

Post-Commitment Change Requests

Submitting Post-Commitment Change Requests in
RHC Connect

May 31, 2023



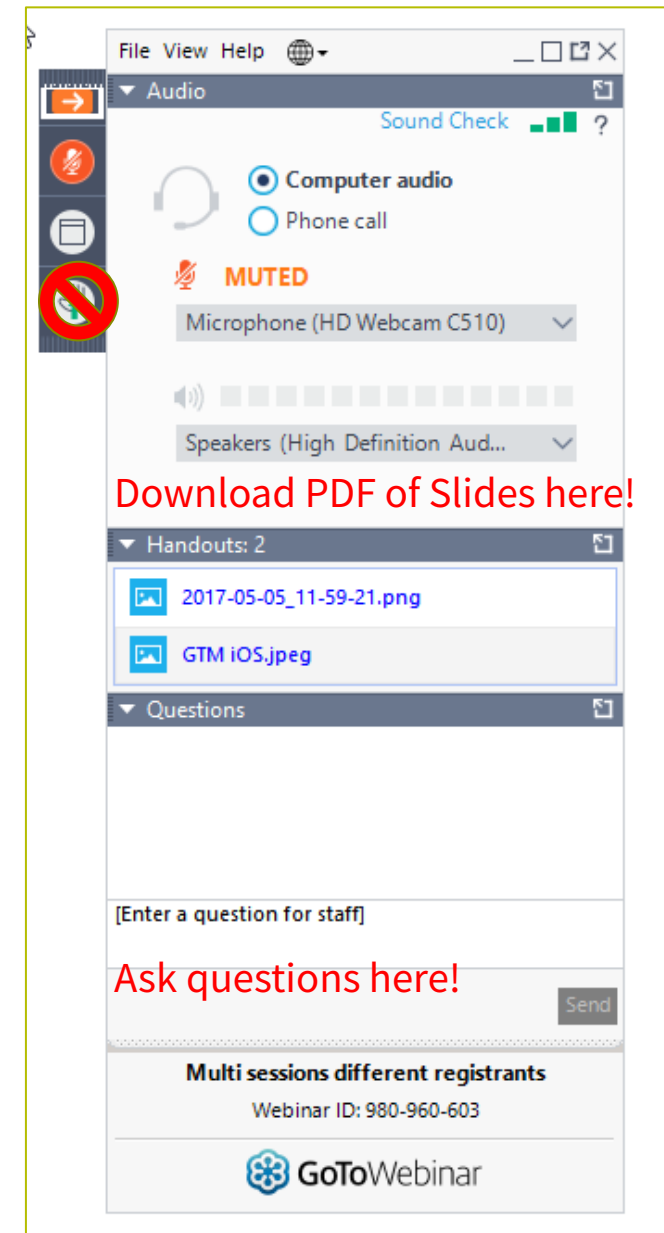
Universal Service
Administrative Co.

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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

- Post-Commitment Changes Overview
- SPIN Changes
 - Corrective
 - Operational
- Site and Service Substitutions
- Service Delivery Deadline Extensions
- Invoice Filing Deadline Extensions
- Important Dates and Resources

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

- Understand each category of post-commitment change requests
- Submit SPIN change requests in RHC Connect
- Submit site and service substitutions in RHC Connect
- Submit service delivery extension requests in RHC Connect
- Submit invoice filing deadline extensions 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
FCL	Funding Commitment Letter
FRN	Funding Request Number
NCW	Network Cost Worksheet
SPIN/498 ID	Service Provider Identification Number

Post-Commitment Change Requests

Submitting Post-Commitment Change Requests in
RHC Connect

New! RHC Connect Update

- Post-commitment change requests are now in RHC Connect.
- The following functionality is available:
 - SPIN changes (operational and corrective)
 - Site and service substitutions
 - Service delivery deadline extension requests for non-recurring expenses
 - Invoice filing deadline extension requests
- A step-by-step [RHC Connect Post-Commitment Change Request User Guide](#) and a new [Post-Commitment Actions](#) webpage is posted on the USAC website.

SPIN Changes

Submitting Post-Commitment Change Requests in
RHC Connect

SPIN Changes

- [FCC Order 19-78](#) formalized the process to request SPIN changes in the Healthcare Connect Fund (HCF) and Telecommunications (Telecom) Programs.
- In certain situations, applicants can request a change of the SPIN/498 ID.
- A SPIN change can be either corrective or operational.
- **All SPIN changes must be requested by the service delivery deadline.**

SPIN Changes – Corrective

- A corrective SPIN change is any amendment to the SPIN associated with an FRN that does not involve a change to the service provider associated with that FRN.
- This occurs when:
 - A change is required for clerical or data entry errors (e.g., fixing clerical errors or situations where the applicant names the correct service provider in the funding request but provides the incorrect SPIN).
 - There is an update to a service provider's SPIN that has changed due to the merger of companies or the acquisition of one company by another.
 - Effectuating a change that was not initiated by the applicant.

SPIN Changes – Operational

- An operational SPIN change is a request to change the actual service provider associated with an FRN.
- This occurs when:
 - The applicant has a legitimate reason to change providers (e.g., breach of contract or the service provider is unable to perform); and
 - The applicant's newly selected service provider received the next highest point value in the original bid evaluation, assuming there were multiple bidders.
- **NOTE:** Changing service providers because the services are available at a lower cost from another service provider or because the applicant now wishes to do business with a service provider that did not participate in the competitive bidding process are not considered legitimate reasons for change, and requests citing such reasons will be denied.

When to File a SPIN Change Request

- A request for a SPIN change must be received **no later than the service delivery deadline for that FRN.**
- Applicants should notify USAC of their intent to change service providers as soon as the decision is made and should advise USAC of the proposed effective date of the change.
- Applicants should send the request for the change to USAC **before** the change takes place so that USAC has time to process the request before the submission of any invoices for services rendered by the new service provider.
- Once the request is received, USAC will make no additional payments on the FRN until the change is reviewed and either:
 - Approved and the SPIN is changed, or
 - Denied and USAC verifies that additional invoices are for services rendered to the applicant by the original service provider.

How to File a SPIN Change Request


- If the SPIN change occurs **after** the FRN is approved, applicants should submit SPIN change request as follows:
 - Funding Years 2022 and after – the applicant should submit the SPIN change request through RHC Connect.
 - Funding Years 2021 and prior – the applicant should send an email to RHC-Invoicing@usac.org with the SPIN change request. The affected FRN should be included in the subject line of the email.
- If a corrective SPIN change is needed **before** an FRN has been committed, applicants should reach out to the RHC Customer Service Center with the request. The affected FRN should be included in the subject line of the email.
- As part of this request, applicants must also certify to the following:
 - The SPIN change is allowed under all applicable state and local procurement rules and under the terms of the contract, if any, between the applicant and its original service provider, and
 - The applicant has notified its original service provider of its intent to change service providers.


Note: If the applicant's original service provider is no longer in business, the applicant must instead certify that it attempted to notify its original service provider of its intent to change service providers but could not because the service provider is not available for contact.

My Portal Landing Page

- Log in to My Portal and 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 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.

