

# Telecom Program Funding Request Best Practices for FY2023

Submitting the FCC Form 466  
November 16, 2022



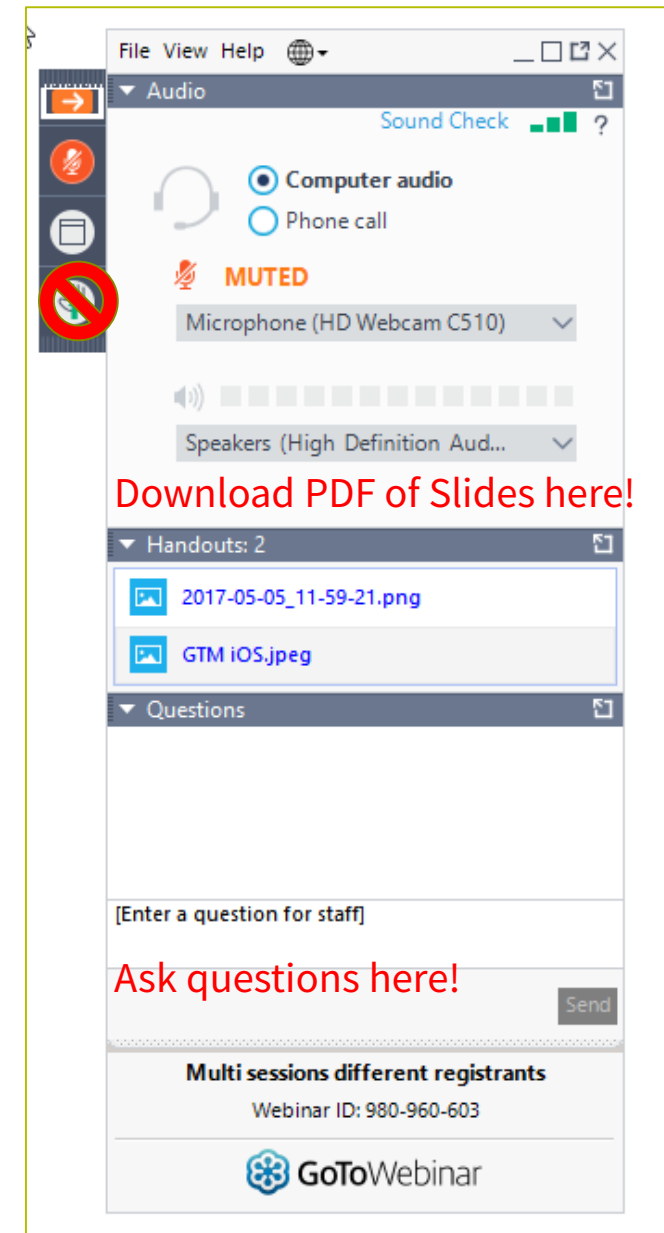
Universal Service  
Administrative Co.

## **DISCLAIMER:**

To accommodate all attendees, real-time closed captions will be present during this presentation. We apologize in advance for any transcription errors or distractions. Thank you for your support.

# Housekeeping

- Use the “Audio” section of your control panel to select an audio source and connect to sound.
  - Turn on your computer’s speakers, or
  - Use the call-in instructions in your confirmation email.
- All participants are on mute.
- Submit questions at any time using the “Questions” box.



# Meet Our Team



**Simone Andrews**

Senior Communications  
Specialist | RHC Outreach



**Blythe Albert**

Advisor of Program  
Management | RHC Outreach

# Agenda

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

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

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

# Glossary

Acronym	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
FRN	Funding Request Number
ACSD	Allowable Contract Selection Date
SPIN/498 ID	Service Provider Identification Number

