



Telecom Program Funding Request Office Hours

January 15, 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 |
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Agenda

- Introduction – Office Hours
- Program Reminders
- Program Updates
- Submitting the FCC Form 466 in RHC Connect
- Resources

Introduction – Office Hours

- Subject matter experts are available to answer live questions from program participants.
- Today's presentation will focus on the Telecom 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.

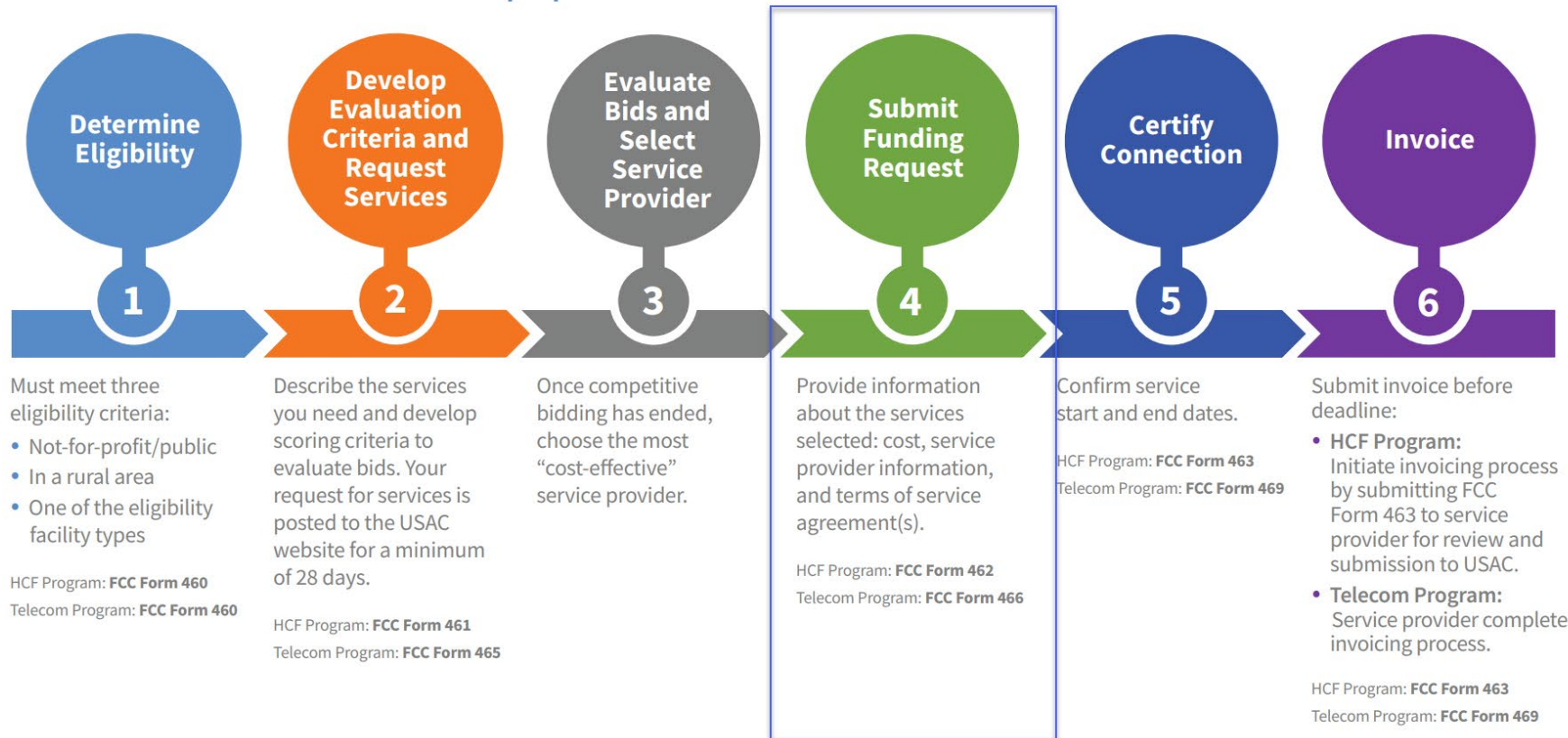
Glossary

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 Reminders

Telecom Program Funding Request Office Hours

RURAL HEALTH CARE PROGRAM Application Process



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 service including the winning bid, all bids that were rejected and any bids that were disqualified and why.
- A 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 (if applicable)
- Copies of any correspondence with service providers prior to and during the competitive bidding process (if applicable)
- A copy of any new contract signed for your services.
- The start and end location of your services.
- Documentation substantiating the rural and urban rate (Telecom Program only)

*** Any information that cannot be located on the submitted supporting documentation will result in an Information Request.**

Submission Tips

- It is helpful to also submit a cover letter that includes a summary of your submission.
- Recommended things to include in your cover letter:
 - Where to find information about your circuit in the supporting documentation (i.e. Ethernet 20M - \$XX.XX – Page 5 of Invoice)
 - Highlight/label any documentation that is submitted.
- Information that isn't clearly identified via supporting documentation may need to be confirmed by the service provider.
 - It is the HCPs responsibility to reach out to the service provider to get any missing information. USAC cannot reach out to the service provider on an HCP's behalf.

Best Practices: Communicating with Your Service Provider

- Ensure your service provider is aware of all the necessary documentation needed for future steps in the application process.
- Include your service provider when you reply to Information Requests via email.
- Program participants are required to retain documentation for a minimum of five years.

Program Updates

Telecom Program Funding Request Office Hours

FCC Order DA 24-1059 – Hurricane Milton Order

On October 9, 2024, the FCC released order [DA 24-1059](#) 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 [DA 24-1025](#) 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 Report and Order 19-78

- [FCC Report and Order 19-78](#) webpage summarizes the Report and Order's major changes.

Additional Program Guidance

- [COVID-19 Response](#)
- [FCC Report and Order 19-78](#)**
- [Funding Year Overview](#)
- [Authorizations](#) ▾
- [Competitive Bidding Exemptions](#) ▾
- [Site and Service Substitutions](#)
- [Document Retention](#)
- [FCC Orders and Resources](#)

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)

- **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.
- **Telecom Competitive Bidding Exemptions** – Telecom Program applicants can use every competitive bidding exemption applicable to the HCF Program, except the \$10k or less exemption.
- **Service Substitutions** – Telecom Program applicants will be allowed to submit service substitution requests.
 - HCPs in both the HCF and Telecom program are required to submit site and service substitutions by the service delivery deadline.

