

# **HCF Program Funding Request Office Hours**

February 12, 2025

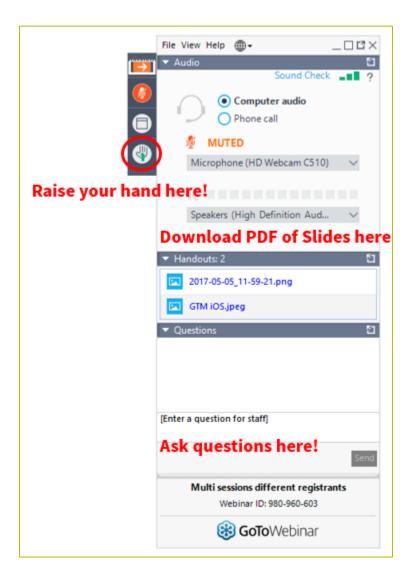


#### **DISCLAIMER:**

To accommodate all attendees, real-time closed captions will be present during this presentation. We apologize in advance for any transcription errors or distractions. Thank you for your support.

# Housekeeping

- Use the "Audio" section of your control panel to select an audio source and connect to sound.
  - Turn on your computer's speakers, or
  - Use the call-in instructions in your confirmation email.
- All participants are on mute.
- Use the "Raise Your Hand" button to be unmuted and ask a question to the team!



#### **Meet Our Team**



**Simone Andrews** 

Senior Communications Specialist | RHC Outreach



**Blythe Albert** 

Advisor of Program Management | RHC Outreach

# **Agenda**

- Introduction
- Program Updates
- Submitting Forms in RHC Connect
- Best Practices
- Resources

#### **Introduction - Office Hours**

- Subject matter experts are available to answer live questions from program participants.
- Today's presentation will focus on the HCF Program.
- Send FRN or HCP-specific questions to the RHC Customer Service Center at RHC-Assist@usac.org.
- Raise your hand or ask your question in the questions box.
- Please note, recordings of Office Hours webinars are not posted to the USAC website.
- You can download a PDF copy of the slide deck from the handout section on the GoToWebinar dashboard.

# **Glossary**

Acronym	Definition
FCC	Federal Communications Commission
HCF	Healthcare Connect Fund
FY	Funding Year
HCP	Health Care Provider (your site)
HCP Number	Number associated with your site
PAH	Primary Account Holder
FCL	Funding Commitment Letter
NCW	Network Cost Worksheet
BAN	Billing Account Number
SPIN/498 ID	Service Provider Identification Number

# **Program Updates**

**HCF Program Funding Request Office Hours** 

#### FCC Order DA 24-1059 - Hurricane Milton Order

On October 9, 2024, the FCC released order <u>DA 24-1059</u> waiving the following Rural Health Care Program (RHC) rules for participants and service providers located in areas affected by Hurricane Milton within the state of Florida:

- Waives the 60-day deadlines for requests for review or waiver of decisions by USAC or the FCC and provides an additional 60 days to file appeals and waivers. This waiver is in effect for all deadlines of appeals and waiver requests from October 5, 2024, through March 8, 2025.
- Waives the 14-day deadline for applicants in the affected areas to respond to Information Requests from USAC related to funding requests, appeals and waivers, invoices, audits, and other documentation submitted by program participants. This waiver will apply to all Information Requests issued on or after October 5, 2024, regardless of the related funding year. The new deadline for responding to Information requests is March 8, 2025.
- Due to possible lost records, the FCC waives the rule that applicants and service providers must retain all documents for at least five years after the last day of the supported services in a given funding year. If lost records are later requested by USAC or the FCC, program participants will not be penalized, but applicants and service providers will be held responsible for obtaining such records, where available, from a third party. Program participants that are affected also must certify that the records were destroyed in the hurricane. Current rules apply to all records that were not destroyed.
- Waives the invoice filing deadline for FY2023 funding requests and granted the automatic 120-day extension. Thus, for single-year funding commitments that previously had a deadline of October 28, 2024, the new deadline will be February 25, 2025.

#### FCC Order DA 24-1025 - Hurricane Helene Order

On October 1, 2024, the FCC released order <u>DA 24-1025</u> waiving the following Rural Health Care Program rules for participants and service providers located in areas affected by Hurricane Helene within the states of Alabama, Florida, Georgia, North Carolina, South Carolina, Tennessee, and Virginia:

- Waives the 60-day deadlines for requests for review or waiver of decisions by USAC or the FCC and provides an additional 60 days to file appeals and waivers. This waiver is in effect for all deadlines of appeals and waiver requests from September 23, 2024, through February 28, 2025.
- Waives the 14-day deadline for applicants in the affected areas to respond to Information Requests from USAC related to funding requests, appeals and waivers, invoices, audits, and other documentation submitted by program participants. This waiver will apply to all Information Requests issued on or after September 23, 2024, regardless of the related funding year. The new deadline for responding to Information requests is February 28, 2025.
- Waives the September 30, 2024, deadline for the affected HCF participants to file their annual reports for FY2023. Affected program participants have until February 28, 2025, to file annual reports for FY2023.
- Due to possible lost records, the FCC waives the rule that applicants and service providers must retain all documents for at least five years after the last day of the supported services in a given funding year. If lost records are later requested by USAC or the FCC, program participants will not be penalized, but applicants and service providers will be held responsible for obtaining such records, where available, from a third party. Program participants that are affected also must certify that the records were destroyed in the hurricane. Current rules apply to all records that were not destroyed.
- Waives the invoice filing deadline for FY2023 funding requests and granted the automatic 120-day extension. Thus, for single-year funding commitments that previously had a deadline of October 28, 2024, the new deadline will be February 25, 2025.

#### **Reminder – FCC Order 23-110**

- <u>FCC Order 23-110</u> improves RHC program administration and facilitates participation in the program by allowing health care providers that expect to become eligible during a funding year to complete the processes required to request funding.
- The order permits health care providers to be granted conditional eligibility, thus allowing them to initiate competitive bidding and request funding while awaiting a final eligibility determination.
- Adopts the FCC Form 460 for eligibility determinations in the Telecom Program, which
  will eliminate the need for Telecom Program participants to seek an eligibility determine
  every time they engage in competitive bidding.

#### **Reminder: FCC Report and Order 19-78**

<u>FCC Report and Order 19-78</u>
 webpage summarizes the Report and Order's major changes.



#### FCC Report and Order 19-78

On August 20, 2019, the Federal Communications
Commission (FCC) released a Report and Order reforming
the Rural Health Care (RHC) Program to promote
transparency and predictability, and to further the
efficient allocation of limited program resources while
guarding against waste, fraud, and abuse. The Report and
Order was published in the Federal Register on October
11, 2019 and effective on November 12, 2019. Read the
Report and Order here

While the Report and Order includes a number of changes to the RHC Program, the overall structure of the Program

will remain the same. As before, the RHC Program will still have two sub-programs: the Healthcare Connect Fund (HCF) Program and the Telecom Program. Further, applicants will still be required to seek eligibility, submit requests for funding, requests for services, and invoicing forms.

Additional Resources

FCC Report and Order

Report and Order 19-78 Tip Sheet

Summary Webinar

Webinar Slides 🔤

Public Notice DA 19-1253

#### FCC Report and Order 19-78 (continued)

- Consortia Majority Rural Rule (HCF Only) Every consortium participating in the HCF Program must consist of more than 50 percent eligible rural sites.
  - Example If there are five member sites, three must be rural.
- **Consultant Registration** USAC will issue a unique registration number to the consultant or outside expert and that number will be linked to the HCP's organization.

#### Reminder: FCC Report and Order 19-78 (continued)

#### SPIN CHANGES

- A corrective SPIN change is made when the SPIN associated with a Funding Request Number (FRN) is not correct. This occurs when:
  - The applicant or USAC made a data entry error,
  - SPIN has changed due to the merger of companies or the acquisition of one company by another;
     or
  - The applicant has not initiated the change (e.g., where the service provider declares bankruptcy).
- An operational SPIN change is a request to change the actual service provider associated with an FRN.
  - The change in service providers is the result of a deliberate decision by the applicant.
  - The applicant has a legitimate reason to change providers (e.g., breach of contract or the service provider is unable to perform).
- **Site and Service Substitutions** HCPs in both the HCF and Telecom program are required to submit site and service substitutions by the service delivery deadline.
  - This date can be found on the Funding Commitment Letter (FCL) for the FRN (FCC Form 462 Application)

#### **Reminder: Information Requests**

- If USAC requires information that cannot be located on the submitted supporting documentation, this will result in an Information Request.
- All account holders will receive all Information Requests.
- Applicants are given 14 calendar days to provide a response to the Information Request.
  - 11:59 p.m. ET on the 14<sup>th</sup> day would be the last time to respond to the Information Request.
- Information Requests not responded to within 14 calendar days will result in a denial of that form.
- An extension request must be received prior to the original 14-day Information Request deadline.

