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Special Edition for the FY2010 Window Close

February 3, 2010

Requesting New Entity Numbers

During the last week of the window we receive a large volume of calls. In order to be able to help everyone, we are asking that requests for new entity numbers be submitted as soon as possible. Waiting until the last minute to request entity numbers may put your request at risk.

The Client Service Bureau (CSB) is open this weekend and can take your requests through Submit a Question, by fax, or over the phone. Please review the Entity Numbers guidance on the USAC website so that you are ready to provide the information we need.

If you realize that you need to add one or more entities to your Block 4 worksheet after you have submitted your application, you can add them using your Form 471 Receipt Acknowledgment Letter (RAL). Remember that RAL correction requests must be submitted no later than 20 days after the date of the RAL.

Extended Call Center Hours for Window Close

In order to assist applicants with any last-minute filing issues, CSB will be open during the following hours for the last week of the filing window. All times in the table below are Eastern Standard Time (EST):

Day	Date	Open	Close
Saturday	February 6	9:00 a.m.	6:00 p.m.
Sunday	February 7	9:00 a.m.	6:00 p.m.
Monday	February 8	8:00 a.m.	8:00 p.m.
Tuesday	February 9	8:00 a.m.	8:00 p.m.
Wednesday	February 10	8:00 a.m.	8:00 p.m.
Thursday	February 11	8:00 a.m.	12:30 a.m. on February 12

FAQs for Form 471 Filers

Following are answers to the most common questions CSB is receiving about Form 471 filing during these last few weeks of the filing window.

BLOCK 1

1. Why should I complete Item 6f. Holiday/vacation/summer contact information?

Program Integrity Assurance (PIA) will use the information in this field to contact your school or library about your application if they cannot reach you using the contact information in Items 6a–6e. This information is vital to the continued review of your application, especially if your school or library will be closed for an extended period such as summer vacation or you will be

unavailable. If no alternative contact information is provided, and PIA cannot reach you, your application will be set aside. This ensures that your funding is not put at risk during the summer vacation time, but it also means that your funding commitments may be delayed for some time.

You should provide either your name and alternate contact information (phone number or email address) or the name and contact information for another contact person who would be available to discuss your application.

2. I would like to file a consortium application but the online form doesn't allow it.

You must use the Create Form 471 button rather than the Form 471 Interview button to file a consortium application.

BLOCK 4

3. How do I get an entity number for a new entity?

You can request a new entity number through the [Submit a Question](#) feature on the USAC website (choose "Entity Number" from the Topic Inquiry menu and then "I need an entity number for a new entity" from the Specific Inquiry menu). You can also fax your request to CSB at 1-888-276-8736 or call CSB at 1-888-203-8100. The sooner you request new entity numbers, the better.

If you need more than two new entity numbers, use the Submit a Question or fax options. Be sure to provide all the information requested in the [Entity Numbers](#) guidance on the USAC website.

4. What do I do if I don't have an NCES or FSCS code?

NCES codes for schools and FSCS codes for libraries are assigned by the National Center for Education Statistics. If your school or library has a code but you do not know what it is, you can search for it on the [NCES website](#). If you do not have a code, check with your school district, library system, state department of education, or state library to find out how to apply for a code.

You can complete a Form 471 online or on paper without NCES or FSCS codes. However, PIA may ask you for the appropriate code for each entity on your Block 4 worksheet during application review if we do not already have it.

5. Is there a way to upload my worksheet information without having to enter it line by line?

There are two functions that can save you time if you are creating Block 4 worksheets:

- Copy Block 4 allows you to copy a worksheet from another Form 471 into your current form. You can copy a worksheet from another form filed for this year or one from a previous year's form.
- Block 4 Bulk Upload allows you to save your data in a spreadsheet (*.CSV file) and then upload your data to create one or more worksheets in your current application.

These functions are available from the Create Form 471 but not from the Form 471 Interview. However, if you started your form in the Form 471 Interview but you would like to use Copy Block 4 or Block 4 Bulk Upload, you can enter your application number and security code in the Create Form 471 and continue working on your application.

Starting this year you can perform multiple bulk uploads, and you can upload your data from subsequent uploads to the same or to different worksheets.

6. How do I calculate the student count for a school district's non-instructional facility (NIF)?

If a school district's non-instructional facility (NIF) does not have classrooms, it is eligible for the weighted average discount of the school district.

- First, create a worksheet listing each school in the school district along with its student counts and other information required on the form.
- Next, calculate the weighted average discount for the school district as described in the [Form 471 instructions](#). If you file online, the system will perform this calculation for you.

- To enter a NIF in a worksheet, enter "0" (zero) in the fields for "Total Number of Students" and "Number of Students Eligible for NSLP." Then check the box marked "non-matrix discount" and enter the discount you calculated on the school district worksheet.

Note that if you want to request discounts on a service shared ONLY by NIFs, you must create an FRN for each NIF and identify that entity in Item 22. (The system cannot calculate a shared discount for entities without student counts.)

If a school district's NIF does have classrooms, you determine the discount by taking a snapshot of the National School Lunch Program (NSLP) eligibility of the students who attend classes in that building on a given day and then use the discount matrix to determine the discount rate for that facility. Remember to save your supporting documentation.