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 466 Application)

FCC Order DA 23-6

- On January 26, 2023, the FCC released [Order DA 23-6](#), waiving the requirement that HCPs and service providers participating in the Telecom Program use the Rates Database to calculate urban and rural rates for FY2024 and FY2025.
- For FY2024 and FY2025, rules requiring rural rates to be calculated using Methods 1 through 3 and the pre-Rates Database calculation method for urban rates will be reinstated with the following minor changes:
 - For FY2024 and FY2025, applicants and service providers using Methods 1 and 2 to calculate rural rates are not permitted to use previously approved rates.
 - For FY2024 and 2025, service providers will be permitted to use previously approved rates for rural rates that would otherwise be calculated under Method 3.
 - If there are no comparable rural and urban rates within 30 percent of the speed of the requested service, service providers may use the rate for a higher bandwidth service that is otherwise similar to the requested service to justify a rural or urban rate.
- Please use the [Urban and Rural Rate Information FY2024-2025](#) tip sheet as a resource.

FCC 23-110 Third Report and Order

- On December 14, 2023, the FCC released Order [FCC 23-110](#). This order 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, aligns program deadlines, simplifies rules for calculating urban rates, streamlines administrative processes, and frees up unused funding for other purposes.

Changes to RHC program rules are as follows:

- 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.
- Provides health care providers more time to complete Service Provider Identification Number (SPIN) changes by moving the SPIN change deadline to align with the invoice filing deadline.
- Simplifies urban rate calculations by eliminating the seldom-used “standard urban distance” component of the rule for determining urban rates in the Telecom Program.
- Allows health care providers to request changes to the dates covered by an evergreen contract post-commitment.
- 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 determination every time they engage in competitive bidding.

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 14th 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 466, 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.
- Please use the [RHC Invoicing Deadline Tool](#) in the Open Data section of the USAC website to look up your invoice filing deadline.
- For more information, please see the [HCF invoice page](#) and [Telecom invoice page](#).

Supply Chain Order

- As a reminder, when service providers login to [My Portal](#) they will see two supply chain certifications included in the FCC Forms 463 and 469.
- The first certification affirms compliance with the [Section 54.9](#) prohibition on USF for specified transactions with companies deemed to pose a national security threat. The second certification affirms compliance with [Section 54.10](#), which prohibits the use of any Federal subsidies on any communications equipment and services on the [Covered List](#).
- **FY2024 Applicants:** If you requested services or equipment provided or that contain components of products produced by any of the listed covered companies or any of their parents, affiliates and subsidiaries in FY2023, you cannot invoice for these funds. Instead, you should immediately request a [service substitution](#).
- **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 and subsidiaries.

Supply Chain Web Page

- [Supply Chain webpage](#)

Navigation: About ▾ E-rate ▾ Rural Health Care ▾ Lifeline ▾ High Cost ▾ Service Providers ▾

Breadcrumb: USAC | About | Reports & Orders | **Supply Chain**

Reports & Orders

- Annual Report
- FCC Filings
- FCC Orders
- Supply Chain**

Supply Chain

Since November 2019, the FCC has taken a number of actions to protect the national security of the United States, the security and safety of United States persons, and the integrity of communications networks or the communications supply chain. The FCC has also implemented the [Secure and Trusted Communications Networks Act of 2019](#). The FCC's actions can be found at www.fcc.gov/supplychain.

In November 2019, the FCC released the [Supply Chain First Report and Order](#) adopting a rule (47 CFR Section 54.9) which prohibits the use of Universal Service Fund (USF) support to purchase, obtain, maintain, improve, modify, operate, manage, or otherwise support equipment or services produced or provided by companies found to pose a national security threat to the integrity of communications networks or the communications supply chain.

Questions?

RHC Connect – Submitting the FCC Form 466

Telecom Program Funding Request Office Hours

RHC Connect Updates

Form	Current Platform	RHC Connect Migration
FCC Forms 460 & 465 - Letters of Agency (LOA) - Third Party Authorization (TPA)	RHC Connect My Portal My Portal	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**

The screenshot shows the 'Dashboard' page of the My Portal. At the top, there is a notification banner with a close button (X) stating: 'In accordance with the Supply Chain orders, new certifications have been added to the following forms: RHC - FCC Form 463 and the Telecom invoice, E-rate - FCC Form 473, and High Cost & Lifeline - FCC Form 481. Service providers are required to submit these annual certifications. For additional information, visit the USAC Supply Chain page.' Below the banner, the dashboard is divided into three main sections: 'Upcoming Dates', 'Rural Health Care', and 'Help?'. The 'Upcoming Dates' section features a calendar icon and a date '10/18' with a link to 'CCPP Program Invoicing Best Practices Webinar'. The 'Rural Health Care' section is expanded, showing two sub-sections: 'RHC Connect' and 'RHC My Portal'. The 'RHC Connect' section is highlighted with a red border and contains the text: 'RHC Connect - Health care providers must use this section to create and submit forms for the Healthcare Connect Fund (HCF) Program for all required forms other than the FCC Form 460 for FY2022 and later, and the Telecommunications (Telecom) Program for the FCC Form 466 for FY2024 and later.' The 'RHC My Portal' section contains text about submitting forms for the Telecom Program for FCC Form 465, CCPP, HCF, and FCC Form 460 for FY2021 and earlier, and the Telecom Program for FCC Form 466 and Form 467 for FY2023 and earlier. The 'Help?' section includes links for 'Send us a message Click here' and 'Call us (888) 641-8722'.

Dashboard

- Here 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 466.
- If the form is recalled, the bottom screen will appear, and an email will be sent to all account holders.
- There's a countdown banner displaying the days remaining in the filing window.

The screenshot shows the RHC Connect dashboard. At the top, there is a navigation bar with 'DASHBOARD' and 'START A FORM' buttons. A red arrow points to the 'START A FORM' button. Below the navigation bar is a header image of a healthcare worker wearing a mask. The main content area features a 'My Forms' section with a 'Form Type' dropdown set to 'Form 466'. Below this is a search bar and a table of forms. A red box highlights the 'Status' and 'Actions' columns of the table. A yellow notification banner at the top of the main content area displays a countdown: 'The Funding Year Funding request filing window closes in 195 days'.

Site Name	Site Number	Application Number	Application Nickname	SPIN	SPIN Name	Form	Last Update	Status	Actions
					Cox California Telecom, LLC Retire Email Testing	Form 466		Submitted	

The screenshot shows a recall confirmation dialog box with the text 'Do you want to Recall this application?' and 'NO' and 'YES' buttons. Below the dialog are two sections: 'Health Care Provider (HCP) Information' and 'FCC Form 466 Application Information'. The HCP section includes fields for HCP, FCC Registration Number, Address, and State. The FCC Form 466 section includes fields for Application Nickname (Optional), Funding Year (2024), Application Number (RHC20240000259), and Funding Priority (Priority 1). A footer note reads 'Approved by OMB 3060-0804'.

