

Program Enhancements

Training for Success

September – October 2006

Schools and Libraries Division

Washington, DC • Boston • Seattle • St. Louis • Atlanta • Houston • San Diego



What's New for 2007?

- What we have already accomplished
 - PINs and online Item 21 Attachments
 - Reductions in uncertified forms
 - Progress on invoicing
 - Ministerial and clerical errors
 - SL News Briefs
 - Tip Sheets
 - Website



What's New for 2007?

- What we are doing
 - Online BEAR (including BEAR PINs)
 - Two-in-Five tool
 - Expanded outreach
 - Revised letters and correcting errors
 - TPA drop-down list on Form 486
 - Appeals
 - Training session questions



What's New for 2007?

- What you should do
 - Applicants
 - File and certify online
 - Remember deadlines
 - Communicate with your service provider
 - Document everything and retain documents
 - Don't mix P1 and P2

- Service providers
 - File and certify online
 - Remember deadlines
 - Communicate with your applicants
 - Document everything and retain documents



PINs and Online Item 21

- New PIN system in place for FY2006
 - Pushed out to all Form 470, 471, 486 filers
 - Encouraged online certifications

Forms Certified Online

	FY2005	FY2006
Form 470	8,884	16,209
Form 471	13,191	29,355



PINs and Online Item 21

- Online Item 21 Attachments
 - If you file your Form 471 online, you can file your Item 21 Attachment online
 - Save your work, exit, come back later
 - Print your attachment
 - For FY2006, over 41,000 FRNs featured an online Item 21 Attachment



Certification Outreach

- Outreach on uncertified forms
 - Reminders in News Briefs and by email
 - Lists posted on website
 - 39% decrease in Forms 471 not certified by the close of the application filing window
 - No decrease in Forms 470 not certified by the close of the window
- 61% of Forms 471 are certified in the last week of the window



Invoicing

- New processing procedures put into place to eliminate backlogs
- June 2006 97.1% of invoice line items processed within 30 days
 - Average processing time four days
- Using the online BEAR will further reduce filing errors



Correcting Errors

- Ministerial and clerical errors can now be corrected after applications are submitted
 - Missing certifications can also be submitted after the close of the filing window
- In general, deadline for response is the same as other requests for information — 15 days
- PIA or Problem Resolution will reach out to applicants if errors are detected



Helping Keep Americans Connected

Schools and Libraries News Brief

July 7, 2006

Commitments for Funding Years 2006 and 2005

Funding Year 2006. USAC will release FY2006 Wave 12 funding commitment decision letters (FCDLs) July 11. As of July 7, FY2006 commitments total over \$469 million for approved Priority 1 requests (Telecommunications Services and Internet Access).

Funding Year 2005. USAC will release FY2005 Wave 52 FCDLs July 12. This wave will include commitments for approved Internal Connections and Basic Maintenance funding requests at 84% and above. As of July 7, FY2005 commitments total about \$1.68 billion.

USAC will continue to issue weekly funding commitment waves. After noon on the date that the FCDLs are mailed, you can check to see if you have a commitment by using USAC's Automated Search of Commitments tool.

Further Guidance on Bishop Perry Order To Be Issued Early Next Week

In the FOC's recent <u>Bishop Perry Order (FOC 06-54)</u>, USAC was directed "to provide all E-rate applicants with an opportunity to cure ministerial and clerical errors on their FOC Form 470 or FOC Form 471, and an additional opportunity to file the required certifications." The FOC further indicated that "applicants shall have 15 calendar days from the date of the receipt of notice in writing by USAC to amend or refile the FOC Form 470, FOC Form 471 or associated

Early next week, USAC will post guidance on the Schools and Libraries section of the website for FY2006 applicants that wish to submit corrections and/or certifications. This guidance will be divided into five sections:

- A link to the *Bishop Perry* Order
 A list of ministerial and clerical errors that can be corrected
 A list of actions that USAC has taken and will take pursuant to the order
- Specific guidance on how applicants can submit corrections and certifications
- Additional help and Frequently Asked Questions (FAQs)

Within the next few weeks, USAC also will identify all FY2006 applicants that may be affected by this order and send them a letter that covers the information in the guidance materials on the website. Applicants will be able to submit corrections by email, fax, or on paper.

