

Beginners Session for Service Providers

Christine Nagrod

Service Provider Training
Schools and Libraries Division

May 8, 2008 – Miami • May 14, 2008 – Salt Lake City

Application Process

- Apply for / update SPIN – Form 498 / Form 499-A
- Eligible Services List
- Applicants write technology plans
- Competitive bidding
- Applicants file Form 471 and Item 21 Attachments
- Annual certification – Form 473
- USAC reviews applications and issues commitments
- Services start – applicants file Form 486
- Invoicing – applicants file Form 472 or service providers file Form 474

- Funding Year – July 1 to June 30
 - Non-recurring services have additional time – until September 30 – for delivery and installation
- \$2.25 billion cap each funding year
 - FCC can roll over unused funding from prior years
 - Priority 1 (Telecommunications Services and Internet Access) services funded first
 - Priority 2 services (Internal Connections and Basic Maintenance) funded for neediest applicants first – 90% discount level first, then 89%, then 88%, and so on – until no funding remains

- Applicants can be:
 - Eligible schools and school districts
 - Eligible libraries
 - Consortia of eligible and ineligible entities (but only eligible entities can receive discounts)
- Applicants must meet deadlines during several parts of the application process
 - Not meeting a deadline can result in reduction or denial of funding

Document Retention

- **FCC Requirement:**
 - Keep all records pertaining to the application process for at least five years after the last date to receive service

Apply for a SPIN

- [Form 498](#) – Service Provider Identification Number and Contact Information Form
 - Original must be filed on paper
 - Must include a letter of certification with an original signature (required text is contained in the instructions)
 - Updates can be done online
 - Helpline: 1-888-641-8722

FCC Form 498

Approval by OMB 3060-0824

Service Provider Identification Number and Contact Information Form

Estimated Average Burden Hours Per Response: 1.5 hours

FCC Form 498 is used to collect contact, remittance, and payment information for service providers that receive support from the Federal universal service support mechanisms. For greater flexibility, this form allows service providers to use the same General Contact information for all their program and remittance data collected for each of the four support mechanisms, or multiple remittance addresses. Please report any changes to this information on a revised FCC Form 498 to prevent any delays in notification and the timeliness of disbursements on their behalf. 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.

Please read instructions, located at: <http://www.universalservice.org/forms>, before beginning this application.

Original Application for SPIN

Please check one box below.

Revision to existing Form 498 on file with USAC

(Requests for revisions to an existing Form 498 must be signed by the General Contact or an officer of the company.)

Service Provider Identification Number (SPIN)

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(To be inserted by USAC for first time applicants. Required for subsequent revisions.)

See Instruction Section III.A

499 Filer ID

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(Must be indicated if your company is required to file the FCC form 499)

Block 1: General Company Information [All Fields REQUIRED]

See Instruction Section III.B

1	_____	
	Company Name	
2	_____	
	Name Company is Doing Business As (DBA) or Formerly Known As (FKA)	
3	_____	
	Street Address	
4	_____	
	Address Line 2	
5	6	7
_____	_____	_____
City	State	Zip Code

Letter of Certification

FCC FORM 498

Approval by OMB 3060-0824

Attachment A:

Letter of Certification for New SPIN - SAMPLE

[YOUR COMPANY LETTERHEAD]

[Date]

USAC Billing and Disbursement
Attn: FCC Form 498
2000 L Street, NW Suite 200
Washington, DC 20036

I certify that I have provided the information on the attached Service Provider Identification Number and Contact Information Form and to the best of my knowledge, information and belief, all information contained in this form is true and that said form is an accurate statement of the affairs of the above-named service provider.

