Helping Keep Americans Connected

CASE ID: **[INSERT CASE ID]**   **[INSERT MONTH DAY, YEAR]**

Dear **[FIRST NAME] [LAST NAME]**,

Recently you received a payment from the Schools and Libraries Program. USAC has selected this payment for assessment under the Payment Quality Assurance (PQA) program. As the recipient of this payment, you are required to respond fully to the requests for documentation detailed in this letter. Please read it carefully and follow all instructions within the designated timeframe. When selected, beneficiaries of USF support must comply with all requirements of the PQA program.

The purpose of the PQA program is to support the Universal Service Administrative Company's (USAC) commitment to making payments and collecting contributions for the Universal Service Fund (USF) that are accurate, properly documented, and in compliance with Federal Communications Commission (FCC) rules.

The following information should enable you to identify exactly the payment under assessment. Please keep this information for your records, as you may need to refer back to your case ID.

CASE ID: [INSERT CASE ID]
BEN: [INSERT BEN]
BENEFICIARY: [INSERT BENEFICIARY]
FRN: [INSERT FRN]
FUNDING YEAR: [INSERT FY]
SLC INVOICE #: [INSERT NUMBER]
DISBURSEMENT AMOUNT: [INSERT IPIA AMOUNT]
DISBURSEMENT DATE TO SERVICE PROVIDER: [INSERT IPIA DATE]

What do I need to do?

1. Please click on this link to access the PQA Program Confirmation Letter. Print and fill out the letter as appropriate. Once this letter has been signed and dated, please return it along with the items collected as per item 2 below (Document Request).

2. Included in this notification, you will find a **PQA Document Request Checklist**, which identifies the documentation needed to perform the assessment. Please read the instructions carefully and return all documentation to USAC.

All collected and labeled documentation associated with this PQA program request must be **returned to USAC within 10 business days of receiving this email**.

How should I send my completed documents to USAC?

When sending any documentation, or when contacting us, please reference this **Case ID: [INSERT ID]**.

- Sending by email: SL-PQA@usac.org
- Sending by fax: 202-772-6247
- Sending by US Mail: USAC
                                              Payment Quality Assurance Program - SL
                                              2000 L Street, NW, Suite 200
                                              Washington, DC 20036

If you have any questions regarding this email, the payment under review, or the PQA program, you may contact a PQA processor at 202-772-6247.

Thank you in advance for your cooperation and quick response to our payment inquiry.

Payment Quality Assurance Program

CASE ID: [INSERT CASE ID]
BENEFICIARY: [INSERT BENEFICIARY NAME]

INSTRUCTIONS:

Please review the list of documents below. These documents must be collected, labeled, and **submitted to USAC within 10 business days of receipt**. Please note that:

- **All documents requested below are required for USAC to perform a full assessment of the payment selected for examination.**
- Each document submitted to USAC in reference to the PQA Program should contain its associated Case ID and Document Reference Identifier.
- All document identifiers should be written clearly in the upper right-hand corner of all documents submitted.

BENEFICIARY DOCUMENTATION REQUESTED	Document Reference Identifier	✔
1. Audited financial statements that address the funding year identified on the notification letter.	A	
2. All endowments in place for the funding year identified on the notification letter.	B	
3. Documentation (i.e. IRS letter) showing type of entity (not-for-profit, elementary or secondary school, etc.) for the BEN identified on the notification letter.	C	
4. Technology plan and approval letter (letters certifying technology plans, required in all cases, except for requests for basic local and long distance telephone services only) for the FRN identified on the notification letter.	D	
5. All invoices associated to the FRN identified on the notification letter.	E	
6. For **Consortia Only:** Letters of Agency for entities listed on the Form 471 for the funding year identified on the notification letter.	F	
7. Printed and signed Confirmation Letter	G	