#### **FY2025 Funding Request Reviews**

- RHC may begin funding request reviews before the funding request window closes.
- No final decisions will be made prior to the close of the filing window.
- Some changes to submissions must occur prior to the close of the filing window.
- This means that you may receive an Information Request before April 1, 2025.
- For FY2025 FCC Forms 462, an auto-generated email will be sent with instructions to respond through RHC Connect.
  - HCPs should respond through RHC Connect only.
  - The auto-generated email comes from an unattended mailbox so please only respond through RHC Connect.

### Reminder: Invoice Filing Deadlines

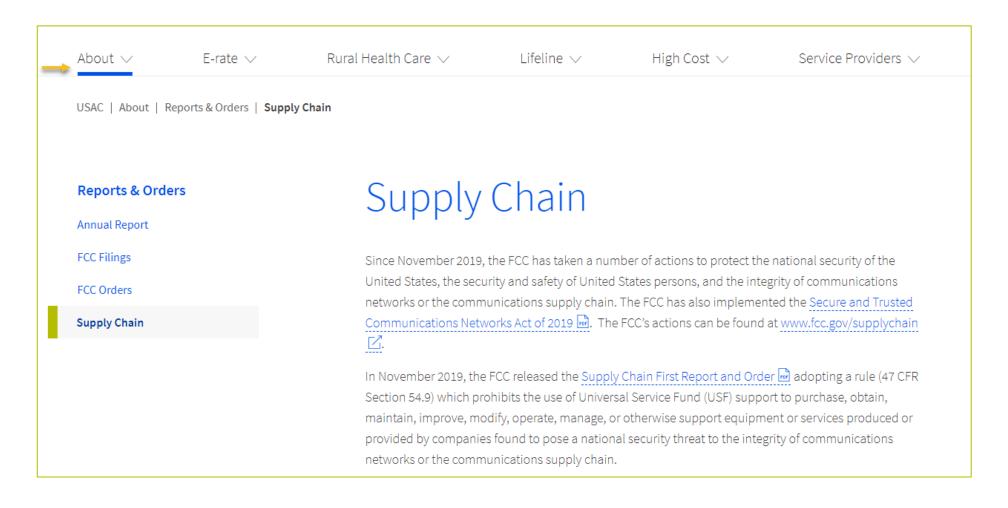
- Invoicing guidelines adopted in FCC Report and Order 19-78 became effective beginning with FY2020 applicants.
- The invoice filing deadline will be four months (120 days) from the service delivery deadline in both the HCF and Telecom Programs, October 28 of a given funding year.
- Applicants and service providers may request a one time 120-day extension if the request was received prior to the original deadline.
  - February 25, 2025, is the new invoice filing deadline for those who requested an extension prior to October 28, 2024.
- Please use the <u>RHC Invoice Filing Deadline Tool</u> in the Open Data section of the USAC website to look up your invoice filing deadline deadline.
- For more information, please see the <u>HCF invoice page</u> and <u>Telecom invoice page</u>.

## **Supply Chain Order**

- As a reminder, when service providers login to My Portal they will see two new supply chain certifications included in the FCC Form 463 and Telecom program invoice.
- The first certification affirms compliance with the <u>Section 54.9</u> prohibition on USF for specified transactions with companies deemed to pose a national security threat. The second certification affirms compliance with <u>Section 54.10</u>, which prohibits the use of any Federal subsidies on any communications equipment and services on the <u>Covered List</u>.
- **FY2024 Applicants**: If you requested services or equipment that contain components of products produced by any of the listed covered companies or their parents, affiliates or subsidiaries in FY2024, you cannot invoice for these funds. Instead, you should immediately request a <u>service substitution</u>.
- **FY2025 Applicants:** As you proceed with competitive bidding, please ensure you are not requesting funding for services or equipment from listed covered companies or any of their parents, affiliates or subsidiaries.

#### **Supply Chain Web Page**

Supply Chain webpage



# **Questions?**

## **RHC Connect – Submitting the FCC Form 462**

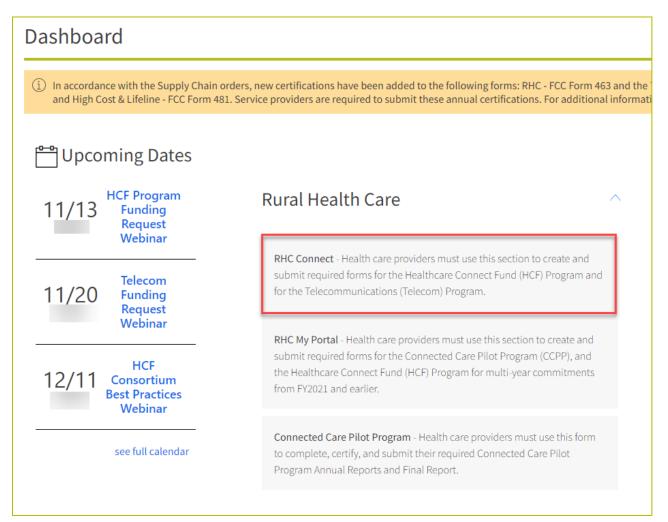
HCF Program Funding Request Office Hours

# **RHC Connect Updates**

Form	<b>Current Platform</b>	RHC Connect Migration
FCC Forms 460 & 465 - Letters of Agency (LOA) - Third Party Authorization (TPA)	RHC Connect My Portal Submitted with FCC Form 460	RHC Connect RHC Connect Currently in development
FCC Form 461	RHC Connect	FY2023 and forward
FCC Form 462	RHC Connect	FY2022 and forward
FCC Form 463	RHC Connect	FY2022 and forward
FCC Form 463	My Portal	FY2021 and prior – multi-year commitments
HCF Post-Commitment Change Requests	RHC Connect	FY2022 and forward
FCC Form 466	RHC Connect	FY2024 and forward
FCC Form 469 (Telecom Invoice Form)	My Portal	RHC Connect

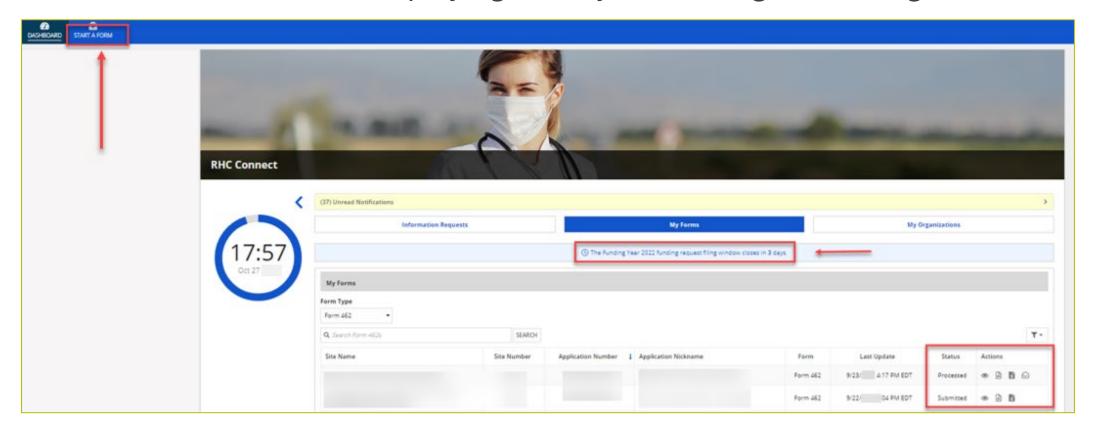
### **My Portal Landing Page**

- Log into My Portal and click
   Rural Health Care then
   RHC Connect
- For all other forms that have not yet moved to RHC Connect, you will use RHC My Portal



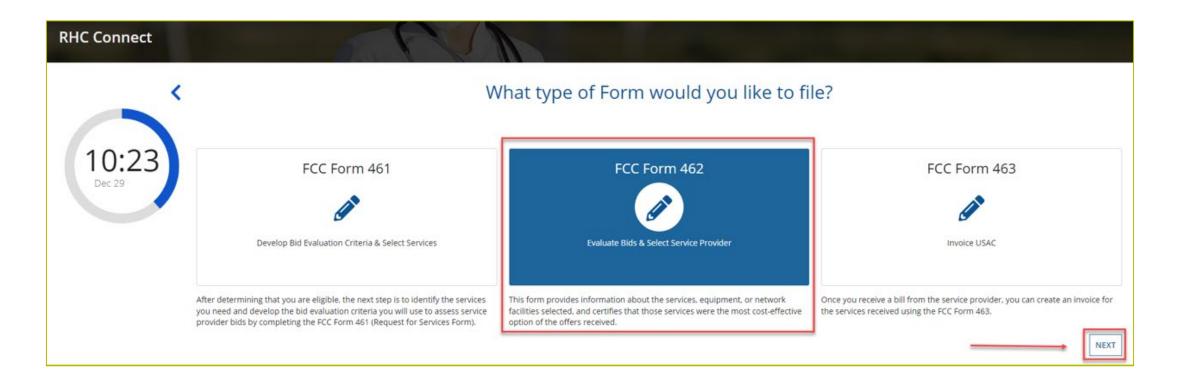
#### **Dashboard**

- You can start a new form, view the status of submitted and processed applications, resume working on a draft or delete a draft FCC Form 462.
- There's a countdown banner displaying the days remaining in the filing window.