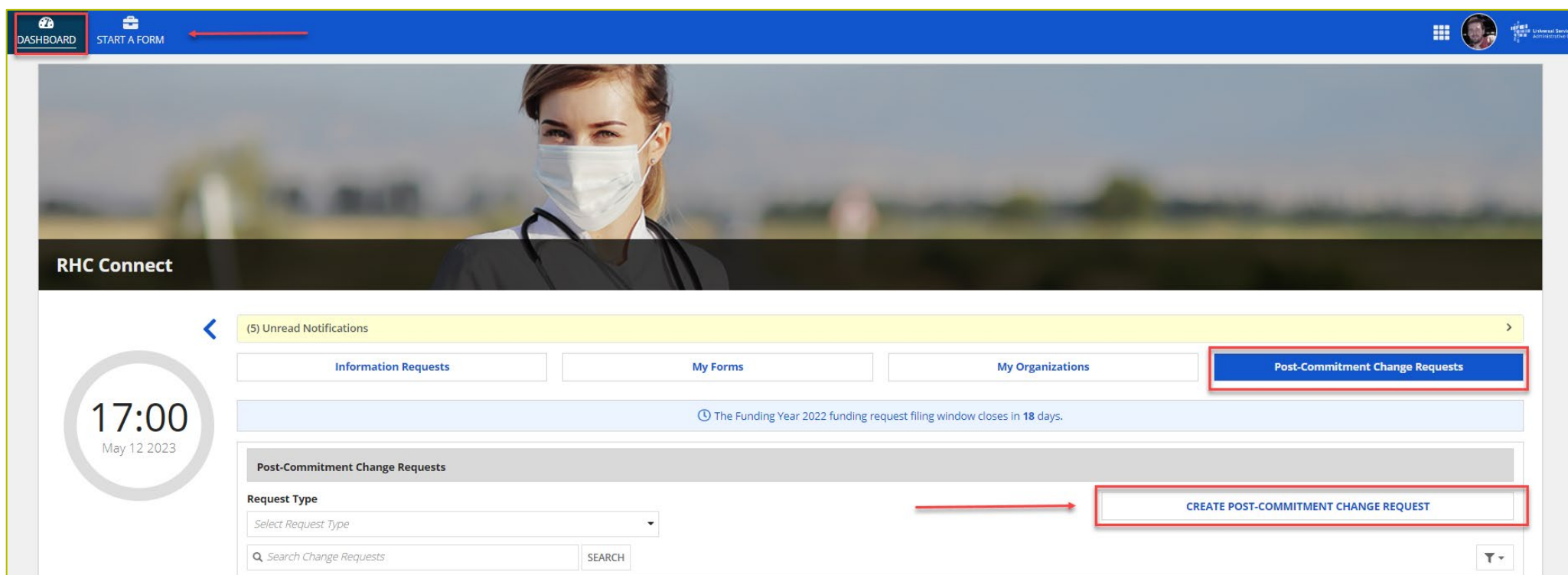
RHC My Portal - Health care providers must use this section to create and submit required forms for the Telecommunications (Telecom) Program, the Connected Care Pilot Program (CCPP), and the Healthcare Connect Fund (HCF) Program for the FCC Form 460 and all required forms for FY2021 and earlier.

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.

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Dashboard

- Click on the **Post-Commitment Change Requests** tab, then click **Create Post-Commitment Change Request**.



Start Page

- Enter a **Request Nickname** and select **SPIN CHANGE** from the drop-down menu.
- Click **Save & Continue**.

The screenshot shows the 'Post-Commitment Change Request' form. At the top, there is a progress bar with four steps: 'Start', 'FCC Form 462 Selection', 'Supporting Documentation', and 'Signature'. The 'Start' step is currently active and highlighted with a red box. Below the progress bar is a blue header for 'Post-Commitment Change Request Details'. Under this header, there is a text input field for 'Request Nickname', which is also highlighted with a red box. Below the nickname field is a dropdown menu titled 'Select the type of post-commitment change you would like to make'. The dropdown is open, showing a list of options: 'ex. SPIN Change' (highlighted in blue), 'SPIN Change', 'Site and Service Substitution', 'Service Delivery Deadline Extension', and 'Invoice Filing Deadline Extension'. This entire dropdown area is highlighted with a red box. To the right of the dropdown, there is a blue button labeled 'SAVE & CONTINUE', which is also highlighted with a red box. At the bottom left of the form, there is a small copyright notice: '© 2022 Universal Service Administrative Company. All rights reserved.' At the bottom right, there is a link for 'PRIVACY POLICIES'.

Start Page (continued)

- Using the radio buttons, select either **Operational** or **Corrective** to describe the type of SPIN change you are requesting.
- A description of each SPIN change type is displayed. Then click **Save & Continue**.

Post-Commitment Change Request

Start FCC Form 462 Selection SPIN Change Details Supporting Documentation Signature

Post-Commitment Change Request Details

Request Nickname

Select the type of post-commitment change you would like to make

SPIN Change

Is the SPIN change Corrective or Operational

Corrective ☐ Operational ☐

Types of SPIN Changes

A **corrective SPIN change** is any amendment to the SPIN associated with a Funding Request Number that does not involve a change to the service provider associated with that Funding Request Number. This occurs when:

- Correcting data entry errors (e.g. fixing clerical errors such as naming the correct service provider in the funding request but providing the incorrect SPIN).
- SPIN has changed due to the merger of companies or the acquisition of one company by another; or
- Effectuate a change to the SPIN that does not involve a change to the service provider of a funding request and was not initiated by the applicant.

An **operational SPIN change** is a request to change the actual service provider associated with an FRN. This occurs when:

- The applicant has a legitimate reason to change providers (e.g., breach of contract or the service provider is unable to perform); and
- The applicant's newly selected service provider received the next highest point value in the original bid evaluation, assuming there were multiple bidders.

EXIT **SAVE & CONTINUE**

FCC Form 462 Selection Page

- Select the FCC Form 462 application(s) you'd like to request the SPIN change for.
- Multiple FRNs may be selected for the same SPIN.

Post-Commitment Change Request - RHC_PCCR20230000148

Start **FCC Form 462 Selection** SPIN Change Details Supporting Documentation Signature

FCC Form 462 Selection

Select the FCC Form 462 application(s) you would like to take action on

Please note that if multiple FCC Form 462 applications are selected, they will all be updated with the same new SPIN.

Available FCC Form 462 Applications

Search Form 462s

<input type="checkbox"/>	462 Application Number	HCP Name	HCP Number	Service Provider	SPIN/498 ID	Funding Year
<input type="checkbox"/>						
<input type="checkbox"/>						
<input type="checkbox"/>						

Selected FCC Form 462 Applications
No 462 Application(s) selected

FCC Form 462 Selection Page (continued)

- Once selected, the FCC Form 462 application(s) will be displayed on the right side of the **FCC Form 462 Selection** page.
- Click **Save & Continue**.

Post-Commitment Change Request - RHC_PCCR20230000148

Start **FCC Form 462 Selection** SPIN Change Details Supporting Documentation Signature

FCC Form 462 Selection

Select the FCC Form 462 application(s) you would like to take action on

Please note that if multiple FCC Form 462 applications are selected, they will all be updated with the same new SPIN.

Available FCC Form 462 Applications

Search Form 462s SEARCH

	462 Application Number	HCP Name	HCP Number	Service Provider	SPIN/498 ID	Funding Year
<input checked="" type="checkbox"/>						2022
<input checked="" type="checkbox"/>						2022
<input type="checkbox"/>						2022
<input checked="" type="checkbox"/>						2022
<input type="checkbox"/>						2022
<input type="checkbox"/>						2022
<input type="checkbox"/>						2022
<input type="checkbox"/>						2022
<input type="checkbox"/>						2022
<input type="checkbox"/>						2022

Showing 1 - 3 of 3

Selected FCC Form 462 Applications

- RHC202200
- RHC202200
- RHC202200

BACK EXIT **SAVE & CONTINUE**

FCC Form 462 Selection Page (continued)

- An error message will display if the FCC Form 462 is not eligible for a SPIN change request.
- A SPIN change request cannot be submitted if there is a draft or submitted FCC Form 463 or another post-commitment change request submitted for the selected FRN.

The following FCC Form 462(s) are not eligible for a SPIN Change change because there is a linked Post Commitment Change Request awaiting review by USAC: RHC2022000 , RHC2022000
 The following FCC Form 462(s) are not eligible for a SPIN Change change because there is a linked FCC Form 463 awaiting review by the Service Provider or USAC: RHC_INV20220000

- If a one-time cost is on the selected FCC Form 462 application(s), a message will display indicating that once the SPIN change request is approved, the one-time costs will only be able to be filed under the new SPIN.

Post-Commitment Change Request - RHC_PCCR20230000148

Start **FCC Form 462 Selection** SPIN Change Details Supporting Documentation Signature

FCC Form 462 Selection

Select the FCC Form 462 application(s) you would like to take action on

One or more of the selected FCC Form 462 application(s) include a one-time cost expense. Once this SPIN Change is approved, you can only file a FCC Form 463 for those one-time costs under the new SPIN.

Please note that if multiple FCC Form 462 applications are selected, they will all be updated with the same new SPIN.

Available FCC Form 462 Applications

Search Form 462s SEARCH

	462 Application Number	HCP Name	HCP Number	Service Provider	SPIN/498 ID	Funding Year
<input type="checkbox"/>						2022
<input checked="" type="checkbox"/>						2023
<input type="checkbox"/>						2022
<input type="checkbox"/>						2022
<input type="checkbox"/>						2022
<input type="checkbox"/>						2022

Selected FCC Form 462 Applications

RHC202300

Showing 1 - 1 of 1

BACK EXIT SAVE & CONTINUE

SPIN Change Details Page

- Select the new SPIN from the drop-down menu under **Available Service Providers**.
- The selected service provider will be displayed on the right side of the screen.
- Click **Save & Continue** at the bottom of the screen.