You may download and print copies of Schools and Libraries News Briefs on USAC's website. You may subscribe to or unsubscribe from this news brief. For program information, please visit the Schools and Libraries area of the USAC website, submit a question to USAC, or call us toll-free at 1-888-203-8100.

SL News Briefs

- Emailed each week
- Subscribe from website
- Cover topics of current interest
- Archive of past issues



Tip Sheets



Schools & Libraries - Application Do's and Don'ts

APPLICANT CHECKLIST

Pre-Application Process

- DO update your contact information with the Client Service Bureau (1-888-203-8100).
- DO make sure your technology plan covers the complete upcoming funding year.
- □ DO verify that your technology plan has the 5 required elements: Goals, Professional Development, Needs Assessment, Budget, and Evaluation Process.
- DO write your technology plan before filing the Form 470.
- DO have a certified tech plan approver certify your technology plan before services start.

Form 470 and Competitive Bidding

- DON'T allow a service provider that may bid on your services to fill out your Form 470.
- DON'T wait until the Form 471 window opens to file your Form 470.
- DO list your requested services on your Form 470 or your RFP if you have one. DO list your requested services in the correct categories of service (Telecommunications, Internet Access, Internal Connections, or Basic Maintenance of Internal Connections).
- DO mark the correct boxes in Block 2 for multi-year contracts and/or voluntary extensions.
- DO certify your Form 470 prior to the close of the Form 471 application window
- DO ensure a fair and open competitive bidding process. All service providers must be treated equally and cannot be given blased or privileged knowledge of the bid.
- DO select the most cost-effective service provider, with price as the primary factor.
- DO keep ALL records relating to the bid evaluation process (winning and losing bids, worksheets, evaluation criteria, contract). Note in a memo if one (or no) bids are received.
- DON'T sign a contract until after the Form 470 has been posted for 28 days.
- DO remember that contracts must be signed and dated by both parties before filing the Form 471.

- DO verify that services ordered match the category requested on the correct Form 470.
- DO file separate Form 471 applications for Priority 1 services and Priority 2 services.
- DO read the Eligible Services List and request discounts only on eligible services.
- DO complete your item 21 Attachment and include the pre-discount prices of the services. DO split out requests of questionable eligibility into separate Funding Request Numbers (FRNs).
- DO check your math. The Form 471 and the Item 21 attachment totals should match.
- DO file electronically and DO certify online before the close of the window.
- DO keep a record of postmark or electronic submission.

For additional information, please use the USAC resources listed below

Form 470 questions: Calculating discount levels: Form 471 questions:

Technology Plan approvers: http://www.usac.org/si/fools/reference/fech/defa

Last Revised 4/20/2008

- One-page high-level guidance documents on major program topics
- Contain links to guidance documents
- Available on website and during site visits