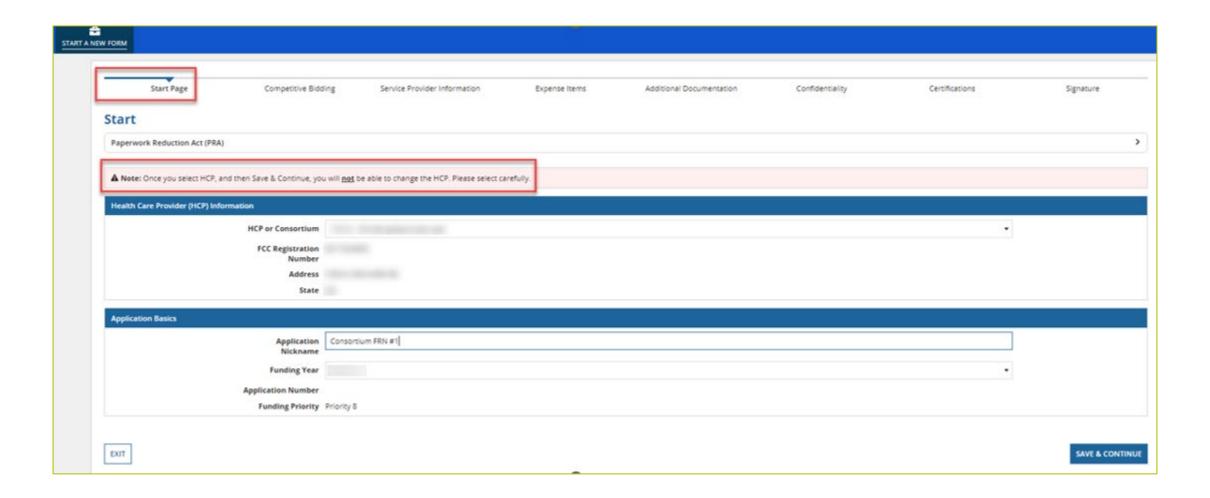


#### **Start a New Form**

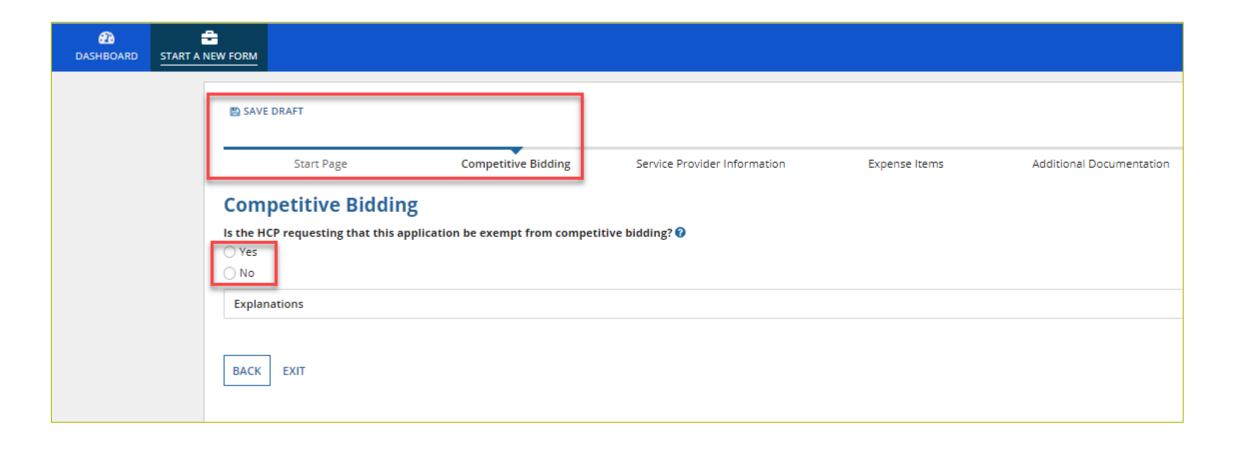
• Select FCC Form 462, then click **Next**.



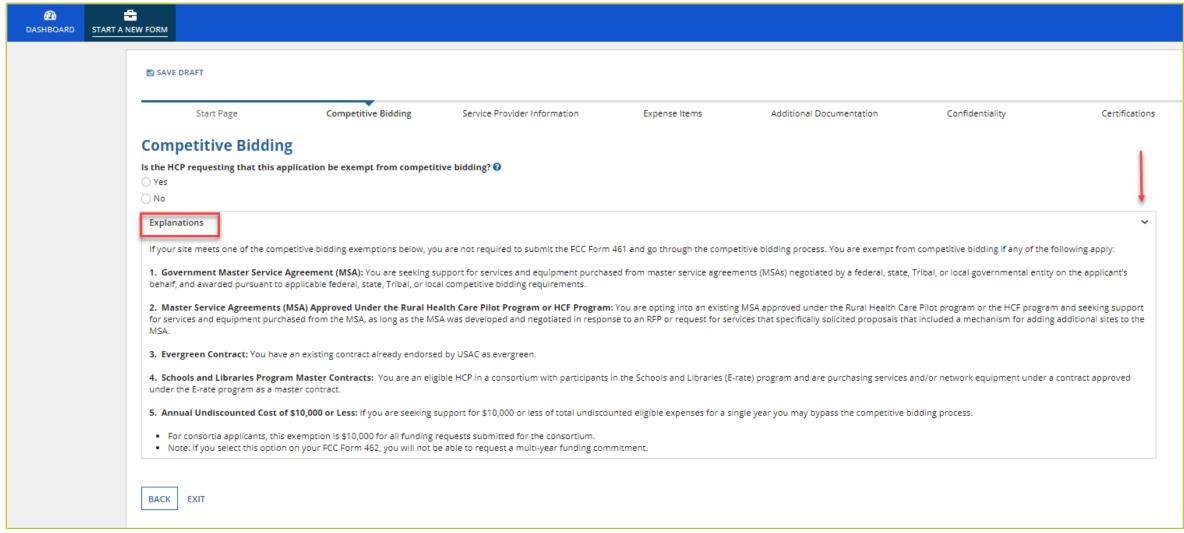
# **Start Page**



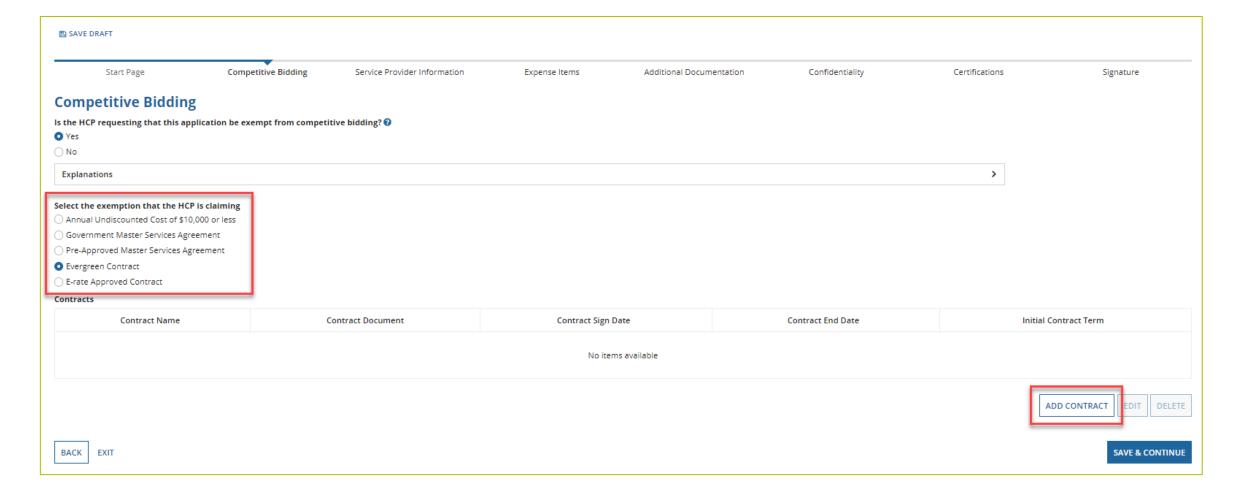
# **Competitive Bidding**



# **Competitive Bidding (continued)**

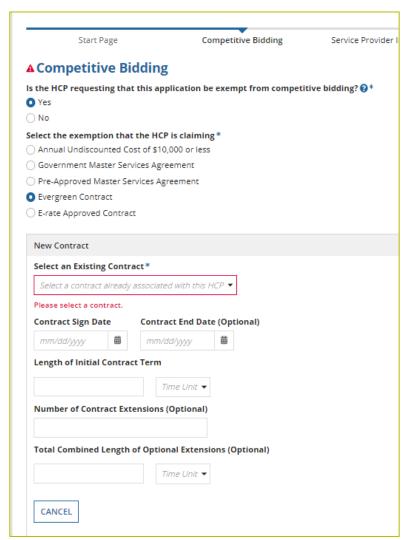


# **Competitive Bidding Exemptions**



# **Competitive Bidding Exemptions (continued)**

- Click Yes.
- Choose exemption type.
- Upload contract.
  - For evergreen contracts, select a contract from the drop-down menu.
- Enter the relevant contract information in the fields.
  - Use the drop-down calendar to enter dates.