# **Funding Request Overview**

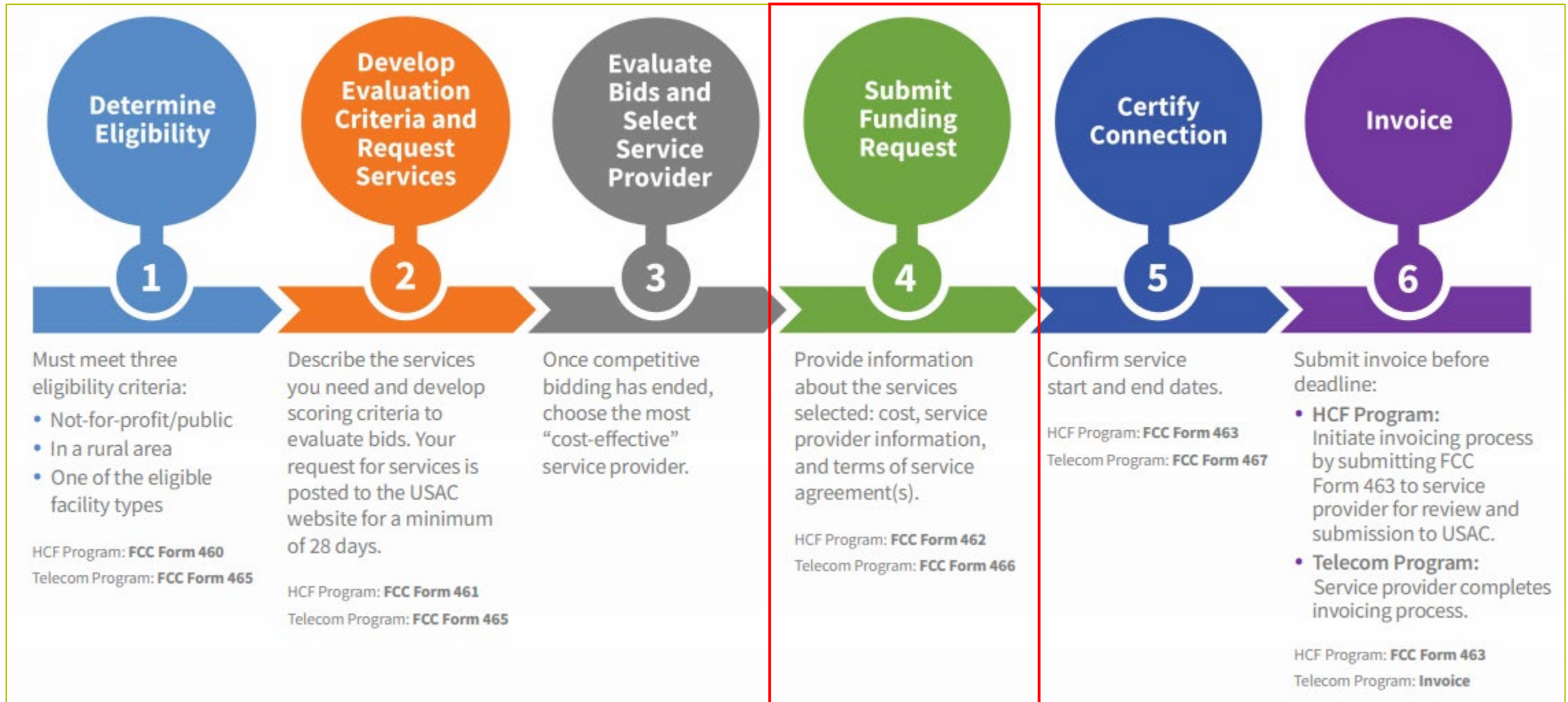
Best Practices for FY2023



# Differences Between RHC Programs

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

# RHC Program Application Process



# FY2023 Calendar

## Rural Health Care Program: **Funding Year 2023**

**FY2023: JULY 1, 2023-JUNE 30, 2024**



**JULY 1, 2022:** First Day to Submit Request for Services Forms

- **FCC Form 461** HCF Program
- **FCC Form 465** Telecom Program
- Request for services must be posted to USAC's website by March 5, 2023