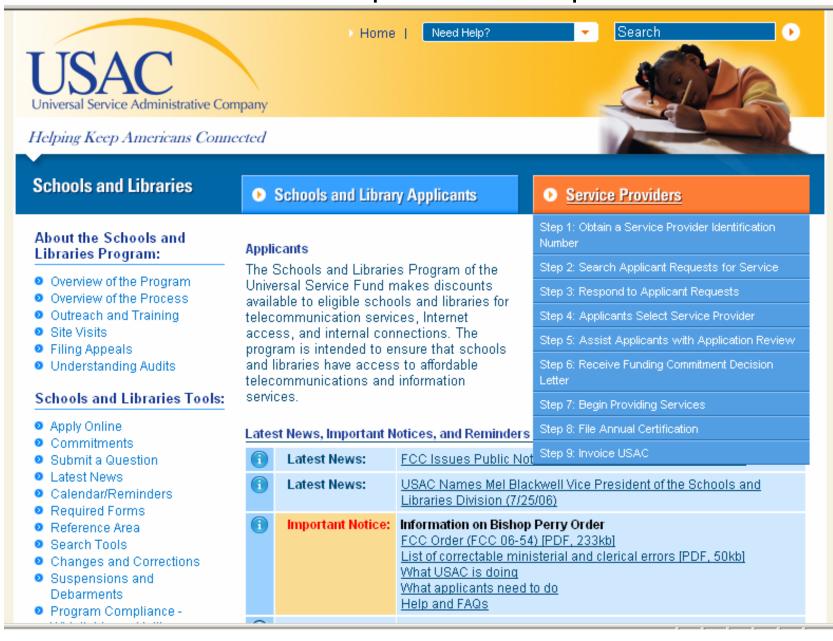
Website



Steps for applicants



Steps for service providers





▶ Home | Need Help?



Helping Keep Americans Connected

Schools and Libraries

About the Schools and Libraries Program:

- Overview of the Program
- Overview of the Process
- Outreach and Training
- Site Visits
- Filing Appeals
- Understanding Audits

Schools and Libraries Tools:

- Apply Online
- Commitments
- Submit a Question
- Latest News
- Calendar/Reminders
- Required Forms
- Reference Area
- Search Tools

Search			
Skip to content			
Search: ☐ About USAC ☐ Fund Administration ☐ High Cost ☐ Rural Health C ☑ Schools and Libraries ☐ Katrina	Care Low Income		
consortia search Help Advanced			
Results for: consortia Document count: consort	ia (50)		
about 50 results found, sorted by relevance	1-10		
Step 5: Library CONSORTIUM á€" Frequently Asked Questions - Schools and Libraries - USAC This page provides information about the requirements and conditions under which a library consortium may be eligible for schools and libraries program support. Answers to frequently asked questions define a library http://www.universalservice.org/sl/applicants/step05/ library-consortium-faq.aspx - 23.8KB	63% IIIIIIIIIIIIIIIIIIIIIIIIIIIIIIIIIIII		
Step 1: Non-traditional Elementary and Secondary Education - Determine Eligibility This page summarizes the eligibility requirements for schools, school districts, and libraries to receive Schools and Libraries program support, commonly called "E-rateâ€□ discounts. http://www.universalservice.org/sVapplicants/step01/ eligibility-requirements.aspx - 22.3KB	49% IIIIIIIIIIIIIIIIIIIIIIIIIIIIIIIIIIII		
Step 6: Determine the Eligible Services - Applicants - Schools and Libraries - USAC Ordered and Certification Form (Form 471) to request discounts on the cost of eligible services to be delivered to eligible schools, libraries, and consortia of these entities. Eligibility for discounts requires that the product or service is eligible and that it is put to an eligible use http://www.universalservice.org/sl/applicants/step06/ - 21.4KB	48% IIIIIIIIIIIIIIIIIIIIIIIIIIIIIIIIIIII		

On SL home page, enter search term.

> Results are from SL section of website.



Schools and Libraries

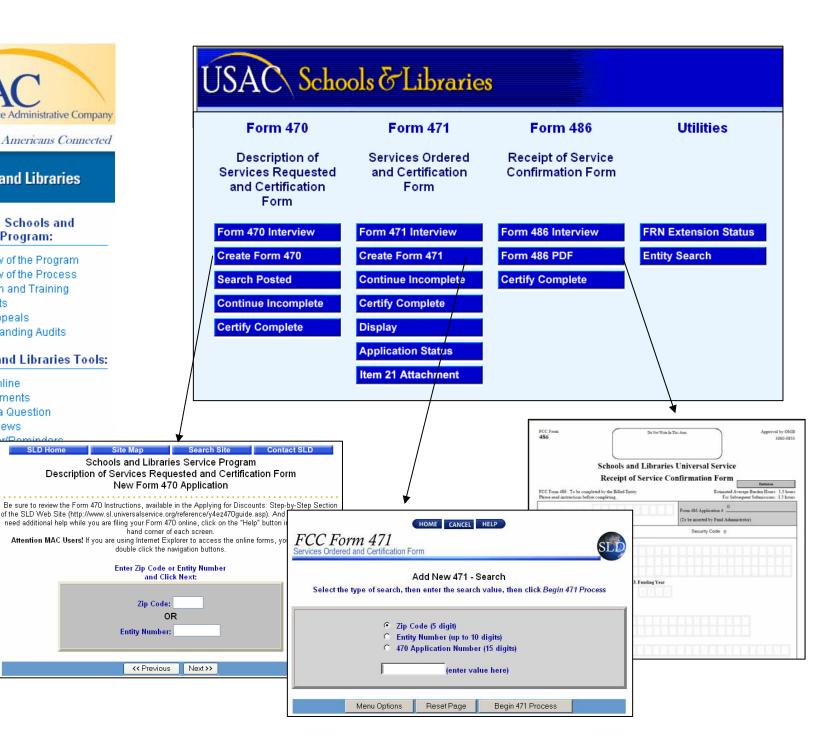
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- Search