	age	Co	mpetitive Bidding	Service Provider Infor
Competitive	Bido	ling		
s the HCP requesti	ing that	this application be	exempt from competit	tive bidding? 🛭 *
Yes				
No				
•		the HCP is claiming	3*	
) Annual Undiscou ) Government Mas		st of \$10,000 or less		
Pre-Approved Ma		•		
Evergreen Contra		vices agreement		
E-rate Approved				
- 11				
New Contract				
Select an Existing	Contr	et*		
Select all Existing	Contra	_		
		,		
Contract Sign Da	te	Contract End Date	e (Optional)	
10/01/2021	曲	09/30/2024	曲	
Length of Initial (	Contrac	t Term		
36		Months ▼		
Number of Contr	act Ext	ensions (Optional)		
5	uce Exc	chisions (optional)		
Total Combined I	ength.	of Optional Extensi	ons (Optional)	
rotar combined t				
5		Months ▼		
		Months ▼		
5		Months ▼		
		Months ▼		

### **Competitive Bidding Exemptions (continued)**

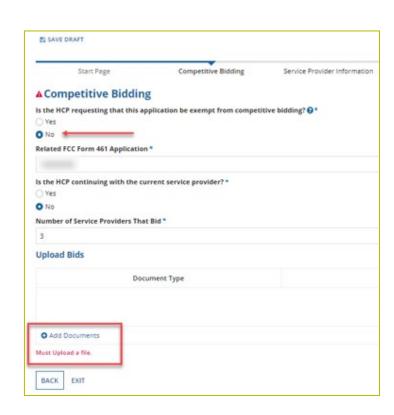
Once the contract is selected, click Save and Continue.



### **Competitive Bidding Non-Exempt**

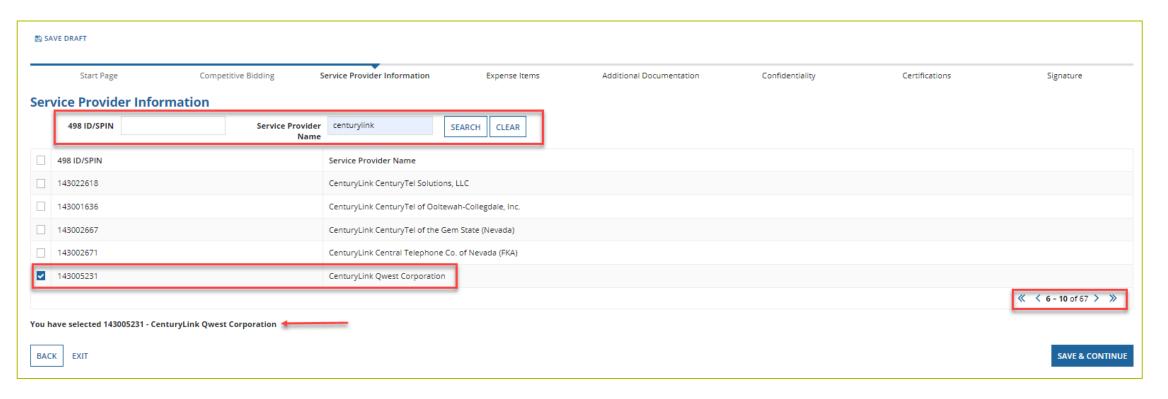
- Click No.
- Choose related FCC Form 461 from drop-down menu.
  - All FCC Forms 461 for the HCP will be available.
- Enter number of bids received.
- You'll be required to upload copies of bids.





#### **Service Provider Information**

- Select 498 ID/SPIN.
- Click Save and Continue.



#### **Expense Items – Summary Page**

- Download the NCW Template and save.
- Populate all information and upload the NCW to RHC Connect.
- Any information entered manually will be overwritten by the NCW document once it's uploaded.



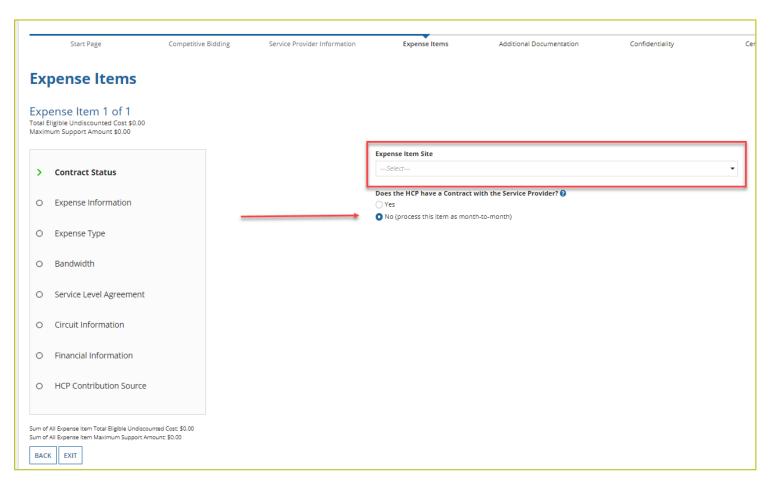
#### **Using the NCW Template**

- Do not disturb the formatting.
  - When using "copy" and "paste" to enter data, be sure to paste using a "text" or "values" format.
  - If any data is entered manually prior to uploading the NCW, that data will be overwritten when the NCW is uploaded.
  - If after uploading the NCW data isn't saved or you're directed back to the summary page, the formatting has been changed.
    - Download a new NCW template and try again.

Contract Status									Ехре	ense Informatio	on	Expense Type						Band	lwidth		9	Bervice L	evel Agr	eement												
	Α	В	С	D	Е	F	G	Н	1	J	K	L	М	N	0	Р	Q	R	S	T	U	٧	W	Х	Υ	Z	AA	AB	AC	AD	AE	AF	AG	AH		
			service			nm-dd)	ional) (yyyy-	nm-dd)	(pp	ıs (optional	t Term	ontract tern	Optional D	ptional)	circuit?	ptional)	(уууу-шш-	m-dd)	0		optional)	s (optional)	s Eligible fo				ıit	ment (SLA) srfor ional)			ø	ility		the circuit		
Number	Number	e Name	ract with the	ntract ID	ct Nickname	Date (yyyy-	d Date (opt im-dd)	Date (yyyy-1	е (ууууу-тт	ct Extension	itial Contrac	th of initial o	d Length of ons (optiona	xtensions (	νly installed	t Number (o	Start Date dd)	ate (yyyy-m	y of Expens	nse Type	f Expense (	iber Strand	Fiber Strands ort (optional)	ad Speed	Speed Uni	oad Speed	d Speed Ur	level agreement ( rvice provider for s item? (Optional)	or Latency	, for Jitter	Packet Los	acket Reliat	ID (optional)	location on	Site, Service or Neither?	per
Line	Site	Š	here a cont pri	Co	Contrac	ntract Start	Contract En	ntract Sign	Install Dat	er of Contra	ength of In	nit of Lengt	al Combined Extensio	ne Unit of E	this is a nev	ing Accoun	sted Service	istallation D	Categor	Expe	planation of	Number of F	Vumber of F Suppo	Uplo	Upload	Downl	Downloa	ore a service level with the service p this expense item	SLAf	SI.A	SLA for	SLA for P.	Circuit	is the site's	Site	HCP Num
			ls t			Ŝ	Initial (	Ŝ		Numbe		Time u	Tota	Ė	<u>w</u>	B	Exped	=			Ä	Total	Total P					Is the						Where	Is this Men Provider:	
1	-		aYes												No				Data	Dark Fiber				1.00	Mbps	1.00	Mbps	Yes	<8 ms	<10 MS	<0.001	0.9999		Circuit Start Location		
2	-		aYes												No				Data	Ethernet				500.00	Mbps	500.00	Mbps	Yes	<8 ms	<10 MS	<0.001	0.9999		Circuit Start Location		
3	-		Yes												No			-	Data	Dark Fiber				1.00	Gbps	1.00	Gbps	Yes	<8 ms	<10 MS	<0.001	0.9999		Circuit Start Location		
4	-		Yes		-										No				Data	Ethernet				100.00	Mbps	100.00	Mbps	Yes	<8 ms	<10 MS	<0.001	0.9999		Circuit Start Location		
5			Yes												No				Data	Ethernet				50.00	Mbps	50.00	Mbps	Yes	<8 ms	<10 MS	<0.001	0.9999	;	Circuit Start Location		

