

# Telecom Program Funding Request Best Practices for FY2024

Submitting the FCC Form 466  
November 8, 2023



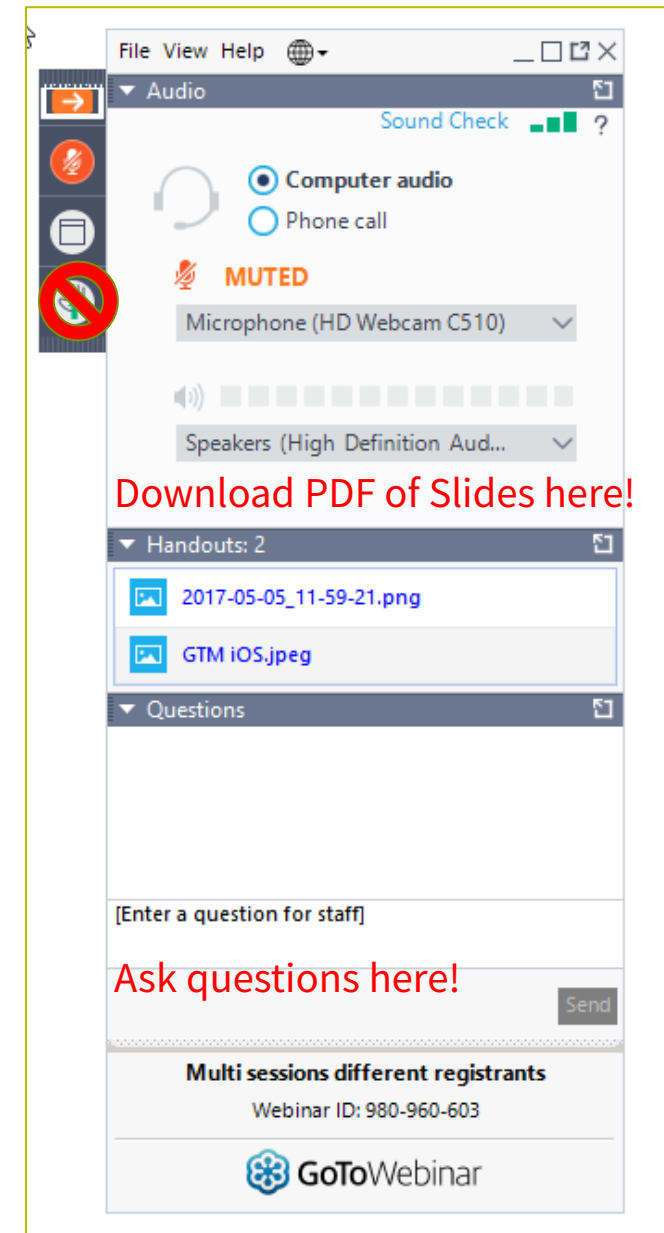
Universal Service  
Administrative Co.

## **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

- Overview
- Program Updates
- Submitting the FCC Form 466 in RHC Connect
  - Competitive Bidding Exemptions
  - Urban/Rural Rate Updates
- Best Practices and Resources

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

- *Understand what a funding request is, who must submit, and when to submit*
- *Complete and submit an FCC Form 466 in RHC Connect*
  - *Avoid common errors*
  - *Upload a contract for evergreen designation*
  - *Submit your funding request before the deadline*
- *Respond to Information Requests*
- *Locate important resources on the USAC website*

# Glossary

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

# **Funding Request Overview**

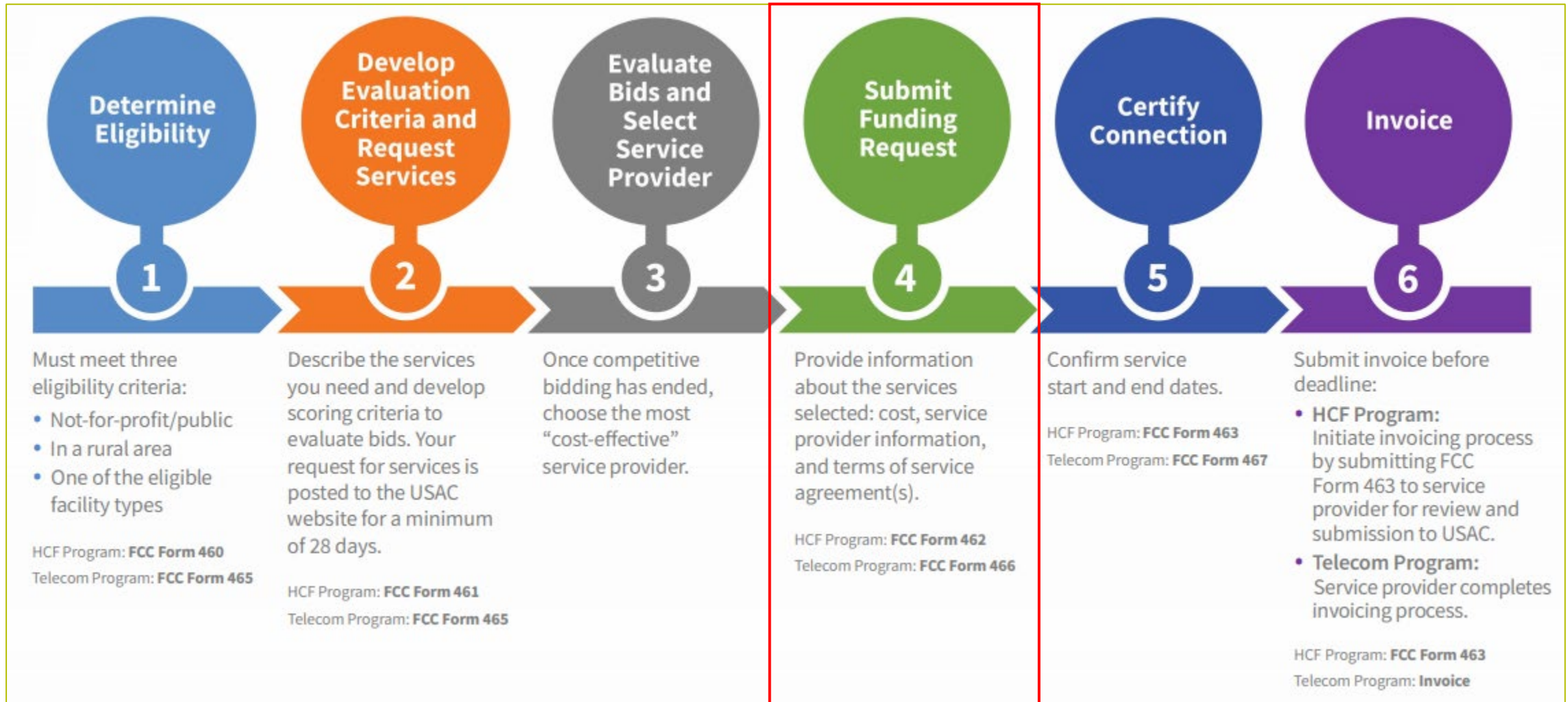
Best Practices for FY2024



# Differences Between RHC Programs

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

# RHC Program Application Process



# FY2024 Calendar

## Rural Health Care Program: **Funding Year 2024**

**FY2024: JULY 1, 2024-JUNE 30, 2025**



**JULY 1, 2023: First Day to Submit Request for Services Form**

- FCC Form 461 HCF Program
- FCC Form 465 Telecom Program
- Request for services must be posted to USAC's website by March 3, 2024



**DEC 1, 2023 - April 1, 2024: Funding Request Filing Window Period**

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



**OCT 28, 2025: Invoicing Deadline**

- FCC Form 463 HCF Program
- Telecom Invoice

# What is a Funding Request?

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

# When to Submit a Funding Request

- Funding Year (FY) 2024 Filing Window:
  - December 1, 2023 – April 1, 2024, 11:59 p.m. ET.
- Applicants are unable to submit funding request forms outside of a filing window period.
  - Draft FCC Forms 466 may be created in RHC Connect beginning November 1 but cannot be submitted before the filing window opens.
- USAC suggests that applicants submit the funding requests as early as possible during the filing window.
- The FCC Form 466 must be submitted by the close of a filing window to be considered for funding.