Select





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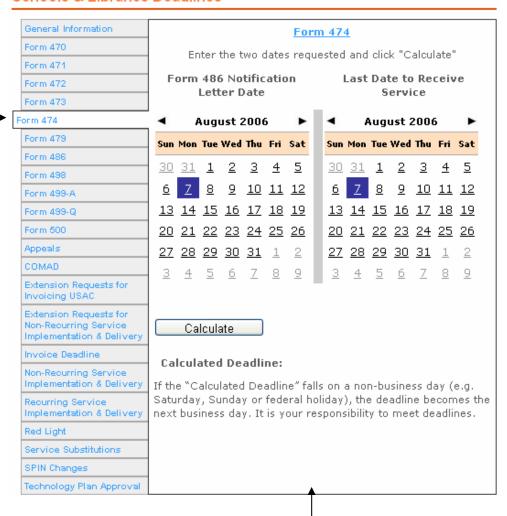
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- Search Tools
- Search Commitments
- Data Retrieval Tool
- Deadlines Tool
- Form 470 Search Posted
- Form 470 Download Reports
- Form 471 Application Display

___ Then

Select

Select type of deadline

Schools & Libraries Deadlines



Deadline tool provides calendar or guidance on calculating the deadline for that selection.



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Select

Scan topics alphabetically

or search via browser's Ctrl-F (find) function

Reference Area

Reference Topics

This section features links to specific information items, such as fact sheets, that USAC has created to provide further guidance about the Schools and Libraries Program. Information is organized alphabetically.

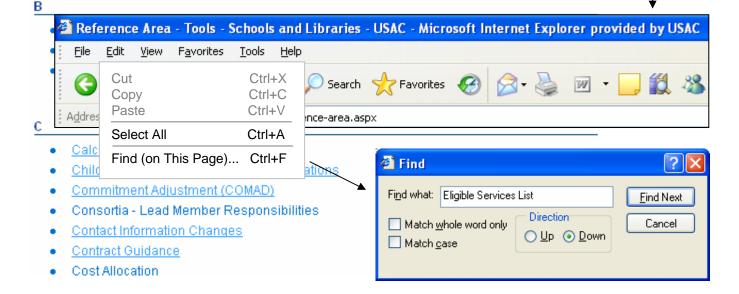
Organized alphabetically

<u>ABCDEFGILMOPRSIUW</u>

А

- Alternative Discount Mechanisms Fact Sheet
- · Appeals SLD Guidelines for Review
- Appeals Procedure
- Audits

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Data Retrieval Tool

Search Commitments

- Deadlines Tool
- Form 470 Search Posted.
- Form 470 Download Reports
- Form 471 Application Display
- Form 471 Application Status
- FRN Extension Table
- Billed Entity Number Search
- Service Provider Info by SPIN
- SPIN Contact Search
- Tech Plan Approver Locator
- Eligible Products Database
- Eligible Services List
- Applicant PIN System

Select

Search tools links expand

Search Tools

The following tools will assist Schools and Libraries Program participants in applying for discounts, tracking disbursements, and obtaining other frequently requested information.