**DEC 1, 2022 - April 3, 2023:** Funding Request Filing Window Period

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



**OCT 28, 2024:** 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).
- Download a blank [FCC Form 466](#).

# Who Must Submit a Funding Request

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

# When to Submit a Funding Request

- Funding Year (FY) 2023 Filing Window:
  - December 1, 2022 – April 3, 2023 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 My Portal **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 period 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.
- 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), Bandwidth, Service Type, and Monthly Recurring Charge (MRC)

**Spectrum BUSINESS**

June 17, 2021  
 Invoice Number: [REDACTED]  
 Account Number: [REDACTED] **BAN**  
 Security Code: [REDACTED]  
 Service At: [REDACTED] **Circuit location**

**SPECTRUM BUSINESS NEWS**

**Contact Us**  
 Visit us at [SpectrumBusiness.net](http://SpectrumBusiness.net)  
 Or, call us at 1-877-283-8091

Save money with Spectrum Mobile when you switch to the fastest mobile provider in the nation. Call 1-833-589-1743 to see how much you can save!

Page 2 of 4      June 17, 2021      **HCP name**  
 [REDACTED] **PHYSICIANS**

Invoice Number: [REDACTED]  
 Account Number: [REDACTED] **BAN**  
 Security Code: [REDACTED]

---

**Charge Details**

Previous Balance		69.91
Payment Received	06/02	-69.91
Remaining Balance		\$0.00

Payments received after 06/17/21 will appear on your next bill.

**Referenced billing period**  
**Services from 06/16/21 through 07/15/21**

<b>Spectrum Business Internet</b>		
Broadband Internet Promo		-30.04
Static IP Address		14.99
High Speed Internet Discount		-20.00
Broadband High Speed Data	<b>12M x 1.5M</b>	189.99
		\$154.94
<b>Service type</b>		
Spectrum Business™ Internet	Total	<b>MRC \$154.94</b>

# Questions?

# **Program Updates**

## Best Practices for FY2023

# Reminder: FCC Report and Order 19-78

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

## Additional Program Guidance

[COVID-19 Response](#)

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

[Funding Year Overview](#)

[Authorizations](#) ▾

[Competitive Bidding Exemptions](#) ▾

[Site and Service Substitutions](#)

[Document Retention](#)

[FCC Orders and Resources](#)

## FCC Report and Order 19-78

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

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

### Additional Resources

[FCC Report and Order](#) 

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

[Summary Webinar](#)

[Webinar Slides](#) 

[Public Notice DA 19-1253](#) 



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

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

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

- **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 deliberate decision by the applicant.
    - The applicant has a legitimate reason to change providers (e.g., breach of contract or the service provider is unable to perform).
- **Site and Service Substitutions** – HCPs in both the HCF and Telecom program are required to submit site and service substitutions by the service delivery deadline.

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

## *What about rurality tiers and prioritization of support?*

- All eligible HCPs are assigned a rurality tier for the purposes of prioritization.
- In the case where demand exceeds available funding, USAC will prioritize funding based on the assigned rurality tiers and those areas in a Medically Underserved Area/Population (MUA/P).
- **The RHC program will assign your rurality tier** – you do not have to do anything!
  - Look up your priority tier in My Portal or use the [Rurality Tier Search Tool](#).

# FCC Order 22-580 – FY2023 Rates Database Waiver Order

- On May 25, 2022, the FCC released [Order DA 22-580](#), waiving the requirement that HCPs and service providers participating in the Telecom Program use the Rates Database to calculate urban and rural rates for funding year 2023.
- Applicants should apply the requirements used in FY2021 and FY2022 per [FCC Order DA 21-394](#) when calculating urban and rural rates for FY2023.
- Please use the [Urban and Rural Rate Information FY2023](#) tip sheet as a resource.