# Information Requests

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

# Submission Checklist

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

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

# Evergreen Contracts

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



## Evergreen Contracts (continued)

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

# Submission Tips

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

## Submission Tips (continued)

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

# Identifying Applicable Charges on a Bill/Invoice - Example

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

**Service Provider**

**GRM NETWORKS** 1001 Kentucky Street  
Princeton, MO 64673-1074  
ADDRESS SERVICE REQUESTED

☐ Check here for change of address  
☐ Check here to enroll in automatic payments  
☐ Check here to make a credit card payment  
(See reverse for details)

**Remittance Information**

Account Number [REDACTED]  
Invoice Number [REDACTED]  
Bill Date Jan 01, 2023  
Due Date Jan 21, 2023  
Amount Due **Billing Account Number** \$ 434.70  
Amount Enclosed: \$  
Please include account number on your check and make payable to GRM Networks

**HCP Name & Service Address**

GRM NETWORKS  
1001 KENTUCKY ST  
PRINCETON, MO 64673

Payment Due Date: Jan 21, 2023

**GRM NETWORKS** Page 2 of 4

Charge Detail	Service Type
<b>Business Phone Service</b>	
<b>Recurring Charges (Jan 01 - Jan 31)</b>	
Key System Line Charge	32.00
<b>Taxes, Fees, and Surcharges</b>	
* Business Multi Subscriber Line Charge	9.20
ARC Business Multi Line	3.00
Federal Universal Service Charge	3.98
Harrison County 911	4.80
Missouri USF Surcharge	0.05
Relay Missouri Surcharge	0.10
<b>Total for</b>	<b>\$ 53.13</b>
<b>Business Phone Service</b>	
<b>Recurring Charges (Jan 01 - Jan 31)</b>	
* Business Basic Service	23.50
<b>Taxes, Fees, and Surcharges</b>	
* Business Multi Subscriber Line Charge	9.20
ARC Business Multi Line	3.00
Federal Universal Service Charge	3.98
Harrison County 911	3.53
Missouri USF Surcharge	0.04
Relay Missouri Surcharge	0.10
<b>Total for</b>	<b>\$ 43.35</b>
<b>Business Phone Service</b>	
<b>Recurring Charges (Jan 01 - Jan 31)</b>	
Calling name / Number Delivery	3.95
Key System Line Charge	32.00
<b>Taxes, Fees, and Surcharges</b>	
* Business Multi Subscriber Line Charge	9.20
ARC Business Multi Line	3.00
Federal Universal Service Charge	3.98
Harrison County 911	4.80
Missouri USF Surcharge	0.05
Relay Missouri Surcharge	0.10
<b>Total for</b>	<b>\$ 57.08</b>

**Line 1**

Charge Detail	Amount
<b>Business Phone Service</b>	
<b>Recurring Charges (Jan 01 - Jan 31)</b>	
Key System Line Charge	32.00
<b>Taxes, Fees, and Surcharges</b>	
* Business Multi Subscriber Line Charge	9.20
ARC Business Multi Line	3.00
Federal Universal Service Charge	3.98
Harrison County 911	4.80
Missouri USF Surcharge	0.05
Relay Missouri Surcharge	0.10
<b>Total for</b>	<b>\$ 127.58</b>

**Line 2**

Charge Detail	Amount
<b>Business Phone Service</b>	
<b>Recurring Charges (Jan 01 - Jan 31)</b>	
* Business Basic Service	23.50
<b>Taxes, Fees, and Surcharges</b>	
* Business Multi Subscriber Line Charge	9.20
ARC Business Multi Line	3.00
Federal Universal Service Charge	3.98
Harrison County 911	3.53
Missouri USF Surcharge	0.04
Relay Missouri Surcharge	0.10
<b>Total for</b>	<b>\$ 43.35</b>

**Line 3**

Charge Detail	Amount
<b>Business Phone Service</b>	
<b>Recurring Charges (Jan 01 - Jan 31)</b>	
Calling name / Number Delivery	3.95
Key System Line Charge	32.00
<b>Taxes, Fees, and Surcharges</b>	
* Business Multi Subscriber Line Charge	9.20
ARC Business Multi Line	3.00
Federal Universal Service Charge	3.98
Harrison County 911	4.80
Missouri USF Surcharge	0.05
Relay Missouri Surcharge	0.10
<b>Total for</b>	<b>\$ 57.08</b>

**Line 4**

Charge Detail	Amount
<b>Business Phone Service</b>	
<b>Recurring Charges (Jan 01 - Jan 31)</b>	
Key System Line Charge	32.00
<b>Taxes, Fees, and Surcharges</b>	
* Business Multi Subscriber Line Charge	9.20
ARC Business Multi Line	3.00
Federal Universal Service Charge	3.98
Harrison County 911	4.80
Missouri USF Surcharge	0.05
Relay Missouri Surcharge	0.10
<b>Total for</b>	<b>\$ 53.13</b>

**Line 5**

Charge Detail	Amount
<b>Business Phone Service</b>	
<b>Recurring Charges (Jan 01 - Jan 31)</b>	
* Business Basic Service	23.50
<b>Taxes, Fees, and Surcharges</b>	
* Business Multi Subscriber Line Charge	9.20
ARC Business Multi Line	3.00
Federal Universal Service Charge	3.98
Harrison County 911	3.53
Missouri USF Surcharge	0.04
Relay Missouri Surcharge	0.10
<b>Total for</b>	<b>\$ 43.35</b>

**Line 6**

Charge Detail	Amount
<b>Business Phone Service</b>	
<b>Recurring Charges (Jan 01 - Jan 31)</b>	
Calling name / Number Delivery	3.95
Key System Line Charge	32.00
<b>Taxes, Fees, and Surcharges</b>	
* Business Multi Subscriber Line Charge	9.20
ARC Business Multi Line	3.00
Federal Universal Service Charge	3.98
Harrison County 911	4.80
Missouri USF Surcharge	0.05
Relay Missouri Surcharge	0.10
<b>Total for</b>	<b>\$ 57.08</b>

# Questions?

# **Program Updates**

## Best Practices for FY2024

# Reminder: FCC Report and Order 19-78

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

## Additional Program Guidance

[COVID-19 Response](#)

**[FCC Report and Order 19-78](#)**

[Funding Year Overview](#)

[Authorizations](#) ▾

[Competitive Bidding Exemptions](#) ▾

[Site and Service Substitutions](#)

[Document Retention](#)

[FCC Orders and Resources](#)

## FCC Report and Order 19-78

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

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

### Additional Resources

[FCC Report and Order](#) 

[Report and Order 19-78 Tip Sheet](#)

[Summary Webinar](#)

[Webinar Slides](#) 

[Public Notice DA 19-1253](#) 

## FCC Report and Order 19-78 (continued)

- **Consultant Registration** – USAC will issue a unique registration number to the consultant or outside expert and that number will be linked to the HCP's organization.
- **Telecom Competitive Bidding Exemptions** – Telecom Program applicants can use every competitive bidding exemption applicable to the HCF Program, except the \$10k or less exemption.
- **Service Substitutions** – Telecom Program applicants will be allowed to submit service substitution requests.
  - HCPs in both the HCF and Telecom program are required to submit site and service substitutions by the service delivery deadline.



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

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

# FCC Order DA 23-6

- On January 26, 2023, the FCC released Order DA 23-6, waiving the requirement that HCPs and service providers participating in the Telecom Program use the Rates Database to calculate urban and rural rates for FY2024 and FY2025.
- For FY2024 and FY2025, rules requiring rural rates to be calculated using Methods 1 through 3 and the pre-Rates Database calculation method for urban rates will be reinstated with the following minor changes:
  - For FY2024 and FY2025, applicants and service providers using Methods 1 and 2 to calculate rural rates are not permitted to use previously approved rates.
  - For FY2024 and 2025, service providers will be permitted to use previously approved rates for rural rates that would otherwise be calculated under Method 3.
  - If there are no comparable rural and urban rates within 30 percent of the speed of the requested service, service providers may use the rate for a higher bandwidth service that is otherwise similar to the requested service to justify a rural or urban rate.
- Please use the [Urban and Rural Rate Information FY2024-2025](#) tip sheet as a resource.

