

# HCF Program - Invoicing for FY2022

Submitting the FCC Form 463 in RHC Connect

September 29, 2022



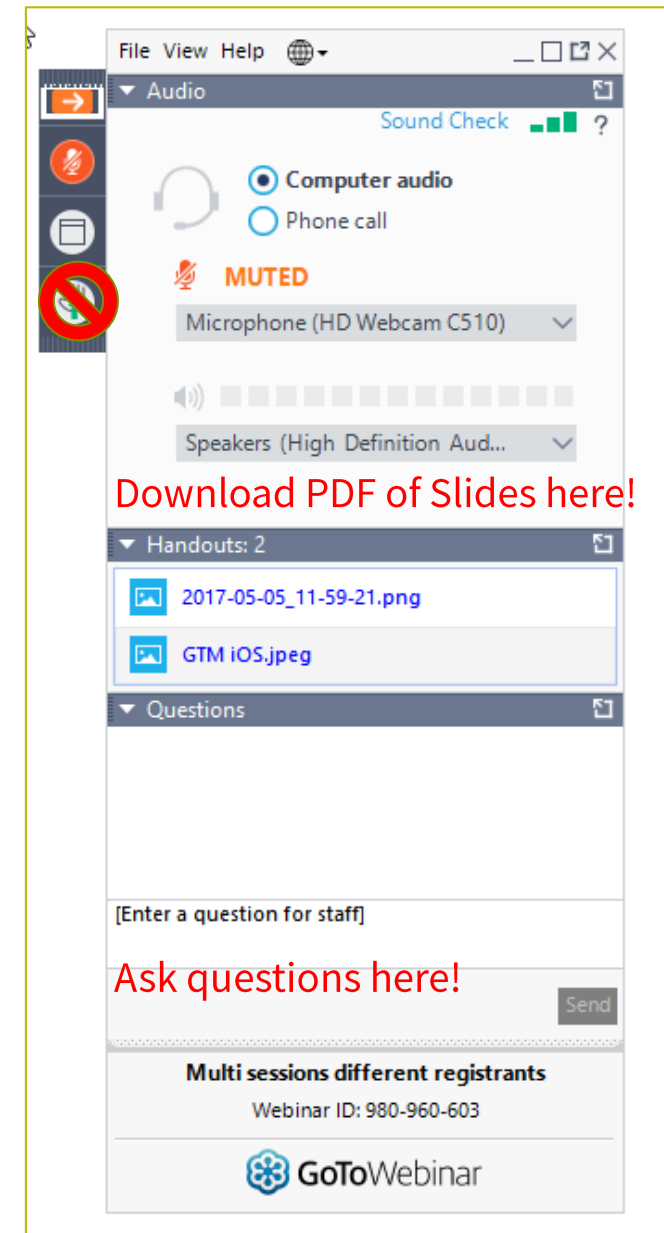
Universal Service  
Administrative Co.

## **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
- Submit questions at any time using the “Questions” box



# Meet Our Team



**Simone Andrews**

Senior Communications  
Specialist | RHC Outreach



**Blythe Albert**

Advisor of Program  
Management | RHC Outreach

# Agenda

- Invoicing Overview
- Filing the FCC Form 463 – Account Holders
- Filing the FCC Form 463 – Service Providers
- Resources

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

- Identify which steps are needed to submit your FY2022 FCC Form 463 in RHC Connect
- Identify resources to help you submit your FY2022 HCF FCC Form 463 invoice
- For service providers, understand how to approve the FCC Form 463 in RHC Connect

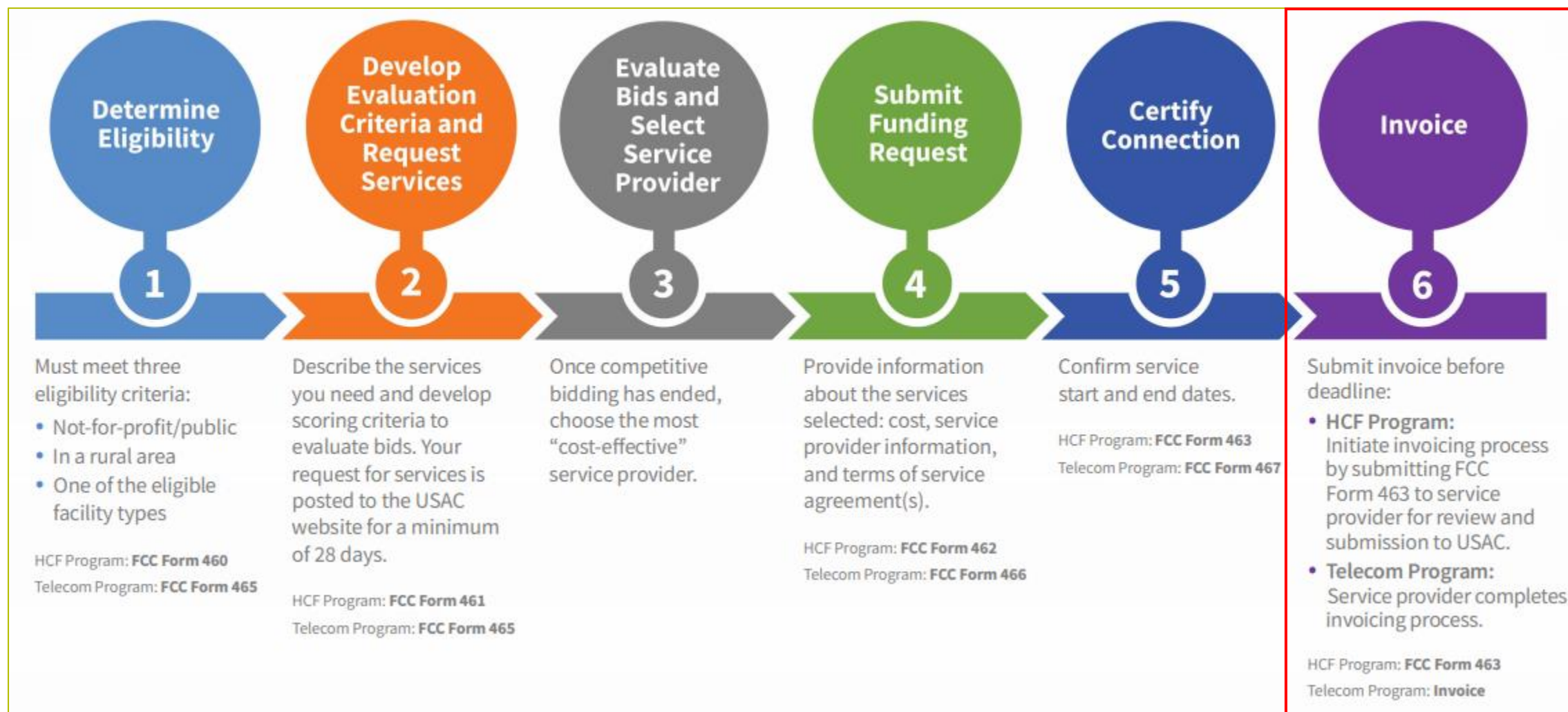
# Glossary

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
FRN	Funding Request Number
FCL	Funding Commitment Letter
BAN	Billing Account Number
SPIN/498 ID	Service Provider Identification Number
FCCRN	FCC Registration Number (Referred to as FRN on FCC website)

# **Invoicing Overview**

Submitting the FCC Form 463 in RHC Connect

# RHC Program Application Process



## New! RHC Connect – FCC Form 463

- FCC Form 463 for approved FY2022 FRNs will be submitted in RHC Connect
- FCC Forms 463 should be submitted in My Portal for all commitments for funding years prior to FY2022, including multi-year commitments
- Telecom program forms will eventually move to RHC Connect
- All Connected Care Pilot Program (CCPP) forms will remain in My Portal