# FCC Order 22-1063 – Hurricane Ian Relief Order

- On October 4, 2022, the FCC issued Order [DA 22-1063](#) waiving certain RHC rules and deadlines to assist participants and providers located in the areas affected by Hurricane Ian. This Order applies to HCPs and service providers located in the state of Florida, North Carolina and South Carolina. This Order takes the following actions
  - Grants a 60-day extension to the deadline for appeals and request for waiver for all requests from September 18, 2022 through March 3, 2023;
  - Waives the 14-day Information Request response deadline for Information Requests related to funding requests, appeals and waivers, invoices, audits and other documentation and applies to all funding years for all Information Requests issued on or after September 4, 2022 (affected health care providers and service providers have until March 3, 2023 to respond);
  - Waives the invoicing deadline for FY2021 funding requests and grants an automatic 120-day extension; and

# Supply Chain Order

- As a reminder, when service providers login to [My Portal](#) and RHC Connect 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 support to purchase, obtain, maintain, improve, modify, operate, manage, or otherwise support equipment or services produced or provided by the covered companies deemed to pose a national security threat to the integrity of the communications network or communications supply chain. 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](#), which includes those offered by Huawei Technologies Company, ZTE Corporation, Hytera Communications Corporation, Hangzhou Hikvision Digital Technology Company, Dahua Technology Company, AO Kaspersky Lab, China Mobile International USA Inc., China Telecom (Americas) Corp., Pacific Network Corp. and its wholly-owned subsidiary ComNet (USA) LLC, China Unicom (Americas) Operations Limited, and their affiliates and subsidiaries.

- **FY2022 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 FY2022, you cannot invoice for these funds. Instead, you should immediately request a [service substitution](#) prior to invoicing in order to ensure complete program compliance.
- **FY2023 Applicants:** As you proceed with competitive bidding, please ensure you are not requesting funding for services or equipment from listed covered companies or any of their parents, affiliates and subsidiaries.

# Supply Chain Web Page

- [Supply Chain webpage](#)



The screenshot shows the FCC's Supply Chain webpage. At the top, there is a navigation bar with links: About, E-rate, Rural Health Care, Lifeline, High Cost, and Service Providers. Below this, a breadcrumb trail reads: USAC | About | Reports & Orders | **Supply Chain**. On the left side, there is a sidebar menu with the following items: Reports & Orders, Annual Report, FCC Filings, FCC Orders, and **Supply Chain** (which is highlighted with a green bar). The main content area features the title "Supply Chain" in a large blue font. Below the title, there is a paragraph of text: "Since November 2019, the FCC has taken a number of actions to protect the national security of the United States, the security and safety of United States persons, and the integrity of communications networks or the communications supply chain. The FCC has also implemented the [Secure and Trusted Communications Networks Act of 2019](#). The FCC's actions can be found at [www.fcc.gov/supplychain](http://www.fcc.gov/supplychain)". Below this paragraph, there is another paragraph: "In November 2019, the FCC released the [Supply Chain First Report and Order](#) adopting a rule (47 CFR Section 54.9) which prohibits the use of Universal Service Fund (USF) support to purchase, obtain, maintain, improve, modify, operate, manage, or otherwise support equipment or services produced or provided by companies found to pose a national security threat to the integrity of communications networks or the communications supply chain."

# **Submitting the FCC Form 466**

Best Practices for FY2023



# Create FCC Form 466

MY FORMS

MY DOCUMENTS

MY CONTRACTS

MY HCPS

HCP Name:

HCP Number:

Fund Year 2022

Fund Year 2021

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

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

New FCC Form 465

# Competitive Bidding Exemptions

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

# Competitive Bidding Exemptions (continued)

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

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

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

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

# Competitive Bidding Exemptions (continued)

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

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

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


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

Select Contract Info



# Review Funding Request and HCP Information

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

## FCC Form 466 (Funding Request and Certification Form)

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

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

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

### 466 Funding Request Information

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

466 Friendly Name  (optional)

---

### Block 1: HCP Information

Line 1: HCP Name  Line 2: HCP Number

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

# Enter Bill Payer Information and Select Funding Year

### Block 2: Bill Payer Information

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

Copy Block 2 From Other 466    ☐ No    ☒ Yes   

Line 5: Billed Entity Name     ✓

Line 6: Billed Entity FCC RN     ✓

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

Billed Entity Contact Employer     ✓

Line 8: Address Line 1     ✓

Line 9: Address Line 2   

Line 10: City     ✓

Line 11: State     ✓    Line 12: Zip     ✓

County     ✓

Line 13: Contact Phone Number     ✓    Ext:   

Line 14: Fax Number     (optional)

Line 15: Email     ✓



Confirm Email     !