Signature _____ Date _____

Printed name of Company Officer _____

Title or position of Company Officer _____

Telecom Providers

- If you want to provide telecommunications services
 - Must provide services on a [common carriage basis](#)
 - Allow customer to transmit information of its own design and choosing without change in form or content
 - Provide that capability for a fee directly to the public
 - File [Form 499-A](#) (and if required [Form 499-Q](#))

Apply for a SPIN

- Why is Form 498 important to you?
 - Establishes user IDs and passwords for online updates, submissions, etc.
 - Populates [SPIN Contact Search](#) database that applicants use to contact you and find your SPIN
 - Provides remittance information USAC uses to pay invoices

Apply for a SPIN

- E-File System

- Once your Form 498 has been successfully processed, USAC will set up a user ID and password for:
 - General contact (Block 2 email)
 - Company officer (Block 14 email)

Apply for a SPIN

■ E-File System

USAC E-FILE

version 2.09.11

Existing users may log in below

E-File Sign In

User ID:

Password:

[Forgot password](#)

New users, please select from the options below:

- [New Service Provider](#)
- [New Contributor \[Temporarily Unavailable\]](#)

Eligible Services List

- [Eligible Services List](#) (ESL) process
 - USAC sends draft ESL to FCC each year
 - FCC issues a Public Notice in the summer
 - Comment period
 - Reply comment period
 - FCC reviews comments and reply comments
 - FCC issues final list for upcoming funding year (no changes during funding year)

Eligible Services List

- Why is the ESL process important to you?
 - Descriptions of eligible services are set for the funding year once the final ESL is issued
 - You have an opportunity to provide input in advance of the final ESL
 - Suggesting replacement or additional language that is considered and/or adopted may help both you and your customers with eligible service determinations

Applicant Tech Plans

- Applicants write technology plans
 - Not required for [basic telephone service](#)
 - Must be “created” (written) before applicants file their first program form ([Form 470](#))
 - Must cover all 12 months of the funding year for which funding is requested
 - Can be approved for up to three years
 - Must be approved by a USAC-certified technology plan approver before services start or the third program form for applicants ([Form 486](#)) is filed, whichever is earlier

Applicant Tech Plans

- Why is technology planning important to you?
 - Not following program rules can lead to:
 - Denial of funding
 - Rejection of Form 486
 - Rejection of invoices (Form 472 / Form 474)
 - Funding denial, nonpayment of invoices, or recovery of disbursed funds can occur:
 - During the review of an application
 - During the review of an invoice
 - As a result of an audit

Applicant Tech Plans

- If applicants ask you for assistance:
 - Refer them to existing sources
 - USAC website
 - State department of education or state library
 - Public websites
 - Other applicants
 - Offer no advice or NEUTRAL technical advice

Competitive Bidding

- Applicants post Form 470 and may issue an RFP
 - Opens a competitive bidding process
 - Process must be open and fair
 - Must wait 28 days before selecting service provider, signing contract, filing the second applicant program form ([Form 471](#))
 - Must choose most cost-effective solution with price of the eligible products and services as primary factor
 - If an applicant posts for and then signs a multi-year contract, a new Form 470 does not need to be posted for those services for those additional years.

Competitive Bidding

- What is a service provider's role in the competitive bidding process?
 - Review posted Forms 470 and/or download Form 470 summary information
 - Respond to Forms 470/RFPs
 - Review applicant requirements and local and state procurement rules, including reasons for possible bid disqualification

Competitive Bidding

- What happens if USAC finds out the competitive bidding process is not open and fair.
 - A competitive bidding process that is not open and fair violates program rules and leads to funding denials
 - USAC will investigate suspected noncompliance, which will take time and can hold up decisions on other applications

Competitive Bidding

- What should a service provider AVOID in the competitive bidding process?

DO NOT:

- Prepare, sign, post or file a Form 470
- Design the evaluation process
- Participate in the review/evaluation of bids
- Provide free services, kickbacks, gifts, or other inducements to ensure bid selection
- Bundle eligible and ineligible costs to hide the ineligible costs

Competitive Bidding – Tips

- If applicants ask you for assistance:
 - Refer them to existing sources
- Review all requirements set out by the applicant and follow them

Form 471 (Applicants)

- After applicants choose a service provider, they file their second program form (Form 471)
- Form 471 provides details about each service requested by individual Funding Request Numbers (FRNs). Each FRN features:
 - Service provider name and SPIN
 - Contract number or tariffed / month-to-month
 - Service start / end dates or contract expiration date
 - Individual recipient of the service or list of schools and/or libraries that will share the service
 - Description of service ([Item 21 Attachment](#))