# FCC Order DA 22-998 – Hurricane Fiona Waiver Order

- On September 22, 2022, the FCC released order [DA 22-998](#) waiving certain RHC rules and deadlines to assist participants and providers located in the areas affected by Hurricane Fiona. This Order applies to healthcare providers and service providers located in the areas in Puerto Rico the Federal Emergency Management Agency (FEMA) has designated as eligible for Individual or Public Assistance for the purposes of federal disaster relief as of September 22, 2022
  - Grants a 60 day extension to the deadline for appeals and requests for waiver for all requests from September 18, 2022 through February 19, 2023
  - Waives the 14-day Information Request deadline for Information Requests related to funding requests, appeals and waivers, invoices, audits and other documentation and applies to all funding years for all Information Requests issued on or after September 4, 2022
  - Waives the invoicing deadline for FY2021 funding requests and grants an automatic 120-day extension
  - Waives the September 30, 2021 deadline for HCF program consortia annual reports
  - Impacted program participants will not be penalized for failure to retain records destroyed by Hurricane Fiona
- For more information, read [FCC Order DA 22-998](#)

# Reminder: Invoicing Deadlines FY2020 and Forward

- Invoicing guidelines adopted in FCC [Report and Order 19-78](#) became effective in FY2020. The invoicing deadline is four months (120 days) from the service delivery deadline in both the HCF and Telecom programs
  - For more information please see the [HCF invoice page](#) and [Telecom invoice page](#)
  - Invoicing deadlines can be found by going to the Open Data platform and clicking on [Rural Health Care Commitments and Disbursements \(FCC Form 462/466/466A\)](#)
    - Invoicing deadlines can be found in the last column of the searchable table when viewing data or in Column BE of the Excel spreadsheet

# Information Request Reminders

- Forms with missing or incomplete information or documentation cannot be processed
- If USAC requires information that cannot be located on the submitted documentation, this will result in an **Information Request**
- All account holders will receive all Information Requests
- Account holders are given 14 calendar days to respond to Information Requests
  - 11:59 p.m. ET on the 14<sup>th</sup> is the deadline to respond to Information Requests
- Information Requests not responded to within 14 calendar days **will result in a denial** of that form

# Site and Service Substitutions

- Site and service substitutions allow you to reallocate un-invoiced committed funds to upgrade or modify services.
- You may request a site or service substitution if:
  - The substitution is stated in the contract, within the change clause, or constitutes a minor modification
  - Adding sites or upgrading services, is clearly stated in the Request for Services and the Requests for Proposal (RFP) used in the competitive bidding process
  - The substitution does not violate any contract provision or state, Tribal, or local procurement laws
  - The site is an eligible HCP and the service is an eligible service under the Telecom or HCF program
- HCPs using month-to-month service agreements are not eligible for site and service substitutions
- Site and service substitutions must be submitted by the service delivery deadline
- For more information, visit our [Site and Service Substitutions](#) webpage

# Post-Commitment Changes in RHC Connect

- The following operations will not be available until early 2023 due to continued RHC Connect development:
  - SPIN changes, both correctional and operational for FY2022
  - Site and service substitutions for FY2022
- These post-commitment operations are available in My Portal for funding commitments for FY2021 and prior funding years for HCF, Telecom and CCPP FRNs.

# Questions?

# **FCC Form 463 in RHC Connect - Account Holders**

Submitting the FCC Form 463 in RHC Connect

# My Portal Landing Page

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

The screenshot displays the 'Dashboard' of a portal. At the top, there is a yellow banner with an information icon and text: 'In accordance with the Supply Chain orders, new certifications have been added to the following forms: RHC - FCC Form 463 and the and High Cost & Lifeline - FCC Form 481. Service providers are required to submit these annual certifications. For additional informa'. Below this, the dashboard is divided into two main sections. On the left, 'Upcoming Dates' features a calendar icon and two entries: '07/07 2022 New Filer ID Basics Webinar' and '08/01 2022 Quarterly Filing due August 1'. On the right, 'Rural Health Care' has an upward arrow icon. It contains three highlighted boxes. The top box, outlined in red, is titled 'RHC Connect' and states: '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 titled 'RHC My Portal' and states: '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 titled 'Connected Care Pilot Program' and states: '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 and High Cost & Lifeline - FCC Form 481. Service providers are required to submit these annual certifications. For additional informa

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

- On the “My Forms” tab, you can view the status of all forms
- Click the icons to view, continue with a draft form, discard a form, view a PDF copy or view the email for a processed invoice

**RHC Connect**

11:49  
Feb 2, 2022

My Information Requests | **My Forms** | My Organizations

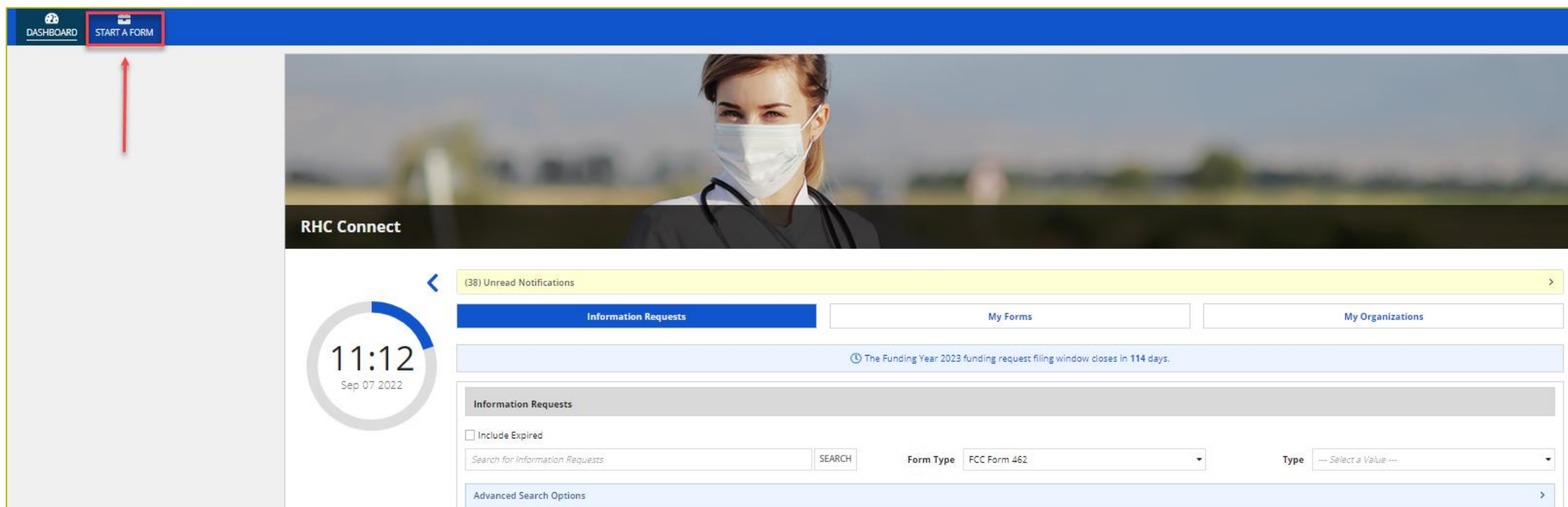
Form Type: Form 463  
Search 463 Forms [SEARCH]

Site Name	Site Number	Form	Invoice Number	Nickname	Last Updated	Status
		463	INV0000023904		4/2/2022	Submitted
		463	INV0000029564		4/9/2022	SP Review
		463	INV0000022204		4/18/2022	Draft
		463	INV000002152204		4/30/2022	Processed
		463	INV0000022554		4/20/2022	Returned
		463	INV0000023304		5/20/2022	Withdrawn

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# Dashboard (continued)

- Click “**START A FORM**”



# Starting a Form

- Click the box titled “**FCC Form 463**” and then click “**Next**” in the lower right-hand corner of the page

RHC Connect

What type of Form would you like to file?

11:16  
Sep 07 2022

FCC Form 461  
Develop Bid Evaluation Criteria & Select Services

FCC Form 462  
Evaluate Bids & Select Service Provider

FCC Form 463  
Invoice USAC

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).