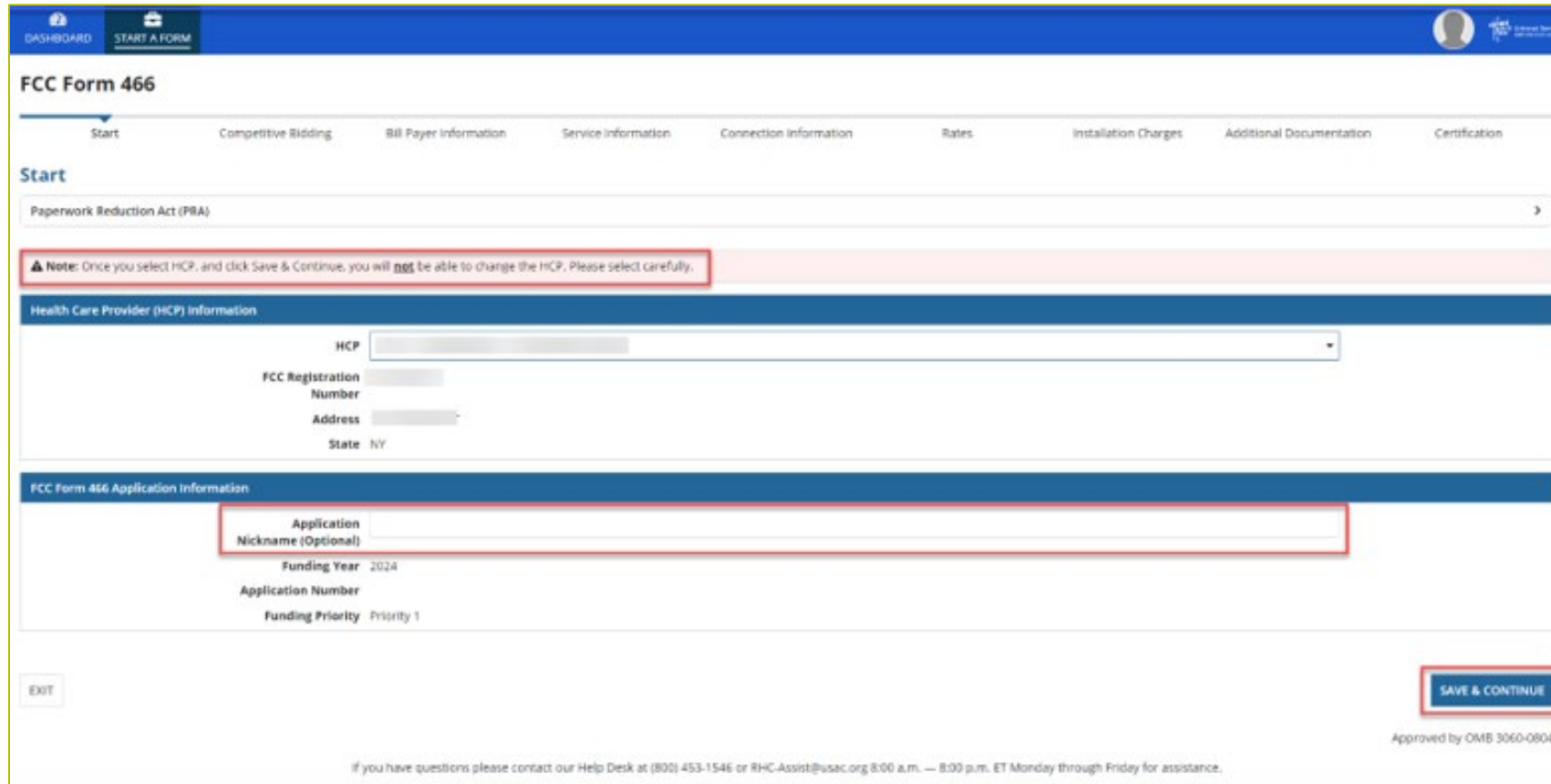
Start Form

- Click **FCC Form 466** then click **Next**.

The screenshot shows the RHC Connect interface. At the top left, it says 'RHC Connect'. Below that, there is a circular timer showing '16:19'. To the right of the timer is a back arrow. The main heading is 'What type of Form would you like to file?'. Below this, there is a 'Telecom' category. Under 'Telecom', there is a blue box with a white pencil icon and the text 'FCC Form 466' and 'Evaluate Bids & Select Service Provider'. Below this box, there is a small text block: 'This form provides information about the service selected and certifies that this service was the most cost-effective option of the offers received.' At the bottom right, there is a red arrow pointing to a 'NEXT' button.

Start Page

- Select HCP from the drop-down menu.
- Enter an **Application Nickname**.



The screenshot shows the 'Start' page of the FCC Form 466 application process. The page is titled 'FCC Form 466' and features a navigation bar with tabs for 'Start', 'Competitive Bidding', 'Bill Payer Information', 'Service Information', 'Connection Information', 'Rates', 'Installation Charges', 'Additional Documentation', and 'Certification'. The 'Start' tab is active.

Below the navigation bar, there is a section for 'Paperwork Reduction Act (PRA)' with a right-pointing arrow. A red-bordered warning box contains the text: '⚠ Note: Once you select HCP, and click Save & Continue, you will **not** be able to change the HCP. Please select carefully.'

The 'Health Care Provider (HCP) Information' section includes a dropdown menu for 'HCP', and text input fields for 'FCC Registration Number', 'Address', and 'State' (pre-filled with 'NY').

The 'FCC Form 466 Application Information' section includes a red-bordered text input field for 'Application Nickname (Optional)', and text input fields for 'Funding Year' (pre-filled with '2024'), 'Application Number', and 'Funding Priority' (pre-filled with 'Priority 1').

At the bottom left is an 'EXIT' button, and at the bottom right is a 'SAVE & CONTINUE' button. Below the 'SAVE & CONTINUE' button, it says 'Approved by OMB 3060-0804'. At the very bottom, there is a footer with contact information: 'if you have questions please contact our Help Desk at (800) 453-1546 or RHC-Assist@usac.org 8:00 a.m. — 8:00 p.m. ET Monday through Friday for assistance.'

Competitive Bidding Page

- Select **Yes** if you are exempt from competitive bidding and **No** if you completed your competitive bidding process.

DASHBOARD START A FORM

FCC Form 466 - HCP

Start Competitive Bidding Bill Payer Information Service Information Connection Information Rates Installation Charges Additional Documentation Certification

Competitive Bidding

⚠ Please note that funding requests can only be submitted during a filing window period. We recommend that you submit your funding request in the earliest filing window period to receive funding. For more information about filing window periods, click [here](#)

Is the HCP requesting that this application be exempt from competitive bidding? ⓘ

Yes

No

Explanations >

Select the exemption that the HCP is claiming

Government Master Services Agreement

Pre-Approved Master Services Agreement

Evergreen Contract

E-Rate Master Contract

BACK EXIT

SAVE & CONTINUE

Approved by OMB 3060-0804

If you have questions please contact our Help Desk at (800) 453-1546 or RHC-Assist@usac.org 8:00 a.m. — 8:00 p.m. ET Monday through Friday for assistance.

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Competitive Bidding Page(continued)

- Click the arrow beside **Explanations** to view a description of each competitive bidding exemption.