# FCC Order DA 23-723 – Hawaii Wildfires Order

- On August 18, 2023, the FCC released [Order DA 23-723](#), waiving certain RHC rules and deadlines to assist participants and providers located in areas affected by the Hawaii wildfires. This Order applies to healthcare providers and service providers located in the State of Hawaii in areas affected by the wildfires. FCC waives the following rules on a temporary basis:
  - Automatically provides affected program participants with an additional 150 days to file appeals and waivers. This waiver will be in effect for all deadlines of appeals and waiver requests from August 10, 2023, through 150 calendar days from the release of this Order (January 15, 2024).
  - 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 that had a deadline on or after August 10, 2023, regardless of the funding year. Affected health care providers and service providers have up to 150 calendar days from the effective date of this Order (January 15, 2024) to respond to Information Requests from USAC.
  - Waives the invoice filing deadline for FY2022 funding requests and grants an automatic 120-day extension; and
  - Waives the September 30, 2023, deadline for Healthcare Connect Fund (HCF) program annual reports. HCF program participants will have up to 150 calendar days from the effective date of this Order (January 15, 2024) to submit annual reports.
- Impacted program participants will not be penalized for failure to retain records destroyed by the Hawaii wildfires. For more information, read [FCC Order DA 23-723](#).

# FCC Order DA 23-805 – Hurricane Idalia Order

- On September 1, 2023, the FCC released [Order DA 23-805](#), waiving certain RHC rules and deadlines to assist participants and providers located in areas affected by the Hurricane Idalia. This Order applies to healthcare providers and service providers located in the areas in Florida and South Carolina that the Federal Emergency Management Agency (FEMA) has designated as eligible for Individual or Public Assistance for the purposes of federal disaster relief as of the release date of this Order. FCC waives the following rules on a temporary basis:
  - Automatically provides affected program participants with an additional 150 days to file appeals and waivers. This waiver will be in effect for all deadlines of appeals and waiver requests from August 27, 2023, through 150 calendar days from the release of this Order (January 29, 2024).
  - 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 that had a deadline on or after August 27, 2023, regardless of the funding year. Affected health care providers and service providers have up to 150 calendar days from the effective date of this Order (January 29, 2024) to respond to Information Requests from USAC.
  - Waives the invoice filing deadline for FY2022 funding requests and grants an automatic 120-day extension; and
  - Waives the September 30, 2023, deadline for Healthcare Connect Fund (HCF) program annual reports. HCF program participants will have up to 150 calendar days from the effective date of this order (January 29, 2024) to submit annual reports.
- Impacted program participants will not be penalized for failure to retain records destroyed by the Hurricane Idalia. For more information, read [FCC Order DA 23-805](#).

# Supply Chain Order

- As a reminder, when service providers login to [My Portal](#) they will see two new [supply chain certifications](#) included in the FCC Form 463 and Telecom program invoice.
- The first certification affirms compliance with the [Section 54.9 prohibition](#) on USF for specified transactions with companies deemed to pose a national security threat. The second certification affirms compliance with [Section 54.10](#), which prohibits the use of any Federal subsidies on any communications equipment and services on the [Covered List](#).
- **FY2023 Applicants:** If you requested services or equipment provided or that contain components of products produced by any of the listed covered companies or any of their parents, affiliates and subsidiaries in FY2023, you cannot invoice for these funds. Instead, you should immediately request a [service substitution](#).
- **FY2024 Applicants:** As you proceed with competitive bidding, please ensure you are not requesting funding for services or equipment from listed covered companies or any of their parents, affiliates and subsidiaries.

# Supply Chain Web Page

- [Supply Chain webpage](#)



The screenshot shows the FCC's Supply Chain webpage. At the top is a navigation bar with links: About, E-rate, Rural Health Care, Lifeline, High Cost, and Service Providers. Below this is a breadcrumb trail: USAC | About | Reports & Orders | Supply Chain. On the left is a sidebar with the following links: Reports & Orders, Annual Report, FCC Filings, FCC Orders, and Supply Chain (which is highlighted with a green bar). The main content area has a large heading "Supply Chain" and two paragraphs of text. The first paragraph discusses FCC actions since November 2019 to protect national security and mentions the Secure and Trusted Communications Networks Act of 2019. The second paragraph mentions the Supply Chain First Report and Order. Both paragraphs include links to the respective documents and the FCC's supply chain page.

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

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

**Reports & Orders**

Annual Report

FCC Filings

FCC Orders

**Supply Chain**

## Supply Chain

Since November 2019, the FCC has taken a number of actions to protect the national security of the United States, the security and safety of United States persons, and the integrity of communications networks or the communications supply chain. The FCC has also implemented the [Secure and Trusted Communications Networks Act of 2019](#). The FCC's actions can be found at [www.fcc.gov/supplychain](http://www.fcc.gov/supplychain).

In November 2019, the FCC released the [Supply Chain First Report and Order](#) adopting a rule (47 CFR Section 54.9) which prohibits the use of Universal Service Fund (USF) support to purchase, obtain, maintain, improve, modify, operate, manage, or otherwise support equipment or services produced or provided by companies found to pose a national security threat to the integrity of communications networks or the communications supply chain.

# Questions?

# **Submitting the FCC Form 466**

Best Practices for FY2024



# RHC Connect Updates as of November 2024

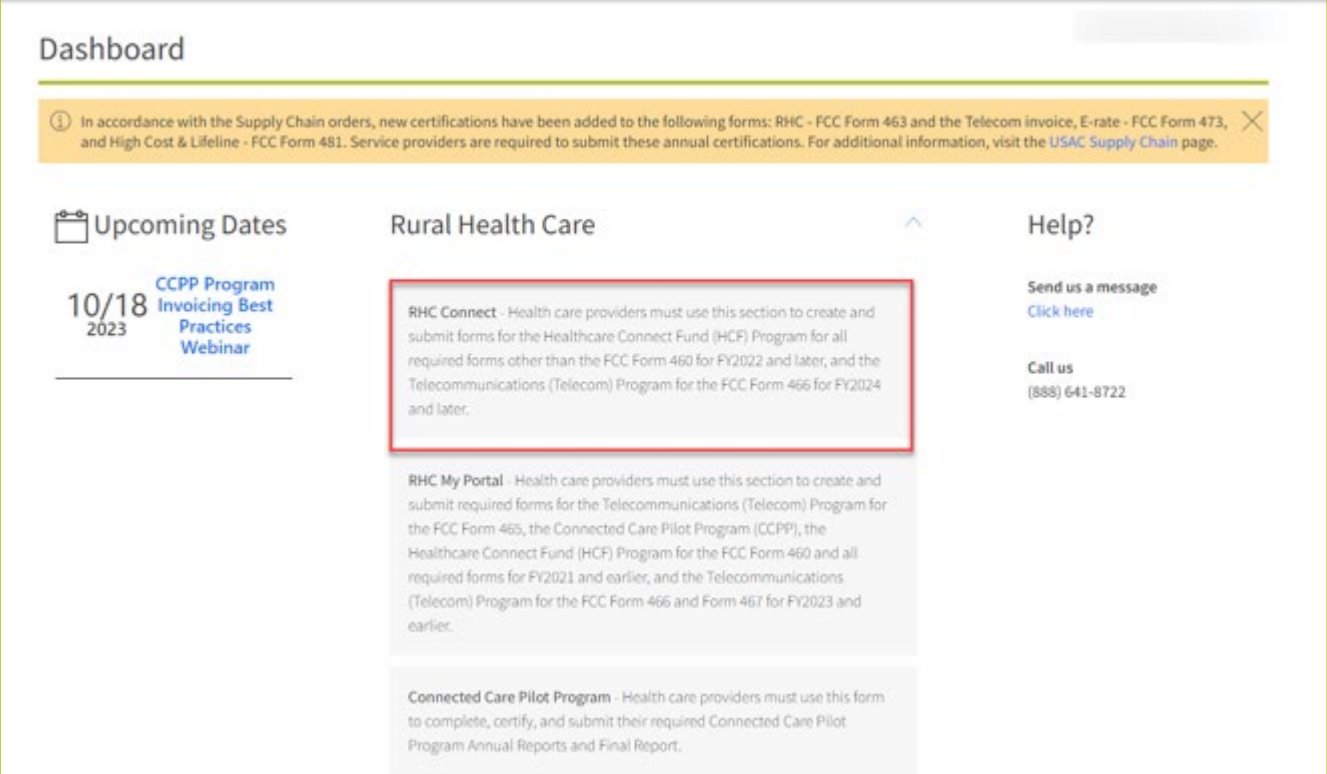
Form	Platform	Relevant Funding Years
FCC Forms 460 & 465	My Portal	Future development
- Letters of Agency (LOA)	My Portal	Future development
- Third Party Authorization (TPA)	My Portal	Future development
FCC Form 461	RHC Connect	FY2023 and forward
FCC Form 462	My Portal	FY 2021 and prior – Multi-year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

# RHC Connect Updates (continued)

- All information from the FCC Forms 465 will be migrated to RHC Connect.
- Over time, all FCC forms for the HCF and Telecom programs will move to RHC Connect.
- Use the following resources to submit the FCC Form 466 in RHC Connect:
  - [Welcome to RHC Connect – FCC Form 466](#) webpage
  - [RHC Connect User Guide – FCC Form 466](#)
  - [Information Request tip sheet](#)

# My Portal Landing Page

- Log into My Portal and click **Rural Health Care** then **RHC Connect**
- For all other forms that have not yet moved to RHC Connect, you will use **RHC My Portal**



The screenshot shows the 'Dashboard' of the My 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 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.' Below the banner, the dashboard is divided into three main sections. On the left, 'Upcoming Dates' features a calendar icon and a date '10/18 2023' with a link to 'CCPP Program Invoicing Best Practices Webinar'. In the center, the 'Rural Health Care' section is highlighted with a red border and contains two sub-sections: 'RHC Connect' (describing the Healthcare Connect Fund (HCF) Program and FCC Form 466) and 'RHC My Portal' (describing the Telecommunications (Telecom) Program, CCPP, and HCF Program for FCC Form 460 and other forms). On the right, the 'Help?' section includes links to 'Send us a message Click here' and 'Call us (888) 641-8722'.

