

[Back](#) [header](#)

## Schools and Libraries News Brief

**May 28, 2010**

**TIP OF THE WEEK:** Continue to monitor the preferred mode of contact (telephone, fax, or email) you indicated on your Form 471. PIA uses this information to contact you with requests for information on your application (see below for additional information on summer contact procedures).

### Commitments for Funding Years 2010 and 2009

**Funding Year 2010.** USAC will release FY2010 Wave 2 Funding Commitment Decision Letters (FCDLs) June 2. This wave will include commitments for approved Priority 1 (Telecommunications Services and Internet Access) requests at all discount levels. As of May 28, FY2010 commitments total over \$426 million.

**Funding Year 2009.** USAC will release FY2009 Wave 55 FCDLs June 3. This wave will include commitments for approved Internal Connections and Basic Maintenance requests at 78% and above and denials at 69% and below. As of May 28, FY2009 commitments total over \$2.72 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 Applicant Training Registration Continues

As a reminder, here is a list of the training cities, dates, and hotel locations for the fall 2010 applicant training sessions:

City	Date	Hotel
Washington, DC	September 30	<a href="#">Georgetown University Hotel and Conference Center</a> *
Newark, NJ	October 7	Newark Liberty International Airport Marriott
Minneapolis, MN	October 12	Hilton Minneapolis/St. Paul Airport Mall of America
Los Angeles, CA	October 14	<a href="#">Hilton Los Angeles Airport</a> *
Kansas City, MO	October 19	Kansas City Marriott Downtown
Jacksonville, FL	October 21	Hyatt Regency Jacksonville Riverfront
Portland, OR	October 28	Portland Marriott Downtown Waterfront
Dallas, TX	November 2	<a href="#">Hilton DFW Lakes Executive Conference Center</a> *

\* These hotel reservation web pages have the USAC group discount code pre-populated.

To register online and to locate information on reserving a room at a conference hotel, go to the [Fall 2010 Applicant Training page](#) on the USAC website and click on the link for the training session you want to attend.

Registrations for the training session in Washington, DC are now going to a waiting list and the Los Angeles session is near capacity. We will actively work the waiting lists as we receive cancellations. Please register only for the session that you plan to attend and cancel your registration if your plans change so that someone else can register.

### 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 2010, the dates of the summer period are May 28 through September 10.

If our first attempt to reach you is on or after May 28, 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 10. However, if we have made a successful contact with you before May 28, 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 or
- A sent fax with a confirmation of successful transmission or
- 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 or
- 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.

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.

1997-2010, Universal Service Administrative Company, All Rights Reserved.

[Back](#)