### Block 3: Funding Year Information


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

# Select Type of Service

**Block 4: Service Information**

 Preview form  Form Guide

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

 Service Category  
Line 17: Type of Service  
  
Is this service symmetrical?  
  
Upload bandwidth (Mbps)  
  
Download Bandwidth (Mbps)

Select Service Category

Select Service Category

Voice

Data

!

!

!

!

(Enclose documentation on line 33)

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

# Select Type of Service (continued)

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

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

Service Category: Data

**Line 17: Type of Service** → Choose a service type ! (Enclose documentation on line 33)

Is this service symmetrical? ☐

Upload bandwidth (Mbps)

Download Bandwidth (Mbps)

**RHC Note:** Documentation supporting Line 17: Type of Service (Enclose documentation on line 33)

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

If less than 100%, please explain:

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



Available service types:

- OC-24
- OC-3
- Asynchronous Transfer Mode (ATM)
- Bonded T-1
- Centrex Service
- Channelized T-1
- Dataphone or Digital Data Service (DDS)
- Ethernet - Best Efforts
- Ethernet - Dedicated**
- Frame Relay
- ISDN-PRI (primary rate interface)
- MPLS - Dedicated
- Microwave
- Multi-Protocol Label Switching (MPLS) - Best Efforts
- OC-1
- OC-48
- Satellite
- Switched Multimegabit Data Service (SMDS)
- T-1 or Digital Speed (DS-1)
- T-3 or DS-3



# Select Type of Service (continued)

**Block 4: Service Information**

 Preview form  Form Guide

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

Service Category

Select Service Category

!

Line 17: Type of Service

Choose a service type

!

(Enclose documentation on line 33)

Is this service symmetrical?

☐

Upload Bandwidth (Mbps)

!

Download Bandwidth (Mbps)

!

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

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

%

!

If less than 100%, please explain:

✓

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

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

## Connection Information

## Carrier A

Line 21: Service Provider Name

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

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

Line 23: Service Provider Contact  
Person Name

   !

Line 24: Service Provider Contact  
Person's Phone Number

 Ext:  !

Line 25: Service Provider Contact  
Person Email

 !

# Enter Connection Information

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

Populate circuit location using HCP location from Form 465

☒ Circuit Starts at HCP Location

☐ Circuit Terminates at HCP Location

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

Savannah

MO

64485

✓

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

Choose a state

!

Line 28: Billing Account Number

!

Line 29: Tariff, Contract or Other Document Reference Number

Line 30: Date Contract Signed or Date HCP Selected Carrier

!

Line 31: Contract Expiration Date

!

Line 32: Service Installation Date

!

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

☒ Yes

☐ No

# Enter Contract Information

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

**Select Contract Info**

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

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

Taxes & Fees per Month \$  (optional)

Total Undiscounted Cost per Month \$  !

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

# Enter Rural Rate and Upload Documentation

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

**Select Contract Info**

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

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

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

Taxes & Fees per Month \$  (optional)

Total Undiscounted Cost per Month \$  !

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

!

# Enter Service Level Agreement Information

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

Select Contract Info

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

Yes

Latency requirement per the contract SLA

Jitter requirement per the contract SLA

Packet loss rate requirement per the contract SLA

Reliability requirement per the contract SLA (%)

Line 33: Monthly Rate per the Service Agreement

Monthly Undiscounted Cost (excluding taxes & fees)

Monthly Taxes & Fees (optional)

Total Monthly Undiscounted Cost

Attach documentation to support the monthly rate per the service agreement

+ Upload...