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

10/18 2023 [CCPP Program Invoicing Best Practices Webinar](#)

Rural Health Care

**RHC Connect** - Health care providers must use this section to create and submit forms for the Healthcare Connect Fund (HCF) Program for all required forms other than the FCC Form 460 for FY2022 and later, and the Telecommunications (Telecom) Program for the FCC Form 466 for FY2024 and later.

**RHC My Portal** - Health care providers must use this section to create and submit required forms for the Telecommunications (Telecom) Program for the FCC Form 465, the Connected Care Pilot Program (CCPP), the Healthcare Connect Fund (HCF) Program for the FCC Form 460 and all required forms for FY2021 and earlier, and the Telecommunications (Telecom) Program for the FCC Form 466 and Form 467 for FY2023 and earlier.

**Connected Care Pilot Program** - Health care providers must use this form to complete, certify, and submit their required Connected Care Pilot Program Annual Reports and Final Report.

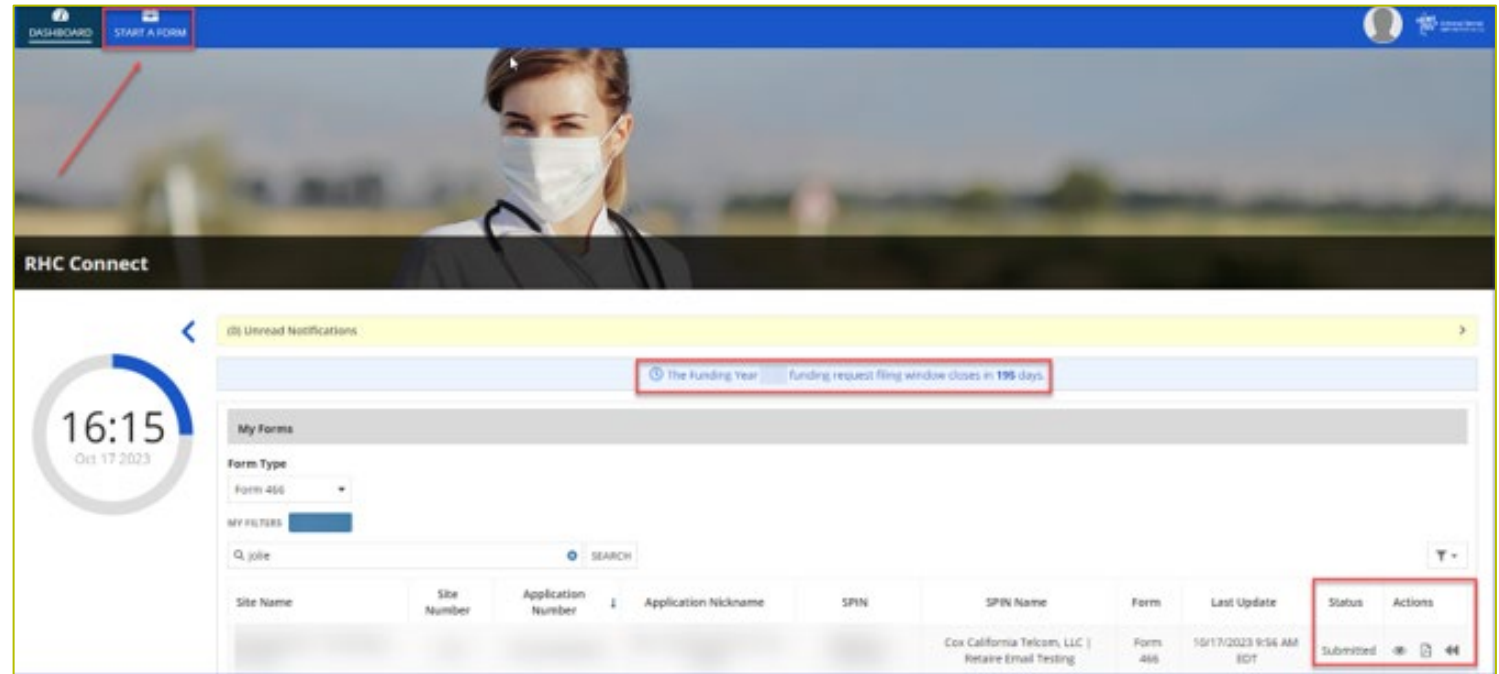
Help?

[Send us a message Click here](#)

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

# Dashboard

- Here you can start a new form, view the status of submitted and processed applications, resume working on a draft or delete a draft FCC Form 466.
- If the form is recalled, the bottom screen will appear, and an email will be sent to all account holders.
- There's a countdown banner displaying the days remaining in the filing window.



**START A FORM**

**RHC Connect**

**(3) Unread Notifications**

**16:15**  
Oct 17 2023

**The Funding Year** funding request filing window closes in **195** days

**My Forms**

Form Type: Form 466

MY FILTERS

Q: jolite

Site Name	Site Number	Application Number	Application Nickname	SPIN	SPIN Name	Form	Last Update	Status	Actions
					Cox California Telecom, LLC   Retain Email Testing	Form 466	10/17/2023 9:56 AM EDT	Submitted	

**Do you want to Recall this application?**

**Health Care Provider (HCP) Information**

HCP	FCC Registration Number	Address	State

**FCC Form 466 Application Information**

Application Nickname (Optional)	Funding Year	Application Number	Funding Priority
	2024	RHC20240000259	Priority 1

Approved by OMB 3060-0804

# Start Form

- Click **FCC Form 466** then click **Next**.

The screenshot displays the RHC Connect web application. At the top left, the header reads "RHC Connect". Below the header, on the left, is a circular clock widget showing the time "16:19" and the date "Oct 17 2023". To the right of the clock is a back arrow icon. The main heading of the page is "What type of Form would you like to file?". Below this heading, there is a category bar labeled "Telecom". Under the "Telecom" bar, a blue card is highlighted with a red border. The card contains the text "FCC Form 466", a pencil icon inside a circle, and the subtitle "Evaluate Bids & Select Service Provider". Below the card, a small text block states: "This form provides information about the service selected and certifies that this service was the most cost-effective option of the offers received." At the bottom right of the screen, a red arrow points to a button labeled "NEXT", which is also highlighted with a red border.

# Start Page

- Select HCP from the drop-down menu.
- Enter an **Application Nickname**.

# Competitive Bidding Page

- Select **Yes** if you are exempt from competitive bidding and **No** if you completed your competitive bidding process.

**FCC Form 466 - HCP** RHC20240000130

Start Competitive Bidding Bill Payer Information Service Information Connection Information Rates Installation Charges Additional Documentation Certification

### Competitive Bidding

⚠ Please note that funding requests can only be submitted during a filing window period. We recommend that you submit your funding request in the earliest filing window period to receive funding. For more information about filing window periods, click [here](#).

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

☒ Yes

☐ No

Explanations >

Select the exemption that the HCP is claiming

☐ Government Master Services Agreement

☐ Pre-Approved Master Services Agreement

☐ Evergreen Contract

☐ E-Rate Master Contract

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

Approved by OMB 3060-0804

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

© 2022 Universal Service Administrative Company. All rights reserved. [PRIVACY POLICIES](#)

# Competitive Bidding Page(continued)

- Click the arrow beside **Explanations** to view a description of each competitive bidding exemption.