Name of Tool	Description
Search Commitments	This tool allows searches for commitment data by funding year and applicant name, city, state, zip and/or wave number.
State Reports	This tool displays funding commitment data in state and cumulative national summaries.
Cumulative State Totals - 2005	This dynamic HTML page displays state reports for Funding Year 2005.
Cumulative State Totals - 2004	This dynamic HTML page displays state reports for Funding Year 2004.
<u>Data Retrieval Tool</u>	This tool allows searches for various information related to applications, funding commitments and disbursements.
<u>Deadlines</u>	This tool was designed to explain and help you calculate deadlines for Universal Service forms and actions.
Form 470 Search Posted	This tool allows searches of Forms 470 that have been completed and posted by applicants.
Form 470 Download Reports	This tool allows downloads of Form 470 summary information.
Form 471 Application Display	This tool allows the display of one Form 471 application.
Form 471 Application Status	This tool returns information on the status of all Forms 471 for one applicant and one funding year.
Funding Request Number Extension Table	This tool shows the last date to receive service and the last date to invoice for extended FRNs in a funding year.

Select tool for specific tasks

USAC Universal Service Administrative Company

Helping Keep Americans Connected

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Outreach and Training

- 2006 Schools and Libraries Training
- Training presentations
- Service Provider Conference Call
- Site Visits
- Schools & Libraries News Briefs
- · Tip Sheets

Training Presentations

In 2005, USAC conducted a series of training sessions, called the ABC's of the Schools and Libraries Program, for applicants and service providers in 4 locations: Washington, DC; Chicago, II; Los Angeles; and Newark, NJ. Prior to 2005. USAC provided "Train the Trainer" sessions for state and U.S. territory coordinators that train or assist in the training of applicants. The workshop presentations are issuesfocused, and cover updates, developments, and specific topics related to the Schools and Libraries Program.

Listed below are the PowerPoint presentations from 2001-2005 used in those training sessions.

2005 ABC's of the Schools and Libraries Program
Presentations

Training Presentations

- 2005 ABC's of the Schools and Libraries Program Presentations
- 2004 Train the Trainer Presentations
- 2004 Train the Trainer Presentations (Spanish)
- 2003 Train the Trainer Presentations
- 2002 Train the Trainer Presentations
- 2001 Train the Trainer Presentations

This page contains the PowerPoint presentations that were used in the 2005 ABC's of the Schools and Libraries Program Training sessions.

- ABCs of E-rate [PPT, 395kb]
- . Eligible Products and Services [PPT, 274kb]
- New and Updated Systems Enhancements [PPT, 383kb]
- Program Compliance 2005 [PPT, 344KB]
- DRAFT 2006 Eligible Services List [PDF, 2,378kb]
- DRAFT 2006 ESL Changes Summary [PDF, 61kb]



THE ABCs OF E-RATE

John Noran
Schools and Libraries Division
Universal Service Administrative Company

 Washington
 Chicago
 Los Angeles
 Newark

 Sept. 30, 2005
 Oct. 6, 2005
 Oct. 11, 2005
 Oct. 21, 2005





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Outreach and Training

- 2006 Schools and Libraries Training
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- Schools & Libraries News Briefs
- Tip Sheets

Service Provider Conference Calls

Service Provider Conference Call Schedule

Dates listed in **bold** have an agenda posted for them. Please click on the date and you will see the hyperlink to click for the agenda. If minutes were posted for that date, there is a link in the upper right hand corner.