7. Why can't I enter some of my entity numbers in my Block 4 worksheet?

Some school districts have an entity number that identifies the district but not a specific building, such as the school district administrative building. The school district may need an "additional" entity number for the school administrative building to enter in its Block 4 worksheet.

8. Why do I have to enter two entity numbers when I add a library outlet/branch to a worksheet?

After you enter the entity number for a library outlet/branch, you must identify the school district in which the library is located. You do this by entering the school district's entity number. Identifying the appropriate school district assists PIA in reviewing the library's discount, which is calculated using the total number of students and the number of students eligible for the NSLP in the school district.

BLOCK 5

9. Both Item 10 and Item 15D ask for an FRN related to the current FRN. Which item do I use?

If your funding request is a duplicate of another funding request that has not yet been funded or is still under appeal, you must identify that duplicate request by entering its Funding Request Number (FRN) in Item 10. Because we cannot fund duplicate requests, you will be able to choose which request to keep active once we are able to make a funding decision on one of the requests.

If you have a multi-year contract and this is the second, third, fourth, etc. year in which you are requesting discounts for services under that contract, you can provide the FRN from the previous funding year in Item 15D. This will speed up the review process.

10. My service provider doesn't have a Service Provider Identification Number (SPIN). Can I still file my Form 471 online?

Yes. If you call CSB, you can get a temporary number called an "interim SPIN" to complete your Form 471 funding request for that service provider. Please note, however, that USAC cannot complete the review of your application without a valid SPIN, and your PIA reviewer will request this information.

11. Which SPIN do I enter in Item 13?

You must contact your service provider to determine which SPIN to use. Note that some service providers have more than one SPIN and only one SPIN can be featured on a funding request.

BLOCK 6 (CERTIFICATIONS)

12. What do I enter in Items 25a-25e?

The following fields will be calculated for you if you file online:

- Item 25a is the total cost of the services from all of your Block 5 funding requests.
- Item 25b is the total funding commitment request (the total discount amount) of the services from all of your Block 5 funding requests.
- Item 25c is your share (the total non-discount amount) of the services from all your Block 5 funding requests. It is calculated by subtracting Item 25b from Item 25a.

You must enter the amount for Item 25d. This item is the amount you have budgeted for the necessary resources – such as desktop software, electrical systems, computers, computer hardware and maintenance, and staff training – that are not in themselves eligible for discounts but that are necessary to make effective use of the discounted services.

Item 25e is the total of Items 25c and 25d. It represents the total cost to you of the services on your application – the amount you have budgeted to pay your share of the discounted services AND the resources necessary to make effective use of those services.

13. Why won't the system accept the amount I am trying to enter in Item 25d?

Do not enter a dollar sign ($) or a comma (,) in this field – enter only numeric digits and a period to separate dollars and cents.

14. I would like to certify my form online. How do I obtain a PIN?

USAC will send you a PIN after you file a Form 470, 471, or 486 on paper. You can also file one of these forms online and then send USAC a paper certification.

Please note that it takes two to four weeks after you file your paper form or certification before you receive your PIN in a secure mailer. In other words, if you do not already have a PIN, you should plan to file your Form 471 online and print out and mail a paper certification.

15. I have a PIN but the online Form 471 won't allow me to use it. Why not?

A PIN is specific both to the Billed Entity Number (BEN) in Block 1 and the name of the authorized person for that BEN.

- If your PIN was issued for a BEN different from the BEN in Block 1 of a form, you cannot use it for that form.
- If your PIN was issued to a different authorized person, you should not be using it – you should sign and file the form or certification on paper and wait for USAC to mail you a PIN.

16. I just certified my Form 471 online. Where do I mail the certification page?

DO NOT mail a copy of the certification page to USAC if your online certification was successful. When you successfully certify online, a popup window will appear with your Cert ID. The Cert ID is a unique number that demonstrates that you have successfully certified your form online. You should print a copy of the resulting certification page with your Cert ID in the signature line to keep for your records.

You can also use either the Form 471 Application Display tool or the Form 471 Application Status tool to verify that your form status is "Certified."

ITEM 21 ATTACHMENTS

17. When should I file my Item 21 attachment?

You should file a complete Item 21 attachment – the description of the services on an FRN – at the same time you file your Form 471. This description must be detailed; it must list each of the products and services that you are requesting, the make and model number for any equipment, the speed of any broadband connections, and the use(s) of any servers. Remember that USAC cannot start the review of your application until we have your detailed Item 21 attachment. If we must ask you to submit your attachment when we begin the review of your application, you will only have 15 days to do so.

You can file your Item 21 attachment online if you file your Form 471 online. You will need your application number and security code. For more complex attachments, you can file by email, fax, or paper. You should refer to the Item 21 Attachment guidance on the USAC website for more information about preparing and submitting your attachment.

18. How do I make changes to my Item 21 attachment if I have already submitted it?

If you file online, you cannot make changes after you have clicked the "Submit Item 21" button.

If you need to revise your Item 21 attachment, you should submit a revised attachment. Mark your revision "REVISED" and clearly identify the earlier attachment that PIA should ignore. Note that revisions cannot be filed online.

For example, if you submit an Item 21 attachment online and then fax a revision, your faxed revision should include the words "REVISED - Please ignore the Item 21 Attachment submitted online on 01/31/2010" at the top of each page.

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