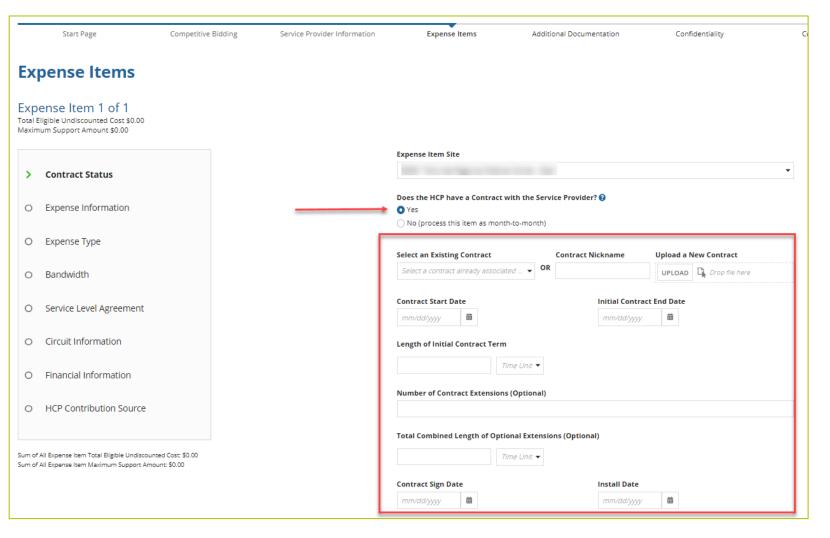
#### **Expense Items – Contract Status**

- For consortia applicants, select a member site from drop-down menu.
- Select No for submission without contract (monthto-month).



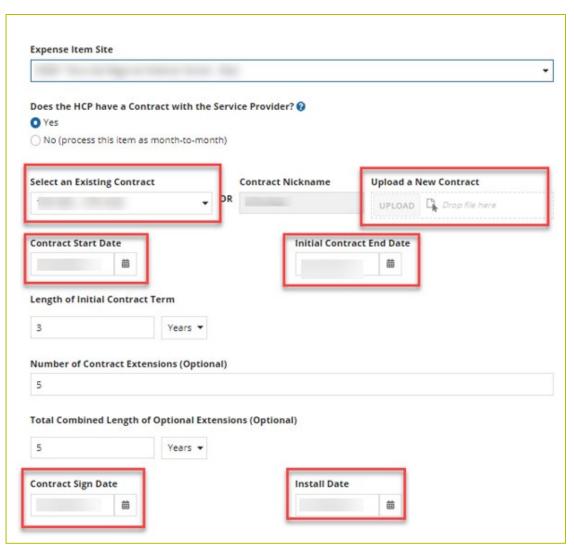
# **Expense Items - Contract Status (continued)**

- Select **Yes** for submission with contract.
- Select an existing contract or upload a new contract.
- Enter information about the contract.



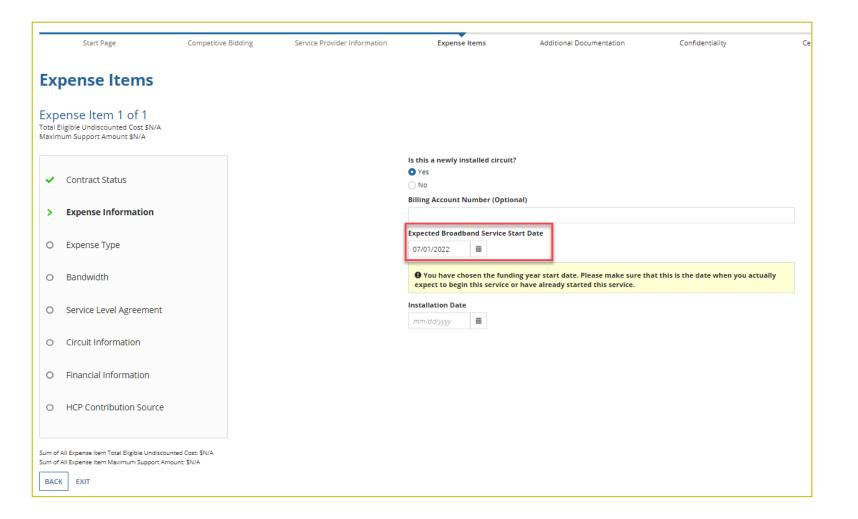
### **Expense Items - Contract Status (continued)**

- Enter the Contract Start Date,
   Initial Contract End Date,
   Contract Sign Date, and Install
   Date.
- Reviewers will read the contract to confirm all information entered.



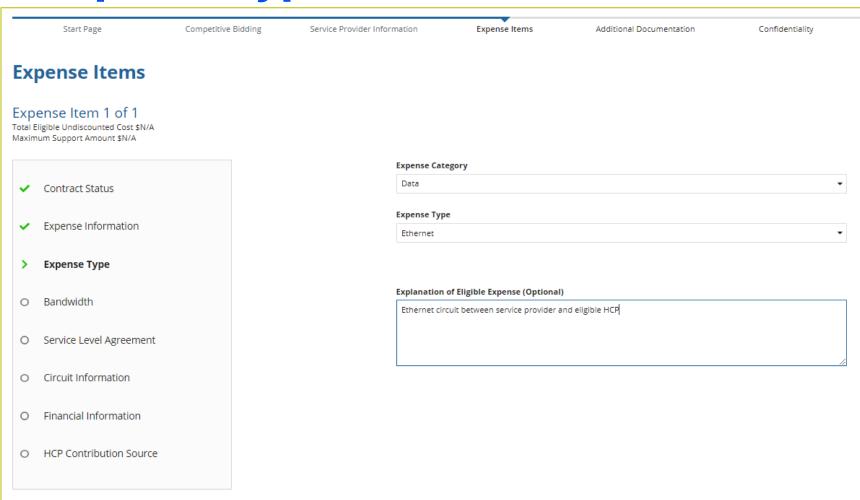
# **Expense Items - Expense Information**

Enter Expected
 Broadband
 Service Start Date.



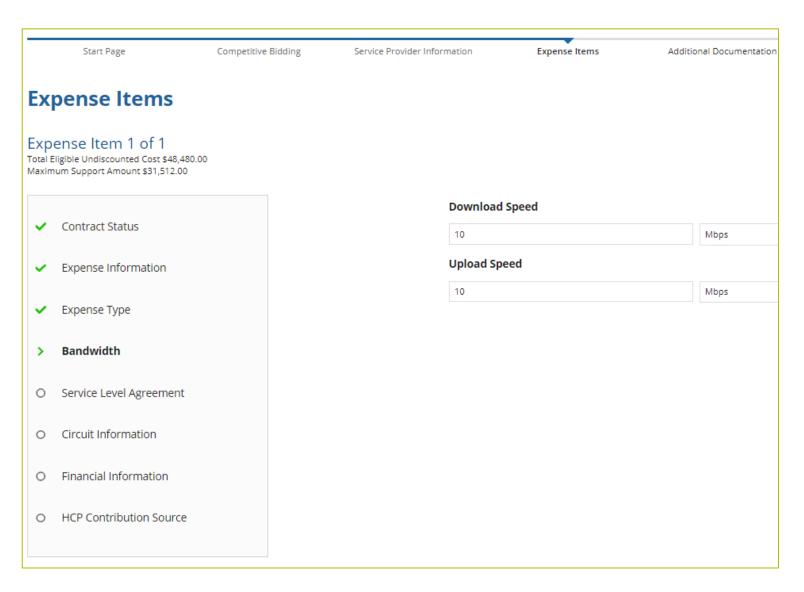
### **Expense Items – Expense Type**

- Choose Expense
   Category and
   Expense Type
   from the drop down menus.
- Provide a brief explanation of the eligible expense.



