐ Yes

☒ No

Percent Eligible for Support

90

Explanation

Ten locations use this service but one site is ineligible for funding.

70/1000

Upload Documentation to Support Your Explanation [?](#)

Expense Items – Multiple Items

- The quantity of items should match the quantity on the documentation.

Expense Items

Expense Item 2 of 2
Total Eligible Undiscounted Cost \$0.00
Maximum Support Amount \$0.00

✓ Contract Status

✓ Expense Information

Does this expense item represent multiple items or circuits? ⓘ

☒ Yes
☐ No

Quantity of Items

Enter a value.

Expense Items – Financial Information (Continued)

- Check all that apply.

[Start Page](#) [Competitive Bidding](#) [Service Provider Information](#) [Expense Items](#) [Additional Documentation](#) [Confidentiality](#)

Expense Items

Expense Item 1 of 1
Total Eligible Undiscounted Cost \$12,600.00
Maximum Support Amount \$8,190.00

✓ Contract Status

✓ Expense Information

✓ Expense Type

✓ Bandwidth

✓ Service Level Agreement

✓ Circuit Information

✓ Financial Information

> **HCP Contribution Source**

How will the HCP cover their costs including the required 35% that are not covered by HCF support? (select all that apply)

☐ The HCP will cover the difference

☐ State grants, funding, or appropriations

☐ Federal funding, grants, loans, or appropriations

☐ Tribal government funding

☐ Other grant funding including private grants

Sum of All Expense Item Total Eligible Undiscounted Cost:
\$12,600.00
Sum of All Expense Item Maximum Support Amount: \$8,190.00

[BACK](#) [EXIT](#)

Expense Items – Summary

Expense Item Summary

ENTER A NEW EXPENSE ITEM

#	↑	Site #	Site Name	Contract Number	Expense Type	Eligible Undiscounted Cost	Maxium Support Amount	Actions
1					Ethernet	\$24,240.00	\$15,756.00	Edit Delete

Show

5

 records/page

Total Eligible Undiscounted Cost \$24,240.00

Total Maximum Support \$15,756.00

BACK

EXIT

SAVE & CONTINUE

Approved by OMB 3060-0804

If you have questions please contact our Help Desk at (800) 453-1546 or RHC-Assist@usac.org 8:00 a.m. — 8:00 p.m. ET Monday through Friday for assistance.

Additional Documentation

- Consortia applicants are required, at minimum, to upload a Viable Source Letter before continuing.

Start PageCompetitive BiddingService Provider InformationExpense Items**Additional Documentation**ConfidentialityCertificationsSignature

▲ Additional Documentation

Use this tab to upload additional documentation that is relevant to the application. Ensure that all bandwidths, costs, service locations, and expense types are supported with documentation.

ⓘ Service provider documentation required to confirm expenses

Document Type	Description	Document	Uploaded On	↑
No items available				

UPLOAD DOCUMENT(S)

Must upload a file of document type Viable Source Letter

BACK

EXIT

SAVE & CONTINUE

Additional Documentation (continued)

- To upload more than 10 documents, follow the instructions in the blue banner.

Start Page Competitive Bidding Service Provider Information Expense Items **Additional Documentation** Confidentiality Certifications Signature

Additional Documentation

ⓘ Service provider documentation required to confirm expenses

Document Type	Document	Uploaded On
No items available		

➕ Add Document

Bulk Upload *

UPLOAD Drop files here

📌 Note: 10 files can be uploaded at a time (up to 100 total). Click **Next** on this screen once the 10 document limit has been reached; you may then click **UPLOAD DOCUMENT(S)** again to add another batch of files.

BACK EXIT NEXT

Approved by OMB 3060-0804

Confidentiality

Start Page	Competitive Bidding	Service Provider Information	Expense Items
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Confidentiality

Is the HCP requesting confidential treatment and non-disclosure of commercial and financial information?*

☐ Yes

☐ No

Explanation

BACK

EXIT

Certifications

[Start Page](#)[Competitive Bidding](#)[Service Provider Information](#)[Expense Items](#)[Additional Documentation](#)[Confidentiality](#)[Certifications](#)[Signature](#)

Certifications

- ☐ I certify under penalty of perjury that I am authorized to submit this request on behalf of the applicant or consortium.
- ☐ 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 of fact contained therein are true.
- ☐ I certify under penalty of perjury that the applicant or consortium has considered all bids received and selected the most cost-effective method of providing the requested services. "Cost-effective" is defined 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 care services." 47 CFR § 54.622(c).
- ☐ 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 the applicant or consortium 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 or consortium satisfies all of the requirements under Section 254 of the Act and applicable Commission rules, and understand that any letter from the Administrator that erroneously commits funds for the benefit of the applicant may be subject to rescission.
- ☐ I certify under penalty of perjury that I have reviewed all applicable rules and requirements for the RHC Program and complied with those rules and requirements.
- ☐ I understand that all documentation associated with this application, including all bids, contracts, scoring matrices, and other information associated with the competitive bidding process, all billing records for services received and any other documentation demonstrating compliance with the rules 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 or as otherwise prescribed by the Commission's rules.
- ☐ I certify under penalty of perjury that the applicant or consortium 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 any consultants or third parties associated with this request or RFP do not have an ownership interest, sales commission arrangement, or other financial stake in the vendor 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.

