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Schools and Libraries News Brief

August 15, 2008

TIP OF THE WEEK: If you want an explanation of a Form 471 status featured on the [Form 471 Application Status tool](#), refer to the table that appears just below your search results. For a detailed discussion of the status changes that a Form 471 may display as it moves through the application review process, refer to the [April 18, 2008 SL News Brief](#).

Commitments for Funding Years 2008 and 2007

Funding Year 2008. USAC will release FY2008 Wave 19 Funding Commitment Decision Letters (FCDLs) August 19. This wave will include commitments for approved Internal Connections and Basic Maintenance requests at 90% and denials at 79% and below. As of August 15, FY2008 commitments total over \$1.09 billion.

Funding Year 2007. USAC will release FY2007 Wave 60 FCDLs today, August 15. This wave will include commitments for approved Internal Connections and Basic Maintenance requests at 81% and above and denials at 80% and below. As of August 15, FY2007 commitments total over \$2.45 billion.

On the day the FCDLs are mailed, you can check to see if you have a commitment by using USAC's [Automated Search of Commitments](#) tool.

Fall Training Update

This fall, USAC will offer seven training sessions at locations around the country. You can register for a session and get hotel reservation information from the [Training Information page](#) on the USAC website.

Four of the training sessions have reached capacity and USAC is maintaining waiting lists for those sessions, which are marked "- FULL -" on the table below. If your plans change and you are unable to attend a session, please be sure to cancel your training registration and your hotel reservation so that someone from the waiting list can attend.

Below is a list of the cities, dates, and registration status as of August 13 at 7:00 p.m. EDT:

City	Dates	Number of Registrants
Washington, DC	September 11-12	- FULL -
Seattle, WA	September 16-17	178
Denver, CO	September 23-24	204
Chicago, IL	October 2-3	- FULL -
Newark, NJ	October 6-7	208
Los Angeles, CA	October 15-16	- FULL -
Atlanta, GA	October 21-22	- FULL -

If you have questions, [email USAC Training](#) or call 1-877-883-1786 ext. 408.

Using the "Submit a Question" Feature

The [Submit a Question](#) feature is located under the Schools and Libraries Tools heading on the USAC website. Many applicants and service providers use this feature to ask a program question or request the status of a form. However, Submit a Question can also be used to submit certain program requests.

Below is a description of this website feature and information on submitting requests:

Form statuses and general program questions

In general, program questions and requests for form statuses sent to USAC through Submit a Question go directly to the Client Service Bureau (CSB). CSB agents that answer telephone inquiries also respond by email to inquiries from Submit a Question. In both cases, the questioner will receive a case number and an answer to the question.

- To request a form status, click "Continue" from the first screen, highlight a form on the Form Inquiry menu and click "GO," highlight the "What is the status of my Form xxx?" question, and then provide the requested information.
- To submit a general question about a form, click "Continue" from the first screen, highlight a form on the Form Inquiry menu and click "GO," highlight the question that is closest to your question, and then provide the requested information. If none of the questions is close to your actual question, highlight "Other."
- To submit a question about a program topic, click "Continue" from the first screen, highlight a topic on the Topic Inquiry menu and click "GO," highlight the question that is closest to your question, and then provide the requested information. If none of the topics or questions is close to your actual topic or question, highlight "Other."

Program requests

In a number of website documents, the word "email" links to the Submit a Question feature. This is because certain program requests can be submitted to USAC through Submit a Question.

In general, to submit a request, you first choose a specific topic and question. On the following screen, where you provide your contact information, you can indicate whether you would like to send an attachment.

If your program request is long and contains a significant amount of detail – such as the details and signed certifications required for a service substitution or certain deadline extension requests – we recommend that you provide it in a separate document and send that document as an attachment.

- Click on the "Yes" radio button to indicate that you would like to include an attachment, click "Continue," and complete your submission.
- In the confirmation email that you receive after you complete your submission, you will receive instructions on how to then submit your attachment.

If your program request is short and you can provide all of the necessary detail in a text box, we recommend that you provide it as part of your submission.

- Click on the "No" radio button to indicate that you would not like to include an attachment and click "Continue."
- On the following screen, include the details of your request in the text box provided and complete your submission.

Below is a partial list of requests that you can send to USAC using Submit a Question. After each request are the Topic Inquiry and the question you should choose to direct your request to the correct location. We recommend that you first click on the link provided below and read through the guidance on how to submit the request so that you include all of the necessary information.

- [Service substitution request](#) – "Service Substitutions" and "I want to submit a service substitution request." We recommend that you always provide the requisite detail and signed certifications in an attachment.
- [Service delivery extension request](#) – "Invoice Implementation Extension Request" and "I would like to request an extension of time to implement services."

- [Invoice deadline extension request](#) – "Invoice Deadline Extension Request" and "Other."
- [Service Provider Identification Number \(SPIN\) change request](#) – "SPIN Changes" and then the most appropriate question for your particular situation. Because there are three different types of SPIN change requests, you should read the website guidance documents carefully before you prepare your submission. We recommend that you provide the requisite detail and signed certifications in an attachment.
- Notification of an [equipment transfer](#) – "Equipment Transfers" and "I would like to notify SLD about an equipment transfer."
- Request for assistance finding a [USAC-certified Technology Plan Approver](#) – "Technology Planning" and "I can't find my Tech Plan Approver on your website."
- Request to become a USAC-certified Technology Plan Approver – "Technology Planning" and "Other."
- Request an Entity Number for a new school or library – "Entity Number" and "I need an entity number for a new entity." NOTE: Please call CSB before you submit an Entity Number creation request. CSB can either create up to three new Entity Numbers over the telephone or provide you the list of data needed (street address, telephone number, fax number, etc.) to complete your request through Submit a Question.
- Request to submit a question for [USAC's monthly service provider call](#) – "Service Provider Conference Call" and "I would like to submit a question for the call." Questions submitted by the deadline for the call are included on the call agenda.

Having Trouble?

If you get an error message when you attempt to use Submit a Question or if it doesn't work as expected, click the button on the first screen marked "Having a Problem Submitting A Question?" This will pull up a list of diagnostic questions. We ask you to do two things before you call CSB:

- To the extent possible, write down answers to the questions on the list and have your answers ready when you call. This will help us as we try to determine why you are having difficulty.
- Click on the link marked "Follow this link to the System Information Report" at the bottom of the list of questions. Do a screen print of the resulting page or copy the text from that page and paste it into a word processing program. This screen gives us some specific information about the system you are using that also may help us diagnose your problem.

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](#), or call us toll-free at 1-888-203-8100. Feel free to forward this news brief to any interested parties.

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