FCC Form 471	Do not write in this area.	Approval by OMB 3060-0806
<p>Schools and Libraries Universal Service Description of Services Ordered and Certification Form 471 Estimated Average Burden Hours per Response: 4 hours</p> <p>This form asks schools and libraries to list the eligible telecommunications-related services they have ordered and estimate the annual charges for them so that the Fund Administrator can set aside sufficient support to reimburse providers for services. Please read instructions before beginning this application. (You can also file online at www.sl.universalservice.org.) The instructions include information on the deadlines for filing this application.</p>		
Applicant's Form Identifier <small>(Create your own code to identify THIS Form 471)</small>	<input style="width: 100%; height: 20px;" type="text"/>	Form 471 Application# _____ <small>(To be assigned by administrator)</small>
Block 1: Billed Entity Information (The "Billed Entity" is the entity paying the bills for the services listed on this form.)		
1 a Name of Billed Entity	<input style="width: 100%; height: 20px;" type="text"/>	
2 a Funding Year: July 1, <input style="width: 40px;" type="text"/> through June 30, <input style="width: 40px;" type="text"/>	3 Billed Entity Number	<input style="width: 100%; height: 20px;" type="text"/>
4 a Street Address, P.O. Box, or Route Number	<input style="width: 100%; height: 20px;" type="text"/>	
City	<input style="width: 100%; height: 20px;" type="text"/>	
State <input style="width: 40px;" type="text"/>	Zip Code <input style="width: 100px;" type="text"/>	
b Telephone Number <input style="width: 100px;" type="text"/>	Ext <input style="width: 40px;" type="text"/>	c Fax Number <input style="width: 100px;" type="text"/>

Item 21 Attachments

- Service providers can assist applicants with necessary information:
 - Contract information – definitions and contingencies
 - Details for Form 471 – contract numbers, correct SPINs, billing account numbers, etc.
 - Descriptions of services (product and service descriptions, schedule of installations, network diagrams) for Item 21 Attachments

Form 471 – Tips

- Update your Form 498 contact information
- Offer assistance to applicants with product and service descriptions
- Ask for a copy of the final Item 21 Attachment submitted to USAC
- Consult with applicants on the invoicing method ([SPI Form 474](#) or [BEAR Form 472](#))
- Review the [Form 471 Receipt Acknowledgment Letter \(RAL\)](#) and notify applicant of errors

Application Review

- Applicants undergo application review by Program Integrity Assurance (PIA)
 - You can assist with:
 - Specific questions on products and services
 - Questions on eligible and ineligible uses
 - Network and configuration questions
 - You cannot assist with:
 - Questions on the technology planning process
 - Questions on the competitive bidding process

Application Review – Tips

- Offer to help applicants with technical questions on products and services
- Offer to help with cost allocations
- Remember that the ultimate responsibility for application review rests on the applicant
 - If for some reason you talk to PIA without the applicant, communicate your response to the applicant

Funding Commitments – Tips

- Review [Funding Commitment Decision Letter \(FCDL\)](#) details for each applicant
- Help applicants prepare for start of services
 - Do you need details from the applicant?
 - Does the applicant need details from you?
- If funding is reduced or denied, discuss a possible appeal of the USAC decision

Annual Certification

- [Form 473](#) – Service Provider Annual Certification (SPAC) Form
 - Must be filed each funding year
 - Filing enabled when Form 471 window opens in the fall
 - Must be on file with USAC before an invoice will be paid for that funding year
 - Contains program rule certifications