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.

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

NEXT

# General Information

- Select the HCP or consortium from the dropdown menu and then select the FRN
- Enter a “**Nickname**” for the FCC Form 463
- Click “**Save & Continue**”

The screenshot displays the 'General Information' section of the FCC FORM 463. At the top, a navigation bar includes tabs for 'General Information', 'Invoice Line Items', 'Supporting Documentation', 'Certifications', and 'Signature'. Below the navigation bar, the title 'FCC FORM 463' is followed by the 'General Information' sub-header. A 'Paperwork Reduction Act (PRA)' link is visible. A yellow warning box states: '⚠ Note: Once you select a HCP or Consortium and corresponding Form 462 and click Continue, you will not be able to change your selection.' The form fields include: 'HCP or Consortium' (dropdown menu), '\* Form 462 Selection' (dropdown menu), 'RHC Invoice Number' (text input), 'Funding Year' (set to 2023), '\* Nickname' (text input with 'Invoice #' entered), 'SPIN/498 ID' (text input), and 'Vendor Name' (text input). At the bottom left is an 'EXIT' button, and at the bottom right is a 'SAVE & CONTINUE' button. Red arrows point to the 'HCP or Consortium' dropdown, the '\* Form 462 Selection' dropdown, the '\* Nickname' text input, and the 'SAVE & CONTINUE' button. The footer text 'Approved by OMB 3060-0804' is located at the bottom right.

# Invoice Line Items

- Click the “**Ready**” hyperlink under the “**Status**” column for the first line item

RHC\_INV20220009920001

General Information
Invoice Line Items
Supporting Documentation
Certifications
Signature

**FCC FORM 463**

**Invoice Line Items**

Select the approved line items from Form 462 RHC20220009920 that you would like to add to this invoice.

Search

SEARCH

Line Item # ↑	Billing Account Number	HCP Number	Site Name	Expense Category	Expense Type	Expense Frequency	Bandwidth (Upload/Download)	Total Cost Remaining to Invoice ⓘ	Today's Cost Invoiced ⓘ	Today's Potential Reimbursement ⓘ	Status ⓘ
1				Installation	Installation of Recurring Services	One Time		\$12,500.00			Ready
2				Equipment	Channel Service Unit / Data Service Unit (CSU/DSU) and Switches (leased)	Monthly		\$600,000.00			Ready
3				Installation	Installation of Recurring Services	One Time		\$12,500.00			Ready
4	555			Equipment	Fiber Network Transport Equipment	One Time		\$12,500.00	\$4,166.67	\$2,708.33	Added

# Invoice Line Items (continued)

- If this is the first FCC Form 463 submission, enter the “**Service Start Date**” using the drop-down calendar
- **Please note:** once this date is entered, it will be unable to be edited by USAC or the applicant when submitting subsequent FCC Forms 463
- Enter the “**Billing Period Start Date**” and the “**Billing Period End Date**”
- Enter “**Total Cost Invoiced (Undiscounted)**” and click “**Add to 463**”

RHC\_INV20220009920001

General Information Invoice Line Items Supporting Documentation Certifications Signature

**FCC FORM 463**

**Invoice Line Items**

Select the approved line items from Form 462 RHC20220009920 that you would like to add to this invoice.

Search

Line Item #	Billing Account Number	HCP Number	Site Name	Expense Category	Expense Type	Expense Frequency	Bandwidth (Upload/Download)	Total Cost Remaining to Invoice	Today's Cost Invoiced	Today's Potential Reimbursement	Status
1				Installation	Installation of Recurring Services	One Time		\$12,500.00			Ready
2				Equipment	Channel Service Unit / Data Service Unit (CSU/DSU) and Switches (leased)	Monthly		\$600,000.00			Ready
3				Installation	Installation of Recurring Services	One Time		\$12,500.00			Ready
4	555			Equipment	Fiber Network Transport Equipment	One Time		\$12,500.00	\$4,166.67	\$2,708.33	Added

LINE ITEM: 2 | Monthly Expense

Total Cost Remaining to Invoice \$600,000.00

Billing Account Number 12345

Item Quantity Invoiced 1

Maximum Amount for Chosen Period \$50,000.00

Service Start Date 07/01/2022

Billing Period Start Date 07/01/2022

Billing Period End Date 08/31/2022

Total Cost Invoiced (Undiscounted) \$50,000.00

Today's Potential Reimbursement \$32,500.00

Show Calculations

# Invoice Line Items (continued)

- Click “**Show Calculations**” to show the calculation based on entered information
- Follow prior steps to add each line item to the FCC Form 463

RHC\_INV20220009920001

General Information   Invoice Line Items   Supporting Documentation   Certifications   Signature

## FCC FORM 463

### Invoice Line Items

Select the approved line items from Form 462 RHC20220009920 that you would like to add to this invoice.

Search

Line Item #	Billing Account Number	HCP Number	Site Name	Expense Category	Expense Type	Expense Frequency	Bandwidth (Upload/Download)	Total Cost Remaining to Invoice	Today's Cost Invoiced	Today's Potential Reimbursement	Status
1				Installation	Installation of Recurring Services	One Time		\$12,500.00			Ready
2				Equipment	Channel Service Unit / Data Service Unit (CSU/DSU) and Switches (leased)	Monthly		\$600,000.00			Ready
3				Installation	Installation of Recurring Services	One Time		\$12,500.00			Ready
4	555			Equipment	Fiber Network Transport Equipment	One Time		\$12,500.00	\$4,166.67	\$2,708.33	Added

LINE ITEM: 2 | Monthly Expense

Total Cost Remaining to Invoice: \$600,000.00

Billing Account Number: 12345   Service Start Date: 07/01/2022   Billing Period Start Date: 07/01/2022   Billing Period End Date: 08/31/2022

Item Quantity Invoiced: 1

Maximum Amount for Chosen Period: \$50,000.00

Total Cost Invoiced (Undiscounted): \$50,000.00

Today's Potential Reimbursement: \$32,500.00

Show Calculations

Total Undiscounted Cost From Approved FCC Form 462: \$600,000.00

Total Commitment From Approved FCC Form 462: \$390,000.00

The total commitment from your approved FCC Form 462 includes all reduction factors, including the percent eligible for support, the 65 percent HCP program discount, commitment capping, and proration.

---

Today's Cost Invoiced (Undiscounted): \$50,000.00

Today's Potential Reimbursement: \$32,500.00

You're invoicing for 8.33% of the line item's total cost (\$50,000.00/\$600,000.00).

Your Potential Reimbursement of \$32,500.00 is 8.33% of your Commitment Amount (\$390,000.00).

# Supporting Documentation

- Use the “**Upload**” button to upload supporting documentation including, at minimum, a vendor invoice and a proof of payment document
- Click “**Add Documents**” and use the “**upload**” button for each document
- Select the associated line item (s) from the drop-down menu
- Click “**Save & Continue**”

RHC\_INV20220009969001 RETURN OR FINALIZE

Summary Invoice Line Items **Supporting Documentation** Applicant Certifications Applicant Signature

**FCC FORM 463**

**Supporting Documentation**

Document Type	Description	Upload File	Line Item(s)
Invoice		Test Invoice	Line 1
Proof of Payment		Test Proof of Payment	Line 1

ADD SERVICE PROVIDER COMMENT (Optional)

Comment History  
No comment history available

Approved by OMB 3060-0804

# Certifications

- Read and click all certifications
- You will be unable to move forward until all certifications are clicked
- Click “**Save & Continue**”

RHC\_INV20220009969001

Summary Invoice Line Items Supporting Documentation **Applicant Certifications** Applicant Signature

**FCC FORM 463**

**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 form and attachments and, to the best of my knowledge, information, and belief, all information contained therein is true and correct.

☒ I certify under penalty of perjury that the applicant or consortium members have received the related services, network equipment, and/or facilities itemized on the invoice form.

☒ I certify under penalty of perjury that the required 35% minimum contribution for each item on the FCC Form 463 was funded by eligible sources as defined in the FCC rules and that the required contribution was remitted to the service provider.