- January 11, 2006
- February 8, 2006
- March 8, 2006
- April 12, 2006
- May 17, 2006
- June 14, 2006

2006 Schedule

- July 12, 2006
- August 9, 2006
- September 13, 2006
- October 11, 2006
- November 8, 2006
- December 13, 2006

Agenda for June 14, 2006

Service Provider Conference Call Agenda 3:00 PK

Call in number: (847) 413-2931 Pass code: 1390177#

Call Minutes Archived Conference Calls Submit a Question

Service Provider Calls

IF YOUR SYSTEM PLAYS MUSIC OR ADVERTISEMENTS WHEN YOU PUT A CALL ON HOLD, PLEASE DO NOT PUT

THE CONFERENCE CALL ON HOLD, ALSO, IF YOU HAVE CALL WAITING, PLEASE CHECK TO BE SURE THE FIRST CALL IS NOT LEFT WITH MUSIC OR ADVERTISING PLAYING. The conference operator will disconnect you if you put the conference call on hold and your system plays music or

PLEASE USE YOUR MUTE BUTTON IF YOU ARE NOT ASKING A QUESTION. If you don't have a mute button, you can hit *6 to mute your telephone.

- Funding Commitments for FY2006 and FY2005
- Updates on Two FCC Remand Orders
- ABCs of E-rate Training Update
- Update on News Briefs
- Summer Contact Procedures in Effect
- Invoicing Update
- G.
- General Questions Received by E-mail
 - 1. Several applicants have received Funding Commitment Decision Letters for the 2006 funding year and have submitted the completed Form 486 back to SLD. When will SLD start sending the Form 486 notification Letters to the Service Providers?

Minutes for June 14, 2006

Service Provider Conference Call Minutes

Service Provider Calls

- Call Agenda
- Archived Conference Calls
- Submit a Question

Funding Commitments for FY2006 and FY2005

We plan to continue to issue funding commitments each week for both funding years. However, please note that there will not be a wave for FY2005 this week

FY 2006 - Priority 1 commitments only

Wave 005 05/23/2006 \$42.6 million Wave 006 05/31/2006 \$39.7 million

Wave 007 06/06/2006 \$21.7 million

Wave 008 06/13/2006 \$31.5 million

FY 2005

Wave 048 05/18/2006 \$18.8 million Wave 049 05/24/2006 \$4.6 million Wave 050 06/07/2006 \$5.3 million

Updates on Two FCC Remand Orders

Bishop Perry Order (FCC 06-54): This order provides specific relief for applicants listed in the three appendices of the order, relief for pending appeals and applications, and specific direction to USAC on certain outreach activities for FY2007. The table of applications listed in the appendices was published to the website last week. The revised 15day deadline for information requests will be described in this week's NewsBrief, and the Reference Area document Deadline for Information Requests will be updated to reflect the deadline revision. USAC is working with the FCC to clarify the relief available to pending appeals and applications, and any additional guidance will be included in future NewsBriefs and posted to the website as it becomes available



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Select

Outreach and Training

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- Site Visits
- Schools & Libraries News Briefs
 - Tip Sheets

USAC's Schools & Libraries News Briefs



Schools and Libraries News Brief

July 21, 2006

Commitments for Funding Year 2006

Funding Year 2006. USAC will release FY2006 Wave 14 funding commitment decision letters (FCDLs) July 25. As of July 21, FY2006 commitments total over \$505 million for approved Priority 1 requests (Telecommunications Services and Internet Access).

USAC will continue to issue weekly funding commitment waves. After noon on the date that the FCDLs are mailed, you can check to see if you have a commitment by using USAC's Automated Search of Commitments tool.

Caution about Eligibility of Internet Access

The eligibility of services provided in the Internet Access category of service is subject to certain limitations. USAC periodically issues a <u>sautionary reminder message</u> about the differences between eligible Internet access and eligible telecommunications services so that applicants and service providers clearly understand these limitations.

The <u>Eliaible Services List for FY2006</u> indicates that the Internet Access category of service is "limited to the provision of 'basic conduit access' to the Internet." Basic conduit access includes access to email and the World Wide Web, so USAC can therefore provide discounts on these Internet access services.

However, basic conduit access does **not** include advanced functions such as direct exchange of data or video between applicant sites or the transport of point-to-point connectivity of data, video, or voice applications that are to be provided only by eligible telecommunications carriers.