The screenshot shows a web form titled "Competitive Bidding" with a progress bar at the top. The progress bar includes steps: Start, Competitive Bidding (active), Bill Payer Information, Service Information, Connection Information, Rates, Installation Charges, Additional Documentation, and Certification. Below the progress bar, a yellow warning banner states: "Please note that funding requests can only be submitted during a filing window period. We recommend that you submit your funding request in the earliest filing window period to receive funding. For more information about filing window periods, click here." The main question is "Is the HCP requesting that this application be exempt from competitive bidding?" with radio buttons for "Yes" and "No". Below this, the "Explanations" section is highlighted with a red box. A red arrow points to a downward-pointing chevron icon next to the "Explanations" header. The "Explanations" section contains the following text: "If your site meets one of the competitive bidding exemptions below, you are not required to submit the FCC Form 465 and go through the competitive bidding process. You are exempt from competitive bidding if any of the following apply:" followed by four numbered exemptions: 1. Government Master Service Agreement (MSA), 2. Master Service Agreements (MSA) Approved Under the Rural Health Care Pilot Program or HCF Program, 3. Evergreen Contract, and 4. Schools and Libraries Program Master Contracts. At the bottom of the form, there are "BACK" and "EXIT" buttons on the left, and a "SAVE & CONTINUE" button on the right.

Start Competitive Bidding Bill Payer Information Service Information Connection Information Rates Installation Charges Additional Documentation Certification

### Competitive Bidding

⚠ Please note that funding requests can only be submitted during a filing window period. We recommend that you submit your funding request in the earliest filing window period to receive funding. For more information about filing window periods, click here

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

☐ Yes

☐ No

**Explanations**

If your site meets one of the competitive bidding exemptions below, you are not required to submit the FCC Form 465 and go through the competitive bidding process. You are exempt from competitive bidding if any of the following apply:

- 1. Government Master Service Agreement (MSA):** You are seeking support for services purchased from master service agreements (MSAs) negotiated by a federal, state, Tribal, or local government entity on the applicant's behalf, and awarded pursuant to applicable federal, state, Tribal, or local competitive bidding requirements.
- 2. Master Service Agreements (MSA) Approved Under the Rural Health Care Pilot Program or HCF Program:** You are opting into an existing MSA approved under the Rural Health Care Pilot program or the HCF program and seeking support for services purchased from the MSA, as long as the MSA was developed and negotiated in response to an RFP or request for services that specifically solicited proposals that included a mechanism for adding additional sites to the MSA.
- 3. Evergreen Contract:** You have an existing contract already endorsed by USAC as evergreen.
- 4. Schools and Libraries Program Master Contracts:** You are an eligible HCP participating in the Schools and Libraries (E-rate) program and are purchasing services under a contract approved under the E-rate program as a master contract.

BACK EXIT SAVE & CONTINUE



# Competitive Bidding Exemptions

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

# Competitive Bidding Page – Exemptions (continued)

- Select the exemption from the list of eligible exemptions.
- Click **Add Contract** at the bottom right on the screen

**FCC Form 466 - HCP** RHC20240000130

Start Competitive Bidding Bill Payer Information Service Information Connection Information Rates Installation Charges Additional Documentation Certification

**Competitive Bidding**

⚠ Please note that funding requests can only be submitted during a filing window period. We recommend that you submit your funding request in the earliest filing window period to receive funding. For more information about filing window periods, click [here](#).

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

☒ Yes  
☐ No

Explanations

Select the exemption that the HCP is claiming

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

**Contracts**

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

ADD CONTRACT EDIT DELETE

BACK EXIT

SAVE & CONTINUE

# Competitive Bidding Page – Exemptions (continued)

- If using an evergreen contract, an existing contract must be selected from the drop-down menu.
- For all other exemptions, upload a new contract or choose an existing contract.
- Enter the relevant information about the contract in the fields and click **Save**.

This screenshot shows the 'New Contract' form with the 'Select an Existing Contract' option chosen. The form includes fields for 'Contract Sign Date' (09/03/2020), 'Contract End Date' (09/03/2020), 'Length of Initial Contract Term' (Time Unit), and 'Number of Contract Extensions (Optional)'. A 'Contract Document' section is also present. The 'SAVE' button is highlighted in the bottom right corner.

This screenshot shows the 'New Contract' form with the 'Evergreen Contract' option selected. The form includes fields for 'Select an Existing Contract' (with a dropdown), 'Contract Nickname' (Test contract), 'Contract Sign Date' (8/30/2023), 'Contract End Date' (06/30/2026), 'Length of Initial Contract Term' (36 Months), and 'Number of Contract Extensions (Optional)' (5). An 'Upload a New Contract' section shows a file named 'Evergreen Contract Date M...' (DOCK - 16.22 KB). The 'SAVE' button is highlighted in the bottom right corner.

# Competitive Bidding Page – Exemptions (continued)

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

**FCC Form 466 - HCP** **RHC20240000130**

Start **Competitive Bidding** Bill Payer Information Service Information Connection Information Rates Installation Charges Additional Documentation Certification

**Competitive Bidding**

⚠ Please note that funding requests can only be submitted during a filing window period. We recommend that you submit your funding request in the earliest filing window period to receive funding. For more information about filing window periods, click [here](#)

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

☒ Yes  
☐ No

Explanations ➤

Select the exemption that the HCP is claiming

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

**Contracts**

Contract Name	Contract Document	Contract Sign Date	Contract End Date	Initial Contract Term
Test contract	Evergreen Contract Date Modifications_BA	7/1/2023	6/30/2026	36 Months

ADD CONTRACT EDIT DELETE

BACK EXIT

**SAVE & CONTINUE**

Approved by OMB 3060-0804

# Competitive Bidding Page - Non-Exempt

- Click **No**.
- Choose related FCC Form 465 from drop-down menu.
- Enter number of bids received.
- Upload copies of bids by clicking **Add Documents** hyperlink.
- Select the document type from the drop-down menu, then click **Save & Continue**.

**FCC Form 466 - HCP** RHC20240000130

Start Competitive Bidding Bill Payer Information Service Information Connection Information Rates Installation Charges Additional Documentation Certification

**Competitive Bidding**

⚠ Please note that funding requests can only be submitted during a filing window period. We recommend that you submit your funding request in the earliest filing window period to receive funding. For more information about filing window periods, click [here](#)

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

☐ Yes

☒ No

Explanations

Related FCC Form 465 Application

Select Form 465

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

☒ Yes

☐ No

Number of Service Providers That Bid

Upload Bids

Document Type	File Name	Uploaded On
No items available		

[Add Documents](#)

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

**FCC Form 466 -**

Start Competitive Bidding Bill Payer Information Service Information Connection Information Rates Installation Charges Additional Documentation Certification

**Competitive Bidding**

⚠ Please note that funding requests can only be submitted during a filing window period. We recommend that you submit your funding request in the earliest filing window period to receive funding. For more information about filing window periods, click [here](#)

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

☐ Yes

☒ No

Explanations

Related FCC Form 465 Application

43425188

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

☒ Yes

☐ No

Number of Service Providers That Bid

2

Upload Bids

Document Type	File Name	Uploaded On
Select a document type	UPLOAD <input type="text" value="Drop file here"/>	
Qualified Bid		
Disqualified Bid		
Bidding Matrix		

[SAVE & CONTINUE](#)

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.

Approved by OMB 3060-0804

# Bill Payer Information Page

- Click **Yes** to copy **Bill Payer Information** from another FCC Form 466.
- Click **No** to enter required information, then click **Save and Continue**.

The screenshot shows the 'Bill Payer Information' form. At the top, there are two red boxes: one around the 'Copy from another 466' section with 'Yes' selected, and another around the 'Select Prior FCC Form 466' dropdown menu. The form contains several input fields: 'Billed Entity Name', 'Billed Entity FCC RN', 'Billed Entity Contact Employer', 'First Name', 'Last Name', 'Address Line 1', 'Address Line 2 (Optional)', 'City', 'State' (dropdown), 'Zip Code', 'County' (dropdown), 'Telephone Number', 'Extension (Optional)', 'Fax Number (Optional)', 'Email', and 'Confirm Email'. At the bottom left are 'BACK' and 'EXIT' buttons, and at the bottom right is a 'SAVE & CONTINUE' button, which is also highlighted with a red box.