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

Approved by OMB 3060-0804

# Signature

- Type your full name into the “**Digital Signature**” field and then click “**Certify & Submit**”

RHC\_INV20220009969001

Summary Invoice Line Items Supporting Documentation Applicant Certifications **Applicant Signature**

**FCC FORM 463**

**Signature**

User Information

Name  
Email  
Phone  
Employer  
Title  
Employer's FCC RN

Signature

Certifier's Full Name  
Digital Signature  
Date Sep 7, 2022

Approved by OMB 3060-0804

**Questions?**

# **FCC Form 463 in RHC Connect - Service Providers**

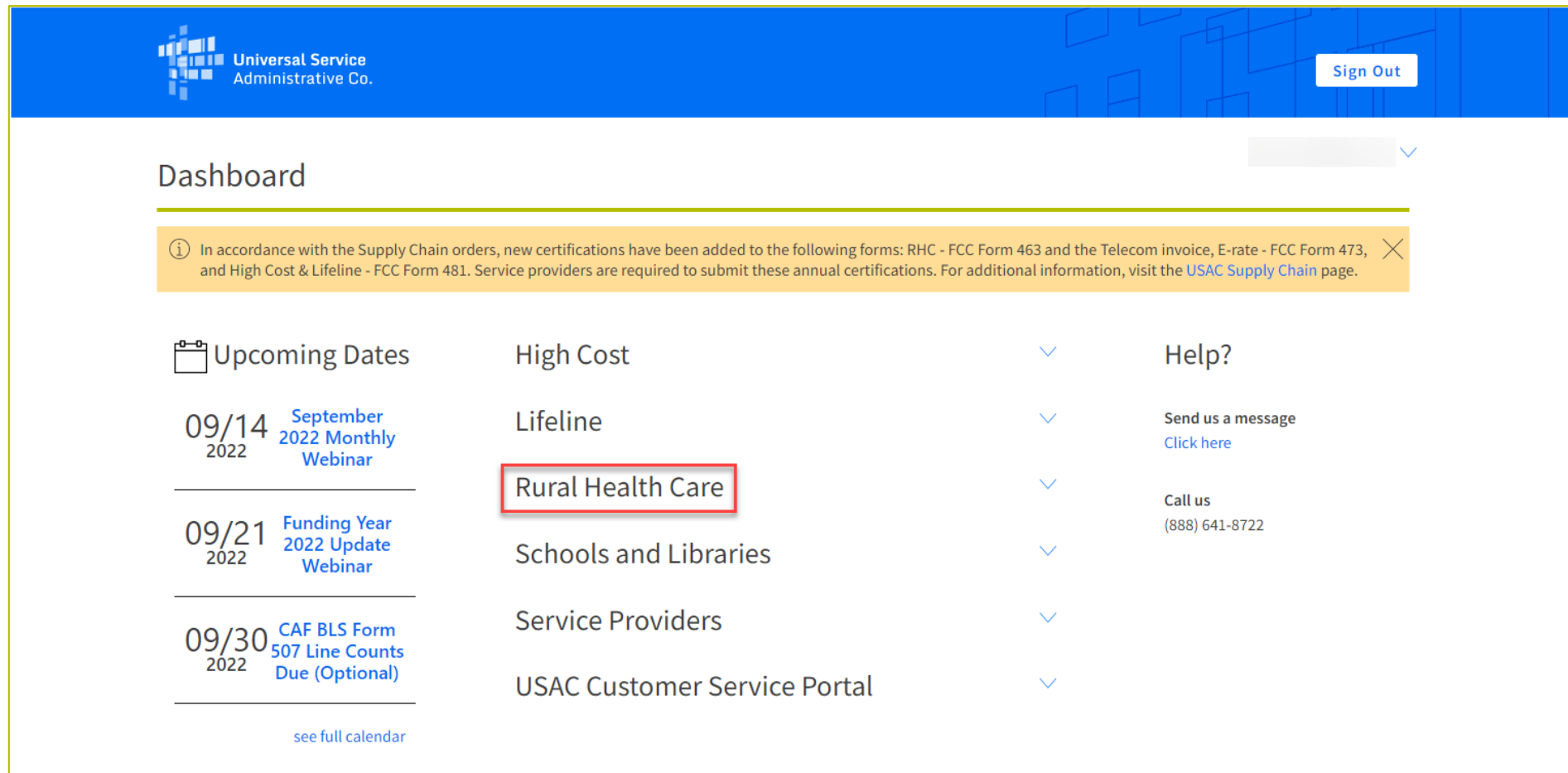
Submitting the FCC Form 463 in RHC Connect

# Service Provider Review

- An email notification will be sent stating that there's an invoice available for review
- Log in to RHC Connect
- Carefully review form for accuracy
  - Confirm billing period and invoiced amount
  - If inaccurate, return invoice to HCP
- Certify and sign the FCC Form 463

# My Portal Landing Page

- Log in to My Portal and click “**Rural Health Care**”




The screenshot shows the 'My Portal' landing page for Universal Service Administrative Co. The page has a blue header with the company logo and a 'Sign Out' button. Below the header is a 'Dashboard' section. A yellow notification banner at the top of the dashboard contains information about new certifications for RHC, E-rate, and High Cost & Lifeline forms. The dashboard is divided into three columns. The left column, 'Upcoming Dates', lists three events: a September 2022 Monthly Webinar on 09/14, a Funding Year 2022 Update Webinar on 09/21, and a CAF BLS Form 507 Line Counts Due (Optional) on 09/30. The middle column lists several categories: High Cost, Lifeline, Rural Health Care (highlighted with a red box), Schools and Libraries, Service Providers, and USAC Customer Service Portal. The right column, 'Help?', includes links to 'Send us a message' and 'Call us' with a phone number.

Universal Service Administrative Co. Sign Out

## Dashboard

*i* In accordance with the Supply Chain orders, new certifications have been added to the following forms: RHC - FCC Form 463 and the Telecom invoice, E-rate - FCC Form 473, and High Cost & Lifeline - FCC Form 481. Service providers are required to submit these annual certifications. For additional information, visit the [USAC Supply Chain](#) page. *x*

 Upcoming Dates	High Cost	Help?
09/14 2022 <a href="#">September 2022 Monthly Webinar</a>	Lifeline	<a href="#">Send us a message</a> <a href="#">Click here</a>
09/21 2022 <a href="#">Funding Year 2022 Update Webinar</a>	<b>Rural Health Care</b>	<a href="#">Call us</a> (888) 641-8722
09/30 2022 <a href="#">CAF BLS Form 507 Line Counts Due (Optional)</a>	Schools and Libraries	
	Service Providers	
	USAC Customer Service Portal	

[see full calendar](#)

# My Portal Landing Page (continued)

- Click “RHC Connect”

## Dashboard

In accordance with the Supply Chain orders, new certifications have been added to the following forms: RHC - FCC Form 463 and the Telecom invoice, E-rate - FCC Form 473, and High Cost & Lifeline - FCC Form 481. Service providers are required to submit these annual certifications. For additional information, visit the [USAC Supply Chain](#) page.

Upcoming Dates

09/14  
2022

September  
2022 Monthly  
Webinar

09/21  
2022

Funding Year  
2022 Update  
Webinar

09/30  
2022

CAF BLS Form  
507 Line Counts  
Due (Optional)

[see full calendar](#)

High Cost

Lifeline

Rural Health Care

Telecom Invoice - Service Providers must use this page to submit and manage invoices in the Telecommunications Program.

My Portal FCC Form 463 - Service providers must use this page to submit and manage invoices (FCC Forms 463) in the Healthcare Connect Fund (HCF) Program for FY2021 and earlier, and the Connected Care Pilot Program (CCPP).

**RHC Connect** - Service providers must use this page to submit and manage invoices (FCC Forms 463) in the Healthcare Connect Fund (HCF) Program for FY2022 and later

Help?