Post-Commitment Change Request - RHC_PCCR20230000148

Start FCC Form 462 Selection **SPIN Change Details** Supporting Documentation Signature

Current Service Provider Details

SPIN/498 ID	Service Provider	DBA	Address	City	State	Zip
14300						

New Service Provider Details

Select a new Service Provider Identification Number (SPIN)/498 ID
The new SPIN will replace the existing SPINs for selected FCC Form 462 Applications.

Available Service Providers

Q charter SEARCH

<input type="checkbox"/>	SPIN/498 ID	Service Provider	DBA	Address	City	State	Zip
<input type="checkbox"/>	143037022	Charter Advanced Services VIII (WI), LLC	Charter Communications; Spectrum Business	12405 Powercourt Dr	St. Louis	MO	63131
<input type="checkbox"/>	143037030	Charter Advanced Services (NE), LLC	Charter Communications; Spectrum Business	12405 Powercourt Dr	St. Louis	MO	63131
<input type="checkbox"/>	143037031	Charter Advanced Services (IL), LLC	Spectrum Business; Charter Communications	12405 Powercourt Dr	St. Louis	MO	63131
<input type="checkbox"/>	143037032	Charter Advanced Services (NY) LLC	Charter Communications; Spectrum Business	12405 Powerscourt Drive	St. Louis	MO	63131
<input type="checkbox"/>	143037033	Charter Advanced Services (OR) LLC	Charter Communications and Spectrum Business	12405 Powerscourt Drive	St. Louis	MO	63131
<input checked="" type="checkbox"/>	143037034	Charter Advanced Services VIII (MN) LLC	Charter Communications; Spectrum Business	12405 Powerscourt Drive	St. Louis	MO	63131
<input type="checkbox"/>	143037035	Charter Advanced Services (VT) LLC	Charter Communications; Spectrum Business	12405 Powerscourt Drive	St. Louis	MO	63131

Selected Service Provider
✓ 143037034 - Charter Advanced Services VIII (MN) LLC

SPIN Change Details Page (continued)

- Select the **Effective Date** from the calendar.
- Read the tip in yellow for directions about submitting SPIN change requests if the FRN selected has an approved invoice (FCC Form 463). Click **Save & Continue** at the bottom of the screen.
- To view an Excel version of the SPIN change request details, click the hyperlink titled **Generate SPIN Change Request Report**.
- To continue, click **Save & Continue**.

Effective Date and Explanation

Earliest Possible Effective Date ⓘ

Jul 1, 2022

Effective Date ⓘ

07/01/2022

Click below to download the selected FCC Form 462 commitment, invoice, and SPIN details.

[Generate SPIN Change Request Report ⓘ](#)
[RHC_PCCB20230000148_20230512_163313_SPIN_Change_Request_Report](#)

ⓘ The "effective date" for a SPIN change must be after the latest invoice date. If you plan to submit a bulk request with multiple FCC Forms 462, we suggest only selecting FCC Forms 462 that **do not** have an approved invoice (FCC Form 463). **Submit FCC Forms 462 with approved invoices on a separate individual SPIN change request.** This will ensure that the "effective date" calculation is straightforward and easier to understand.

Please reference the downloadable "SPIN Change Request Report" for more details.

Please explain why you are requesting this change

Wrong SPIN was entered on the FCC Form 462 when submitted.

58/1000

BACK EXIT

SAVE & CONTINUE

FCC Form 462			Commitment and Invoice Details					Previous Service Provider					New Service Provider															
Funding Request Number	Site Number	Site Name	# of previous SPIN Changes	Pre-Rated Commitment Funding Amount	Funding Start Date	Funding End Date	SDD (Service Delivery Deadline)	Invoice Filing Deadline	Number of Processed Invoices	Total Approved for Reimbursement	Latest Invoiced Date	SPIN / 499 ID	Service Provider Name	Service Provider DBA	Address	Address Line 2	City	State	Zip	SPIN / 499 ID	Service Provider Name	Service Provider DBA	Requested Change Effective Date	Address	Address Line 2	City	State	Zip
RHC20220				45610.55	07/01/2022	06/30/2022	06/30/2022	10/28/2022	0	0		1430C									143037034	Charter Ai Charter Communica	12405 Powerscourt	St.Louis	MO		63131	

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Supporting Documentation Page

- Add supporting documentation by clicking the **Add Document** hyperlink.
- Enter a description of the document.
- Then click **Save & Continue**.

Post-Commitment Change Request - RHC_PCCR20230000148

Start FCC Form 462 Selection SPIN Change Details **Supporting Documentation** Signature

Supporting Documentation (Optional)

Description	File(s)
No items available	

[+ Add Document](#)

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

NOTE: For operational SPIN changes, the agreement with the new service provider must be uploaded.

Signature Page

- On the **Signature** page, review all of the information, click the required certifications and sign using your full name as it appears in RHC Connect in the **Digital Signature** field.
- Click **Request Change**.


Signature

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

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

☒ I certify that the SPIN change is allowed under all applicable state and local procurement rules and under the terms of the contract, if any, between the applicant and its original service provider.

Certifier's Full Name

Date 

Digital Signature

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

[REQUEST CHANGE](#)

After Submission

- Once submitted, the confirmation message in green will display.

Post-Commitment Change Request Submission Confirmation

✔ Request Number RHC_PCCR20230000148 has been successfully submitted. You can access your request from the "Post-Commitment Change Request" tab on your dashboard.

Post-Commitment Change Request Details

Questions?

Site and Service Substitutions

Submitting Post-Commitment Change Requests in
RHC Connect

Site and Service Substitutions

- Site and service substitutions allow the applicant to reallocate un-invoiced committed funds to substitute services, modify or upgrade services, or provide the requested services to other eligible sites (consortia).
- Substitutions provide the flexibility for applicants to spend all of the committed funds, even though USAC-supported services or the service location may change over the course of the funding commitment.
- Substitution modifications cannot exceed the approved funding amount.
- Please keep in mind that site and service substitutions take a minimum of 90 days to process.
- **Substitutions must be submitted by the service delivery deadline.**

Site and Service Substitutions – Consortia Applicants

- Consortia applicants may request a site and service substitution if:
 - The substitution is provided for in the contract, within the change clause, or constitutes a minor modification,
 - The site is an eligible health care provider (HCP), and the service is an eligible service under the Healthcare Connect Fund (HCF) Program,
 - The substitution does not violate any contract provision or state, Tribal or local procurement laws, and
 - The requested change is within the scope of the controlling FCC Form 461 (Request for Services Form), including any applicable Request for Proposal (RFP) used in the competitive bidding process.


Site and Service Substitutions – Individual Applicants


- Individual applicants may request a service substitution if:
 - The substitution is provided for in the contract, within the change clause, or constitutes a minor modification,
 - The service is an eligible service under the HCF Program,
 - The substitution does not violate any contract provision or state, Tribal or local procurement laws, and
 - The requested change is within the scope of the controlling request for services, including any applicable request for proposal used in the competitive bidding process.

My Portal Landing Page

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

Dashboard

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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.

