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
- Slides attached to GoToWebinar Panel and posted to RHC Learn
Meet the Presenters

Annabeth Wonch
Senior Program Manager, RHC Outreach

Blythe Albert
Senior Program Manager, RHC Outreach

Jennifer Contreras
Manager, RHC Outreach
Agenda

1. Overview
2. FCC Report and Order 19-78
3. Submitting the FCC Form 466
   - Uploading a contract for evergreen designation
   - Urban/Rural Rate Updates
4. Resources
5. Q&A
By the end of this webinar you will be able to...

- Understand what a funding request is, who must submit, and when
- Complete and submit an FCC Form 466 in My Portal for FY2021
  - Avoid common errors
  - Upload a contract for Evergreen designation
  - Understand the new rules for submitting urban and rural rate information
- Respond to Information Requests
- Locate important resources on the USAC website
### Glossary

<table>
<thead>
<tr>
<th>Acronym</th>
<th>Meaning</th>
</tr>
</thead>
<tbody>
<tr>
<td>FCC</td>
<td>Federal Communications Commission</td>
</tr>
<tr>
<td>HCF</td>
<td>Healthcare Connect Fund</td>
</tr>
<tr>
<td>FY</td>
<td>Funding Year</td>
</tr>
<tr>
<td>HCP</td>
<td>Health Care Provider (your site)</td>
</tr>
<tr>
<td>HCP Number</td>
<td>Number associated with your site</td>
</tr>
<tr>
<td>PAH</td>
<td>Primary Account Holder</td>
</tr>
<tr>
<td>FRN</td>
<td>Funding Request Number</td>
</tr>
<tr>
<td>ACSD</td>
<td>Allowable Contract Selection Date</td>
</tr>
</tbody>
</table>
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%.
Funding Request Forms Overview

Best Practices for FY2021
Application Process

1. Determine Eligibility
   - Must meet three eligibility criteria:
     - Not-for-profit/public
     - In a rural area
     - One of the eligibility facility types
   - HCF Program: FCC Form 460
     - Telecom Program: FCC Form 465

2. Develop Evaluation Criteria and Request Services
   - Describe the services you need and develop scoring criteria to evaluate bids. Your request for services is posted to the USAC website for a minimum of 28 days.
   - HCF Program: FCC Form 461
     - Telecom Program: FCC Form 465

3. Evaluate Bids and Select Service Provider
   - Once competitive bidding has ended, choose the most “cost-effective” service provider.

4. Submit Funding Request
   - Provide information about the services selected: cost, service provider information, and terms of service agreement(s).
   - HCF Program: FCC Form 462
     - Telecom Program: FCC Form 466

5. Certify Connection
   - Confirm service start and end dates.
   - HCF Program: FCC Form 463
     - Telecom Program: FCC Form 467

6. Invoice
   - Submit invoice before deadline:
     - HCF Program: Initiate invoicing process by submitting FCC Form 463 to service provider for review and submission to USAC.
     - Telecom Program: Service provider completes invoicing process.
   - HCF Program: FCC Form 463
     - Telecom Program: 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).

- Submit your Telecom funding request using the FCC Form 466 (Funding Request and Certification 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

• Applicants are unable to submit funding request forms outside of a filing window period.
  • The FCC Form 466 must be submitted by the close of a filing window period to be considered for funding.

• Funding Year (FY) 2021 Filing Window Period Opens January 4, 2021
  • January 4, 2021 – April 1, 2021 11:59 p.m. ET

• USAC suggests that applicants submit the funding requests as early as possible during the filing window.

• No changes can be made to your funding request after the filing window closes.
FY2020 Calendar

FY2021: JULY 1, 2021-JUNE 30, 2022

JULY 1, 2020: 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 by March 2

JAN 4, 2021 - APR 1, 2021: Funding Request Filing Window Period
- FCC Form 462 HCF Program
- FCC Form 466 Telecom Program

OCT 28, 2022: Invoicing Deadline
- FCC Form 463 HCF Program
- Telecom Invoice
Information Requests

- Forms with missing or incomplete information or documentation cannot be processed.
- Where USAC requires information that cannot be located on the submitted supporting documentation will result in an Information Request.
  - FCC Form 466 Information Requests can either be sent via My Portal or an @usac.org email address.
- All account holders will receive all Information Requests.
- Applicants are given 14 calendar days to provide a response to the Information Request.
  - 11:59 p.m. ET on the 14th day would be the last time to respond to the Information Request.
- Information Requests not responded to within 14 calendar days will result in a denial of that form.
Submission Checklist

- Document(s) confirming the monthly cost for your services (e.g. a copy of your bill dated within the requested funding period) or the most currently available bill as the filing window closes before the funding year opens.
- A copy of all bids that were received for your request for service including the winning bid, all bids that were rejected and any bids that were disqualified and why.
- A 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 **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 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
  • Voluntary extensions cannot exceed five years in aggregate.
Evergreen Contracts

• 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,
  • 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.