**Bill Payer Information**

Copy from another 466  
☒ Yes ☐ No

Select Prior FCC Form 466  
Please select from Dropdown

Billed Entity Name  
Billed Entity FCC RN

Billed Entity Contact Employer

First Name  
Last Name

Address Line 1  
Address Line 2 (Optional)  
State, Office Number, Room

City  
State  
Zip Code  
County

Telephone Number  
Extension (Optional)  
Fax Number (Optional)

Email  
Confirm Email

BACK EXIT SAVE & CONTINUE

# Service Information Page

- Select the **Service Category** and the **Service Type** from the drop-down menus.
- For voice services, enter **Number of Lines**, then click **Save and Continue**.

**FCC Form 466 - HCP** RHC20240000130

Start Competitive Bidding Bill Payer Information **Service Information** Connection Information Rates Installation Charges Additional Documentation Certification

**Service Information**

Service Category	Service Type	Number of Lines
Voice	Voice Grade Business Line(s)	25

Is entire expense eligible for support? ☒ Yes ☐ No

Are you a Mobile Rural health care provider? ☐ Yes ☒ No

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

# Service Information Page (continued)

- Answer **Yes** or **No** for the question **Is entire expense eligible for support?**
  - If **No**, enter **Percent eligible for support**, enter an explanation about the eligible percentage calculation, and upload supporting documentation.
- Answer **Yes** or **No** for question **Are you a Mobile Rural health care provider?**
  - If **Yes**, upload the required lists of sites the mobile clinic visits, then click **Save and Continue**.

**FCC Form 466**

Start Competitive Bidding Bill Payer Information **Service Information** Connection Information Rates Installation Charges Additional Documentation Certification

**Service Information**

Service Category: Voice Service Type: Voice Grade Business Line Number of Lines: 25

**Is entire expense eligible for support?**

☐ Yes ☒ No

Percent eligible for support:

Explanation:

Upload supporting documents for Explanation

UPLOAD

**Are you a Mobile Rural health care provider?**

☒ Yes ☐ No

Upload Site List

UPLOAD

Upload a list of sites

BACK EXIT **SAVE & CONTINUE**



# Service Information Page (continued)

- For data services, answer the question **Is this service symmetrical?** and enter bandwidth.
- If **No** is selected, enter **Download Bandwidth** and **Upload Bandwidth**.
- If **Yes** is selected, only one bandwidth is required, then click **Save & Continue**.

The screenshot shows the 'Service Information' section of the FCC Form 466 - HCP. The form is titled 'FCC Form 466 - HCP' with the identifier 'RHC20240000130'. The 'Service Category' is 'Data' and the 'Service Type' is 'Ethernet - Dedicated'. The question 'Is this service symmetrical?' has 'No' selected. Below this, there are input fields for 'Download Bandwidth' and 'Upload Bandwidth', each with a 'Speed in Bytes Per Second' dropdown set to 'Mbps'. The 'Is entire expense eligible for support?' question has 'Yes' selected. The 'Are you a Mobile Rural health care provider?' question has 'No' selected. At the bottom right, there is a 'SAVE & CONTINUE' button.

The screenshot shows the 'Service Information' section of the FCC Form 466 - HCP. The form is titled 'FCC Form 466 - HCP' with the identifier 'RHC20240000130'. The 'Service Category' is 'Data' and the 'Service Type' is 'Ethernet - Dedicated'. The question 'Is this service symmetrical?' has 'Yes' selected. Below this, the 'Download Bandwidth' field is populated with the value '10'. The 'Speed in Bytes Per Second' dropdown is set to 'Mbps'. The 'Is entire expense eligible for support?' question has 'Yes' selected. The 'Are you a Mobile Rural health care provider?' question has 'No' selected. At the bottom right, there is a 'SAVE & CONTINUE' button.

# Connection Information Page

- On the **Connection Information** page, click the hyperlink titled **Enter a New Connection**.
  - If the service is a multi-carrier connection, each connection should be added using that hyperlink.
- If the HCP is a consortium member or the circuit uses more than one carrier, please attach a circuit diagram as indicated on this page, the click **Save & Continue**.

**FCC Form 466 - HCP** RHC20240000130

Start Competitive Bidding Bill Payer Information Service Information **Connection Information** Rates Installation Charges Additional Documentation Certification

**Connection Information Summary**

#	Service Provider Name	Billing Account Number	Service Installation Date	Service Type	SLA	Monthly Rate per Service Agreement	Total Monthly Undiscounted Cost	Actions
No Items available								

[Enter a New Connection](#)

If you are a consortium member OR have multiple carriers, please attach a Circuit Diagram to show how the sites interconnect and which carrier(s) provides each circuit segment.

UPLOAD Drop files here

BACK EXIT **SAVE & CONTINUE**

Monthly Rate per Service Agreement \$0.00  
Total Monthly Undiscounted Cost \$0.00

# Add Connection Page – Service Provider

- Select your service provider's 498 ID/SPIN.
- You can search by service provider name or the 489 ID/SPIN.
- Click **Save & Continue**.

**FCC Form 466 - HCP** RHC20240000130

Start Competitive Bidding Bill Payer Information Service Information **Connection Information** Rates Installation Charges Additional Documentation Certification

### Add Connection

Connection 1 of 1  
Monthly Rate per Service Agreement \$0.00  
Total Monthly Undiscounted Cost \$0.00

**Service Provider**

Search by SPIN or Service Provider Name

Choose one(1) Service Provider for this application

SPIN	Service Provider Name
143000013	Cox Virginia Telcom, LLC
143000014	Cox California Telcom, LLC

**FCC Form 466 - HCP** RHC20240000130

Start Competitive Bidding Bill Payer Information Service Information **Connection Information** Rates Installation Charges Additional Documentation Certification

### Add Connection

Connection 1 of 1  
Monthly Rate per Service Agreement \$0.00  
Total Monthly Undiscounted Cost \$0.00

**Service Provider**

Search by SPIN or Service Provider Name

Choose one(1) Service Provider for this application

SPIN	Service Provider Name
143000013	Cox Virginia Telcom, LLC
143000014	Cox California Telcom, LLC
143000067	Teleport Communications America, LLC
143000072	Cablevision Lightpath LLC
143000093	XO Communications Services, LLC

Selected SPIN: 143001197

BACK EXIT **SAVE & CONTINUE**

# Add Connection Page - Circuit

- Select the radio button that describes where the site is located on the requested circuit.
- This should align with submitted service provider confirmed documentation.
- Information will pre-populate based on information in the FCC Form 465.

**FCC Form 466 - HCP** **RHC20240000130**

StartCompetitive BiddingBill Payer InformationService Information**Connection Information**RatesInstallation ChargesAdditional Documentation

## Add Connection

Connection 1 of 1  
Monthly Rate per Service Agreement \$0.00  
Total Monthly Undiscounted Cost \$0.00

✓ Service Provider

> **Circuit**

○ Billing Information

○ Service Level Agreement

○ Monthly Costs

! The circuit start or circuit terminate location must be the HCP's physical location.

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

**Circuit Start Location**

Street Address

City

Street Address 2 (Optional)

State  
NY

Zip Code

**Enter Circuit End Location**

Street Address

City

Street Address 2 (Optional)

State  
Select State

Zip Code

52

# Add Connection Page – Billing Information

- Enter **Billing Information** in fields shown.
- Click **Save & Continue**.

DASHBOARDSTART A FORM

FCC Form 466 - HCP

RHC20240000130

StartCompetitive BiddingBill Payer InformationService InformationConnection InformationRatesInstallation ChargesAdditional DocumentationCertification

## Add Connection

Connection 1 of 1  
Monthly Rate per Service Agreement \$0.00  
Total Monthly Undiscounted Cost \$0.00

✓ Service Provider

✓ Circuit

> **Billing Information**

☐ Service Level Agreement

☐ Monthly Costs

**Billing Account Number**  
12345

**Tariff, Contract, or Other Document Reference Number**

<b>Date Contract Signed or Date HCP Selected</b> Carrier	<b>Contract Expiration Date (Optional)</b>	<b>Service Installation Date</b>
07/03/2023	07/02/2026	07/03/2023

BACKEXIT

SAVE & CONTINUE

53

# Add Connection Page – Evergreen

- Select **Yes** to the question **Are you submitting a new contract to be reviewed for Evergreen endorsement?**
- Select **No** if submitting as a month-to-month application.

Connection 1 of 1  
Monthly Rate per Service Agreement \$0.00  
Total Monthly Undiscounted Cost \$0.00

✓ Service Provider

✓ Circuit

✓ Billing Information

> **Evergreen**

○ Service Level Agreement

○ Monthly Costs

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

☐ Yes

☐ No (Process this item as month-to-month)

# Add Connection Page – Evergreen (continued)

- If **Yes**, enter information about the contract in the fields as shown.
- Click **Save & Continue**.