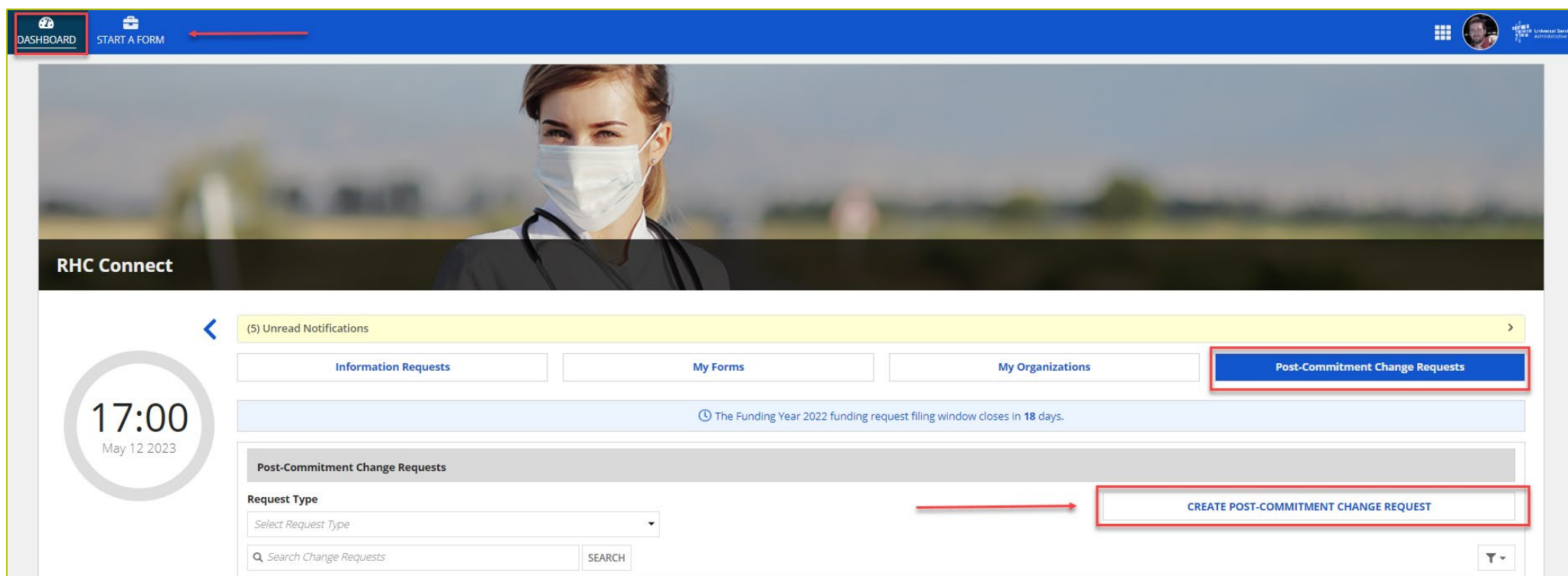
RHC My Portal - Health care providers must use this section to create and submit required forms for the Telecommunications (Telecom) Program, the Connected Care Pilot Program (CCPP), and the Healthcare Connect Fund (HCF) Program for the FCC Form 460 and all required forms for FY2021 and earlier.

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.

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Dashboard

- Click on the **Post-Commitment Change Requests** tab, then click **Create Post-Commitment Change Request**.



Start Page

- Enter a **Request Nickname** and select **Site and Service Substitution** from the drop-down menu.
- A description of the site and service substitutions is displayed on the **Start** page.
- Click **Save & Continue**.

Post-Commitment Change Request - RHC_PCCR20230000285

Start FCC Form 462 Selection Site and Service Substitution Details Supporting Documentation Signature

Post-Commitment Change Request Details

Request Number
RHC_PCCR20230000

Request Nickname
My Substitution

Select the type of post-commitment change you would like to make
Site and Service Substitution

Site and Service Substitution

Site and service substitutions allow you to reallocate un-invoiced committed funds to substitute services, modify or upgrade services, or provide the requested services to other eligible sites. Substitutions allow the flexibility for applicants to spend all of the committed funds, even though USAC-supported services or the service location may change over the course of the commitment.

EXIT

SAVE & CONTINUE

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FCC Form 462 Selection Page

- Search by FCC Form 462 application number or select the FCC Form 462 application from the list displayed.
- The selected FCC Form 462 application will be displayed on the right side of the screen.
- Once selected, click **Save & Continue**.

Post-Commitment Change Request - RHC_PCCR20230000285

Start **FCC Form 462 Selection** Site and Service Substitution Details Supporting Documentation Signature

FCC Form 462 Selection

Select the FCC Form 462 application you would like to take action on

Please note: you can only select one (1) FCC Form 462 Application per Substitution Request.

Available FCC Form 462 Applications

Search Form 462s **SEARCH**

Form 462 Application Number	HCP Name	HCP Number	Service Provider	SPIN/498 ID	Funding Year
RHC202200					2022
RHC202200					2022
RHC202200					2022
RHC202200					2022
RHC202200					2022
RHC202200					2022
RHC202200					2022
RHC202200					2022

Selected FCC Form 462 Application

RHC202200

Showing 1 - 1 of 1

8 Items

FCC Form 462 Selection Page (continued)

- Answer the **Qualifying Questions**.
- If **No** is selected, the warning in pink will be displayed indicating the selected FRN is not eligible for a substitution.

Qualifying Questions

Is the substitution provided for in the contract, within the change clause, or does it constitute a minor modification?

☐ Yes

☒ No

Is the requested change within the scope of the controlling request for services including any applicable request for proposal used in the competitive bidding process?

☐ Yes

☒ No

✖ Based on your answers, you are not eligible to request a substitution.

BACK EXIT

SAVE & CONTINUE

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FCC Form 462 Selection Page (continued)

- If **Yes** is selected, the applicant must direct USAC to the language in the original contract and request for services documents allowing the substitution.
- The tip in green will be displayed indicating that a substitution is eligible for this FRN.
- Click **Save & Continue**.

The screenshot displays the 'Qualifying Questions' section of the FCC Form 462 Selection Page. It features two questions, each with a 'Yes' radio button selected and an optional text field for language location. A green tip box on the right states: 'Based on your answers, you may request a substitution.' At the bottom right, a 'SAVE & CONTINUE' button is highlighted. The bottom left contains 'BACK' and 'EXIT' buttons, and the bottom right has a 'PRIVACY POLICIES' link. A copyright notice for Universal Service Administrative Company is at the bottom left.

Qualifying Questions

Is the substitution provided for in the contract, within the change clause, or does it constitute a minor modification?

☒ Yes
☐ No

Where can we find this language? (optional)

0/3000

Is the requested change within the scope of the controlling request for services including any applicable request for proposal used in the competitive bidding process?

☒ Yes
☐ No

Where can we find this language? (optional)

0/3000

Based on your answers, you may request a substitution.

BACK EXIT

SAVE & CONTINUE

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PRIVACY POLICIES

Site and Service Substitution Details Page

- The **Form 462 Application Number** is at the top of each page for reference.
- Under the **Action** column, all lines can be viewed by clicking the **View** hyperlink.
- Click **Add** to select the line items you wish to add.
- The **Add** hyperlink will not be available if the line item is not eligible for the substitution.
 - The reason is displayed under the **Line-Item Availability** column.

Create Post Commitment Change Request - RHC_PCCR20230000285

Start FCC Form 462 Selection **Site and Service Substitution Details** Supporting Documentation Signature

Form 462 Application Number	Nickname	Funding Year	HCP Number	HCP Name
RHC202200	My Substitution	2022		

Available Line Items

Enter Line Item Number or HCP Number SEARCH Add a New Expense Item +

Line #	HCP Number	HCP Name	Contract Number	Expense Type	Bandwidth(Download/Upload)	Eligible Undiscounted Cost	Commitment Amount	Line Item Availability	Action
1				Bundled Network Management and Operation Services				Ready to Add	View Add
2				Network Maintenance				Ready to Add	View Add
3				Network Operation				Ready to Add	View Add
4				Network Operation				Ready to Add	View Add
5				Network Shared Infrastructure				Ready to Add	View Add
6				Professional Services				Ready to Add	View Add
7				Software for Network Management				Ready to Add	View Add
8				Network Shared Infrastructure				Ready to Add	View Add
9				Network Operation				Cannot be added: No remaining balance	View

9 Items

Site and Service Substitution Details Page (continued)

- Once **Add** is clicked, the line item will be moved to **Selected Line Items**.
- Under the **Action** column, click **View**, **Edit** or **Remove**.
- If **Remove** is selected, the line item will be returned to the **Available Line Items** section.
- To continue, click **Edit**.

The screenshot displays the 'Site and Service Substitution Details Page'. At the top, there is a navigation bar with 'DASHBOARD' and 'START A FORM' links. Below this, a table lists 'Available Line Items' with columns for Line #, HCP Number, HCP Name, Contract Number, Expense Type, Bandwidth, Requested New Commitment, Line Item Availability, and Action. The table contains 9 items, with the last one marked 'Cannot be added: No remaining balance'. Below the available items, a section titled 'Selected Line Items' shows a table with 1 item. A red box highlights the 'Action' column for this item, containing 'View', 'Edit', 'Remove', and a warning icon. A legend indicates that all line items added to this Substitution Request must be edited. At the bottom, a section titled 'FCC Form 462 Application Total Amount' shows 'Committed' at \$199,485.00, 'Invoiced' at \$0.00, 'Remaining' at \$199,485.00, and 'Available' at \$0.00. A 'BACK' button and a 'SAVE & CONTINUE' button are also visible.