• Applicants will be notified of an evergreen designation on their Funding Commitment Letter (FCL).
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.
  • Award letter to the winning vendor.

• Per the 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

• It is helpful to also 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 will need to be confirmed by the service provider.
  • It is the HCPs 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

Expense type

Quantity of Items
Questions?
FCC Report and Order 19-78

Funding Request Best Practices
FCC Report and Order 19-78

• Takes action to promote transparency and predictability, and to further the efficient allocation of limited program resources while guarding against waste, fraud, and abuse.

• Published in the Federal Register on October 11, 2019 and effective on November 12, 2019.

• Some of the adopted rule changes have taken effect in FY2021, e.g., new urban/rural rate calculation methodology.

• Read the Report and Order.

• Read Public Notice DA 19-1253
Order DA 20-1420

• On November 30, the FCC released Order DA 20-1420, implementing certain rule changes in funding year (FY) 2020 that were slated for FY2021. Including:
  • Site and service substitutions for Telecom Program applicants
  • Amending the SPIN change process to allow for corrective and operational changes across both the HCF and Telecom Programs
  • Establishing a service delivery deadline of June 30 while permitting a one-year extension of the service delivery deadline
  • Permitting a one-time 120-day invoice filing extension

• Any program participants seeking site and service substitutions or SPIN changes for the portion of funding year 2020 prior to the effective date of this Order may seek a waiver of the Commission’s rules.

• This Order will become effective 30 days following publication in the Federal Register.
Rule Changes Effective Now

- **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.

- **Site and Service Substitutions**: Telecom applicants will be allowed to submit service substitutions.
Rule Changes Effective in FY2021

• **Bid Evaluation:** HCPs must include details about minimum service needs and disqualification factors with their request for services.

• **Declaration of Assistance:** Service providers have to 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.
FCC Report and Order 19-78 Resources

- 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

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.
What about rurality tiers and prioritization of support?

• Based on the FCC Report and Order, all eligible HCPs will be assigned a rurality tier for the purposes of prioritization and calculation of rural rates.

• The RHC Program will continue to use the same definition of “rural area” under the FCC’s rules.
  • Rurality tiers will be used to determine rural rates in the rates database.
  • 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).

• Since the rural definition has not changed, health care providers (HCPs) currently approved as “rural” will retain their rural status.

• **The RHC Program will assign your rurality tier** – you do not have to do anything!
Questions?
Submitting the FCC Form 466

Funding Request Best Practices
Create FCC Form 466
Competitive Bidding Exemptions

- Purchasing services from a **master service agreement (MSA)** negotiated by a federal, state, Tribal, or local governmental entity on its behalf, and which was awarded pursuant to applicable competitive bidding requirements;

- Requesting support using contracts **previously endorsed by USAC** (MSA under the Pilot Program or the Healthcare Connect Fund 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 Schools and Libraries (E-rate) Program.**
Competitive Bidding Exemptions

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

- Within the exempt 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.
Review Funding Request and HCP Information

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.

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 496 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 496

- No
- Yes

Line 5: Billed Entity Name

Line 6: Billed Entity FCC RN

Line 7: Contact Name (First, Ml, Last)

Billed Entity Contact Employer

Line 8: Address Line 1

Line 9: Address Line 2

Line 10: City

Line 11: State

Line 12: Zip

Line 13: Contact Phone Number

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)
New! Select Type of Service

**Block 4: Service Information**

**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 the Form 496 folder.

**Service Category**

**Line 17: Type of Service**

**Select Service Category**

- Voice
- Data

(Enclose documentation on line 33)

**Is this service symmetrical?**

- [ ] Yes
- [ ] No

**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).
New! Select Type of Service

Block 4: Service Information

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 34). 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:
- OC-24
- OC-3
- Asynchronous Transfer Mode (ATM)
- Bonded T-1
- Centrex Service
- Channelized T-1
- Telephone or Digital Data Service (DDS)
- 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

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

© 2020 Universal Service Administrative Co.
Select Service Provider Identification Number (SPIN)/498 ID 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**

- **Line 21:** Service Provider Name
- **Line 22:** Service Provider Identification Number (SPIN/498 ID)
- **Line 23:** Service Provider Contact Person Name
- **Line 24:** Service Provider Contact Person's Phone Number
- **Line 25:** Service Provider Contact Person Email

