

## Service Providers Guide to Success

### **SERVICE PROVIDERS CAN:**

- Maintain up-to-date information on the FCC Form 498;
- Provide information to applicants about products or services – including demonstrations – before the applicant posts the FCC Form 470;
- Download FCC Form 470 information from the USAC website;
- Maintain open communication with applicants to ensure a responsive bid;
- Comply with all state and local rules, procedures, and regulations, including any requirements contained in FCC Form 470/RFP;
- Negotiate a contract with an applicant, if selected as the most cost-effective bid;
- Separate the costs of eligible E-Rate products and services from ineligible ones;
- Finish the contracting process before submitting FCC Form 471;
- Assist applicants with answers to technical questions during Program Integrity Assurance (PIA) review;
- Deliver and install products and services during the funding year (with extensions);
- Submit FCC Form 473 each year before invoicing USAC for services;
- Invoice USAC for discounts using the FCC Form 474 (SPI Form) on approved eligible products and services that have been provided; and
- Review and approve FCC Form 472 (BEAR Form) filed by your customers.

### **SERVICE PROVIDERS WHO WILL COMPETE CANNOT:**

- Prepare all or part of an applicant's technology plan or Request for Proposal (RFP);
- Prepare, sign, submit, or post FCC Form 470 and/or FCC Form 470 certification;
- Serve as the FCC Form 470 contact or have your contact information on the FCC Form 470;
- Participate in the competitive bidding process except as a bidder;
- Provide free services to ensure bid selection;
- Give a charitable donation that is an inducement to purchase eligible services, reduces applicant's share, or serves to increase the demand for an existing donor's services;
- Bundle eligible and ineligible products and services to hide the ineligible costs;
- Waive or forgive the applicant's non-discount share of the costs for eligible services;
- Set up a foundation that grants money for an applicant's non-discount share;
- Urge applicants to submit a service certification with incorrect information;
- Complete and submit the applicant portion of a BEAR Form;
- Wait more than 20 business days to reimburse an applicant after receiving a BEAR payment; and
- Withhold a BEAR reimbursement for any reason.

### **SERVICE PROVIDER ACTIONS THAT WILL LEAD TO USAC QUESTIONS:**

- Provide training to applicants on E-Rate in a manner that gives an unfair advantage;
- Provide assistance or advice on an applicant's technology plan in a manner that gives an unfair advantage;
- Offer pricing that is not cost-effective (e.g., prices two or three times greater than prices available from commercial vendors); and
- Provide telecommunications services without filing FCC Form 499.

**Note: While this is not an exhaustive list, the intent is to provide guidance on many of the most common activities that involve service providers.**