Line #	HCP Number	HCP Name	Contract Number	Expense Type	Bandwidth(Download/Upload)	Requested New Commitment	Line Item Availability	Action
2		Network Maintenance					Ready to Add	View Add
3		Network Operation					Ready to Add	View Add
4		Network Operation					Ready to Add	View Add
5		Network Shared Infrastructure					Ready to Add	View Add
6		Professional Services					Ready to Add	View Add
7		Software for Network Management					Ready to Add	View Add
8		Network Shared Infrastructure					Ready to Add	View Add
9		Network Operation					Cannot be added: No remaining balance	View

8 items

Selected Line Items

All line items added to this Substitution Request must be edited.
 ⚠ = Not edited
 ✅ = Edited

Q Enter Line Item Number or HCP Number SEARCH

Line #	HCP Number	HCP Name	Contract Number	Expense Type	Bandwidth(Download/Upload)	Requested New Commitment	Line Item Availability	Action
1				Bundled Network Management and Operation Services			Added	View Edit Remove ⚠

FCC Form 462 Application Total Amount

Committed	\$199,485.00	Invoiced	\$0.00	Remaining	\$199,485.00	Available	\$0.00
-----------	--------------	----------	--------	-----------	--------------	-----------	--------

BACK EXIT SAVE & CONTINUE

Edit Sections

- The **Edit** sections mirror each section of the FCC Form 462 application.
- **Committed**, **Invoiced**, and **Requested** dollars for the line item are displayed at the bottom left of each section.

The screenshot displays the 'Edit' interface for application RHC202200. At the top, a header bar shows 'Edit - [redacted] - RHC202200'. Below this, a table contains application details: Form 462 Application Number (RHC202200), Nickname (My Substitution), Funding Year (2022), HCP Number, and HCP Name. A blue bar indicates the 'FCC Form 462 Application Total Amount' with values for Committed (\$199,485.00), Invoiced (\$0.00), Remaining (\$199,485.00), and Available (\$0.00).

A sidebar on the left lists navigation options: Contract Status (selected), Expense Information, Expense Type, Bandwidth, Service Level Agreement, Circuit Information, Financial Information, and HCP Contribution Source. Below the sidebar, the 'Expense Item' section shows financial data: Committed \$13,299.00, Invoiced \$0.00, and Requested \$13,299.00. A red arrow points to the 'Requested' value.

The main form area includes fields for 'Expense Item Site', 'Does the HCP have a Contract with the Service Provider?' (Yes/No), 'Contract' (with 'Said' and 'OR' options), 'Contract Nickname', 'New Contract Document', 'Contract Start Date' (07/01/2022), 'Initial Contract End Date' (06/30/2025), 'Length of Initial Contract Term' (3 Years), 'Number of Contract Extensions (Optional)' (3), 'Total Combined Length of Optional Extensions (Optional)' (3 Years), 'Contract Sign Date' (07/01/2022), and 'Install Date' (07/01/2022). At the bottom, there are 'BACK', 'EXIT', and 'SAVE & CONTINUE' buttons.

Edit Sections (continued)

- All fields are editable except the **Expense Category** field.

Edit - **- RHC202200**

Form 462 Application Number	Nickname	Funding Year	HCP Number	HCP Name
RHC2022	My Substitution	2022		

FCC Form 462 Application Total Amount

Committed ⓘ \$199,485.00	Invoiced ⓘ \$0.00	Remaining ⓘ \$199,485.00	Available ⓘ \$0.00
--------------------------	-------------------	--------------------------	--------------------

✓ Contract Status

✓ Expense Information

➤ Expense Type

☐ Bandwidth

☐ Service Level Agreement

☐ Circuit Information

☐ Financial Information

☐ HCP Contribution Source

Expense Category

Network Management Services

Expense Type

Bundled Network Management and Operation Services

Total Number of Fiber Strands (Optional)

3

Total Number of Fiber Strands eligible for support (Optional)

3

Explanation of Eligible Expense (Optional)

Business Network Management

Expense Item

Committed ⓘ \$13,299.00

Invoiced ⓘ \$0.00

Requested ⓘ \$13,299.00

BACK EXIT **SAVE & CONTINUE**

Edit Sections (continued)

- If this FCC Form 462 has an approved invoice, the invoiced amount will appear in the gray box on the bottom left.

Edit - [REDACTED] - RHC202200

Form 462 Application Number	Nickname	Funding Year	HCP Number	HCP Name
RHC202200	My Substitution	2022	[REDACTED]	[REDACTED]

FCC Form 462 Application Total Amount

Committed ⓘ \$199,485.00	Invoiced ⓘ \$0.00	Remaining ⓘ \$199,485.00	Available ⓘ \$0.00
--------------------------	-------------------	--------------------------	--------------------

[REDUCE EXPENSE](#)

✓ Contract Status

✓ Expense Information

✓ Expense Type

✓ Bandwidth

✓ Service Level Agreement

✓ Circuit Information

➤ **Financial Information**

○ HCP Contribution Source

Expense Item

Committed ⓘ \$13,299.00

Invoiced ⓘ \$0.00

Requested ⓘ \$13,299.00

Does this expense item represent multiple items or circuits? ⓘ

☒ Yes

☐ No

Quantity of Items

4

Multi-year Funding Request

☒ Yes

☐ No

How often is this item expensed?

Annual

How many expense periods will there be total?

3

Undiscounted Cost Per Expense Period (Excluding Taxes and Fees)

\$3,000.00

Taxes and fees per expense period (optional)

\$100.00

Is this entire expense eligible for support? ⓘ

☐ Yes

☒ No

Percent Eligible for Support

55

Explanation

55% eligible for support

Edit Sections – Adding New Line Items

- To remove all remaining funds from a line item for use on a new line item, click **Reduce Expense**. Then click **Save & Continue**.

Edit - [redacted] | RHC202200 [redacted]

Form 462 Application Number	Nickname	Funding Year	HCP Number	HCP Name
RHC202200	My Substitution	2022	[redacted]	[redacted]

FCC Form 462 Application Total Amount

Committed ⓘ \$199,485.00	Involved ⓘ \$0.00	Remaining ⓘ \$199,485.00	Available ⓘ \$0.00
--------------------------	-------------------	--------------------------	--------------------

✓ Contract Status

✓ Expense Information

✓ Expense Type

✓ Bandwidth

✓ Service Level Agreement

✓ Circuit Information

➤ Financial Information

○ HCP Contribution Source

Expense Item

Committed ⓘ \$13,299.00

Involved ⓘ \$0.00

Requested ⓘ \$13,299.00

Does this expense item represent multiple items or circuits? ⓘ

☒ Yes
☐ No

Quantity of Items

4

Multi-year Funding Request

☒ Yes
☐ No

How often is this item expensed?

Annual

How many expense periods will there be total?

3

Undiscounted Cost Per Expense Period (Excluding Taxes and Fees)

\$3,000.00

Taxes and fees per expense period (optional)

\$100.00

Is this entire expense eligible for support? ⓘ

☐ Yes
☒ No

Percent Eligible for Support

55

Explanation

55% eligible for support

REDUCE EXPENSE

Edit Sections – Adding New Line Items

- To restore available funding and continue with edits, click **Undo Reduce Expense**.
- **Requested** amount is **Committed** amount minus **Invoiced** amount.

Edit - [Redacted] - RHC202200 [Redacted]

Form 462 Application Number	Nickname	Funding Year	HCP Number	HCP Name
RHC2022	My Substitution	2022		

FCC Form 462 Application Total Amount

Committed ⓘ \$199,485.00	Invoiced ⓘ \$0.00	Remaining ⓘ \$199,485.00	Available ⓘ \$13,299.00
--------------------------	-------------------	--------------------------	-------------------------

✓ Contract Status

✓ Expense Information

✓ Expense Type

✓ Bandwidth

✓ Service Level Agreement

✓ Circuit Information

> Financial Information

○ HCP Contribution Source

Expense Item

Committed ⓘ \$13,299.00

Invoiced ⓘ \$0.00

Requested ⓘ \$0.00

Requested shows the maximum support amount you are requesting on this expense item for this substitution.

Expense Item Reduced

Does this expense item represent multiple items or circuits? ⓘ
☐ Yes
☒ No

Quantity of Items
4

Multi-year Funding Request
☐ Yes
☒ No

How often is this item expensed?
Annual

How many expense periods will there be total?
3

Undiscounted Cost Per Expense Period (Excluding Taxes and Fees)
\$3,000.00

Taxes and fees per expense period (optional)
\$100.00

Is this entire expense eligible for support? ⓘ
☐ Yes
☒ No

Percent Eligible for Support
55

Explanation
55% eligible for support

Upload Documentation to Support Your Explanation ⓘ

UNDO REDUCE EXPENSE

Adding An Expense Item

- Once **Save & Continue** is clicked, the line item will appear as **Added** in the **Selected Line Items** section of the **Site and Service Substitution Details** page.
- The amount from the reduced line item is displayed as **Available** under the **FCC Form 462 Application Total Amount** section.
- To add a new line item, click the **Add a New Expense Item** hyperlink.