[Send us a message](#)  
[Click here](#)

**Call us**  
(888) 641-8722

33

# Dashboard

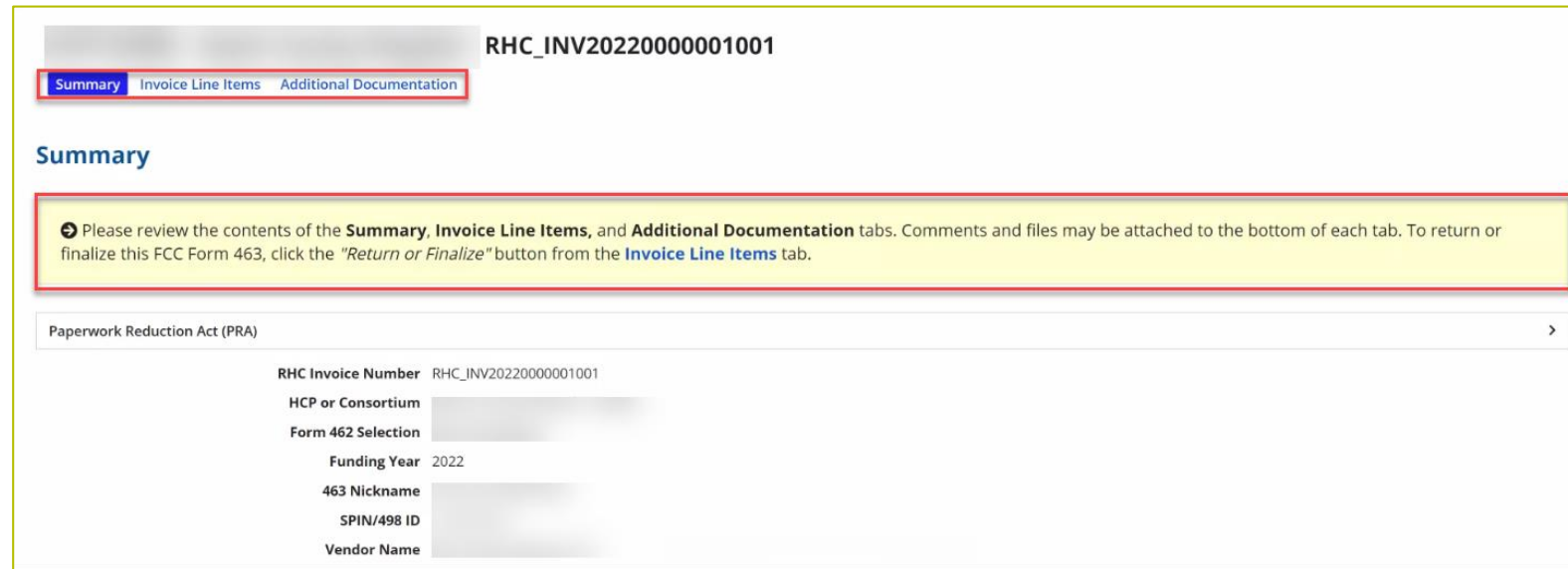
- Click the “**My Invoices**” tab and locate invoice
- Under “**Actions**” column, click on “**view**” icon

The screenshot shows the RHC Connect dashboard. At the top, there's a blue header with the 'Dashboard' label. Below it, a banner image of a healthcare worker in a mask is displayed with the 'RHC Connect' logo. The main navigation area has three tabs: 'My Funding', 'My Invoices' (highlighted with a red box), and 'My SPINs'. On the left side, there's a circular clock widget showing '15:23 Sep 09 2022'. The central section is titled 'My Form 463s' and contains a table with columns: Invoice Number, Site Name, Site Number, Form 462, Invoice Deadline, Status, and Actions. The 'Status' and 'Actions' columns are highlighted with red boxes. The table lists several invoices, with the one having ID 'RHC\_INV2022000996001' and status 'SP Review' highlighted by a red box. The 'Actions' column for this row shows a 'view' icon. At the bottom right of the table, it indicates '1 - 10 of 17'.

Invoice Number	Site Name	Site Number	Form 462	Invoice Deadline	Status	Actions
RHC_INV20220009920001			RHC20220009920	10/28/2025	SP Review	view
RHC_INV20220009895004			RHC20220009895	10/28/2025	Returned	
RHC_INV20220009902001			RHC20220009902	10/28/2025	Submitted	view download
RHC_INV20220009959001			RHC20220009959	10/28/2025	Submitted	view download
RHC_INV20220009959002			RHC20220009959	10/28/2025	Returned	
RHC_INV20220005387004			RHC20220005387	10/28/2025	Submitted	view download
RHC_INV20220009895007			RHC20220009895	10/28/2025	Returned	
RHC_INV20220006655001			RHC20220006655	10/28/2025	Submitted	view download
RHC_INV20220009960001			RHC20220009960	10/28/2025	SP Review	view
RHC_INV20220009960002			RHC20220009960	10/28/2024	Submitted	view download

# Summary Section – General Information

- Review information in the “**Summary**” section
- Navigate to each section by clicking the hyperlinks at the top of the page
- Please note the instructions in the yellow box
- Click “**Add service provider comment**” at the bottom of each tab if you want to add a comment or upload a document



RHC\_INV20220000001001

[Summary](#) [Invoice Line Items](#) [Additional Documentation](#)

### Summary

Please review the contents of the **Summary**, **Invoice Line Items**, and **Additional Documentation** tabs. Comments and files may be attached to the bottom of each tab. To return or finalize this FCC Form 463, click the "Return or Finalize" button from the [Invoice Line Items](#) tab.

Paperwork Reduction Act (PRA) >

RHC Invoice Number RHC\_INV20220000001001

HCP or Consortium [blurred]

Form 462 Selection [blurred]

Funding Year 2022

463 Nickname [blurred]

SPIN/498 ID [blurred]

Vendor Name [blurred]

# Invoice Line Items

- All expense items are displayed in the “**Invoice Line Items**” section
- An overview of each line item is displayed on this page
- Click on each line item to review all of the data entered by the applicant

RHC\_INV20220000001001

RETURN OR FINALIZE

Summary **Invoice Line Items** Additional Documentation

Advanced Option ⓘ  
Download an Excel Document Version ⬇

Search  SEARCH

Y

↺

Line Item #	Billing Account Number	HCP Number	Site Name	Expense Category	Expense Type	Expense Frequency	Bandwidth (Upload/Download)	Total Cost Remaining to Invoice ⓘ	Today's Cost Invoiced ⓘ	Today's Potential Reimbursement ⓘ
1	859563233			Equipment	Hardware	One-Time	1200/800 Mbps	\$15,000.00	\$10,500.00	\$8,000.00
5	866563233			Service	High Speed Service	Monthly	1200/800 Mbps	\$12,000.00	\$2,300.40	\$1,403.44
7	915263233			Equipment	Hardware	One-Time	1200/800 Mbps	\$14,000.00	\$5,403.33	\$2,402.00
10	859562223			Service	High Speed Service	Monthly	1200/800 Mbps	\$20,000.00	\$18,034.04	\$15,394.99
16	859863233			Equipment	Infrastructure	Quarterly	1200/800 Mbps	\$22,000.00	\$17,402.94	\$14,293.88
18	492563233			Equipment	Hardware	One-Time	1200/800 Mbps	\$18,500.00	\$12,394.22	\$10,300.22
21	253563233			Equipment	Hardware	One-Time	1200/800 Mbps	\$9,000.00	\$6,400.22	\$4,984.88

# Invoice Line Items (continued)

- Review all of the information entered on this page

RHC\_INV20220009969001

RETURN OR FINALIZE

Summary

Invoice Line Items

Supporting Documentation

Applicant Certifications

Applicant Signature

### FCC FORM 463

#### Invoice Line Items

Select the approved line items from Form 462 RHC20220009969 that you would like to add to this invoice.