# Calculating Rural Rates

- On May 25, 2022, the FCC released [Order DA 22-580](#), waiving the requirement that HCPs and service providers participating in the Telecom Program use the Rates Database to calculate urban and rural rates for FY2023.
- Instead of using the Rates Database, HCPs and their service providers can:
  - use rates approved under [Method 1, 2, or 3](#) to calculate rural rates, or
  - use the most recently-approved rural rate within the past five funding years for the same service to the same facility or, if there is no approved rate, an approved rural rate for the same or similar services to a facility with the same or similar geographic characteristics.
  - **NOTE:** For all previously approved urban and rural rates, applicants **must** provide USAC with the previous FRN associated with that approved rate and submit **all** documentation associated with that rate.
- HCPs will enter this rural rate on **Line 33** (rural rate per month per service agreement) of the FCC Form 466 and upload supporting documentation, for example, a Funding Commitment Letter or rates approval letter for the previously approved rate.
- Documentation provided must show that the rural rate provided is in compliance with the rural rate rule (47 CFR 54.607 (2018)).

# Calculating Urban Rates

- As with rural rates, [Order DA 22-580](#) allows the use of the most recently-approved urban rate within the past five funding years for the same service at the same facility.
  - If there is no approved rate for a particular facility/service combination, the HCP and its carrier may use urban rates approved for the same or similar services to the facility with the same or similar geographic characteristics. You and/or your service provider must show that the urban rates were previously approved.
  - If there are no previously-approved rates available, the urban rate generated by the Rates Database should be used to avoid a denial of the funding request.
  - **NOTE:** For all previously approved urban and rural rates, you must provide USAC with the previous FRN associated with that approved rate and submit all supporting documentation associated with that rate.



# Entering Rural Rate and Urban Rates

**Block 6: Comprehensive Rate Comparison Request**

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

**Method for determining the rural rate** (highlighted)  !

**Monthly Rural rate (excluding taxes & fees)** (highlighted) \$  !

Monthly Taxes & Fees \$  (optional)

Total Monthly Rural Rate \$  !

Attach documentation to support the monthly rural rate.  !

Line 39: One-time Urban Rate Charge (in selected large city) \$  0

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

Line 40: One-time Rural Rate Charge (in city where HCP is located) \$  0

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

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

**Method for determining the urban rate** (highlighted)  !

Monthly Urban Rate (excluding taxes & fees) \$  !

Monthly Taxes & Fees \$  (optional)

Total Monthly Urban Rate \$  !

Attach documentation to support the monthly urban rate.  !

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

## Upload Bid Documentation

### Block 7: Bid Documentation

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

☒ Yes
 ☐ No

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

+

Upload...

!

Number of Service Providers that Bid

!

# Certify, Preview, and Sign Form

Block 8: Certification

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

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

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

You have successfully completed all items on this page.

[Previous](#)
[Preview FCC Form 466](#)
[Cancel Changes](#)

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

# Certify, Preview, and Sign Form (continued)

Block 8: Certification

Preview form Form Guide

document... 2 / 5 44%

1

2

3

27 Circuit Termination Location

28 Billing Account Number

29 Term Contract or other document reference number

30 Date Contract Signed or Date HCP Selected Carrier

31 Contract Expiration Date (month/year or NA if MTM)

32 Service Installation Date

33 Monthly Rate per the Service Agreement

34 One-time Rural Rate Charge

35 If you are a consortium member OR have multiple centers, please attach a Circuit Diagram to show how the lines are interconnected and which carrier(s) provides each circuit segment. Circuit Diagram Included ☐ Yes ☐ No

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

FCC

**Block 5: Comprehensive Rate Comparison Request**

The information in this block will establish the difference between the urban and rural rates for your requested service. Please contact 800-455-1546 if you need assistance.