Available Line Items

Q. Enter Line Item Number or HCP Number: SEARCH

Line #	HCP Number	HCP Name	Contract Number	Expense Type	Bandwidth(Download/Upload)	Eligible Undiscounted Cost	Commitment Amount	Line Item Availability	Action
2				Network Maintenance				Ready to Add	View Add
3				Network Operation				Ready to Add	View Add
4				Network Operation				Ready to Add	View Add
5				Network Shared Infrastructure				Ready to Add	View Add
6				Professional Services				Ready to Add	View Add
7				Software for Network Management				Ready to Add	View Add
8				Network Shared Infrastructure				Ready to Add	View Add
9				Network Operation				Cannot be added. No remaining balance	View

8 items

[Add a New Expense Item](#)

Selected Line Items

All line items added to this Substitution Request must be edited.
 ▲ = Not edited
 ▼ = Edited

Q. Enter Line Item Number or HCP Number: SEARCH

Line #	HCP Number	HCP Name	Contract Number	Expense Type	Bandwidth(Download/Upload)	Requested New Commitment	Line Item Availability	Action
1	13036	Valley View Hospital	C_1034150	Bundled Network Management and Operation Services	1.00Gbps/1.00Gbps	\$0.00	Added	View Edit Remove

FCC Form 462 Application Total Amount

Committed \$199,485.00	Invoiced \$0.00	Remaining \$199,485.00	Available \$13,299.00
------------------------	-----------------	------------------------	-----------------------

Adding An Expense Item (continued)

- Click **Yes** or **No** to indicate if the added expense item is related to an existing expense item.
- Click **Save & Continue**.

Create Post Commitment Change Request - RHC_PCCR20230000285

Start FCC Form 462 Selection Site and Service Substitution Details Supporting Documentation Signature

Form 462 Application Number	Nickname	Funding Year	HCP Number	HCP Name
RHC20220	My Substitution	2022		

FCC Form 462 Application Total Amount

Committed ⓘ \$199,485.00	Invoiced ⓘ \$0.00	Remaining ⓘ \$199,485.00	Available ⓘ \$13,299.00
--------------------------	-------------------	--------------------------	-------------------------

Add a New Expense Line Item

Is this related to an existing expense item?
☐ Yes ☐ No

BACK **EXIT** **SAVE & CONTINUE**

Adding An Expense Item (continued)

- If **No**, all fields will be blank.
- If **Yes**, relevant fields will be pre-populated with information from the associated expense item.
- Click **Save & Continue**.

Create Post Commitment Change Request - RHC_PCCR20230000285

Start FCC Form 462 Selection **Site and Service Substitution Details** Supporting Documentation Signature

Form 462 Application Number	Nickname	Funding Year	HCP Number	HCP Name
RHC20220	My Substitution	2022		

FCC Form 462 Application Total Amount

Committed ⓘ \$199,485.00	Invoiced ⓘ \$0.00	Remaining ⓘ \$199,485.00	Available ⓘ \$13,299.00
--------------------------	-------------------	--------------------------	-------------------------

Add a New Expense Line Item

Is this related to an existing expense item?

☒ Yes ☐ No

Related Expense Item

Line Item 1

If Clicked "Yes," you must select a line item number associated with this new expense line item.

BACK EXIT

SAVE & CONTINUE

Edit Sections

- The **Edit** sections mirror each section of the FCC Form 462 application.
- The same information required on an FCC Form 462 application is required for the new expense item.

Edit - [Redacted] - RHC202200

Form 462 Application Number	Nickname	Funding Year	HCP Number	HCP Name
RHC2022	My Substitution	2022	[Redacted]	[Redacted]

FCC Form 462 Application Total Amount

Committed	Involved	Remaining	Available
\$199,485.00	\$0.00	\$199,485.00	\$0.00

Expense Category
Network Management Services

Expense Type
Bundled Network Management and Operation Services

Total Number of Fiber Strands (Optional)
3

Total Number of Fiber Strands eligible for support (Optional)
3

Explanation of Eligible Expense (Optional)
Business Network Management

Expense Item

Committed	Involved	Requested
\$13,299.00	\$0.00	\$13,299.00

BACK EXIT SAVE & CONTINUE

Edit Section – Adding An Expense Item

- For new expense items, the **Committed** amount and **Invoiced** amount will be **\$0.00**.
- The **Requested** amount is the number of expense periods multiplied by the **Undiscounted Cost Per Expense Period**.

Edit - [REDACTED] - RHC202200

Form 462 Application Number	Nickname	Funding Year	HCP Number	HCP Name
RHC202200	My Substitution	2022		

FCC Form 462 Application Total Amount

Committed ⓘ \$199,485.00	Invoiced ⓘ \$0.00	Remaining ⓘ \$199,485.00	Available ⓘ \$0.00
--------------------------	-------------------	--------------------------	--------------------

Is this a newly installed circuit?

☒ Yes
☐ No

Billing Account Number (Optional)

2246777

Installation Date

07/10/2022

Expense Item

Committed ⓘ \$0.00
Invoiced ⓘ \$0.00
Requested ⓘ \$13,299.00

BACK EXIT SAVE & CONTINUE

Selected Line Items – Completed

- Expense items that were on the original FCC Form 462 application cannot be deleted.
- Newly added expense items can be deleted.

Create Post Commitment Change Request - RHC_PCCR20230000285

Start FCC Form 462 Selection **Site and Service Substitution Details** Supporting Documentation Signature

Form 462 Application Number RHC20220 Nickname My Substitution Funding Year 2022 HCP Number HCP Name

Available Line Items

Q Enter Line Item Number or HCP Number SEARCH

Line #	HCP Number	HCP Name	Contract Number	Expense Type	Bandwidth(Download/Upload)	Eligible Undiscounted Cost	Commitment Amount	Line Item Availability	Action
2				Network Maintenance				Ready to Add	View Add
3				Network Operation				Ready to Add	View Add
4				Network Operation				Ready to Add	View Add
5				Network Shared Infrastructure				Ready to Add	View Add
6				Professional Services				Ready to Add	View Add
7				Software for Network Management				Ready to Add	View Add
8				Network Shared Infrastructure				Ready to Add	View Add
9				Network Operation				Cannot be added: No remaining balance	View

8 Items

Selected Line Items

All line items added to this Substitution Request must be edited.
 ⚠ = Not edited
 ✅ = Edited

Q Enter Line Item Number or HCP Number SEARCH

Line #	HCP Number	HCP Name	Contract Number	Expense Type	Bandwidth(Download/Upload)	Requested New Commitment	Line Item Availability	Action
1				Bundled Network Management and Operation Services			Added	View Edit Remove <input checked="" type="checkbox"/>
10				Bundled Network Management and Operation Services	1 Mbps/1 Mbps	3334.00	Added	View Edit Delete <input checked="" type="checkbox"/>

Supporting Documentation

- Click **Add Document** to upload all supporting documents and select **Document Type** from the drop-down menu.
- An explanation of the requested change is required. Then click **Save & Continue**.

Post-Commitment Change Request - RHC_PCCR2023000

Start FCC Form 462 Selection Site and Service Substitution Details **Supporting Documentation** Signature

Supporting Documentation

Please add documentation to support your request.

Document Type	Description	File(s)
Explanation of Change Document	Describe if Other is selected	UPLOAD Drop file here

Add Document

<< < Showing 1 of 1 > >>

BACK **EXIT** **SAVE & CONTINUE**

Signature Page

- The **Signature Page** displays a summary of the requested substitution.
- Under the **Requested Change** column, the amount in red represents the amount that was removed from the original expense item.
- The amount in green represents the amount that was reallocated to the new expense item.
- The **Reason for Substitution** is populated by the system based on the fields that were changed.

Post-Commitment Change Request - RHC_PCCR20230000285

Start FCC Form 462 Selection Site and Service Substitution Details Supporting Documentation **Signature**

Request Summary

Request Number: RHC_PCCR20230000285 Request Type: Site and Service Substitution

Request Nickname: My Substitution

Selected FCC Form 462 Application(s): RHC202200

Supporting Documentation

Document Type	Description	File(s)
Explanation of Change Document		HCP and SP certifications.docx

Site & Service Substitution Details

The following denotes the changes created by your substitutions with the FCC Form 462 RHC20220010421

Changed Expense Line Items

Expense Item #	HCP Number	HCP Name	Expense Type	Bandwidth (Upload/Download)	Commitment Amount	Requested New Commitment	Requested Change	Reason for Substitution
1			Bundled Network Management and Operation Services		\$13,299.00	\$0.00	(\$13,299.00)	Cost
10			Bundled Network Management and Operation Services		\$0.00	\$952.38	\$952.38	New (related to expense item 1)

Note: This request is not in balance. \$12,346.62 has been added to the discretionary account for this application for use in future substitution requests.