**Carrier A**

Choose a SPIN/498 ID!
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
- Line 26: Circuit Start Location (Street, City, St., Zip)
  - Savannah, MO
- Line 27: Circuit Termination Location (Street, City, St., Zip)
- 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

Select Contract Info

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

- Yes
- No

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

Undiscounted Cost per Month (excluding taxes & fees) $[

Taxes & Fees per Month $[

Total Undiscounted Cost per Month $[

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

Upload...
Enter Rural Rate and Upload Document

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

Contract ID - Friendly name: 1504050 - My QFF 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
$ ____________

Total Undiscounted Cost per Month
$ ____________

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

Upload...
Service Level Agreement

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

Contract ID - Friendly name: 1504050 - My EBT Contract

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

- 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: Rural rate per month for the service agreement (Enclose Documentation)
- Undiscounted Cost per Month (excluding taxes & fees)
- Taxes & Fees per Month
- Total Undiscounted Cost per Month

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

Available for Public Use
Rural & Urban Rates – Guidance from FCC

• On June 30, 2020, the FCC issued guidance to RHC about how to treat services and data when identifying rural and urban rates for the Telecom Program.

• Data and data sources in the rates database reflect this guidance.
Rates Database

- When you submit the FCC Form 466, data is pulled directly from the rates database for urban and rural rates.
- Use the rates database to identify rates and sources used to calculate the median rate in your geographic area.
- [More information](#) and access to the rates database.
Tools for FY2021 Public Website

Tools

Use the tools on this page to determine if you are in a rural area, locate current requests for services, review funding commitment information, and more!

- New Tools for FY2021
- Open Data
- Health Care Provider Search Tools
- Additional Search Tools

New Tools for FY2021

Rurality Tier Search Tool

Enter your site’s address to determine the rurality tier, and if you are in a Medically Underserved Area/Population, in the case where demand exceeds available funding, USAC will prioritize funding based on the following rurality tiers and these areas in a Medically Underserved Area/Population (MUA/P).

Rates Database (Telecom Program Only)

Use this tool to identify the urban and rural rate for your site and service when completing your FCC Form 466 (Funding Request Form).

What rates will you use?

- Rural rates: HCPs must use the lower of the rural rate available in USAC’s database or the rate included in the service agreement that the HCP entered into with the service provider when requesting funding.
- Urban rates: HCPs must use the urban rate available in USAC’s database.

Open Data
Rurality Tier Tool

- The RHC Program made available the HCP rurality tier for each HCP site location.

- The rurality tier is used to calculate the “rural rate” for determining the amount of support for eligible telecommunications services to the site location for the RHC Telecom Program.

- It is also a factor in the prioritization of funding in the event eligible funding requests exceed the amount of available funding for a particular funding year.

- The rural definition has not changed, HCPs currently approved as “rural” will retain their rural status.

- Available Now!
Rurality Tier Search Tool

The RHC Program uses the definition of "rural area" under the Commission’s rules. Each health care provider (HCP) site or location is considered an individual HCP for purposes of calculating support under the RHC Program. Each site must demonstrate that it is an eligible entity, even if participating in a consortium.

Beginning in FY2021, HHC will assign each HCP with a rurality tier based on the following criteria:

- Extremely Rural Areas entirely outside of a Core Based Statistical Area;
- Rural areas within a Core Based Statistical Area that do not have an Urban Area with a population of 25,000 or greater;
- Areas that, while within a Core Based Statistical Area or a Metropolitan Statistical Area, have a population between 25,000 and 75,000 but are within a specific urbanized area that itself does not contain any part of a Metropolitan Statistical Area with a population of 75,000 or greater; and
- Rural Areas that are located in Alaska or those outside of a Core Based Statistical Area that are inaccessible by road as determined by the Alaska Department of Commerce, Community, and Economic Development, Division of Community and Regional Affairs.

Each HCP will then be assigned a rurality tier based on whether they are in a Medically Underserved Area/Population (MUA) or not.

In the case where medical necessity available funding (HCPC) will prioritize funding based on prioritization with RHC's rurality tier and MUA/P status. The following chart shows different prioritization items and can be found in 47 CFR §42.212:

<table>
<thead>
<tr>
<th>Health Care Provider (HCP) Site is Located In</th>
<th>MUA/P</th>
<th>Not in MUA/P</th>
</tr>
</thead>
<tbody>
<tr>
<td>Extremely Rural Tier</td>
<td>Priority 1</td>
<td>Priority F</td>
</tr>
<tr>
<td>Rural Tier</td>
<td>Priority 2</td>
<td>Priority G</td>
</tr>
<tr>
<td>Less Rural Tier</td>
<td>Priority 3</td>
<td>Priority H</td>
</tr>
<tr>
<td>Non-Rural Area</td>
<td>Priority 7</td>
<td>Priority I</td>
</tr>
</tbody>
</table>

With the Rurality Tier Search Tool you can:

Determine your rurality tier based on your address.
Rurality Tier Search Tool

Enter your address or geographic coordinates below to find your rurality tier, MUA/P status, and priority. For more information about rurality tiers and terms used in the search results, please visit the [Rurality Tier Search Tool homepage](#).