[BACK](#) [EXIT](#) [SAVE & CONTINUE](#)

Signature

- Sign by typing your first and last name in the “Digital Signature” field.

Start Page Competitive Bidding Service Provider Information Expense Items Additional Documentation Confidentiality Certifications **Signature**

Signature

Current User Information

Name
Email
Phone
Employer
Title
Employer's FCC RN

Signature

Certifier's Full Name
* Digital Signature
Date

BACK EXIT CERTIFY & SUBMIT

Questions?

Best Practices

HCF Program Funding Request Office Hours

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 services 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 (upon request)
- ☐ Copies of any correspondence with service providers prior to and during the competitive bidding process (upon request)
- ☐ A copy of any new contract signed for your services
- ☐ Award letter to winning vendor (upon request)
- ☐ Contact information for the service provider and all responsible account holders
- ☐ The start and end location of your services.
- ☐ Viable source letter for consortia applicants (35 percent contribution)

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

Best Practices – Competitive Bidding

- Begin your competitive bidding process early.
 - Bidding period opened on July 1, 2023, for FY2024.
- Once the 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 minimum of five years.

Best Practices – FCC Form 462 (Funding Request)

- Do not enter into an agreement with a service provider until after the ACSD has passed.
- Include all required documentation when submitting your FCC Form 462.
- Include a cover letter if needed to clarify information entered into the FCC Form 462.
- If submitting funding requests for equipment, data center or administrative offices or network expenses, tip sheets can be found on the [Step 4: Submit Funding Requests](#) webpage under the Additional Resources section.
- Be sure to actually sign, certify and submit all FCC Forms 462 before 11:59 p.m. ET on April 1, 2024 (Drafts are not considered submitted).
- HCPs and service providers are required to retain documentation for a minimum of five years.

Milestones for FY2024: HCF Program NOT Using a Request for Proposal (RFP)

HCF Program Form	Last Day to Submit for Individual HCPs NOT using a Request for Proposal (RFP)
FCC Form 460 – Eligibility	January 8, 2024 Recommended Date
FCC Form 461 – Request for Services	February 10, 2024 Recommended Date
FCC Form 462 – Funding Request	April 1, 2024 Deadline to Submit*

*Please note that these dates (except for the FCC Form 462 filing window deadline of April 1) are not mandatory deadlines, but rather recommended milestones to meet the close of the filing window.

Milestones for FY2024: HCF Program USING a Request for Proposal (RFP)

HCF Program Form	Last Day to Submit for Individual HCPs using a Request for Proposal (RFP)
FCC Form 460 – Eligibility	January 4, 2024 Recommended Date
FCC Form 461 – Request for Services	February 1, 2024 Recommended Date
FCC Form 462 – Funding Request	April 1, 2024 Deadline to Submit*

*Please note that these dates (except for the FCC Form 462 filing window deadline of April 1) are not mandatory deadlines, but rather recommended milestones to meet the close of the filing window.

Resources

HCF Program Funding Request Office Hours

Upcoming Trainings

Please join the RHC Outreach team for the following webinars:

- Telecom Office Hours Webinar:
 - When: Wednesday, January 17, 2024, from 2-3 p.m. ET - [Register](#)
- HCF Office Hours Webinar
 - When: Wednesday, February 7, 2024, from 2-3 p.m. ET - [Register](#)
- Telecom Office Hours Webinar
 - When: Wednesday, February 14, 2024, from 2-3 p.m. ET - [Register](#)
- For a list of upcoming webinars, check the RHC [Upcoming Dates](#) webpage for dates and details.

Online Resources

- [RHC Learn](#)
- [Step 4: Submit Funding Request](#) webpage
- [Welcome to RHC Connect – FCC Form 462](#) webpage
- [Competitive Bidding Exemptions](#)
- [Consortia Majority Rural Compliance Tip Sheet](#)
- [Request for Proposals \(RFPs\)](#)
- [Network Plans](#)
- [Funding Limitations Tip Sheet](#)
- [Off-site Data Centers and Admin Offices Tip Sheet](#)
- [Equipment Tip Sheet](#)

Online Resources - RHC Connect

- [Welcome to RHC Connect - FCC Form 461](#) webpage
 - [RHC Connect User Guide](#)
 - [Welcome to RHC Connect – FCC Form 461](#) self-paced video training guide
- [Welcome to RHC Connect – FCC Form 462](#) webpage
 - [RHC Connect User Guide](#)
 - [RHC Connect - FCC Form 462](#) self-paced video training guide
- [Welcome to RHC Connect – FCC Form 463](#) webpage
 - [RHC Connect Form User Guide](#)
 - [RHC Connect – FCC Form 463](#) self-paced video training guide
- [Information Request Tip Sheet](#)

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

- **Additional Hours – Filing Window Close:**

The RHC Customer Service Center

The RHC Customer Service Center CAN	The RHC Customer Service Center CANNOT
Answer general questions regarding both programs	Determine eligibility of a specific site or service before an official form submission
Provide account holder information for an HCP	Review a form or document for accuracy before an official submission
Provide clarity regarding FCC Report and Order 19-78 and other FCC orders	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 and RHC Connect	Transfer a call to a specific form reviewer

Questions?

Thank You!





Universal Service
Administrative Co.