Signature Page (continued)

- The note in the yellow banner displays any remaining funds available for future substitutions.

Post-Commitment Change Request - RHC_PCCR20230000285

Start FCC Form 462 Selection Site and Service Substitution Details Supporting Documentation **Signature**

Request Summary

Request Number
RHC_PCCR20230000285

Request Type
Site and Service Substitution

Request Nickname
My Substitution

Selected FCC Form 462 Application(s)
RHC20220010421

Supporting Documentation

Document Type	Description	File(s)
Explanation of Change Document		HCP and SP certifications.docx

Site & Service Substitution Details

The following denotes the changes created by your substitutions with the FCC Form 462, RHC20220010421.

Changed Expense Line Items

Expense Item #	HCP Number	HCP Name	Expense Type	Bandwidth (Upload/Download)	Commitment Amount	Requested New Commitment	Requested Change	Reason for Substitution
1			Bundled Network Management and Operation Services		\$13,299.00	\$0.00	(\$13,299.00)	Cost
10			Bundled Network Management and Operation Services		\$0.00	\$952.38	\$952.38	New (related to expense item 1)

Signature Page (continued)

- On the **Signature** page, review all information, click the required certifications and enter your full name as it appears in RHC Connect in the **Digital Signature** field.
- Click **Request Change**.

Signature

- ☒ 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.

Certifier's Full Name

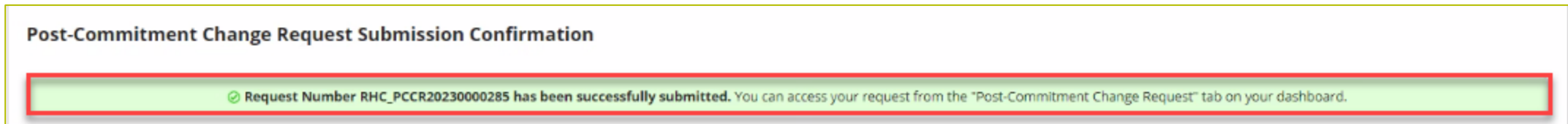
Date 05/17/2023

Digital Signature

BACK **EXIT** **REQUEST CHANGE**

After Submission





- Once submitted, the confirmation message in green will display.



After Submission (continued)

- To download a PDF copy of the requested substitution, click the icon under **Actions**.

The screenshot displays the RHC Connect web application. At the top, there is a header with a background image of a healthcare worker and the text 'RHC Connect'. Below the header, a navigation bar includes tabs for 'Information Requests', 'My Forms', 'My Organizations', and 'Post-Commitment Change Requests', with the last tab highlighted in blue and red. A yellow notification bar at the top indicates '(4) Unread Notifications'. A circular clock widget on the left shows the time '16:05' and date 'May 30 2023'. A blue banner below the navigation bar states: 'The Funding Year 2022 funding request filing window closes in 0 days.' The main content area is titled 'Post-Commitment Change Requests' and features a 'Request Type' dropdown menu, a search bar, and a 'CREATE POST-COMMITMENT CHANGE REQUEST' button. Below these elements is a table with the following data:

Request Number	Request Type	Form 462 Application Number	Last Updated	Status	Actions
RHC_PCCR20230000285	Site and Service Substitution	RHC202200	5/30/2023 4:04 PM EDT	Submitted	 
RHC_PCCR20230000279	Site and Service Substitution	RHC202200	5/26/2023 11:32 AM EDT	Submitted	 

Questions?

Service Delivery Deadline Extension Requests

Submitting Post-Commitment Change Requests in
RHC Connect


Service Delivery Deadline Extension

- Per [FCC Order 19-78](#), applicants may request and receive a one-time, one-year extension of the service delivery deadline for non-recurring services if one of the following criteria is met:
 - Applicants whose Funding Commitment Letters (FCLs) are issued on or after March 1 of the funding year for which discounts are authorized.
 - Applicants that receive service provider change authorizations or site and service authorizations from USAC on or after March 1 of the funding year for which discounts are authorized.
 - Applicants whose service providers are unable to complete implementation for reasons beyond the service providers' control; or
 - Applicants whose service providers are unwilling to complete delivery and installation because the applicant's funding request is under review with USAC for program compliance.
- Service delivery deadline extension requests must be submitted on or before the original service deadline. The service delivery deadline is included in [the applicant's FCL](#).

My Portal Landing Page

- Log in to My Portal and 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 Connected Care Pilot Program (CCPP) and High Cost & Lifeline - FCC Form 481. Service providers are required to submit these annual certifications. For additional information, click here.

Upcoming Dates

07/07 **New Filer ID Basics Webinar**
2022

08/01 **Quarterly Filing due August 1**
2022

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

- Click on the **Post-Commitment Change Requests** tab, then click **Create Post-Commitment Change Request**.

The screenshot displays the RHC Connect dashboard interface. At the top, a blue navigation bar contains the 'DASHBOARD' tab (highlighted with a red box), a 'START A FORM' button, and a user profile icon. Below the navigation bar is a banner image of a healthcare worker wearing a mask, with the text 'RHC Connect' overlaid. The main content area features a yellow notification bar indicating '(5) Unread Notifications'. Below this, there are four tabs: 'Information Requests', 'My Forms', 'My Organizations', and 'Post-Commitment Change Requests' (highlighted with a red box). A blue banner below the tabs states: 'The Funding Year 2022 funding request filing window closes in 18 days.' The 'Post-Commitment Change Requests' section includes a 'Request Type' dropdown menu (with 'Select Request Type' as the placeholder), a search bar with the placeholder 'Search Change Requests', and a 'SEARCH' button. A red arrow points from the search bar area to the 'CREATE POST-COMMITMENT CHANGE REQUEST' button, which is highlighted with a red box. On the left side of the dashboard, a circular clock shows the time '17:00' and the date 'May 12 2023'.

Start Page

- Enter a **Request Nickname** and select **Service Delivery Deadline Extension** from the drop-down menu.
- A description of the RHC rules about service delivery deadline extensions is displayed on the **Start** page.
- Click **Save & Continue**.

Post-Commitment Change Request

Start FCC Form 462 Selection Service Delivery Deadline Extension Supporting Documentation Signature

Post-Commitment Change Request Details

Request Nickname

Select the type of post-commitment change you would like to make

Service Delivery Deadline Extension

Service Delivery Deadline Extension

To be eligible for program support, eligible services must be received during a specific period of time related to the particular funding year for which discounts are requested.

Recurring services must be delivered during the relevant funding year (July 1 through June 30). There are no extensions available for the installation deadline for recurring services.

In general, non-recurring services must be delivered and installed between July 1 of the relevant funding year and September 30 following the June 30 close of that funding year (i.e., 15 months after the beginning of the funding year). Certain recipients may receive extensions of the deadline for delivery and installation of these non-recurring services, which can occur for various reasons, including:

- A Funding Commitment Decision Letter (FCDL) is issued by USAC on or after March 1 of the funding year for which support is authorized.
- Operational Service Provider Identification Number (SPIN) changes and/or service substitutions are approved by USAC on or after March 1 of the funding year. The acronym "SPIN" is also known as the service provider's 498 ID.
- The applicant requested an extension because the service provider was unable to complete delivery and installation for reasons beyond the service provider's control.
- The applicant requested an extension because the service provider has been unwilling to complete delivery and installation after USAC delayed payment while reviewing the application for program compliance.

EXIT

SAVE & CONTINUE

FCC Form 462 Selection Page

- Search by FCC Form 462 application number or select the FCC Form 462 application from the list displayed.
- The selected FCC Form 462 application will be displayed on the right side of the screen.
- Once selected, click **Save & Continue**.

Post-Commitment Change Request - RHC_PCCR20230000150

Start **FCC Form 462 Selection** Service Delivery Deadline Extension Supporting Documentation Signature

FCC Form 462 Selection

Select the FCC Form 462 application(s) you would like to take action on

Available FCC Form 462 Applications

Search RHC PC Form 462 Available For SDDs **SEARCH**

462 Application Number	HCP Name	HCP Number	Service Provider	SPIN/498 ID	Funding Year
RHC2022000					2022
RHC2022000					2022
RHC202200					2022
RHC202200					2022
RHC202200					2022
RHC202200					2022
RHC202200					2022
RHC202200					2022
RHC202200					2022

Showing 1 - 1 of 1

Selected FCC Form 462 Applications

RHC202200

BACK **EXIT** **SAVE & CONTINUE**

Service Delivery Deadline Extension Page

- Select the reason for the service delivery deadline extension.
- Provide a brief explanation of the request. Then click **Save & Continue**.