The screenshot displays a web form titled "Competitive Bidding" with a progress bar at the top. The progress bar includes steps: Start, Competitive Bidding (active), Bill Payer Information, Service Information, Connection Information, Rates, Installation Charges, Additional Documentation, and Certification. Below the progress bar is a yellow warning banner: "Please note that funding requests can only be submitted during a filing window period. We recommend that you submit your funding request in the earliest filing window period to receive funding. For more information about filing window periods, click here." The main question is "Is the HCP requesting that this application be exempt from competitive bidding?" with radio buttons for "Yes" and "No". Below this is a dropdown menu labeled "Explanations" (highlighted with a red box) and a red arrow pointing to the dropdown arrow. The dropdown menu is open, showing a list of exemptions: "If your site meets one of the competitive bidding exemptions below, you are not required to submit the FCC Form 465 and go through the competitive bidding process. You are exempt from competitive bidding if any of the following apply: 1. Government Master Service Agreement (MSA): You are seeking support for services purchased from master service agreements (MSAs) negotiated by a federal, state, Tribal, or local government entity on the applicant's behalf, and awarded pursuant to applicable federal, state, Tribal, or local competitive bidding requirements. 2. Master Service Agreements (MSA) Approved Under the Rural Health Care Pilot Program or HCF Program: You are opting into an existing MSA approved under the Rural Health Care Pilot program or the HCF program and seeking support for services purchased from the MSA, as long as the MSA was developed and negotiated in response to an RFP or request for services that specifically solicited proposals that included a mechanism for adding additional sites to the MSA. 3. Evergreen Contract: You have an existing contract already endorsed by USAC as evergreen. 4. Schools and Libraries Program Master Contracts: You are an eligible HCP participating in the Schools and Libraries (E-rate) program and are purchasing services under a contract approved under the E-rate program as a master contract." At the bottom left are "BACK" and "EXIT" buttons, and at the bottom right is a "SAVE & CONTINUE" button.

Start Competitive Bidding Bill Payer Information Service Information Connection Information Rates Installation Charges Additional Documentation Certification

Competitive Bidding

⚠ Please note that funding requests can only be submitted during a filing window period. We recommend that you submit your funding request in the earliest filing window period to receive funding. For more information about filing window periods, click here

Is the HCP requesting that this application be exempt from competitive bidding? ⓘ

Yes

No

Explanations

If your site meets one of the competitive bidding exemptions below, you are not required to submit the FCC Form 465 and go through the competitive bidding process. You are exempt from competitive bidding if any of the following apply:

- Government Master Service Agreement (MSA):** You are seeking support for services purchased from master service agreements (MSAs) negotiated by a federal, state, Tribal, or local government entity on the applicant's behalf, and awarded pursuant to applicable federal, state, Tribal, or local competitive bidding requirements.
- Master Service Agreements (MSA) Approved Under the Rural Health Care Pilot Program or HCF Program:** You are opting into an existing MSA approved under the Rural Health Care Pilot program or the HCF program and seeking support for services purchased from the MSA, as long as the MSA was developed and negotiated in response to an RFP or request for services that specifically solicited proposals that included a mechanism for adding additional sites to the MSA.
- Evergreen Contract:** You have an existing contract already endorsed by USAC as evergreen.
- Schools and Libraries Program Master Contracts:** You are an eligible HCP participating in the Schools and Libraries (E-rate) program and are purchasing services under a contract approved under the E-rate program as a master contract.

BACK EXIT SAVE & CONTINUE

Competitive Bidding Exemptions

- Purchasing services from a government master service agreement (MSA) negotiated by a federal, state, Tribal, or local governmental entity which was awarded pursuant to applicable competitive bidding requirements;
- Requesting support using contracts previously approved by USAC (MSA under the RHC Pilot Program or the HCF Program);
- Using an active multi-year contract designated as “evergreen” for the RHC program (exemption applies for the life of the contract); or is
- Using a contract approved under the E-rate program.

Competitive Bidding Page – Exemptions (continued)

- Select the exemption from the list of eligible exemptions.
- Click **Add Contract** at the bottom right on the screen

DASHBOARD START A FORM

FCC Form 466 - HCP

Start Competitive Bidding Bill Payer Information Service Information Connection Information Rates Installation Charges Additional Documentation Certification

Competitive Bidding

⚠ Please note that funding requests can only be submitted during a filing window period. We recommend that you submit your funding request in the earliest filing window period to receive funding. For more information about filing window periods, click [here](#)

Is the HCP requesting that this application be exempt from competitive bidding? ⓘ

Yes
 No

Explanations

Select the exemption that the HCP is claiming

Government Master Services Agreement
 Pre-Approved Master Services Agreement
 Evergreen Contract
 E-Rate Master Contract

Contract Name	Contract Document	Contract Sign Date	Contract End Date	Initial Contract Term
No items available				

ADD CONTRACT EDIT DELETE

BACK EXIT

SAVE & CONTINUE

Competitive Bidding Page – Exemptions (continued)

- If using an evergreen contract, an existing contract must be selected from the drop-down menu.
- For all other exemptions, upload a new contract or choose an existing contract.
- Enter the relevant information about the contract in the fields and click **Save**.

New Contract

Select an Existing Contract * Contract Document

Select a contract already associated with this HCP

Contract Sign Date: mm/dd/yyyy | Contract End Date: mm/dd/yyyy

Length of Initial Contract Term: [] Time Unit: []

Number of Contract Extensions (Optional): []

CANCEL | SAVE

BACK | EXIT | SAVE & CONTINUE

Select the exemption that the HCP is claiming

Government Master Services Agreement

Pre-Approved Master Services Agreement

Evergreen Contract

E-Rate Master Contract

New Contract

Select an Existing Contract OR Upload a New Contract

Select a contract already associated with this HCP | Contract Nickname: Test contract | Evergreen Contract Date M... DOCK - 16.22 KB

Contract Sign Date: 8/30/2023 | Contract End Date: 06/30/2026

Length of Initial Contract Term: 36 Months

Number of Contract Extensions (Optional): 5

CANCEL | SAVE

BACK | EXIT | SAVE & CONTINUE

Competitive Bidding Page – Exemptions (continued)

- Once the contract is selected, click **Save and Continue**.

FCC Form 466 - HCP

Start **Competitive Bidding** Bill Payer Information Service Information Connection Information Rates Installation Charges Additional Documentation Certification

Competitive Bidding

⚠ Please note that funding requests can only be submitted during a filing window period. We recommend that you submit your funding request in the earliest filing window period to receive funding. For more information about filing window periods, click [here](#)

Is the HCP requesting that this application be exempt from competitive bidding? ⓘ

Yes
 No

Explanations

Select the exemption that the HCP is claiming

Government Master Services Agreement
 Pre-Approved Master Services Agreement
 Evergreen Contract
 E-Rate Master Contract

Contract Name	Contract Document	Contract Sign Date	Contract End Date	Initial Contract Term
Test contract	Evergreen Contract Date Modifications_BA	7/1/2023	6/30/2026	36 Months

ADD CONTRACT EDIT DELETE

BACK EXIT **SAVE & CONTINUE**

Approved by OMB 3060-0804

Competitive Bidding Page - Non-Exempt

- Click **No**.
- Choose related FCC Form 465 from drop-down menu.
- Enter number of bids received.
- Upload copies of bids by clicking **Add Documents** hyperlink.
- Select the document type from the drop-down menu, then click **Save & Continue**.