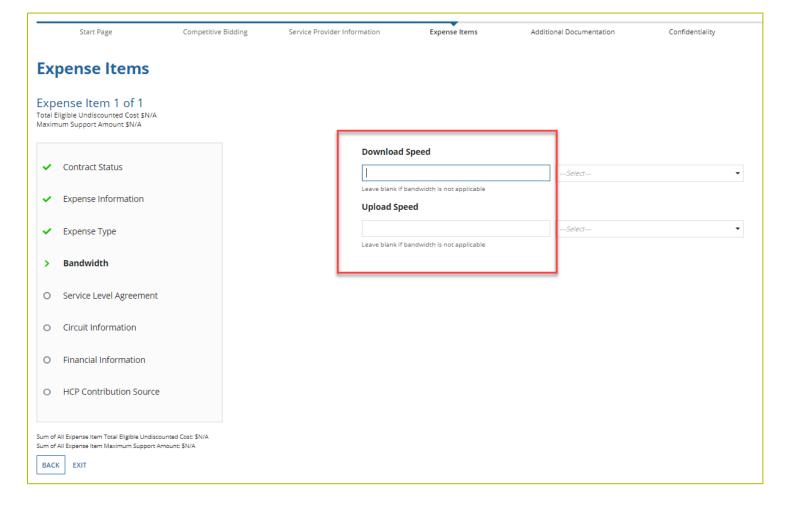
#### **Expense Items - Bandwidth**

 Enter bandwidth speeds.



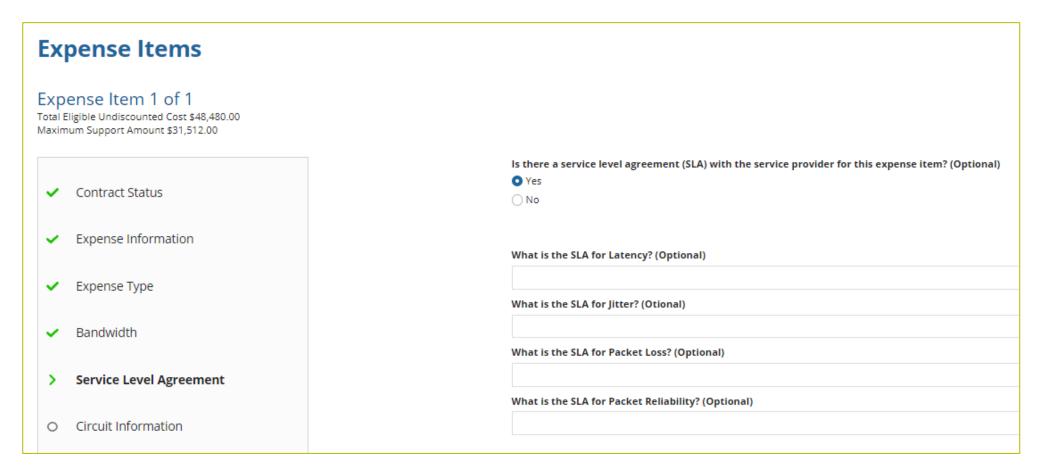
# **Expense Items - Bandwidth (Continued)**

- For equipment, installation, construction and network management services, bandwidth does not have to be entered if not applicable.
- For all other services, bandwidth is required.



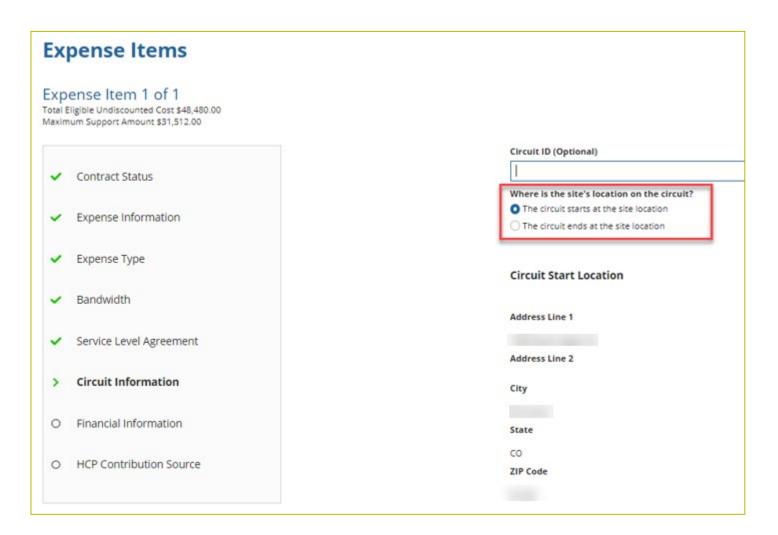
# **Expense Items - Service Level Agreement (SLA)**

- If No is selected, fields will not appear.
- If **Yes** is selected, enter the information about the SLA.



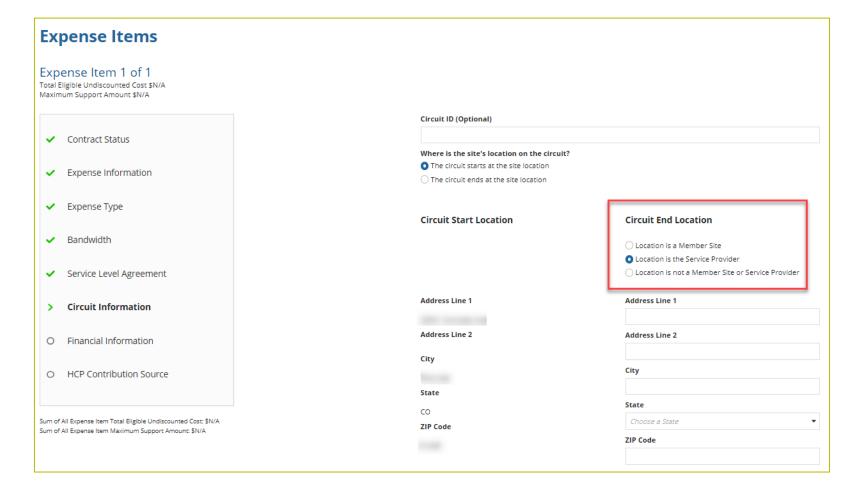
#### **Expense Items - Circuit Information**

- Address of the HCP on expense item will pre-populate based on information in the FCC Form 460.
- "Start location" and "End location" cannot be the same address.



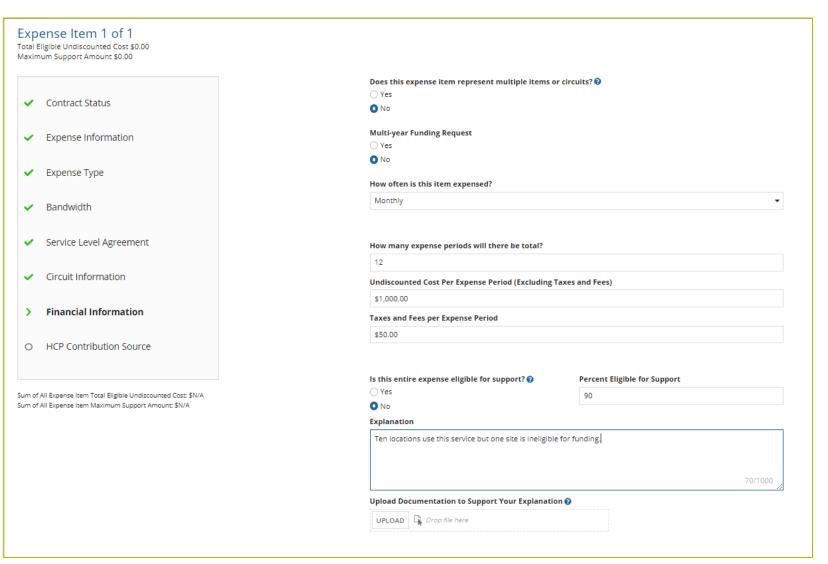
# **Expense Items – Circuit Information (continued)**

- If the HCP is an Administrative Office or Data Center, the location on the other end of the circuit is required.
- For all other entity types, addresses are suggested but not required to advance to the next page.