Post-Commitment Change Request - RHC_PCCR20230000150

Start FCC Form 462 Selection **Service Delivery Deadline Extension** Supporting Documentation Signature

Form 462 Application Number	Nickname	Funding Year	HCP Number	HCP Name
RHC202200	Service Delivery Deadline Extension #1	2022		

Certify the reason for the non-recurring service delivery extension request. Select one that applies.

☒ The service provider is unable to complete implementation for reasons beyond service provider's control.

☐ The service provider has been unwilling to complete delivery and installation because the applicant's funding request is under review by USAC for program compliance.

Provide a brief narrative regarding the necessity of the change and identify the line item(s) on the FCC Form 462 require this change:

Service provider is impacted by supply chain issues.

BACK EXIT **SAVE & CONTINUE**

Supporting Documentation

- Click **Add Document** to upload all supporting documents and select **Document Type** from the drop-down menu.
- At minimum, an explanation is required.
- Click **Save and Continue**.

Post-Commitment Change Request - RHC_PCCR20230000150

Start FCC Form 462 Selection Service Delivery Deadline Extension **Supporting Documentation** Signature

Supporting Documentation

Please add documentation to support your request.

Document Type	Description	File(s)
Explanation	Describe if Other is selected	UPLOAD Drop file here

Add Document

Valid data is required for all the documents you added.

<< < Showing 1 - 1 of 1 > >>

BACK **EXIT** **SAVE & CONTINUE**

Signature Page

- On the **Signature** page, review all information, click the required certifications and sign using your full name as it appears in RHC Connect in the **Digital Signature** field.
- Click **Request Change**.

Post-Commitment Change Request - RHC_PCCR20230000150

Start FCC Form 462 Selection Service Delivery Deadline Extension Supporting Documentation **Signature**

Request Summary

Request Number
RHC_PCCR20230000150

Request Type
Service Delivery Deadline Extension

Request Nickname
Service Delivery Deadline Extension #1

Selected FCC Form 462 Application(s)
RHC202200

Supporting Documentation

Document Type	Description	File(s)
Explanation		Email from SP - Delay.pdf

Service Delivery Deadline Extension Details

The service provider is unable to complete implementation for reasons beyond service provider's control.


Provide a brief narrative regarding the necessity of the change and identify the line item(s) on the FCC Form 462 require this change:
Service provider is impacted by supply chain issues.

Signature

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

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

Certifier's Full Name

Date 05/12/2023 

Digital Signature

[BACK](#) [EXIT](#) [REQUEST CHANGE](#)

After Submission

- Once submitted, the confirmation message in green will display.

Post-Commitment Change Request Submission Confirmation

✔ Request Number RHC_PCCR20230000148 has been successfully submitted. You can access your request from the "Post-Commitment Change Request" tab on your dashboard.

Post-Commitment Change Request Details

Invoice Filing Deadline Extension Requests

Submitting Post-Commitment Change Requests in
RHC Connect


Invoice Deadline Extension


- Per [FCC Order 19-78](#), applicants and service providers may request and automatically receive a one-time, 120-day extension of the deadline to file an invoice.
- Invoice filing deadline extension requests must be submitted on or before the original invoice deadline.
- The invoice filing deadline is included in [the applicant's FCL](#).

My Portal Landing Page

- Log in to My Portal and 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 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.

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Dashboard

- Click on the **Post-Commitment Change Requests** tab, then click **Create Post-Commitment Change Request**.

The screenshot displays the RHC Connect dashboard interface. At the top, a blue navigation bar contains the 'DASHBOARD' tab (highlighted with a red box), a 'START A FORM' button, and a user profile icon. Below the navigation bar is a banner image of a healthcare worker wearing a mask, with the text 'RHC Connect' overlaid. The main content area features a yellow notification bar indicating '(5) Unread Notifications'. Below this, there are four tabs: 'Information Requests', 'My Forms', 'My Organizations', and 'Post-Commitment Change Requests' (highlighted with a red box). A blue banner below the tabs states: 'The Funding Year 2022 funding request filing window closes in 18 days.' On the left side, a circular clock shows the time '17:00' and the date 'May 12 2023'. The 'Post-Commitment Change Requests' section includes a 'Request Type' dropdown menu (with 'Select Request Type' as the placeholder), a search bar with the text 'Search Change Requests', and a 'SEARCH' button. A red arrow points from the search bar area to a button labeled 'CREATE POST-COMMITMENT CHANGE REQUEST' (highlighted with a red box).

Start Page

- Enter a **Request Nickname** and select **Invoice Filing Deadline Extension** from the drop-down menu.
- A description of the RHC rules about invoice filing deadline extensions is displayed on the **Start** page.
- Click **Save & Continue**.

Post-Commitment Change Request

[Start](#) FCC Form 462 Selection Signature

Post-Commitment Change Request Details

Request Nickname
Invoice Deadline Extension #1

Select the type of post-commitment change you would like to make
Invoice Filing Deadline Extension

Invoice Filing Deadline Extension
Per FCC Order 19-78 (§ 54.627 Invoicing process and certifications (b)), applicants and service providers may request and automatically receive a one-time, 120-day extension of the deadline to file an invoice. You must submit an invoice filing deadline extension request on or before the original invoice deadline. The invoice filing deadline is included in the Funding Commitment Letter (FCL) which is issued by USAC when funding request (FCC Form 462) is approved.

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

FCC Form 462 Selection Page

- Search by FCC Form 462 application number or select the FCC Form 462 application from the list displayed.
- The selected FCC Form 462 application will be displayed on the right side of the screen.
- Once selected, click **Save & Continue**.

Post-Commitment Change Request - RHC_PCCR20230000151

Start FCC Form 462 Selection Signature

FCC Form 462 Selection

Select the FCC Form 462 application(s) you would like to take action on

Available FCC Form 462 Applications

Search RHC PC Form 462 Available For IDD's SEARCH

<input type="checkbox"/>	462 Application Number	HCP Name	HCP Number	Service Provider	SPIN/498 ID	Funding Year	Invoice Deadline
<input checked="" type="checkbox"/>	RHC2022000					2022	10/28/2023
<input type="checkbox"/>	RHC2022000					2022	10/28/2023
<input type="checkbox"/>	RHC2022000					2022	10/28/2024
<input type="checkbox"/>	RHC2022000					2022	10/28/2023
<input type="checkbox"/>	RHC2022000					2022	10/28/2024

Selected FCC Form 462 Applications

☒ RHC2022000

Showing 1 - 1 of 1

Signature Page

- On the **Signature** page, review all of the information, click the required certifications and sign using your full name as it appears in RHC Connect in the **Digital Signature** field.
- Click **Request Change**.

Post-Commitment Change Request - RHC_PCCR20230000151

Start FCC Form 462 Selection Signature

Request Summary

Request Number
RHC_PCCR20230000151

Request Type
Invoice Filing Deadline Extension

Request Nickname
Invoice Deadline Extension #1

Selected FCC Form 462 Application(s)
RHC2022000

Signature

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

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

Certifier's Full Name

Date 05/12/2023

Digital Signature

[BACK](#) [EXIT](#) [REQUEST CHANGE](#)

After Submission

- Once submitted, the confirmation message in green will display.

Post-Commitment Change Request Submission Confirmation

✔ Request Number RHC_PCCR20230000148 has been successfully submitted. You can access your request from the "Post-Commitment Change Request" tab on your dashboard.

Post-Commitment Change Request Details

Important Dates and Resources

Submitting Post-Commitment Change Requests in
RHC Connect

Important Deadlines

What	When
Service delivery deadline for single-year FY2022 funding commitments	June 30, 2023
Invoice filing deadline for single-year FY2022 funding commitments	October 28, 2023

Resources

- [Post-Commitment Actions](#) webpage
- [SPIN Change](#) webpage
- [Site and Service Substitution](#) webpage
- [RHC Connect User Guide Post-Commitment Change Requests](#)

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. to 8 p.m. ET
- Monday to Friday

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 and RHC Connect
Assist with My Portal and RHC Connect	Transfer a call to a specific form reviewer

Questions?

Thank You!



Universal Service
Administrative Co.