**HCP/Site Address**

- **Street Address**
- **Apt, Unit, etc (Optional)**
- **City**
- **State**
- **ZIP Code**

**Search with geographic coordinates (latitude-longitude) instead.**

- **Latitude**
- **Longitude**

[Search]
Rates Database Tool

• Beginning for FY2021, USAC will make publicly available the urban and rural rates for each eligible service in each state on its website.
  
  • Rural Rate: The rural rate will be the median of all available rates identified for the same or functionally similar service offered within the rural tier applicable to the HCP’s location within the state. The rural rate is determined using the rurality tier in which an HCP is located.
  
  • Urban Rate: The urban rate will be the median of all available rates identified by USAC for functionally similar services in all urbanized areas of the state where the HCP is located to the extent that urbanized area falls within the state.

• Available Now!
Rates Database

In the Telecommunications (Telecom) Program, support is calculated as the difference between the rural rate and the urban rate. For more information on rural and urban rates, and the Telecom Program, please review our general program information here: Telecommunications Program Page.

Beginning for FY2021, the rural and urban rates used to calculate the discount rate will be the median of available rates calculated by the Rates Database. The median urban and rural rates for each eligible service in each state will be made available using the rates database, as well as all of the underlying data used to calculate those medians. This should be used if you intend to submit the Telecom Funding Request FCC Form(s) 465.

When submitting an FCC Form(s) 465, telecos will enter the rate they are being charged for services, and the discount rate will be calculated based on whichever is lower - the rate charged or the median rural rate from the Rates Database.

With the Rates Database You Can:

- Calculate the median rate for the service(s) you are seeking, based on various criteria:
  - Location: the state where your facility is located.
  - Rurality Tier: The tier where your facility is located. The options are Frontier, Extremely Rural, Rural, Less Rural, or Non Rural.
  -品牌宽度(MB): The speed of the service you are purchasing. This should be a numeric value in megabytes (MB). For example, if you are purchasing a 1 GB service, you should enter 1,000 in this field. If you are purchasing voice services, this field will not be factored into the calculation, so please enter 0.
  - 每台路由器/Dedicated service (need to add description, definition)
  - Category of Service: I has is the broad category of the service you are purchasing -- either Voice or Data.
  - Service Type: This is the specific type of service you are purchasing. This field is tied to the Category of Service, so if you select Data or Category, only data services will be available for the Service Type. This field is optional.

Get Started
Rates Database

Populate each of the fields below and then click Calculate to see the median rate. The available drop-down options for Service Type, which is an optional field, depend on the Category of Service selected – Data or Voice. If you are looking for voice rates, input 0 for Bandwidth. For more information about median rates, terms used, and using this tool, visit the Rates Database homepage.

Location
Select a state

Rurality Tier
Select tier

Category of Service
Select category

Bandwidth (MB)
Enter bandwidth

Best Efforts/Dedicated Service
Select

Service Type (Optional)
Select type

Clear All  Calculate
New for FY2021! Rural Rate & Urban Rate – Key Points

- **Urban Rate** – Applicants must use the rates in the rates database for functionally similar services in the state where the HCP is located

- **Rural Rate** – My Portal will automatically select the lower of the following:
  - Current rate for similar services in the RHC rates database
  - Rural rate included in the service agreement between the HCP and the service provider
Reminders for Line 33 on FCC Form 466 and Documentation

- Enter the monthly rate charged per your service agreement with your service provider.
- Administrative fees are not eligible for support so please look closely at the fees on your invoice and remove the administrative fees from the total undiscounted cost.
- If you have eligible and ineligible services on your invoice/bill, clearly identify the eligible charges (i.e. telephone lines or circuit IDs).
- Documentation must show the monthly rate that’s actually charged e.g. an invoice, contract or service order.
New! Complete Comprehensive Rate Comparison Request

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.

Note: Installation charges must occur during the current funding year to be eligible for support.