**Add Connection**

Connection 1 of 1  
Monthly Rate per Service Agreement \$0.00  
Total Monthly Undiscounted Cost \$0.00

✓ Service Provider

✓ Circuit

✓ Billing Information

> **Evergreen**

○ Service Level Agreement

○ Monthly Costs

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

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

Select an Existing Contract

Select a contract already associated with this HCP

OR

Contract Nickname

Upload a New Contract

UPLOAD Drop file here

Contract Start Date

mm/dd/yyyy

Initial Contract End Date

mm/dd/yyyy

Length of Initial Contract Term

Time Unit

Number of Contract Extensions (Optional)

Total Combined Length of Optional Extensions (Optional)

Time Unit

Contract Sign Date

Install Date

# Add Connection Page – Service Level Agreement

- Select **Yes** or **No** to answer the question about a service level agreement.
- If **Yes**, enter the information shown. **Click Save & Continue.**

The screenshot displays the 'Add Connection' page. On the left, a sidebar lists steps: Service Provider, Circuit, Billing Information, Service Level Agreement (highlighted with a green arrow), and Monthly Costs. The main content area shows 'Connection 1 of 1' with rates of \$0.00. A red box highlights the 'Service Level Agreement' section, which includes a question about including an SLA in the contract, radio buttons for 'Yes' (selected) and 'No', and four optional input fields for Latency, Jitter, Packet Loss, and Packet Reliability, each with a unit dropdown (ms or %). At the bottom right, a 'SAVE & CONTINUE' button is highlighted with a red box. A 'BACK' button is visible at the bottom left.

**Add Connection**

Connection 1 of 1  
Monthly Rate per Service Agreement \$0.00  
Total Monthly Undiscounted Cost \$0.00

✓ Service Provider  
✓ Circuit  
✓ Billing Information  
➤ **Service Level Agreement**  
○ Monthly Costs

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

What is the SLA for Latency? (Optional)  
 ms

What is the SLA for Jitter? (Optional)  
 ms

What is the SLA for Packet Loss? (Optional)  
 %

What is the SLA for Packet Reliability? (Optional)  
 %

BACK EXIT **SAVE & CONTINUE**



# Add Connection Page – Monthly Costs

- Enter the **Monthly Undiscounted Cost** and **Monthly Taxes and Fees** listed on the bill or invoice.
- Upload the documentation that supports these costs.
- Click **Save & Continue**.

## Add Connection

Connection 1 of 1  
Monthly Rate per Service Agreement \$1,000.00  
Total Monthly Undiscounted Cost \$1,050.00

✓ Service Provider

✓ Circuit

✓ Billing Information

✓ Service Level Agreement

> Monthly Costs

Monthly Undiscounted Cost (excluding taxes and fees)  
\$1,000.00

Monthly Taxes and Fees (optional)  
\$50.00

Total Monthly Undiscounted Cost  
\$1,050.00

Attach documentation to support the monthly rate per the service agreement  
FCC Form 466 Review  
DOCX – 411.29 KB

+ Drop files here

BACK EXIT

SAVE & CONTINUE

# Connection Information Summary Page

- Enter each section of the service as a new connection by clicking **Enter a New Connection**.
- Upload a Circuit Diagram to support the data entered.
- Connections may be edited or deleted by clicking the hyperlinks under the Actions column.
- Click **Save & Continue**.

**FCC Form 466** **RHC20240000130**

Start Competitive Bidding Bill Payer Information Service Information **Connection Information** Rates Installation Charges Additional Documentation Certification

### Connection Information Summary

#	Service Provider Name	Billing Account Number	Service Installation Date	Service Type	SLA	Monthly Rate per Service Agreement	Total Monthly Undiscounted Cost	Actions
1	Verizon Business Global LLC	12345	7/3/2023	Ethernet - Dedicated	No	\$1,000.00	\$1,050.00	<a href="#">Edit</a>   <a href="#">Delete</a>

[+ Enter a New Connection](#)

If you are a consortium member OR have **multiple carriers**, please attach a Circuit Diagram to show how the sites interconnect and which carrier(s) provides each circuit segment.

UPLOAD Drop files here

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

Monthly Rate per Service Agreement \$1,000.00  
Total Monthly Undiscounted Cost \$1,050.00

# FCC Order DA 23-6

- On January 26, 2023, the FCC released Order DA 23-6, waiving the requirement that HCPs and service providers participating in the Telecom Program use the Rates Database to calculate urban and rural rates for FY2024 and FY2025.
- For FY2024 and FY2025, rules requiring rural rates to be calculated using Methods 1 through 3 and the pre-Rates Database calculation method for urban rates will be reinstated with the following minor changes:
  - For FY2024 and FY2025, applicants and service providers using Methods 1 and 2 to calculate rural rates are not permitted to use previously approved rates.
  - For FY2024 and 2025, service providers will be permitted to use previously approved rates for rural rates that would otherwise be calculated under Method 3.
  - If there are no comparable rural and urban rates within 30 percent of the speed of the requested service, service providers may use the rate for a higher bandwidth service that is otherwise similar to the requested service to justify a rural or urban rate.
- Please use the [Urban and Rural Rate Information FY2024-2025](#) tip sheet as a resource.

# Rates Page

- Choose the **Method for determining the Rural Rate** and the **Method for determining the Urban Rate**.
- Enter the monthly calculated rural and urban rates that comply with the method per Telecom Program rules.
  - Use the [Urban and Rural Rate Information FY2024-2025](#) tip sheet for information about Telecom Program rules
- Upload documentation to support the rural and urban rates below the data fields on this page.
- Click **Save & Continue**.

The screenshot displays the 'FCC Form 466' interface for 'RHC20240000130'. The 'Rates' tab is active in the top navigation bar. The page is divided into two main columns: 'Rural' and 'Urban'.

**Rural Section:**

- Method for determining the Rural Rate:** A dropdown menu showing 'Method 2'.
- Monthly Rural Rate (excluding taxes and fees):** A text input field containing '\$1,100.00'.
- Monthly taxes and fees (optional):** A text input field containing '\$50.00'.
- Total Monthly Rural Rate:** A greyed-out text field showing '\$1,150.00'.
- Attach Documentation to Support the Monthly Rural Rate:** A section showing an uploaded file 'UAT FCC Form 466 Review' (DOCX - 411.29 KB) and a 'Drop files here' button.

**Urban Section:**

- Method for determining the Urban Rate:** A dropdown menu showing 'RHC open data'.
- Monthly Urban Rate (excluding taxes and fees):** A text input field containing '\$150.00'.
- Monthly taxes and fees (optional):** A text input field containing '\$15.00'.
- Total Monthly Urban Rate:** A greyed-out text field showing '\$165.00'.
- Attach Documentation to Support the Monthly Urban Rate:** A section showing an uploaded file 'UAT FCC Form 466 Review' (DOCX - 411.29 KB) and a 'Drop files here' button.

At the bottom left, there are 'BACK' and 'EXIT' buttons. At the bottom right, there is a 'SAVE & CONTINUE' button.

# Rates Page (continued)

- Select methods for determining the rural and urban rates from the drop-down menus.
- Upload the documentation, then click **Save & Continue**.

The screenshot shows the 'Rural' section of the 'Comprehensive Rate Comparison Request' form. A red box highlights the 'Method for determining the Rural Rate' dropdown menu, which is currently set to 'Select Method'. Below the dropdown, a list of methods is visible: 'Method 1 (Rate included with this application)', 'Method 2', 'Method 3 - State Commission', 'Method 3 - FCC', and 'Method 3 - FCC (Previously Approved Rate)'. Another red box highlights the 'Attach Documentation to Support the Monthly Rural Rate' section, which includes an 'UPLOAD' button and a 'Click here to upload' link. At the bottom, there are 'BACK' and 'EXIT' buttons. The footer contains contact information for the help desk and a copyright notice for Universal Service Administrative Company.

The screenshot shows the 'Urban' section of the 'Comprehensive Rate Comparison Request' form. A red box highlights the 'Method for determining the Urban Rate' dropdown menu, which is currently set to 'Select Method'. Below the dropdown, a list of methods is visible: 'State tariff', 'Federal tariff', 'NECA tariff', 'Advertised rate', 'E-Rate open data', 'RHC open data', and 'Other'. Another red box highlights the 'Attach Documentation to Support the Monthly Urban Rate' section, which includes an 'UPLOAD' button and a 'Click here to upload' link. A red box also highlights the 'Document upload required' message. At the bottom right, there is a 'SAVE & CONTINUE' button. The footer contains contact information for the help desk and a copyright notice for Universal Service Administrative Company.