Bill Payer Information Page

- Click **Yes** to copy **Bill Payer Information** from another FCC Form 466.
- Click **No** to enter required information, then click **Save and Continue**.

The screenshot shows a web form titled "Bill Payer Information". At the top left, there is a section "Copy from another 466" with radio buttons for "Yes" (selected) and "No". To its right is a dropdown menu labeled "Select Prior FCC Form 466" with the text "Please select from Dropdown". Below these are several input fields: "Billed Entity Name", "Billed Entity Contact Employer", "Billed Entity FCC RN", "First Name", "Last Name", "Address Line 1", "Address Line 2 (Optional)", "City", "State" (dropdown), "Zip Code", "County" (dropdown), "Telephone Number", "Extension (Optional)", "Fax Number (Optional)", "Email", and "Confirm Email". At the bottom left are "BACK" and "EXIT" buttons, and at the bottom right is a "SAVE & CONTINUE" button. Red boxes highlight the "Copy from another 466" section, the "Select Prior FCC Form 466" dropdown, and the "SAVE & CONTINUE" button.

Service Information Page

- Select the **Service Category** and the **Service Type** from the drop-down menus.
- For voice services, enter **Number of Lines**, then click **Save and Continue**.

FCC Form 466 - HCP

Start Competitive Bidding Bill Payer Information **Service Information** Connection Information Rates Installation Charges Additional Documentation Certification

Service Information

Service Category	Service Type	Number of Lines
Voice	Voice Grade Business Line(s)	25

Is entire expense eligible for support? Yes No

Are you a Mobile Rural health care provider? Yes No

BACK EXIT **SAVE & CONTINUE**

Service Information Page (continued)

- Answer **Yes** or **No** for the question **Is entire expense eligible for support?**
 - If **No**, enter **Percent eligible for support**, enter an explanation about the eligible percentage calculation, and upload supporting documentation.
- Answer **Yes** or **No** for question **Are you a Mobile Rural health care provider?**
 - If **Yes**, upload the required lists of sites the mobile clinic visits, then click **Save and Continue**.

FCC Form 466

Start Competitive Bidding Bill Payer Information **Service Information** Connection Information Rates Installation Charges Additional Documentation Certification

Service Information

Service Category: Voice Service Type: Voice Grade Business Lines Number of Lines: 25

Is entire expense eligible for support? Yes No

Percent eligible for support:

Explanation:

Upload supporting documents for Explanation

UPLOAD

Are you a Mobile Rural health care provider? Yes No

Upload Site List

UPLOAD

Upload a list of sites

BACK EXIT SAVE & CONTINUE

Service Information Page (continued)

- For data services, answer the question **Is this service symmetrical?** and enter bandwidth.
- If **No** is selected, enter **Download Bandwidth** and **Upload Bandwidth**.
- If **Yes** is selected, only one bandwidth is required, then click **Save & Continue**.

FCC Form 466 - HCP

Start Competitive Bidding Bill Payer Information **Service Information** Connection Information Rates Installation Charges Additional Documentation Certification

Service Information

Service Category: Data Service Type: Ethernet - Dedicated

Is this service symmetrical?
 Yes No

Download Bandwidth: Speed in Bytes Per Second: Mbps Gbps

Upload Bandwidth: Speed in Bytes Per Second: Mbps Gbps

Is entire expense eligible for support?
 Yes No

Are you a Mobile Rural health care provider?
 Yes No

BACK EXIT **SAVE & CONTINUE**

FCC Form 466 - HCP

Start Competitive Bidding Bill Payer Information **Service Information** Connection Information Rates Installation Charges Additional Documentation Certification

Service Information

Service Category: Data Service Type: Ethernet - Dedicated

Is this service symmetrical?
 Yes No

Download Bandwidth: Speed in Bytes Per Second: Mbps Gbps

Is entire expense eligible for support?
 Yes No

Are you a Mobile Rural health care provider?
 Yes No

BACK EXIT **SAVE & CONTINUE**

Approved by OMB 3060-0804

Connection Information Page

- On the **Connection Information** page, click the hyperlink titled **Enter a New Connection**.
 - If the service is a multi-carrier connection, each connection should be added using that hyperlink.
- If the HCP is a consortium member or the circuit uses more than one carrier, please attach a circuit diagram as indicated on this page, the click **Save & Continue**.

DASHBOARD START A FORM

FCC Form 466 - HCP

Start Competitive Bidding Bill Payer Information Service Information **Connection Information** Rates Installation Charges Additional Documentation Certification

Connection Information Summary

#	Service Provider Name	Billing Account Number	Service Installation Date	Service Type	SLA	Monthly Rate per Service Agreement	Total Monthly Undiscounted Cost	Actions
No Items available								

[Enter a New Connection](#)

Monthly Rate per Service Agreement \$0.00
Total Monthly Undiscounted Cost \$0.00

If you are a consortium member OR have multiple carriers, please attach a Circuit Diagram to show how the sites interconnect and which carrier(s) provides each circuit segment.

UPLOAD

BACK EXIT **SAVE & CONTINUE**

Add Connection Page – Service Provider

- Select your service provider's 498 ID/SPIN.
- You can search by service provider name or the 498 ID/SPIN.
- Click **Save & Continue**.

FCC Form 466 - HCP

Start Competitive Bidding Bill Payer Information Service Information **Connection Information** Rates Installation Charges Additional Documentation Certification

Add Connection

Connection 1 of 1
Monthly Rate per Service Agreement \$0.00
Total Monthly Undiscounted Cost \$0.00

Service Provider

Circuit

Billing Information

Service Level Agreement

Service Provider

Search by SPIN or Service Provider Name

Choose one(1) Service Provider for this application

SPIN	Service Provider Name
143000013	Cox Virginia Telcom, LLC
143000014	Cox California Telcom, LLC

FCC Form 466 - HCP

Start Competitive Bidding Bill Payer Information Service Information **Connection Information** Rates Installation Charges Additional Documentation Certification

Add Connection

Connection 1 of 1
Monthly Rate per Service Agreement \$0.00
Total Monthly Undiscounted Cost \$0.00

Service Provider

Circuit

Billing Information

Service Level Agreement

Monthly Costs

Service Provider

Search by SPIN or Service Provider Name

Choose one(1) Service Provider for this application

SPIN	Service Provider Name
143000013	Cox Virginia Telcom, LLC
143000014	Cox California Telcom, LLC
143000067	Teleport Communications America, LLC
143000072	Cablevision Lightpath LLC
143000093	XO Communications Services, LLC

Selected SPIN
143001197

BACK EXIT SAVE & CONTINUE

Add Connection Page - Circuit

- Select the radio button that describes where the site is located on the requested circuit.
- This should align with submitted service provider confirmed documentation.
- Information will pre-populate based on information in the FCC Form 465.