<table>
<thead>
<tr>
<th>State</th>
<th>Rate Tier</th>
<th>Category of Service</th>
<th>Bandwidth (Mbps)</th>
<th>Best efforts/dedicated service</th>
</tr>
</thead>
<tbody>
<tr>
<td>WA</td>
<td>Extremely Rural</td>
<td>Data</td>
<td>100</td>
<td>Dedicated Service</td>
</tr>
</tbody>
</table>

Determine medium rural rate

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

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

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

Line 41: Monthly Urban Rate

<table>
<thead>
<tr>
<th>State</th>
<th>Category of Service</th>
<th>Bandwidth (Mbps)</th>
<th>Best efforts/dedicated service</th>
</tr>
</thead>
<tbody>
<tr>
<td>WA</td>
<td>Data</td>
<td>100</td>
<td>Dedicated Service</td>
</tr>
</tbody>
</table>

Determine monthly urban rate
New! Complete Comprehensive Rate Comparison Request

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.

Note: Installation charges may occur during the current funding year to be eligible for support.

* State: [State]
  * Rate: [Rate]
  * Category Of Service: [Category]
  * Bandwidth: [Bandwidth]
  * Broadband Services: [Service]

**Determine median rural rate:** $[Amount]

Line 39: One-time Urban Rate Charge (In selected large UCBs)

Line 40: One-time Rural Rate Charge (In cities where HCP is located)

**Document:** Do not attach documentation for other items here.

Line 41: Monthly Urban Rate

* State: [State]
  * Rate: [Rate]
  * Category Of Service: [Category]
  * Bandwidth: [Bandwidth]
  * Broadband Services: [Service]

**Determine monthly urban rate:** $[Amount]
New for FY2021! Rural & Urban Rate – Key Points For Service Providers

• HCPs will no longer rely on service providers to provide documentation to USAC about the rural rate

• Applicants will be using the RHC rates database here on the USAC website for both the urban and rural rates

• Service providers can request a petition for a waiver of the rural rate rule by following FCC guidance under 47 CFR 54.605(c).
## Block 7: Bid Documentation

**Line 45:** Did you receive any bids in response to the Form 405 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 Bid Documentation

![Upload Button](image)

<table>
<thead>
<tr>
<th>Number of Service Providers that Bid</th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
</table>

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Certify, Preview, and Sign Form
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 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.
After Submitting – Editing the FCC Form 466

• Once an applicant selects “Recall,” the FCC Form 466 draft can be edited and then resubmitted, or deleted.
Resources

Funding Request Best Practices for FY2020
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 are required to retain documentation for a period of five years.
## Milestones to Receive Funding for FY2021: Telecom Program

<table>
<thead>
<tr>
<th>Telecom Program Form</th>
<th>Last Day to Submit</th>
</tr>
</thead>
<tbody>
<tr>
<td>FCC Form 465 – Eligibility &amp; Request for Services</td>
<td>February 10, 2021 Recommended Date</td>
</tr>
<tr>
<td>FCC Form 466 – Funding Request</td>
<td>April 1, 2021 Deadline to Submit*</td>
</tr>
</tbody>
</table>

Please note that the February date is not a mandatory deadlines, but rather a recommended milestone to meet the close of the filing window.
RHC Program Help Desk

- **Email:** RHC-Assist@usac.org
  - Email at any time to request a one-on-one appointment to learn more about the application process or ask specific questions.
  - Include in your email
    - HCP Number
    - FRN Number
- **Phone:** (800) 453-1546
  - Hours are 8:00 a.m. – 8:00 p.m. ET Monday - Friday
## The Help Desk

<table>
<thead>
<tr>
<th>The Help Desk CAN</th>
<th>The Help Desk CANNOT</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Answer general questions regarding both programs</td>
<td>• Determine the eligibility of a specific site or service before an official form submission</td>
</tr>
<tr>
<td>• Provide account holder information for an HCP</td>
<td>• Review a form or document for accuracy before an official form submission</td>
</tr>
<tr>
<td>• Provide clarity regarding FCC Report and Order 19-78</td>
<td>• Contact a service provider or other account holder on someone else’s behalf</td>
</tr>
<tr>
<td>• Provide helpful resources and best practices for forms</td>
<td>• Provide documents that are not already accessible in My Portal</td>
</tr>
<tr>
<td>• Assist with My Portal</td>
<td>• Transfer a call to a specific form reviewer</td>
</tr>
</tbody>
</table>
Online Resources

- RHC Learn
- Competitive Bidding Exemptions
- Blank FCC Form 466
Questions?
Thank you for joining us today!

- **RHC Help Desk:**
  - [RHC-Assist@usac.org](mailto:RHC-Assist@usac.org)
  - (800) 453-1546
  - Hours are 8:00 a.m. – 8:00 p.m. ET Monday - Friday