Method for determining the rural rate

Previously approved PRN to support the rural rate

Circle that the rate was used to the state commission or FCC

Monthly Rural Rate (including taxes & fees)

Monthly Rural Rate Taxes & Fees

Total Monthly Rural Rate

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

Method for determining the Urban Rate

Previously approved PRN to support the urban rate

URL for the publicly available urban rate

Monthly Urban Rate (including taxes & fees)

Monthly Urban Rate Taxes & Fees

Total Monthly Urban Rate

**Block 7: Bid Documentation**

43 Did you receive any bids in response to the Form 485 Request for Services posted on the RHC website? ☐ Yes ☒ No

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

**Block 8: Certification**

44 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 § 54.422(c) of the Commission's rules, the method that costs the least after consideration of the features, quality of transmission, reliability, and other factors that the system relevant to choosing a method of providing the requested health services.

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

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

49 I certify under penalty of perjury that I am authorized to submit this request on behalf of the named bid 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 these 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 or its consultant, if applicable, has not solicited or accepted a gift or a thing of value from a service provider participating in or seeking to participate in the RHC Program.

I certify under penalty of perjury that I have examined this form and all attachments and that to the best of my knowledge, in and to the best of my knowledge, in and to the best of my knowledge, 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, commission arrangement, or other financial stake in the service provider chosen to provide the requested services, and the otherwise complied with RHC Program rules, including the Commission's rules requiring fair and open competitive bidding.

50 Signature

51 Date

52 Printed name of authorized person

53 Title or position of authorized person

54 Employer of authorized person

55 Employer's FCC RN

FCC

☒ I have reviewed the form and have no changes.

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

# Certify, Preview, and Sign Form (continued)

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

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

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

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

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

Line 51: Date Oct-27-21

Line 52: Printed name of authorized person

Line 53: Title or position of authorized person

Line 54: Employer of authorized person

Line 55: Employer's FCC RN

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

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

## After Submitting

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

# After Submitting – Editing the FCC Form 466

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

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

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

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

## After Submitting – Editing the FCC Form 466 (continued)

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

The screenshot displays the FCC Form 466 management interface. At the top, there are tabs for 'MY FORMS', 'MY DOCUMENTS', 'MY CONTRACTS', and 'MY HCPS'. To the right, there are fields for 'HCP Name:' and 'HCP Number:'. Below these is a section for 'Fund Year 2019'. A table lists the forms, with columns for 'Form Type', 'Form 465 App #', 'Friendly Name', 'Last Edited', 'Form Status', 'ACSD', and 'Action Available'. One form is listed with 'Form Type' 465, 'Form 465 App #' 465, 'Friendly Name' Analog Lines, 'Last Edited' ., 'Form Status' Posted, 'ACSD' ., and 'Action Available' Create 466. Below this is a detailed view of the form, with columns for 'Form Type', 'FRN', 'Friendly Name', 'Service Type', 'Bandwidth', 'Status', 'FCL Issued', and 'Action'. Two forms are listed: one with 'Form Type' 466, 'FRN' ., 'Friendly Name' Analog Lines - 3, 'Service Type' Voice Grade Business Line(s), 'Bandwidth' 56 Kbps (3), 'Status' Draft, 'FCL Issued' ., and 'Action' Edit and Delete; and another with 'Form Type' 466, 'FRN' ., 'Friendly Name' Analog Lines - 45, 'Service Type' Voice Grade Business Line(s), 'Bandwidth' 56 Kbps (45), 'Status' In review, 'FCL Issued' ., and 'Action' . The 'Draft' status and the 'Edit' and 'Delete' buttons are highlighted with red boxes.

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

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



# Questions?

# **Best Practices and Resources**

Best Practices for FY2023

## 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 FY2023

Telecom Program Form	Last Day to Submit for Telecom Program
FCC Form 465 – Eligibility	January 10, 2023 Recommended Date
FCC Form 465 – Request for Services	February 12, 2023 Recommended Date
FCC Form 466 – Funding Request	April 3, 2023 Deadline to Submit*

\*Please note that these dates (with the exception of the FCC Form 466 filing window deadline of April ~~31~~) 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](#)
- [Urban and Rural Rate Information FY2023](#)
- [Competitive Bidding Exemptions](#)
- Blank [FCC Form 466](#)

# RHC Program Customer Service Center



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

- Include in your email
  - HCP Number
  - FRN Number



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

# RHC Customer Service Center

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