FCC Form 466 - HCP [REDACTED]

Start Competitive Bidding Bill Payer Information Service Information **Connection Information** Rates Installation Charges Additional Documentation

Add Connection

Connection 1 of 1
Monthly Rate per Service Agreement \$0.00
Total Monthly Undiscounted Cost \$0.00

- ✓ Service Provider
- > **Circuit**
- Billing Information
- Service Level Agreement
- Monthly Costs

Where is the site's location on the circuit?

- The circuit starts at the site location
- The circuit ends at the site location

Circuit Start Location

Street Address [REDACTED] Street Address 2 (Optional) [REDACTED]

City [REDACTED] State NY Zip Code [REDACTED]

Enter Circuit End Location

Street Address [REDACTED] Street Address 2 (Optional) [REDACTED]

City [REDACTED] State Select State Zip Code [REDACTED]

Information: The circuit start or circuit terminate location must be the HCP's physical location.

Add Connection Page – Billing Information

- Enter **Billing Information** in fields shown.
- Click **Save & Continue**.

FCC Form 466 - HCP

Start Competitive Bidding Bill Payer Information Service Information **Connection Information** Rates Installation Charges Additional Documentation Certification

Add Connection

Connection 1 of 1
Monthly Rate per Service Agreement \$0.00
Total Monthly Undiscounted Cost \$0.00

- ✓ Service Provider
- ✓ Circuit
- **Billing Information**
- Service Level Agreement
- Monthly Costs

Billing Account Number
12345

Tariff, Contract, or Other Document Reference Number

Date Contract Signed or Date HCP Selected	Contract Expiration Date (Optional)	Service Installation Date
Carrier 07/03/2023	07/02/2026	07/03/2023

BACK EXIT **SAVE & CONTINUE**

Add Connection Page – Evergreen

- Select **Yes** to the question **Are you submitting a new contract to be reviewed for Evergreen endorsement?**
- Select **No** if submitting as a month-to-month application.

Connection 1 of 1
Monthly Rate per Service Agreement \$0.00
Total Monthly Undiscounted Cost \$0.00

✓ Service Provider

✓ Circuit

✓ Billing Information

> **Evergreen**

○ Service Level Agreement

○ Monthly Costs

Are you submitting a new contract to be reviewed for Evergreen endorsement? *

Yes

No (Process this item as month-to-month)

Add Connection Page – Evergreen (continued)

- If **Yes**, enter information about the contract in the fields as shown.
- Click **Save & Continue**.

Add Connection

Connection 1 of 1
Monthly Rate per Service Agreement \$0.00
Total Monthly Undiscounted Cost \$0.00

✓ Service Provider

✓ Circuit

✓ Billing Information

> **Evergreen**

○ Service Level Agreement

○ Monthly Costs

Are you submitting a new contract to be reviewed for Evergreen endorsement? *

Yes
 No (Process this item as month-to-month)

Select an Existing Contract OR Contract Nickname Upload a New Contract

OR UPLOAD Drop file here

Contract Start Date Initial Contract End Date

Length of Initial Contract Term Time Unit

Number of Contract Extensions (Optional)

Total Combined Length of Optional Extensions (Optional) Time Unit

Contract Sign Date Install Date

Add Connection Page – Service Level Agreement

- Select **Yes** or **No** to answer the question about a service level agreement.
- If **Yes**, enter the information shown. **Click Save & Continue.**

Add Connection

Connection 1 of 1
Monthly Rate per Service Agreement \$0.00
Total Monthly Undiscounted Cost \$0.00

✓ Service Provider
✓ Circuit
✓ Billing Information
➤ **Service Level Agreement**
○ Monthly Costs

Does the applicant's contract with the service provider include a Service Level Agreement(SLA)?
 Yes No

What is the SLA for Latency? (Optional)
 ms

What is the SLA for Jitter? (Optional)
 ms

What is the SLA for Packet Loss? (Optional)
 %

What is the SLA for Packet Reliability? (Optional)
 %

Add Connection Page – Monthly Costs

- Enter the **Monthly Undiscounted Cost** and **Monthly Taxes and Fees** listed on the bill or invoice.
- Upload the documentation that supports these costs.
- Click **Save & Continue**.

Add Connection

Connection 1 of 1
Monthly Rate per Service Agreement \$1,000.00
Total Monthly Undiscounted Cost \$1,050.00

✓ Service Provider

✓ Circuit

✓ Billing Information

✓ Service Level Agreement


> **Monthly Costs**


Monthly Undiscounted Cost (excluding taxes and fees)
\$1,000.00

Monthly Taxes and Fees (optional)
\$50.00

Total Monthly Undiscounted Cost
\$1,050.00

Attach documentation to support the monthly rate per the service agreement

 FCC Form 466 Review
DOCX - 411.29 KB

 Drop files here

[BACK](#) [EXIT](#) [SAVE & CONTINUE](#)

Connection Information Summary Page

- Enter each section of the service as a new connection by clicking **Enter a New Connection**.
- Upload a Circuit Diagram to support the data entered.
- Connections may be edited or deleted by clicking the hyperlinks under the Actions column.
- Click **Save & Continue**.

FCC Form 466

Start Competitive Bidding Bill Payer Information Service Information **Connection Information** Rates Installation Charges Additional Documentation Certification

Connection Information Summary

#	Service Provider Name	Billing Account Number	Service Installation Date	Service Type	SLA	Monthly Rate per Service Agreement	Total Monthly Undiscounted Cost	Actions
1	Verizon Business Global LLC	12345		Ethernet - Dedicated	No	\$1,000.00	\$1,050.00	Edit Delete

[+ Enter a New Connection](#)

Monthly Rate per Service Agreement \$1,000.00
Total Monthly Undiscounted Cost \$1,050.00

If you are a consortium member OR have **multiple carriers**, please attach a Circuit Diagram to show how the sites interconnect and which carrier(s) provides each circuit segment.

UPLOAD Drop files here

BACK EXIT **SAVE & CONTINUE**

FCC Order DA 23-6

- On January 26, 2023, the FCC released [Order DA 23-6](#), waiving the requirement that HCPs and service providers participating in the Telecom Program use the Rates Database to calculate urban and rural rates for FY2024 and FY2025.
- For FY2024 and FY2025, rules requiring rural rates to be calculated using Methods 1 through 3 and the pre-Rates Database calculation method for urban rates will be reinstated with the following minor changes:
 - For FY2024 and FY2025, applicants and service providers using Methods 1 and 2 to calculate rural rates are not permitted to use previously approved rates.
 - For FY2024 and 2025, service providers will be permitted to use previously approved rates for rural rates that would otherwise be calculated under Method 3.
 - If there are no comparable rural and urban rates within 30 percent of the speed of the requested service, service providers may use the rate for a higher bandwidth service that is otherwise similar to the requested service to justify a rural or urban rate.
- Please use the [Urban and Rural Rate Information FY2024-2025](#) tip sheet as a resource.