Schools and Libraries Tip Sheets

Application Do's and Don'ts [PDF, 70kb]

Invoice Processing Tips [PDF, 67kb]

Non-instructional Facilities [PDF, 59kb]

Receipt Acknowledgement Letter (PDF, 67kb)

Service Provider Number (SPIN) Change [PDF, 48kb]

Service Substitutions [PDF, 55kb]

<u> Technology Plans</u> [PDF, 70kb]

Transfer of Equipment [PDF, 58kb]

Two In Five" Rule for Internal Connections [PDF, 64kb]

USAC

Helping Keep Americans Connected

Schools and Libraries - Invoice Processing Tips

- File Form 486 promptly: Applicants lost a total of nearly \$25 million in funding in 2004 because they forgot to file their Form 486 on time. You must file your Form 486 within 120 days of the receipt of the Funding Commitment Decision Letter (FCDL) or the service start date, whichever is later, or your funding may be reduced. Also, an invoice (BEAR Form 472 or SPI Form 474) will be rejected if no Form 486 has been filed.
- Services must be listed on Item 21 attachment: Only invoices for approved eligible services listed on your Form 471 Item 21 attachment will be paid. If you are invoicing for a different product or service, you must first file a service substitution.
- Share with your service provider. Share your Item 21 attachment with your service
 provider to ensure that the products or services ordered match what is being invoiced.
- Remove ineligible equipment: Do not submit invoices for ineligible equipment.
 Invoice line items containing ineligible equipment may be rejected.



Online BEAR Form

- Billed Entity Applicant Reimbursement
 Form 472 available online this fall
- Applicants can file and certify online
- Service providers can certify online
- Communications will occur by email
- Forms that are rejected for noncertification can be resubmitted



Applicant PINs

- PINs continue to be issued for new filers of Forms 470 and 486 (and 471 once window opens)
 - These PINs can be used to certify all forms
- USAC will also issue BEAR-only PINs to those who filed BEARs in October 2004 and later
 - These PINs can only be used to certify BEARs
- Both processes will be ongoing



Two-in-Five Tool

- Starting with FY2005, entities can only receive funding for Internal Connections in two out of every five funding years
- Status is on an entity-by-entity basis
- Two-in-Five tool will give status by Billed Entity Number (BEN) for funding years used under the Two-in-Five Rule



Expanded Outreach

- Seven regional training sessions for fall 2006
- State sessions in fall 2005 in addition to regional training
- Site visits, including targeted outreach
- Special News Brief series (Selective Review in May 2006)
- Improvements to "Submit a Question"



FY2007 Window

- Current plan is to open FY2007 window in mid-November 2006 and close in early February 2007
- USAC cannot open the window until 60 days after the FCC releases the approved FY2007 Eligible Services List
- When the dates are finalized, they will be announced on the website, in NewsBriefs, in the Letter to the Field, and so on



Revised Letters

- Form 470 Receipt Notification Letter (RNL) and Form 471 Receipt Acknowledgment Letter (RAL)
 - Text reduced to two pages
 - Report expanded to allow easier correction of M&C errors
 - Fields that cannot be corrected are identified
 - Fields that can be corrected have space next to them for corrections



Correcting Errors

- Minimum Processing Standards failures will go to Problem Resolution
- Notifications to applicants with missing certifications
- RNL and RAL corrections
- Corrections during PIA review
- In all cases 15-day deadline for responses



TPA Dropdown (Form 486)

- Tech plan must be approved by a USACcertified Technology Plan Approver (TPA)
- Form 486 check for tech plan compliance
- Filing online? Drop-down box has list of approvers for your entity type and state
- Filing on paper? Make sure you choose TPA certified for your entity type, geographical area, service dates



Appeals

- Approved appeals will no longer receive Administrator's Decision Letter (ADL)
 - Revised FCDL (RFCDL) will include "Appeal Approved" or similar comment
 - Allow applicants and service providers to act more quickly on positive commitments
- Denied appeals will continue to receive ADL and RFCDL



Training Session Questions

- Extra time allotted at the end of each training session to cover questions asked during that session
- Questions will be collected and some included in appropriate News Briefs
- Guidance documents will be updated if questions point to areas of confusion