Search

SEARCH

Line Item #	Billing Account Number	HCP Number	Site Name	Expense Category	Expense Type	Expense Frequency	Bandwidth (Upload/Download)	Total Cost Remaining to Invoice	Today's Cost Invoiced	Today's Potential Reimbursement
1	123456			Construction	HCP Owned Network Costs - Cable, Copper	Monthly	444 Kbps/77 Kbps	\$7,132,639.54	\$135,000.00	\$87,750.00

LINE ITEM: 1 | Monthly Expense

Total Cost Remaining to invoice

\$7,132,639.54

Billing Account Number

123456

Service Start Date

Jul 30, 2022

Billing Period Start Date

Aug 1, 2022

Billing Period End Date

Aug 31, 2022

Item Quantity Invoiced

44

Maximum Amount for Chosen Period

\$208,164.00

Total Cost Invoiced (Undiscounted)

\$135,000.00

Today's potential Reimbursement

\$87,750.00

Show Calculations

BACK

ADD SERVICE PROVIDER COMMENT (Optional)

Comment History

No comment history available

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.

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PRIVACY POLICIES

# Invoice Line Items (continued)

- Click on the “**Show Calculations**” section to see how the system is calculating support for each line item

RHC\_INV20220009969001 RETURN OR FINALIZE

Summary **Invoice Line Items** Supporting Documentation Applicant Certifications Applicant Signature

### FCC FORM 463

#### Invoice Line Items

Select the approved line items from Form 462 RHC20220009969 that you would like to add to this invoice.

Search  SEARCH

Line Item #	Billing Account Number	HCP Number	Site Name	Expense Category	Expense Type	Expense Frequency	Bandwidth (Upload/Download)	Total Cost Remaining to Invoice	Today's Cost Invoiced	Today's Potential Reimbursement
1	123456			Construction	HCP Owned Network Costs - Cable, Copper	Monthly	444 Kbps/77 Kbps	\$7,132,639.54	\$135,000.00	\$87,750.00

LINE ITEM: 1 | Monthly Expense

**Total Cost Remaining to Invoice**  
\$7,132,639.54

**Billing Account Number**  
123456

**Item Quantity Invoiced**  
44

**Maximum Amount for Chosen Period**  
\$208,164.00

**Total Cost Invoiced (Undiscounted)**  
\$135,000.00

**Today's potential Reimbursement**  
\$87,750.00

**Service Start Date**  
Jul 30, 2022

**Billing Period Start Date**  
Aug 1, 2022

**Billing Period End Date**  
Aug 31, 2022

**Show Calculations**

Total Undiscounted Cost From Approved FCC Form 462 **\$7,132,639.54**

Total Commitment From Approved FCC Form 462 **\$4,636,215.70**

The total commitment from your approved FCC Form 462 includes all reduction factors, including the percent eligible for support, the 65 percent HCP program discount, commitment capping, and proration.

---

Today's Cost Invoiced (Undiscounted) **\$135,000.00**

Today's Potential Reimbursement **\$87,750.00**

You're invoicing for 1.89% of the line item's total cost (\$135,000.00/\$7,132,639.54).  
Your Potential Reimbursement of \$87,750.00 is 1.89% of your Commitment Amount (\$4,636,215.70).

ADD SERVICE PROVIDER COMMENT (Optional)
BACK

# Supporting Documentation

- Click on the “**Supporting Documentation**” tab to review submitted documents
- Applicants must upload, at minimum, an invoice and a proof of payment document
- Click on the hyperlink under the “**Upload File**” column to review the submitted document
- The relevant line item is displayed on the right

RHC\_INV20220009969001

RETURN OR FINALIZE

Summary Invoice Line Items **Supporting Documentation** Applicant Certifications Applicant Signature

**FCC FORM 463**

**Supporting Documentation**

Document Type	Description	Upload File	Line Item(s)
Invoice		<a href="#">Test Invoice</a>	Line 1
Proof of Payment		<a href="#">Test Proof of Payment</a>	Line 1

**ADD SERVICE PROVIDER COMMENT**  
(Optional)

Comment History  
No comment history available

Approved by OMB 3060-0804

# Applicant Certifications

RHC\_INV20220009969001

[Summary](#) [Invoice Line Items](#) [Supporting Documentation](#) [Applicant Certifications](#) [Applicant Signature](#)

---

**FCC FORM 463**

**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 form and attachments and, to the best of my knowledge, information, and belief, all information contained therein is true and correct.

☒ I certify under penalty of perjury that the applicant or consortium members have received the related services, network equipment, and/or facilities itemized on the invoice form.

☒ I certify under penalty of perjury that the required 35% minimum contribution for each item on the FCC Form 463 was funded by eligible sources as defined in the FCC rules and that the required contribution was remitted to the service provider.

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

Approved by OMB 3060-0804

# Applicant Signature

RHC\_INV20220009969001

Summary

Invoice Line Items

Supporting Documentation

Applicant Certifications

Applicant Signature

FCC FORM 463

Signature

User Information

Name

Email

Phone

Employer

Title

Employer's FCC RN

Signature

Certifier's Full Name

Digital Signature

Date Sep 7, 2022

Approved by OMB 3060-0804

# Finalizing the FCC Form 463

- Navigate back to the “**Invoice Line Items**” page
- Click the “**Return or Finalize**” button

RHC\_INV20220000001001

Summary **Invoice Line Items** Additional Documentation

Advanced Option ⓘ  
Download an Excel Document Version ⓘ

Search

Line Item #	Billing Account Number	HCP Number	Site Name	Expense Category	Expense Type	Expense Frequency	Bandwidth (Upload/Download)	Total Cost Remaining to Invoice ⓘ	Today's Cost Invoiced ⓘ	Today's Potential Reimbursement ⓘ
1	859563233			Equipment	Hardware	One-Time	1200/800 Mbps	\$15,000.00	\$10,500.00	\$8,000.00
5	866563233			Service	High Speed Service	Monthly	1200/800 Mbps	\$12,000.00	\$2,300.40	\$1,403.44
7	915263233			Equipment	Hardware	One-Time	1200/800 Mbps	\$14,000.00	\$5,403.33	\$2,402.00
10	859562223			Service	High Speed Service	Monthly	1200/800 Mbps	\$20,000.00	\$18,034.04	\$15,394.99
16	859863233			Equipment	Infrastructure	Quarterly	1200/800 Mbps	\$22,000.00	\$17,402.94	\$14,293.88
18	492563233			Equipment	Hardware	One-Time	1200/800 Mbps	\$18,500.00	\$12,394.22	\$10,300.22
21	253563233			Equipment	Hardware	One-Time	1200/800 Mbps	\$9,000.00	\$6,400.22	\$4,984.88

# Return to HCP

- If there is incorrect information entered in the FCC Form 463, return the form to the HCP
- You must leave comments for the HCP, directing them to the incorrect information
- The “**Return Form**” button will not be activated until at least one comment is entered

The screenshot shows the 'Review' section of the FCC Form 463 interface. At the top, the form ID 'RHC\_INV20220009969001' is displayed. Below it are navigation tabs: 'Summary', 'Invoice Line Items', 'Supporting Documentation', 'Applicant Certifications', and 'Applicant Signature'. The 'Review' section contains a yellow warning box with a triangle icon: '⚠ If you choose to **Return for Changes**, the application will be returned to the Health Care Provider and you will be taken back to the landing page.' Below this is the text 'I have reviewed this FCC Form 463 and I would like to ...'. There are two buttons: 'RETURN FORM' (highlighted with a red box) and 'FINALIZE'. Below the buttons is a red error box with a circle icon: '⛔ Please note: You must write at least one (1) comment on one or more of the prior tabs if you wish to return this FCC Form 463 to the Health Care Provider for changes.' At the bottom left is a 'CANCEL' button. The footer contains '© 2022 Universal Service Administrative Company. All rights reserved.' and a link to 'PRIVACY POLICIES'.

RHC\_INV20220009969001

Summary Invoice Line Items Supporting Documentation Applicant Certifications Applicant Signature

**Review**

⚠ If you choose to **Return for Changes**, the application will be returned to the Health Care Provider and you will be taken back to the landing page.