Rates Page

- Choose the **Method for determining the Rural Rate** and the **Method for determining the Urban Rate**.
- Enter the monthly calculated rural and urban rates that comply with the method per Telecom Program rules.
- Use the [Urban and Rural Rate Information FY2024-2025](#) tip sheet for information about Telecom Program rules
- Upload documentation to support the rural and urban rates below the data fields on this page.
- Click **Save & Continue**.

The screenshot displays the 'Rates' section of the FCC Form 466 application. The page is titled 'FCC Form 466' and includes a progress bar with steps: Start, Competitive Bidding, Bill Payer Information, Service Information, Connection Information, Rates (current), Installation Charges, Additional Documentation, and Certification. The main heading is 'Comprehensive Rate Comparison Request'.

There are two columns for rate calculation:

- Rural:**
 - Method for determining the Rural Rate:** Method 2
 - Monthly Rural Rate (excluding taxes and fees):** \$1,100.00
 - Monthly taxes and fees (optional):** \$50.00
 - Total Monthly Rural Rate:** \$1,150.00
 - Attach Documentation to Support the Monthly Rural Rate:** UAT FCC Form 466 Review (DOCX - 411.29 KB)
- Urban:**
 - Method for determining the Urban Rate:** RHC open data
 - Monthly Urban Rate (excluding taxes and fees):** \$150.00
 - Monthly taxes and fees (optional):** \$15.00
 - Total Monthly Urban Rate:** \$165.00
 - Attach Documentation to Support the Monthly Urban Rate:** UAT FCC Form 466 Review (DOCX - 411.29 KB)

At the bottom left, there are 'BACK' and 'EXIT' buttons. At the bottom right, there is a 'SAVE & CONTINUE' button.

Rates Page (continued)

- Select methods for determining the rural and urban rates from the drop-down menus.
- Upload the documentation, then click **Save & Continue**.

The screenshot shows the 'Rural' section of the 'Comprehensive Rate Comparison Request' form. A red box highlights the 'Method for determining the Rural Rate' dropdown menu, which is currently set to 'Select Method'. Below the dropdown, several methods are listed: 'Method 1 (Rate included with this application)', 'Method 2', 'Method 3 - State Commission', 'Method 3 - FCC', and 'Method 3 - FCC (Previously Approved Rate)'. Below the methods, there is a section for 'Attach Documentation to Support the Monthly Rural Rate' with an 'UPLOAD' button and a file selection icon. At the bottom left, there are 'BACK' and 'EXIT' buttons. The footer contains contact information for the help desk and copyright information for Universal Service Administrative Company.

The screenshot shows the 'Urban' section of the 'Comprehensive Rate Comparison Request' form. A red box highlights the 'Method for determining the Urban Rate' dropdown menu, which is currently set to 'Select Method'. Below the dropdown, several methods are listed: 'State tariff', 'Federal tariff', 'NECA tariff', 'Advertised rate', 'E-Rate open data', 'RHC open data', and 'Other'. Below the methods, there is a section for 'Attach Documentation to Support the Monthly Urban Rate' with an 'UPLOAD' button and a file selection icon. A red box highlights the 'Document upload required' message. At the bottom right, there is a 'SAVE & CONTINUE' button. The footer contains contact information for assistance and a link to privacy policies.

Installation Charges Page

- Enter **One-time Rural Rate Charge** and **One-time Urban Rate Charge**, if applicable.
- This is optional and can be skipped if no installation costs were incurred.
- Upload supporting documentation.
- Click **Save & Continue**.

DASHBOARD START A FORM

FCC Form 466 - HCP [REDACTED] RHC20240000130

Start Competitive Bidding Bill Payer Information Service Information Connection Information Rates **Installation Charges** Additional Documentation Certification

Installation Charges

One-time Rural Rate Charge (optional)
\$500.00
Upload ONLY one-time rural charges documentation.
UAT FCC Form 466 Review
DOCX - 411.29 KB
+ Drop files here
Do not upload document for other line items here

One-time Urban Rate Charge (optional)
\$50.00
Upload ONLY one-time urban charges documentation.
UAT FCC Form 466 Review
DOCX - 411.29 KB
+ Drop files here
Do not upload document for other line items here

BACK EXIT **SAVE & CONTINUE**

Additional Documentation Page

- Upload any additional supporting documentation.
- Add a description of the document in the required field.
- Click **Save & Continue**.

FCC Form 466 - HCP

Start Competitive Bidding Bill Payer Information Service Information Connection Information Rates Installation Charges **Additional Documentation** Certification

Additional Documentation

Use this tab to upload additional documentation that is relevant to the application. Ensure that all bandwidths, costs, service locations, and expense types are supported with documentation.

Description	File Name	Uploaded On
0/1000	UPLOAD Drop file here	

Add Document

Bulk Upload

UPLOAD Drop files here

Note: On this screen only, error messages may persist even after errors have been fixed. After fixing errors, please select **save and continue**

BACK EXIT **SAVE & CONTINUE**

Certifications Page

- Each certification must be checked to continue.
- Enter your first and last name as it appears in RHC Connect in the **Digital Signature** field.
- Click **Certify & Submit**.

FCC Form 466 - HCP

Start Competitive Bidding Bill Payer Information Service Information Connection Information Rates Installation Charges Additional Documentation **Certification**

Certification & Signature

- I certify under penalty of perjury that the above-named entity has considered all bids received and selected the most cost-effective method of providing the requested service or services. "Cost-effective" is defined in 47 CFR § 54.622(c) of the Commission's rules as the method that costs the least after consideration of the features, quality of transmission, reliability, and other factors that the applicant deems relevant to choosing a method of providing the required health services.
- I certify under penalty of perjury that the applicant that I am representing satisfies all of the requirements under section 254 of the Act and applicable Commission rules and understand that any letter from USAC that erroneously commits funds for the benefit of the applicant may be subject to rescission.
- I hereby certify under penalty of perjury that the applicant will retain all documentation associated with the application, including all bids, contracts, scoring matrices, and other information associated with the competitive bidding process, and all billing records for services received, for a period of at least five years.
- I certify under penalty of perjury that I am authorized to submit this request on behalf of the named billed entity and applicant.
- I certify under penalty of perjury that all RHC Program support will be used only for eligible health care purposes.
- I certify under penalty of perjury that I have reviewed all applicable rules and requirements for the RHC Program and will comply with those rules and requirements.
- I certify under penalty of perjury that the applicant is not requesting support for the same service from both the Telecommunications Program and the Healthcare Connect Fund Program.
- I certify under penalty of perjury that the applicant and/or its consultant, if applicable, has not solicited or accepted a gift or any other thing of value from a service provider participating in or seeking to participate in the RHC Program.
- I certify under penalty of perjury that I have examined this form and all attachments and that to the best of my knowledge, information, and belief, all statements of fact contained herein are true.
- I certify under penalty of perjury that the consultants or third parties the applicant has hired do not have an ownership interest, sales commission arrangement, or other financial stake in the service provider chosen to provide the requested services, and that they have otherwise complied with RHC Program rules, including the Commission's rules requiring fair and open competitive bidding.
- I certify under penalty of perjury that the rural rate provided on this form does not exceed the appropriate rural rate determined by USAC.