Form 473

FCC Form 473	<div style="border: 1px solid black; border-radius: 15px; padding: 10px; width: fit-content; margin: 0 auto;"> Do not write in this area. </div>	Approval by OMB 3060 – 0856 Estimated time per response: 1.0 hour
Universal Service for Schools and Libraries Service Provider Annual Certification Form		
Please read instructions before completing. (To be completed by Service Provider)		
Block 1: Service Provider Information		
1. Name of Service Provider		
2. Service Provider Identification Number	3. Funding Year: July 1, _____ through June 30, _____	
4. Contact Name		
5. Complete Mailing Address of Contact Person Street Address, P. O. Box or Route Number		
City	State	Zip Code
6. Telephone Number with Area Code - -	7. Fax Number with Area Code - -	
8. Email Address		
Block 2: Certification		

Annual Certification - Tips

- If you plan to participate in the program in the upcoming funding year, file Form 473 early so you don't forget
- Read the certifications carefully and be sure you can certify truthfully
- Check the [SPIN Contact Search](#) tool to verify that we have received and processed your form (funding year shows in SPAC column)

Start Service

- Applicant files [Form 486](#) to indicate:
 - Service Start Date for each Funding Request Number (FRN)
 - Status of technology plan
 - Status under the Children’s Internet Protection Act (CIPA)
- USAC will not pay invoices unless a Form 486 has been successfully processed

Form 486

FCC Form 486	Do Not Write in this Area	Approval by OMB 3060-0853 Estimated time per response: 1.5 hours
Schools and Libraries Universal Service Receipt of Service Confirmation Form		
To be completed by the Billed Entity Please read instructions before completing.		
(You can also file online at www.usac.org/sl .)		
Applicant's Form Identifier (Create your own code to identify THIS Form 486)	Form 486 Application#: _____ (To be assigned by administrator)	
Block 1: Billed Entity Information		
1. Name of Billed Entity		
2. Billed Entity Number	3. Funding Year July 1, _____ through June 30, _____	
4. Complete Mailing Address of Billed Entity Street Address, P.O. Box, or Route Number		
City	State	Zip Code
Telephone Number	Extension	Fax Number

Start Service – Tips

- Encourage applicants to file Form 486 early if they are eligible
- Notify applicants if services have started and no Form 486 has been filed
- If you are concerned, ask applicants about the status of their technology plans and their compliance with CIPA
- Reach an understanding about the definition of the service start date for each FRN

Invoicing

- Two invoicing methods:
 - Service Provider Invoice (SPI) Form 474
 - Filed by service provider after billing applicant for non-discount share
 - Billed Entity Applicant Reimbursement (BEAR) Form 472
 - Filed by applicant with service provider’s approval after applicant has paid for service in full
 - USAC sends funds to service provider who then reimburses applicant
 - First invoice for an FRN sets the invoicing method for that FRN

SPI Forms – Tips

- Bill the applicant for the non-discount share
 - Program rules require the applicant to pay the non-discount share
- Allow plenty of time for the first SPI to be processed by USAC
- Respond promptly to USAC requests
 - Service checks
 - Documentation

Form 474

FCC Form 474	<div style="border: 1px solid black; border-radius: 15px; padding: 10px; margin: 0 auto; width: 80%;"> <p>Do not write in this space.</p> </div>	<p>Approval by OMB 3060 – 0856 Estimated time per response: 1.5 hours</p>
<p>Schools and Libraries Universal Service Service Provider Invoice Form 474 This form can be filed online or by mail.</p>		
Please read instructions before completing	Form 474 Invoice # _____ (To be inserted by administrator)	
BLOCK 1: Service Provider Information		
1. Service Provider Name		
2a. Service Provider Identification Number (SPIN)		
3. Contact Person's Name		
4. Contact Telephone Number Area Code: Phone Number: Ext.		
Contact Fax Number Area Code: Fax Number:		
Contact Email Address		
5. Invoice Number		
6. Invoice Date to USAC		
7. Total Invoice Amount		