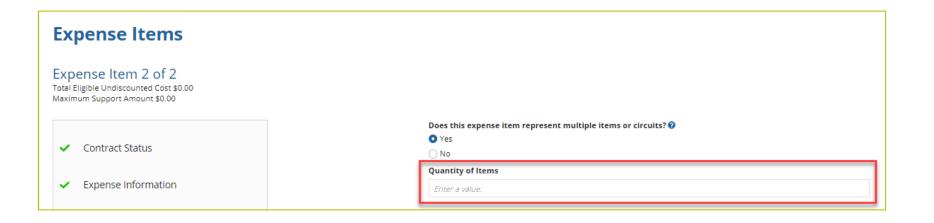
# **Expense Items - Financial Information**

- If you select **No** for "is this entire expense eligible for support", you're indicating that this expense is costallocated.
- Enter the eligible
   percentage and an
   explanation of the
   methodology used to
   determine percent entered
- Upload the required document



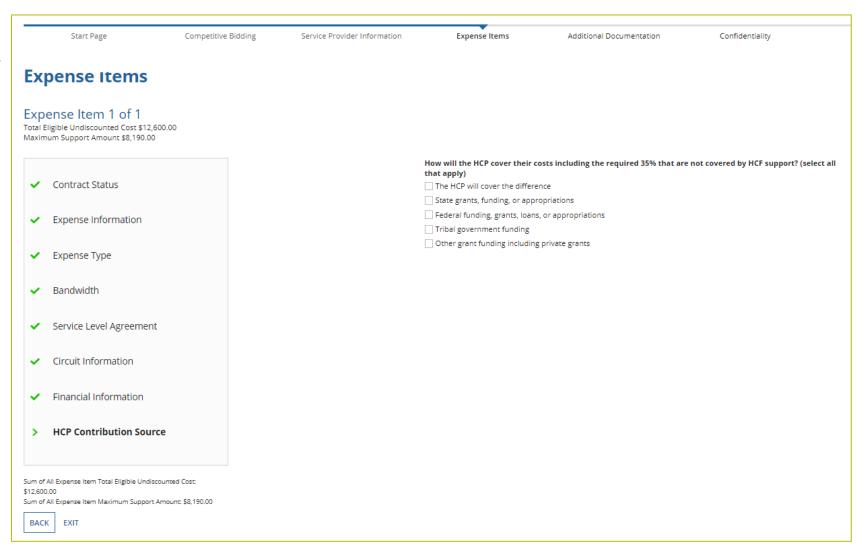
#### **Expense Items - Multiple Items**

- The quantity of items, for example number of routers or PRI lines.
  - The number (s) should match the quantity on the documentation.

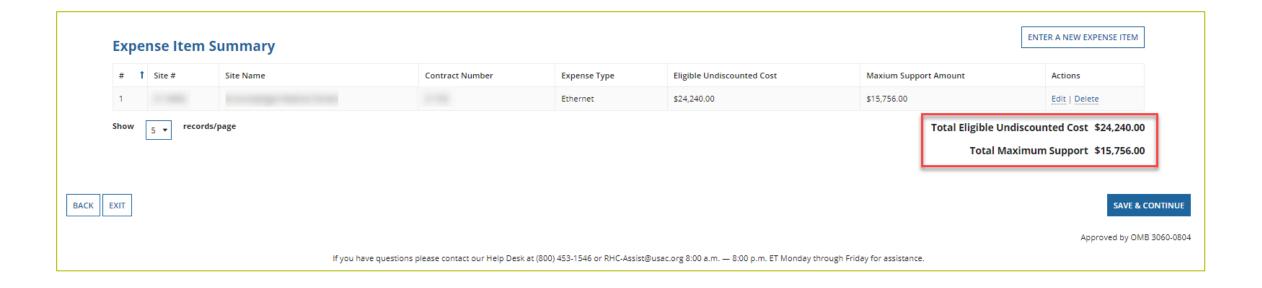


# **Expense Items – Financial Information (Continued)**

• Check all that apply.

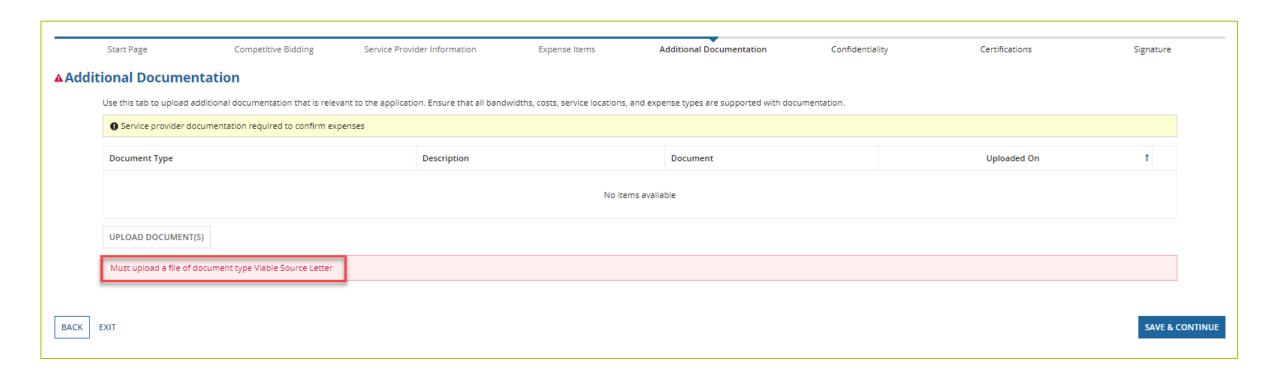


#### **Expense Items - Summary**



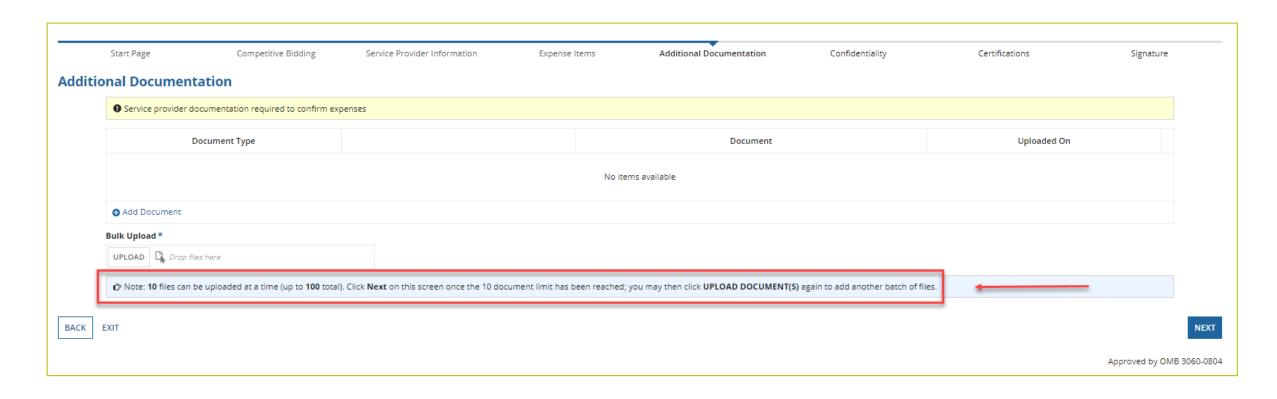
#### **Additional Documentation**

• Consortia applicants are required, at minimum, to upload a Viable Source Letter before continuing.

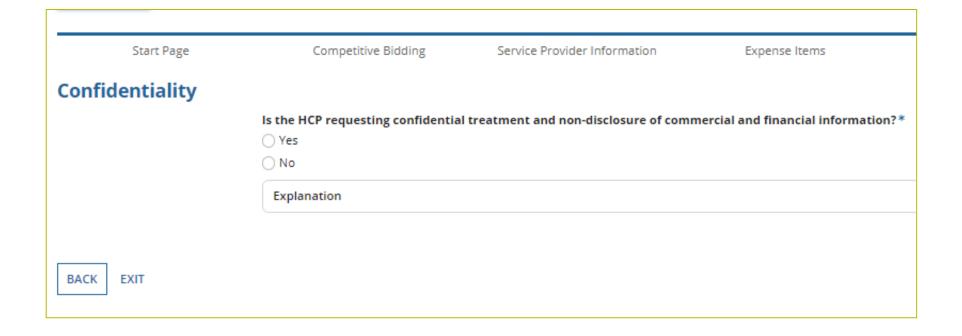


#### **Additional Documentation (continued)**

To upload more than 10 documents, follow the instructions in the blue banner.