Certifier's Full Name

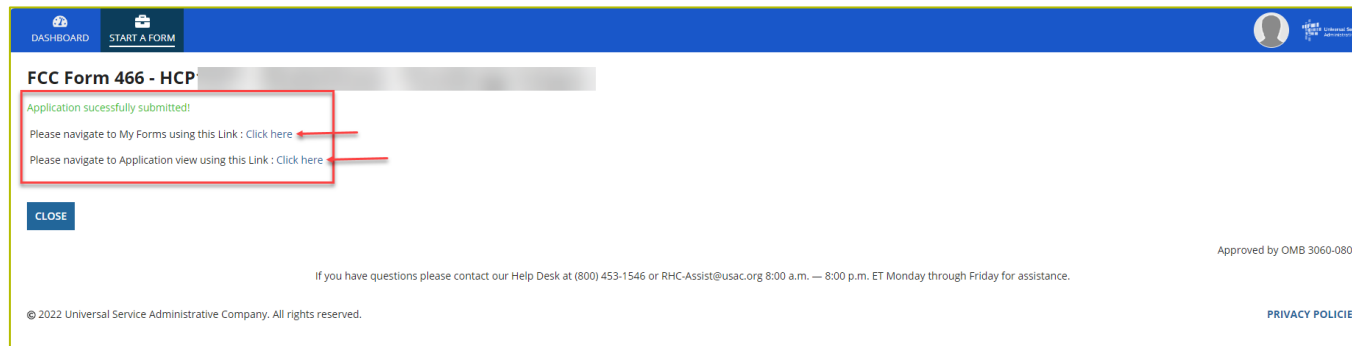
Date

Digital Signature

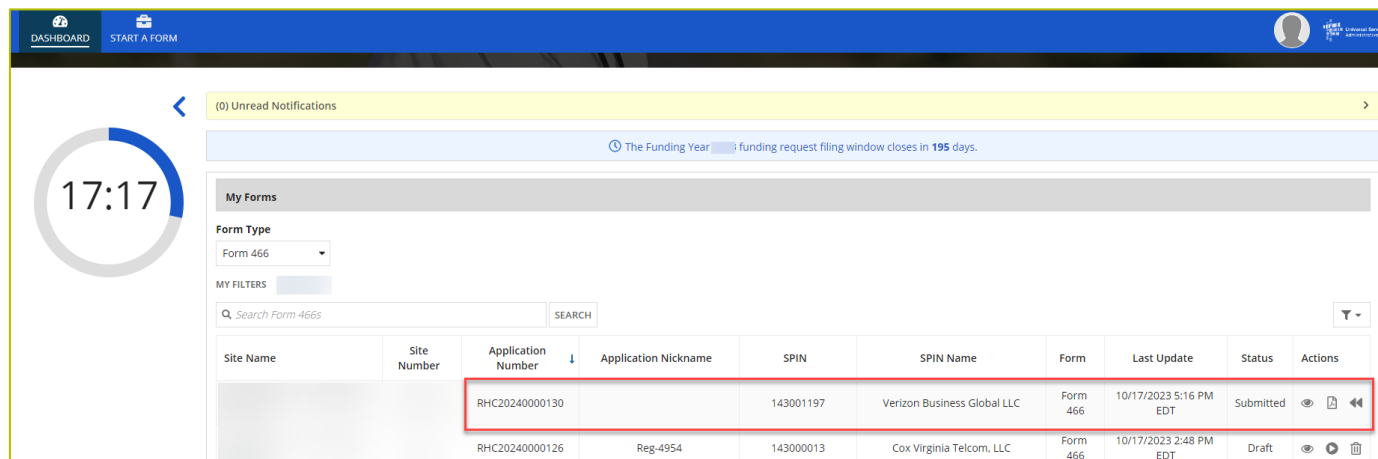
EXIT

After Submitting

- Once submitted, this screen will appear with a link to the **My Forms** tab and a link to view the submitted form.



- The submitted form with all other FCC Forms 466 will appear on the **My Forms** tab.



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 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.

Information Requests

- Forms with missing or incomplete information cannot be processed.
- If an Information Request is sent, it will come from rhcadmin@usac.org.
 - Respond to the Information Request in RHC Connect.
 - Email notifications sent from RHC Connect are from an unattended mailbox.
 - Use the [Information Request tip sheet](#) on the USAC website as a resource.

Best Practices: Communicating with Your Service Provider

- Ensure your service provider is aware of all the necessary documentation needed for future steps in the application process.
- Include your service provider when you reply to Information Requests via email.
- HCPs and service providers are required to retain documentation for a period of at least five years.

Questions?

Resources

Telecom Program Funding Request Office Hours

Upcoming Trainings

Please join the RHC Outreach team for the following webinars:

- HCF Program Office Hours Webinar:
 - When: Wednesday, February 5, 2025, from 2-3 p.m. ET - [Register](#)
- Telecom Program Office Hours Webinar
 - When: Wednesday, February 12, 2025, from 2-3 p.m. ET - [Register](#)
- Consortium Best Practices Webinar
 - When: Wednesday, February 19, 2025, from 2-3 p.m. ET - [Register](#)
- For a list of upcoming webinars, check the RHC [Upcoming Dates](#) webpage for dates and details.

Online Resources

- [RHC Learn](#)
- [Step 4: Submit Funding Requests](#) webpage
- [Rural and Urban Rate Information for FY2024 and FY2025](#)
- [Competitive Bidding Exemptions](#)
- [Examples of Eligible Products and Services Telecom Program](#)

Online Resources - RHC Connect

- [Welcome to RHC Connect FCC Form 460](#) webpage
 - [RHC Connect FCC Form 460 User Guide](#)
 - [Welcome to RHC Connect – FCC Form 460](#) self-paced video training guide
- [Welcome to RHC Connect - FCC Form 465](#) webpage
 - [RHC Connect FCC Form 465 User Guide](#)
 - [Welcome to RHC Connect – FCC Form 465](#) self-paced video training guide
- [Welcome to RHC Connect – FCC Form 466](#) webpage
 - [RHC Connect FCC Form 466 User Guide](#)
 - [RHC Connect - FCC Form 466](#) self-paced video training guide
- [Welcome to RHC Connect – FCC Form 469](#) webpage
 - [RHC Connect FCC Form 469 User Guide](#) – HCPs and service providers
- [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



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 and RHC Connect
Assist with My Portal and RHC Connect	Transfer a call to a specific form reviewer

Questions?

Thank You!





**Universal Service
Administrative Co.**