

[Back](#)

Schools and Libraries News Brief

May 22, 2009

TIP OF THE WEEK: If you want to correct information on your Form 471, be sure to mark up your RAL and submit the corrections to USAC as soon as possible. Note that the RAL correction deadline is 20 days after the date of the letter.

Commitments for Funding Years 2009 and 2008

Funding Year 2009. USAC will release FY2009 Wave 5 Funding Commitment Decision Letters (FCDLs) May 27. This wave will include commitments for approved Priority 1 requests (Telecommunications Services and Internet Access) for schools and libraries at all discount levels. As of May 22, FY2009 commitments total just over \$284 million.

Funding Year 2008. USAC will release FY2008 Wave 53 FCDLs May 27. This wave will include commitments for approved Internal Connections and Basic Maintenance requests at 88% and above and denials at 86% and below. As of May 22, FY2008 commitments total over \$2.27 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.

Summer Contact Procedure Starts Today

USAC has procedures to contact applicants and service providers if more information is necessary to process a form. Below we discuss two of the most common situations where USAC needs more information:

- **Problem Resolution.** If USAC cannot data enter a paper form because information is missing or inconsistent, Problem Resolution will attempt to reach the contact person listed on the form (or in our database, if no contact information is provided on the form) to obtain the necessary information.
- **Program Integrity Assurance (PIA) review.** If USAC needs more information from an applicant to complete the review of an application, a PIA initial reviewer will use the contact information provided on the form both to send questions and to inform the applicant of any correctable errors discovered on the form during review.

In these situations, USAC's customary procedure is as follows:

- USAC uses your preferred mode of contact to send you questions and to request responses. For PIA review, if your preferred mode of contact is telephone, we will call you and request an email address or fax number in order to provide you with our questions in writing.
- If we have not heard from you after seven days from our first attempt to contact you, we will attempt to contact you again and we will also inform your state E-rate coordinator that we are attempting to contact you.
- If we have not heard from you after 15 days from our first attempt to contact you, we will use the information we have to complete processing of your application. For a paper form, this may mean that we will have to return the form to you without completing data entry. For a Form 471, this may mean that the funding you requested will be reduced or denied.

We realize that, during a summer period and a winter period each year, many applicants are unavailable due to extended holiday and break schedules. Problem Resolution or PIA will not continue the process described above during these periods unless we speak by telephone with the contact person or someone else who has been designated to respond to our questions.

- Our summer period is defined as the Friday before Memorial Day through the Friday after Labor Day. For 2009, the dates of the summer period are May 22 through September 11.

If our first attempt to reach you is on or after May 22, and we cannot confirm by telephone that you are available to respond to our questions, we will not begin Problem Resolution or PIA review until after September 11. However, if we have made a successful contact with you before May 22, your 15-day response clock has started and we will act on the information we have on hand if we have not heard from you by the response deadline. We define a successful contact as:

- A sent email message with no return notification of non-delivery or out-of-office response
- A sent fax with a confirmation of successful transmission
- A voicemail left at the contact person's telephone number if the recorded greeting does not state that the contact person is out of the office
- A live person answering our call at the contact telephone number or a return call responding to our message.

If PIA has already contacted you and you wish to designate someone to answer questions in your absence, be sure to send your designee's contact information to your PIA reviewer. If PIA has not contacted you and your designee will be checking your messages, be sure that you have provided written authorization for your designee to answer questions about your application. PIA will request this authorization in case any changes need to be made.

If you designate someone to answer questions in your absence, be sure that person has sufficient knowledge of your application to respond accurately. If someone answers a call from PIA but is not in a position to answer PIA questions, make sure the PIA reviewer understands that the application review should be put on hold until you return to the office.

Remember also that you can ask for more time to respond if you need it.

Out-of-window Letters To Be Mailed

Each year, USAC issues an out-of-window letter for each Form 471 that is:

- filed on paper and postmarked after the close of the filing window or
- filed online on or before the close of the filing window and certified online or on paper after the extended certification deadline (for FY2009 applications, the extended certification deadline was March 23) or
- filed online after the close of the filing window and then certified either online or on paper.

Within the next few weeks, USAC will issue about 270 of these letters, one per application. Note, however, that USAC does not issue out-of-window letters for forms started online that are in an "Incomplete" or "Complete" status. You can check the status of a Form 471 by using the [Form 471 Application Status tool](#) or the [Form 471 Application Display tool](#) on the USAC website.

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.

Please do not reply to this email directly, as it was sent from an unattended mailbox.

1997-2009, Universal Service Administrative Company, All Rights Reserved.

[Back](#)