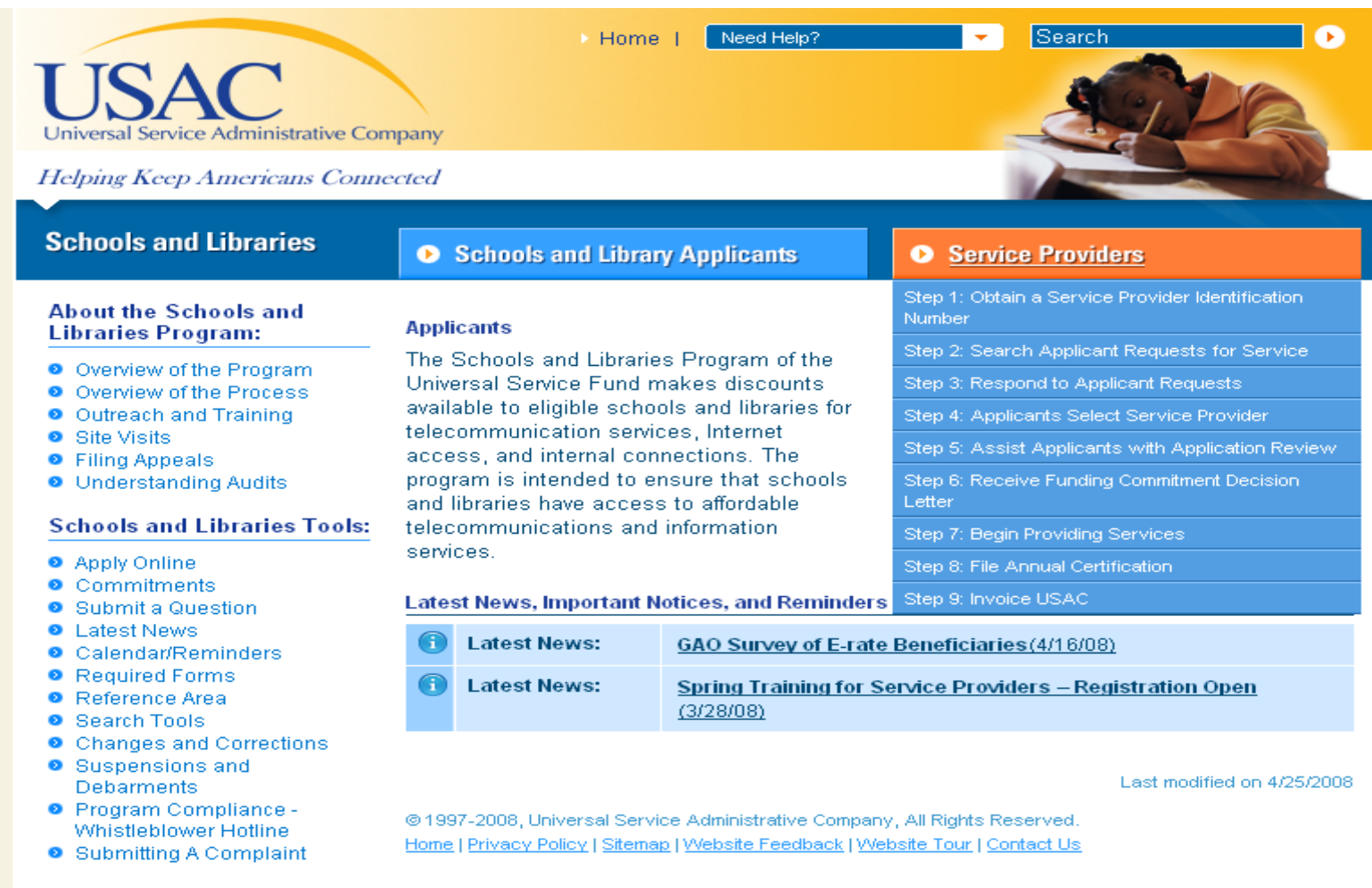
BEAR Forms – Tips

- Bill the applicant for the full cost of the products and services on the BEAR
- Remind the applicant to pay in full before submitting BEAR
- Remind the applicant not to wait until the last minute to file a BEAR
- Review the BEAR before you certify it
- Pass a BEAR reimbursement to the applicant within 20 days of receiving it