# **Confidentiality**

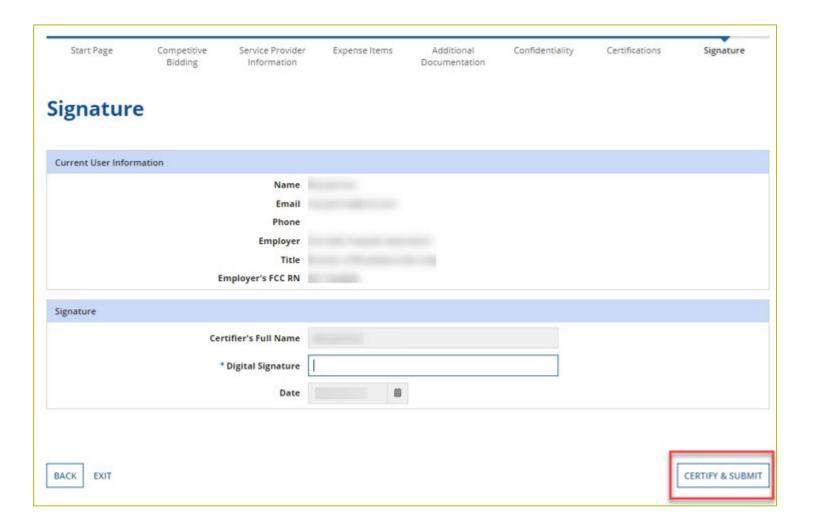


#### **Certifications**

Start Page	Competitive Bidding	Service Provider Information	Expense Items	Additional Documentation	Confidentiality	Certifications	Signature
Certification	s						
I certify under pen	alty of perjury that I a	m authorized to submi	this request on beha	alf of the applicant or c	onsortium.		
I certify under pen contained therein		nave examined this requ	est and all attachme	nts and to the best of n	ny knowledge, informa	ation, and belief, all sta	tements of fact
services. "Cost-effe	ective" is defined as tl	e applicant or consortiu ne "method that costs the method of providing th	ne least after conside	ration of the features, o	quality of transmission		
l certify under pen	alty of perjury that al	RHC Program support	will be used only for	eligible health care pur	poses.		
I certify under pen Healthcare Conne		e applicant or consortiu	m is not requesting s	upport for the same se	ervice from both the T	elecommunications Pro	ogram and the
		e applicant or consortiu ministrator that erroned					ion rules, and
l certify under pen	alty of perjury that I h	nave reviewed all applica	able rules and require	ements for the RHC Pro	gram and complied w	ith those rules and req	uirements.
bidding process, a	Il billing records for se	sociated with this applic ervices received and any ered in a particular fund	other documentatio	n demonstrating comp	liance with the rules r	must be retained for a p	period of at least five
		e applicant or consortiu		ant, if applicable, has no	ot solicited or accepte	d a gift or any other thi	ng of value from a
or other financial s		ny consultants or third p losen to provide the rec re bidding.					
BACK EXIT							SAVE & CONTINUE

# **Signature**

 Sign by typing your first and last name into the Digital Signature field.



# **After Submitting**

- You will receive an email letting you know that your form has been received.
  - If you do not receive an email, please go back into My Portal and be sure that you actually signed and submitted the form.
- Draft forms remain in RHC Connect but are not considered submitted until signed, certified, and submitted.
- The reviewer will reach out if additional information is needed.
- No funding decisions will be issued until after the close of the filing window period.
- Once your funding request has been approved, you will receive a Funding Commitment Letter (FCL) that will include all corresponding information to your funding request.

# **Questions?**

#### **Best Practices**

HCF Program Funding Request Office Hours

#### **Submission Checklist**

- Document(s) confirming the monthly cost for your services (e.g., a copy of your bill dated within the requested funding period) or the most currently available bill as the filing window closes before the funding year opens
- A copy of all bids that were received for your request for services including the winning bid, all bids that were rejected and any bids that were disqualified and why
- A list of the bid evaluation criteria and copy of the bidding evaluation matrix
- □ A list of people who evaluated bids including title, role, and their relationship to the applicant
- Internal documents related to the selection of the service provider (upon request)
- Copies of any correspondence with service providers prior to and during the competitive bidding process (upon request)
- ☐ A copy of any new contract signed for your services
- Award letter to winning vendor (upon request)
- ☐ Contact information for the service provider and all responsible account holders
- ☐ The start and end location of your services.
- ☐ Viable source letter for consortia applicants (35 percent contribution)

<sup>\*</sup> Any information that cannot be located on the submitted supporting documentation will result in an Information Request

### **Best Practices - Competitive Bidding**

- Begin your competitive bidding process early.
  - Bidding period opened on July 1, 2024, for FY2025.
- Once the ACSD has passed and you've chosen a service provider, include them when you reply to Information Requests via email.
- Ensure your service provider is aware of all the necessary documentation needed for future steps in the application process.
- All bid correspondence should be handled via email for audit purposes.
- HCPs and service providers are required to retain documentation for a minimum of five years.

# **Best Practices – FCC Form 462 (Funding Request)**

- Do not enter into an agreement with a service provider until after the ACSD has passed.
- Include all required documentation when submitting your FCC Form 462.
- Include a cover letter if needed to clarify information entered into the FCC Form 462.
- If submitting funding requests for equipment, data center or administrative offices or network expenses, tip sheets can be found on the <a href="Step 4: Submit Funding Requests">Step 4: Submit Funding Requests</a> webpage under the Additional Resources section.
- Be sure to actually sign, certify and submit all FCC Forms 462 before 11:59 p.m. ET on April 1, 2025 (Drafts are not considered submitted).
- HCPs and service providers are required to retain documentation for a minimum of five years.

#### **Resources**

HCF Program Funding Request Office Hours

### **Upcoming Trainings**

Please join the RHC Outreach team for the following webinars:

- Telecom Program Office Hours Webinar
  - When: Wednesday, February 19, 2025, from 2-3 p.m. ET Register
- Consortium Best Practices Webinar
  - When: Wednesday, February 26, 2025, from 2-3 p.m. ET Register
- HCF Program Office Hours Webinar:
  - When: Wednesday, March 12, 2025, from 2-3 p.m. ET Register
- Telecom Program Office Hours Webinar:
  - When: Wednesday, March 19, 2025, from 2-3 p.m. ET Register
- FY2025 Service Provider Training:
  - When: Wednesday, March 26, 2025, from 2-3 p.m. ET Register
- For a list of upcoming webinars, check the RHC <u>Upcoming Dates</u> webpage for dates and details.

#### **Online Resources**

- RHC Learn
- Step 4: Submit Funding Request webpage
- Welcome to RHC Connect FCC Form 462 webpage
- Competitive Bidding Exemptions
- Request for Proposals (RFPs)
- Network Plans
- Funding Limitations Tip Sheet
- Off-site Data Centers and Admin Offices Tip Sheet
- Equipment Tip Sheet

#### **Online Resources - RHC Connect**

- Welcome to RHC Connect FCC Form 460 webpage
  - RHC Connect User Guide
  - Welcome to RHC Connect FCC Form 460 self-paced video training guide
- Welcome to RHC Connect FCC Form 461 webpage
  - RHC Connect User Guide
  - Welcome to RHC Connect FCC Form 461 self-paced video training guide
- Welcome to RHC Connect FCC Form 462 webpage
  - RHC Connect User Guide
  - RHC Connect FCC Form 462 self-paced video training guide
- Welcome to RHC Connect FCC Form 463 webpage
  - RHC Connect Form User Guide
  - RHC Connect FCC Form 463 self-paced video training guide
- Information Request Tip Sheet

### **RHC Program Customer Service Center**



Email: RHC-Assist@usac.org

- Include in your email:
  - HCP Number
  - FRN Number

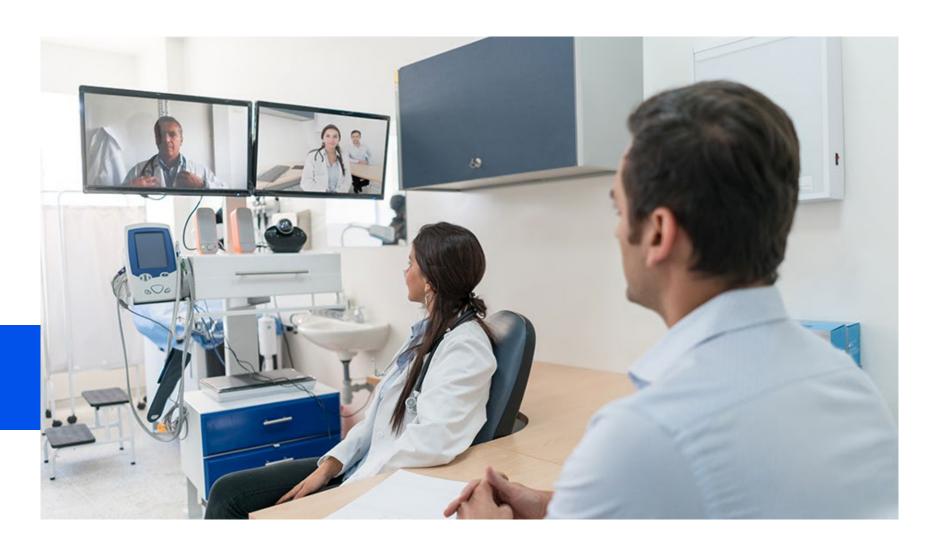


- Phone: (800) 453-1546
  - Hours are 8 a.m. 8 p.m. ET
  - Monday- Friday
- Additional Hours Filing Window Close:

#### **The RHC Customer Service Center**

The RHC Customer Service Center CAN	The RHC Customer Service Center CANNOT		
Answer general questions regarding both programs	Determine eligibility of a specific site or service before an official form submission		
Provide account holder information for an HCP	Review a form or document for accuracy before an official submission		
Provide clarity regarding FCC Report and Order 19-78 and other FCC orders	Contact a service provider or other account holder on someone else's behalf		
Provide helpful resources and best practices for forms	Provide documents that are not already accessible in My Portal		
Assist with My Portal and RHC Connect	Transfer a call to a specific form reviewer		

# **Questions?**



**Thank You!** 