I have reviewed this FCC Form 463 and I would like to ...

RETURN FORM FINALIZE

⛔ Please note: You must write at least one (1) comment on one or more of the prior tabs if you wish to return this FCC Form 463 to the Health Care Provider for changes.

CANCEL

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# Return to HCP (continued)

- This message is displayed once the invoice is returned to the HCP

RHC\_INV20220009969001

[Summary](#) [Invoice Line Items](#) [Supporting Documentation](#)

**Review**

▲ RHC\_INV20220009969001 has been returned to the Applicant for changes.

# Return to HCP (continued)

- When the HCP account holder logs back into RHC Connect, the service provider's comments will be displayed
- The HCP can leave comments or make corrections
- HCPs will be required to re-certify the FCC Form 463 before submitting it
- Once the HCP submits the Form 463, the service provider will be notified

RHC\_INV20220009969001

General Information **Invoice Line Items** Supporting Documentation Certifications Signature

**FCC FORM 463**

**Invoice Line Items**

Select the approved line items from Form 462 RHC20220009969 that you would like to add to this invoice.

Search


Line Item #	Billing Account Number	HCP Number	Site Name	Expense Category	Expense Type	Expense Frequency	Bandwidth (Upload/Download)	Total Cost Remaining to Invoice	Today's Cost Invoiced	Today's Potential Reimbursement	Status
1	123456			Construction	HCP Owned Network Costs - Cable, Copper	Monthly	444 Kbps/77 Kbps	\$7,132,639.54	\$135,000.00	\$87,750.00	Added

**ADD COMMENT FOR SERVICE PROVIDER**

Optional

EXIT

**Comment History**

 9/9/2022 3:52 PM EDT  
test, incorrect information

Showing 1 - 1 of 1

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.

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# Finalize Service Provider Review

- Log into RHC Connect to review the corrections
- All comments are recorded and are displayed under the **“Comment History”** section
- Click **“Return or Finalize”**

RHC\_INV20220009969001

[Summary](#)
[Invoice Line Items](#)
[Supporting Documentation](#)
[Applicant Certifications](#)
[Applicant Signature](#)

[RETURN OR FINALIZE](#)

### FCC FORM 463

#### Invoice Line Items

Select the approved line items from Form 462 RHC20220009969 that you would like to add to this invoice.

Search  [SEARCH](#)

Line Item #	Billing Account Number	HCP Number	Site Name	Expense Category	Expense Type	Expense Frequency	Bandwidth (Upload/Download)	Total Cost Remaining to Invoice	Today's Cost Invoiced	Today's Potential Reimbursement
1	123456			Construction	HCP Owned Network Costs - Cable, Copper	Monthly	444 Kbps/77 Kbps	\$7,132,639.54	\$135,000.00	\$87,750.00

[ADD SERVICE PROVIDER COMMENT \(Optional\)](#)

Comment History

9/9/2022 3:56 PM EDT

correct

9/9/2022 3:52 PM EDT

test, incorrect information

Showing 1 - 2 of 2

Approved by OMB 3060-0804

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[PRIVACY POLICIES](#)

# Declaration of Assistance

- Click the correct radio button to indicate whether any third parties were involved during the competitive bidding process
- Then click “**Next**”

The screenshot displays a web form titled "RHC\_INV20220009969001". At the top, there is a navigation bar with links: "Summary", "Invoice Line Items", "Supporting Documentation", "Applicant Certifications", and "Applicant Signature". Below this, a progress bar shows three steps: "Declaration of Assistance" (the current step, highlighted with a blue arrow), "Certifications", and "Signature".

The main content area is titled "FCC FORM 463" and "Declaration of Assistance". It contains the following text: "Have any consultants or third parties helped you to identify the applicant's Request for proposals (RFP) or FCC Form 461, helped to connect you with the health care provider participating in the program, or is anyone authorized to act on your behalf in the RHC Program? \*". Below this text are two radio buttons: "Yes" and "No".

At the bottom left of the form is an "EXIT" button, and at the bottom right is a "NEXT" button. The "NEXT" button is highlighted with a red border. Below the "NEXT" button, it says "Approved by OMB 3060-0804".

At the very bottom of the form, there is a footer that reads: "© 2022 Universal Service Administrative Company. All rights reserved." and a link to "PRIVACY POLICIES".

# Declaration of Assistance (continued)

- If “**Yes**,” click the “**Add Contact**” hyperlink and enter information about the third party assistance
- Once all fields are complete, click “**Save**” to continue

FCC FORM 463

### Declaration of Assistance

Have any consultants or third parties helped you to identify the applicant's Request for proposals (RFP) or FCC Form 461, helped to connect you with the health care provider participating in the program, or is anyone authorized to act on your behalf in the RHC Program? \*

☒ Yes ☐ No

Name	Title	Employer	Nature of Relationship	Email	Telephone Number
No items available					

[+ Add Contact](#)

**New Contact**

First Name  Middle Name(Optional)  Last Name

Title/Role

Employer

Address 1

Address 2

City  State  Zip

Email

Phone  Extension(Optional)

Nature of Relationship

[EXIT](#) [CANCEL](#) [SAVE](#) [NEXT](#)

# Declaration of Assistance (continued)

- A pop-up window will appear asking if you are sure you want to save the contact information
- Click “**Yes**” to save the information

The screenshot shows the 'Declaration of Assistance' section of FCC FORM 463. A red-bordered pop-up window is centered on the screen, asking 'Are you sure want to save the contact?' with 'NO' and 'YES' buttons. The 'YES' button is highlighted in blue. Below the pop-up, the form contains a table for listing contacts, which is currently empty with the text 'No items available'. Below the table is a '+ Add Contact' button. A 'New Contact' form is open, showing fields for First Name (John), Middle Name (Optional), Last Name (Smith), Title/Role (IT consultant), Employer (IT Heaven), Address 1 (1234 Main Street), Address 2, City (Los Angeles), State (Select State), Zip (90028), Email (john.smith@it.com), Phone (8001231234), Extension (Optional), and Nature of Relationship (consultant). At the bottom right of the 'New Contact' form are 'CANCEL' and 'SAVE' buttons. At the bottom left of the main form is an 'EXIT' button, and at the bottom right is a 'NEXT' button.

# Declaration of Assistance (continued)

- Once the information is saved, it will be displayed on the screen
- Click “**Next**” to continue

RHC\_INV20220009969001

SummaryInvoice Line ItemsSupporting DocumentationApplicant CertificationsApplicant Signature

Declaration of Assistance

Certifications

Signature

**FCC FORM 463**

**Declaration of Assistance**

Have any consultants or third parties helped you to identify the applicant's Request for proposals (RFP) or FCC Form 461, helped to connect you with the health care provider participating in the program, or is anyone authorized to act on your behalf in the RHC Program? \*

☒ Yes

☐ No

Name	Title	Employer	Nature of Relationship	Email	Telephone Number
John Smith	IT consultant	IT Heaven	IT consultant	john.smith@it.com	2001231234

+ Add Contact

EXIT

NEXT

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.

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PRIVACY POLICIES

# Declaration of Assistance (continued)

- If you click “**No**,” click “**Next**” to continue

RHC\_INV20220009969001

Summary Invoice Line Items Supporting Documentation Applicant Certifications Applicant Signature

Declaration of Assistance Certifications Signature

**FCC FORM 463**

**Declaration of Assistance**

Have any consultants or third parties helped you to identify the applicant's Request for proposals (RFP) or FCC Form 461, helped to connect you with the health care provider participating in the program, or is anyone authorized to act on your behalf in the RHC Program? \*

☐ Yes

☒ No

EXIT

NEXT

Approved by OMB 3060-0804

# Certifications

- Read and click all certifications
- Forms cannot advance until all certifications are clicked
- Click **“Save & Continue”**

RHC\_INV20220009969001

Summary Invoice Line Items Supporting Documentation Applicant Certifications Applicant Signature

Declaration of Assistance Certifications Signature

**FCC FORM 463**

**Certifications**

☒ I certify under penalty of perjury that I am authorized to submit this request on behalf of the service provider.