Form 472

FCC Form 472	<div style="border: 1px solid black; border-radius: 15px; padding: 10px; width: fit-content; margin: 0 auto;"> <p>Do not write in this space.</p> </div>	Approval by OMB 3060 – 0856 Estimated time per response: 1.5 hours
<p>Universal Service for Schools and Libraries</p>		
<p>BILLED ENTITY APPLICANT REIMBURSEMENT FORM</p> <p>For reimbursement of discounts on approved services already paid for by the Billed Entity Applicant. Only one Service Provider Identification Number (SPIN) per form. Must be completed and signed by the Billed Entity Applicant and signed by the relevant service provider.</p>		
<p>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.</p> <p>FCC NOTICE FOR INDIVIDUALS REQUIRED BY THE PRIVACY ACT AND THE PAPERWORK REDUCTION ACT</p> <p>Part 54 of the Commission's Rules authorizes the FCC to collect the information on this form. Failure to provide all requested information will delay the processing of the application or result in the application being returned without action. Information requested by this form will be available for public inspection. Your response is required to obtain the requested authorization.</p> <p>The public reporting for this collection of information is estimated to range from 1 to 2 hours per response, including the time for reviewing instructions, searching existing data sources, gathering and maintaining the required data, and completing and reviewing the collection of information. If you have any comments on this burden estimate, or how we can improve the collection and reduce the burden it causes you, please write to the Federal Communications Commission, AMD-PERF. Paperwork Reduction Act Project (3060-0856), Washington, DC 20554. We will also accept your comments regarding the Paperwork Reduction Act aspects of this collection via the Internet if you send them to PRA@fcc.gov. PLEASE DO NOT SEND YOUR RESPONSE TO THIS FORM TO THIS ADDRESS.</p> <p>Remember – You are not required to respond to a collection of information sponsored by the Federal government, and the government may not conduct or sponsor this collection, unless it displays a currently valid OMB control number or if we fail to provide you with this notice. This collection has been assigned an OMB control number of 3060-0856.</p> <p>THE FOREGOING NOTICE IS REQUIRED BY THE PRIVACY ACT OF 1974, PUBLIC LAW 93-579, DECEMBER 31, 1974, 5 U.S.C. 552a(e)(3) AND THE PAPERWORK REDUCTION ACT OF 1995, PUBLIC LAW 104-13, OCTOBER 1, 1995, 44 U.S.C. SECTION 3507.</p>		
BLOCK 1: HEADER INFORMATION		
1. 471 Billed Entity Name		
2. 471 Billed Entity Number		
3. Service Provider Identification Number (SPIN)		
4. Contact Name		
5. Contact Telephone Number		
6. Reimbursement Form Number		
7. Reimbursement Date to USAC		
8. Total Reimbursement Amount (total of Block 2, Item 15 – 14.2 digits maximum)		

- USAC website – www.usac.org
 - Schools and Libraries (program guidance)
 - Fund Administration (Form 498 and payments)
- Service provider conference calls
- Schools and Libraries News Briefs
- Tip Sheets
- Training sessions and archived trainings
- Handouts and pamphlets



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 Universal Service Administrative Company
Helping Keep Americans Connected

Schools and Libraries

- Schools and Library Applicants**
- Service Providers**

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
- Changes and Corrections
- Suspensions and Debarments
- Program Compliance - Whistleblower Hotline
- Submitting A Complaint

Applicants
 The Schools and Libraries Program of the Universal Service Fund makes discounts available to eligible schools and libraries for telecommunication services, Internet access, and internal connections. The program is intended to ensure that schools and libraries have access to affordable telecommunications and information services.

Latest News, Important Notices, and Reminders

Latest News:	GAO Survey of E-rate Beneficiaries (4/16/08)
Latest News:	Spring Training for Service Providers – Registration Open (3/28/08)

Step 1: Obtain a Service Provider Identification Number
 Step 2: Search Applicant Requests for Service
 Step 3: Respond to Applicant Requests
 Step 4: Applicants Select Service Provider
 Step 5: Assist Applicants with Application Review
 Step 6: Receive Funding Commitment Decision Letter
 Step 7: Begin Providing Services
 Step 8: File Annual Certification
 Step 9: Invoice USAC

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Questions?