# Installation Charges Page

- Enter **One-time Rural Rate Charge** and **One-time Urban Rate Charge**, if applicable.
- This is optional and can be skipped if no installation costs were incurred.
- Upload supporting documentation.
- Click **Save & Continue**.

**FCC Form 466 - HCP** RHC20240000130

Start Competitive Bidding Bill Payer Information Service Information Connection Information Rates **Installation Charges** Additional Documentation Certification

### Installation Charges

**One-time Rural Rate Charge (optional)**

\$500.00

Upload ONLY one-time rural charges documentation.

UAT FCC Form 466 Review  
DOCX - 411.29 KB

+ Drop files here

Do not upload document for other line items here

**One-time Urban Rate Charge (optional)**

\$50.00

Upload ONLY one-time urban charges documentation.

UAT FCC Form 466 Review  
DOCX - 411.29 KB

+ Drop files here

Do not upload document for other line items here

BACK EXIT

**SAVE & CONTINUE**

# Additional Documentation Page

- Upload any additional supporting documentation.
- Add a description of the document in the required field.
- Click **Save & Continue**.

**FCC Form 466 - HCP** **RHC20240000130**

Start Competitive Bidding Bill Payer Information Service Information Connection Information Rates Installation Charges **Additional Documentation** Certification

### Additional Documentation

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

Description	File Name	Uploaded On
0/1000	<b>UPLOAD</b> Drop file here	

**+ Add Document**

**Bulk Upload**

**UPLOAD** Drop files here

Note: On this screen only, error messages may persist even after errors have been fixed. After fixing errors, please select **save and continue**

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

# Certifications Page

- Each certification must be checked to continue.
- Enter your first and last name as it appears in RHC Connect in the **Digital Signature** field.
- Click **Certify & Submit**.

**FCC Form 466 - HCP** RHC20240000130

Start Competitive Bidding Bill Payer Information Service Information Connection Information Rates Installation Charges Additional Documentation **Certification**

**Certification & Signature**

☒ I certify under penalty of perjury that the above-named entity has considered all bids received and selected the most cost-effective method of providing the requested service or services. "Cost-effective" is defined in 47 CFR § 54.622(c) of the Commission's rules as the method that costs the least after consideration of the features, quality of transmission, reliability, and other factors that the applicant deems relevant to choosing a method of providing the required health services.

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

☒ I hereby certify under penalty of perjury that the applicant will retain all documentation associated with the application, including all bids, contracts, scoring matrices, and other information associated with the competitive bidding process, and all billing records for services received, for a period of at least five years.

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

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

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

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

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

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

☒ I certify under penalty of perjury that the consultants or third parties the applicant has hired do not have an ownership interest, sales commission arrangement, or other financial stake in the service provider chosen to provide the requested services, and that they have otherwise complied with RHC Program rules, including the Commission's rules requiring fair and open competitive bidding.

☒ I certify under penalty of perjury that the rural rate provided on this form does not exceed the appropriate rural rate determined by USAC.

Certifier's Full Name

Date 10/17/2023

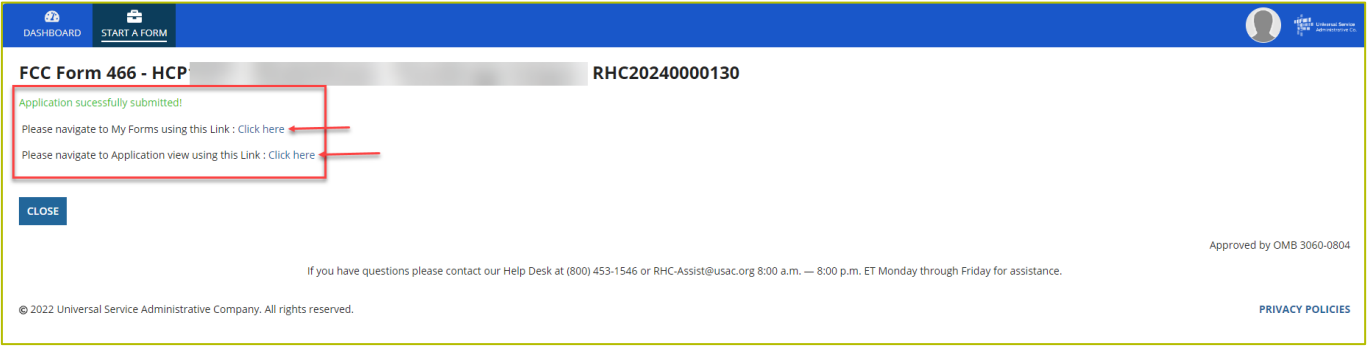
Digital Signature

[BACK](#) [EXIT](#) [CERTIFY & SUBMIT](#)

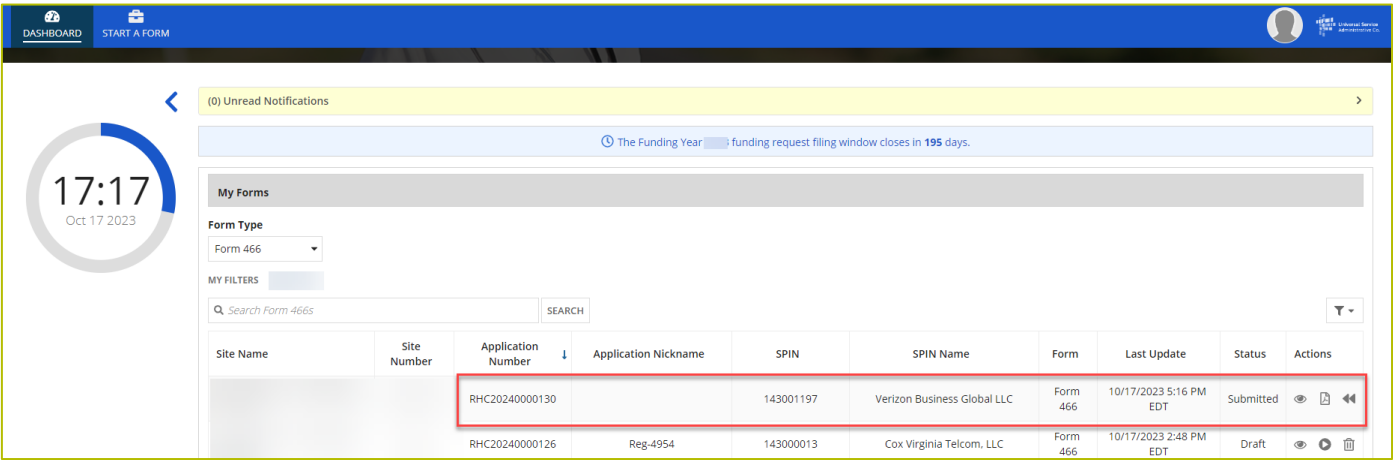


# After Submitting

- Once submitted, this screen will appear with a link to the **My Forms** tab and a link to view the submitted form.



- The submitted form with all other FCC Forms 466 will appear on the **My Forms** tab.



## After Submitting

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

# Information Requests

- Forms with missing or incomplete information cannot be processed.
- 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.

# Questions?

# **Best Practices and Resources**

Best Practices for FY2024

## Best Practices: Communicating with Your Service Provider

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

# Milestones to Apply for Funding for FY2024

Telecom Program Form	Last Day to Submit for Telecom Program
FCC Form 465 – Eligibility	January 8, 2024 Recommended Date
FCC Form 465 – Request for Services	February 10, 2024 Recommended Date
FCC Form 466 – Funding Request	April 1, 2024 Deadline to Submit*

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

# Online Resources

- [RHC Learn](#)
- [Step 4: Submit Funding Requests](#) webpage
- [Welcome to RHC Connect – FCC Form 466](#) webpage
- [RHC Connect User Guide – FCC Form 466](#)
- [Information Request tip sheet](#)
- [Urban and Rural Rate Information FY2024-FY2025](#) tip sheet
- [Competitive Bidding Exemptions](#)
- Blank [FCC Form 466](#)



# Upcoming Trainings

- Please join the RHC Outreach team for the HCF Funding Request webinar.
  - When: Wednesday, November 15, 2023, from 2 – 3 p.m. ET – [Register](#)
- RHC webinars are posted on the [Upcoming Dates](#) webpage on the USAC website.

# 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 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.