☒ I understand that the service provider must apply the amount submitted, approved, and paid by USAC to the billing account of the applicant(s) and FRN/FRN ID listed on this invoice.

☒ I certify under penalty of perjury that I have examined this form and attachments and that, to the best of my knowledge, information, and belief, the date, quantities, and costs provided are true and correct.

☒ I certify under penalty of perjury that I have abided by all RHC Program requirements and procedures, including all applicable Commission rules.

☒ I certify under penalty of perjury that I charged only for eligible services delivered or provided to the applicant prior to submitting the invoice form and accompanying documentation.

☒ I certify under penalty of perjury that I have not offered or provided a gift or any other thing of value to the applicant (or to the applicant's personnel, including its consultant) for which it will provide services.

☒ I certify under penalty of perjury that the consultants or third parties 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.

☒ I certify under penalty of perjury, as a condition of receiving support, that I will provide to the health care providers, on a timely basis, all information and documents regarding supported equipment, facilities, or services that are necessary for the applicant to submit required forms or respond to Commission or Administrator inquiries.

☒ I understand that all documentation associated with this application, including all billing records for services received, must be retained for a period of at least five years after the last day of the delivery of supported services, equipment or facilities pursuant to 47 CFR § 54.631.

☒ I certify under penalty of perjury that no universal service support has been or will be used to purchase, obtain, maintain, improve, modify, or otherwise support any equipment or services produced or provided by any company designated by the Federal Communications Commission as posing a national security threat to the integrity of communications networks or the communications supply chain since the effective date of the designations.

☒ I certify under penalty of perjury that no Federal subsidy made available through a program administered by the Commission that provides funds to be used for the capital expenditures necessary for the provision of advanced communications services has been or will be used to purchase, rent, lease, or otherwise obtain, any covered communications equipment or service, or maintain any covered communications equipment or service previously purchased, rented, leased, or otherwise obtained, as required by 47 C.F.R. § 54.10

EXIT BACK

**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.

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[PRIVACY POLICIES](#)

# Signature

- Your signature is your full name as it appears in RHC Connect
- Click “**Certify & Submit**”

RHC\_INV20220009969001

Summary Invoice Line Items Supporting Documentation Applicant Certifications Applicant Signature

Declaration of Assistance Certifications Signature

FCC FORM 463

Signature

Current User Information

Name	
Email	
SPIN/498 ID	
Service Provider Name	
Service Provider FCC RN	

Signature

Certifier's Full Name

Digital Signature

Date Sep 9, 2022

EXIT BACK

CERTIFY & SUBMIT

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.

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PRIVACY POLICIES

# After Submitting

- Navigate back to the “**Dashboard**” and the invoice will appear as “**Submitted**” under the “**Status**” column
- Under the “**Actions**” column, you can view the submitted FCC Form 463 or download a PDF copy of the form

**Dashboard**

RHC Connect

17:54  
Sep 09 2022

My Funding | **My Invoices** | My SPINs

**My Form 463s**

Q Search Form 463s SEARCH STATUS | Any

Invoice Number	Site Name	Site Number	Form 462	Invoice Deadline	Status	Actions
RHC_INV20220009920001			RHC20220009920	10/28/2025	SP Review	👁
RHC_INV20220009895004			RHC20220009895	10/28/2025	Returned	
RHC_INV20220009902001			RHC20220009902	10/28/2025	Submitted	👁 📄
RHC_INV20220009959001			RHC20220009959	10/28/2025	Submitted	👁 📄
RHC_INV20220009959002			RHC20220009959	10/28/2025	Returned	
RHC_INV20220005387004			RHC20220005387	10/28/2025	Submitted	👁 📄
RHC_INV20220009895007			RHC20220009895	10/28/2025	Returned	
RHC_INV20220006655001			RHC20220006655	10/28/2025	Submitted	👁 📄
RHC_INV20220009969001			RHC20220009969	10/28/2025	Submitted	👁 📄
RHC_INV20220009960002			RHC20220009960	10/28/2024	Submitted	👁 📄

1 - 10 of 17

# What to Expect After Submitting to USAC

- An invoice is not considered submitted until it has been approved by the service provider and received by USAC
- Review Time:
  - Review generally takes less than 10 days, barring any Information Requests
- If an Information Request is sent, it will come from rhcadmin@usac.org
  - Respond to the Information Request in RHC Connect
  - Email notifications sent from RHC Connect are from an unattended mailbox
  - Use the [Information Request tip sheet](#) on the USAC website as a resource.
- Approval will be held until response is received and reviewed
- Email notification of invoice approval will be sent from [rhcadmin@usac.org](mailto:rhcadmin@usac.org) to account holders after USAC review and approval

# Questions?

## **Resources**

Submitting the FCC Form 463 in RHC Connect

# Resources

- [Welcome to RHC Connect – FCC Form 463](#)
- [FCC Form 463 User Guide](#)
- [Information Request tip sheet](#)
- [Step 6: Invoice USAC](#)

## Healthcare Connect Fund Program

Step 1: Determine Eligibility of Your Site

Step 2: Develop Evaluation Criteria & Select Services ▾

Step 3: Evaluate Bids & Select Service Provider

Step 4: Submit Funding Requests ▾

Step 5: Review Your Funding Commitment Letter (FCL)

**Step 6: Invoice USAC ▲**

🏠 Step 6: Invoice USAC

**Welcome to RHC Connect – FCC Form 463**

Submit Annual Report

What is Consortium? ▾

## Welcome to RHC Connect – FCC Form 463

RHC Connect is the web-based system used to host the form, and was updated for Funding Year (FY) 2022 to improve user experience. This modernized portal is easier to navigate and allows RHC program reviewers to approve funding requests faster, so that participants can benefit from the Healthcare Connect Fund (HCF) Program sooner.

RHC Connect bridges the gap between our external stakeholders and the resources to obtain Universal Service Fund (USF) funding. This funding helps to connect rural communities with healthcare services, and represents USAC's commitment to transparency, customer service, and communication with our applicants. Providing these connections is the sum total of what the RHC program supports: healthcare provider (HCP) applicants, service providers, and the rural communities they represent.

### New Look, Same Form

**Although the platform has changed, the FCC Form 463 itself did not.** To submit an invoice (FCC Form 463), you are asked the same questions and need to provide the same information as in years past. No preparation for the platform change is required by you.

For a step-by-step walkthrough of how to submit the FCC Form 463 in RHC Connect, utilize the [RHC Connect User Guide](#). For forms that have been migrated to RHC Connect (FY2022 FCC Form 462 and 463 and the FY2023 FCC Form 461), an auto-generated email will be sent directing account holders to log-into RHC Connect to respond. Account holders should respond through RHC Connect only. Please use the [Information Request tip sheet](#) as a resource.

**Note:** Continue to use My Portal to submit the FCC Form 463 for all multi-year requests prior to FY2022.

### Additional Resources

[RHC Connect Form 463 User Guide](#)

[Information Request Tip Sheet](#)

# RHC Program Customer Service Center



Email: [RHC-Assist@usac.org](mailto:RHC-Assist@usac.org)

- Include in your email

- HCP Number
- FRN Number



- Phone: **(800) 453-1546**
  - Hours are 8 a.m. – 8 p.m. ET
  - Monday- Friday

# RHC Customer Service Center

The RHC Customer Service Center CAN	The RHC Customer Service Center CANNOT
Answer general questions regarding both programs	Determine eligibility of a specific site or service before an official form submission
Provide account holder information for an HCP	Review a form or document for accuracy before an official submission
Provide clarity regarding FCC Report and Order 19-78	Contact a service provider or other account holder on someone else's behalf
Provide helpful resources and best practices for forms	Provide documents that are not already accessible in My Portal
Assist with My Portal	Transfer a call to a specific form reviewer

# Questions?

**Thank You!**



**Universal Service**  
Administrative Co.