

**E-rate:
Basic Training**

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Nebraska Library Commission
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What is E-rate?

- Federal program that provides discounts to assist most schools and libraries in the United States (and U.S. territories) to obtain affordable telecommunications (telephone) and Internet access.
- Funded through the **Universal Service fee** charged to companies that provide telecommunications services.

What is E-rate?

- Created by the **Telecommunications Act of 1996**
 - Telecommunications providers were ordered to supply their services to schools and libraries at discounted rates determined by the FCC (S.652, Section 254(h) (1)(B)).
 - FCC was directed to establish rules “to enhance... access to advanced telecommunications and information services for all public and nonprofit elementary and secondary school classrooms, health care providers, and libraries” (Section 254(h) (2)(A)).

General information

- **Federal Communications Commission (FCC)**, an independent U.S. government agency, oversees the E-rate program
- **Universal Service Administrative Company (USAC)**, a not-for-profit, administers E-rate along with three other programs
- **Schools and Libraries Division (SLD)** is the part of **USAC** with responsibility for E-rate

General information

- Commitments for E-rate are made by funding year, which runs from July 1 through the following June 30
 - FY2012 is July 1, 2012 – June 30, 2013
- Original commitments cap was \$2.25 billion for each funding year
 - Starting with FY2010, cap will be increased based on inflation. New cap for FY2010: \$2.27 billion. For FY2011: \$2.29 billion.

General information

- Who can apply?
 - Libraries and library systems
 - In NE – all public libraries are eligible
 - Schools and school districts
 - Consortia – groups of eligible entities that band together to aggregate demand and negotiate lower prices

General information

- How large are the discounts on eligible products and services?
 - Discounts: **20% to 90%** of eligible costs
 - Discount for a library depends on:
 - Percentage of K-12 students eligible for **National School Lunch Program (NSLP)** in the school district in which the library is located - can't include PreK
 - **Urban or rural** location of the library

Calculate Your Discount – 3 Steps

1. Check your NSLP data on the Nebraska DOE website: http://www.education.ne.gov/DataServices/Data_and_Information.html
2. Check your Urban/Rural Status: <http://www.usac.org/sl/applicants/step05/urban-rural/>
3. Use the Discount Matrix to determine your discount : <http://www.usac.org/sl/applicants/step05/discount-matrix.aspx>
Instructions/example: <http://www.sl.universalservice.org/reference/discount.asp#library>

Apply online – the math is done for you!

Discount Matrix

Percent of Eligible Students	Urban	Rural
Less than 1%	20%	25%
1% - 19%	40%	50%
20% - 34%	50%	60%
35% - 49%	60%	70%
50% - 74%	80%	80%
75% - 100%	90%	90%

What is “E-rate-able”?

- The FCC publishes the **Eligible Services List** each year.
- The list can be found at the SLD site in PDF format:

➤ <http://www.usac.org/sl/tools/eligible-services-list.aspx>

Eligible Services

What services are eligible?

- Priority 1 (funded first)
 - **Telecommunications Service** – eligible telecommunications carrier
 - **Telecommunications** – non-telecommunications carrier via fiber
 - **Internet Access**
- Priority 2 (funded beginning with neediest applicants first)
 - **Internal Connections**
 - **Basic Maintenance of Internal Connections**

Eligible Services – Priority 1

- **Telecommunications** - support for telecom services such as:
 - Local and long distance service
 - Interconnected Voice over Internet Protocol (VoIP)
 - Cellular voice service
 - Including text messaging, voicemail
 - (For email/Internet on your phone, remember to check the IA box on your 470!)

Eligible Services – Priority 1

- **Telecommunications** - support for telecom services such as:
 - Digital Transmission Services
 - Digital Subscriber Line (DSL)
 - Primary Rate Interface (PRI)
 - T-1, T-3
 - Satellite Service

Eligible Services – Priority 1

- **Internet Access (IA):**
 - Support for IA includes Internet Service Provider (ISP) fees as well as the conduit to the Internet
 - Other eligible Internet Access services include:
 - E-mail service
 - Wireless Internet access
 - Interconnected VoIP
 - Web hosting

Eligible Services – Priority 2

- **Internal Connections**
 - Support for equipment and cabling on-site that transport info to classrooms or public rooms of a library
- **Basic Maintenance of Internal Connections**
 - Repair and upkeep of hardware
 - Wire and cable maintenance
 - Basic tech support
 - Configuration Changes

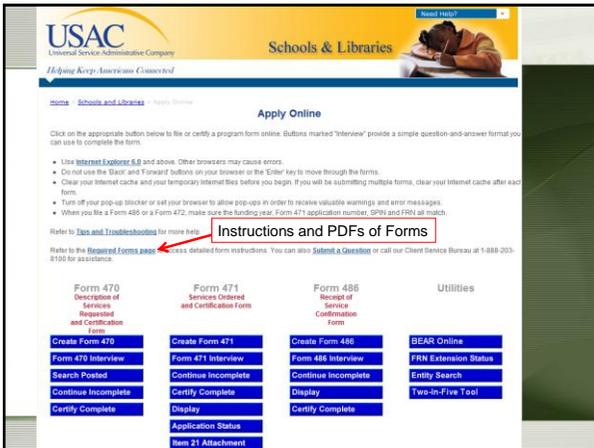
Eligible Services – Miscellaneous

- **Miscellaneous charges**
 - Miscellaneous charges can apply to all four Service categories and are funded in the category of the service they are supporting.
 - Taxes, surcharges and other similar reasonable charges are eligible for discount. This includes but is not limited to :
 - Universal Service Fund
 - Excise Tax
 - 911

E-rate Forms

- There are four basic forms - all can be filed online
 - Form 470** (I want a service)
 - Form 471** (I have chosen a service provider)
 - Form 486** (I am receiving the service)
 - Form 472/474** (I have paid all my bills – give me my money!)
- Online filing speeds processing and reduces errors: <http://www.usac.org/sl/>
- Libraries need to keep copies of all E-rate paperwork for 5 years after the **last date of service**.
 - Can be electronic or paper.

Apply Online - <http://www.usac.org/sl/>



Forms and Deadlines – FY 2012

Form or Event	Deadline or Dates
Funding Year (FY)	Funding Year you are currently applying for is 2012 - July 1, 2012 through June 30, 2013.
Form 470	Starts request for services. Must be posted at least 28 days before the filing Form 471. Note (1) timeframe for all bids (2) Form 471 filing closing date. Will receive <i>Receipt Notification Letter – RNL</i> . February 21, 2012 is the last day you can POST a Form 470 and still comply with the 28-day waiting period.
Form 471	Tells SLD what services you want, the provider, costs, schools getting services, discount %, contract or MTM, etc. 471 filing window opens at noon EST on Jan. 9, 2012 and will close at 11:59pm EST on March 20, 2012. Will receive <i>Receipt Acknowledgement Letter – RAL</i> .
PIA review	SLD's Program Integrity Assurance (PIA) staff review all applications, which can take over 8 months. PIA will contact you with questions.
FCDL sent	Starting late April, Funding Commitment Decision Letters sent to applicants. This continues for months.
Form 486	Confirms start of service. Must be received/postmarked within 120 days after FCDL date or 120 days after the Service Start Date, whichever is later.
Form 472 / Form 474	Get discounts on bills (#474) or reimbursements (#472). Received or postmarked no later than 120 days after the date of the Form 486 Notification Letter or 120 days after the last date to receive service, whichever is later.
Appeals	Must be received within 60 days of date on the FCDL.

General information

- Each time you file a program form, **USAC** sends you a letter
 - Letters are color-coded by funding year
 - 2006 Canary
 - 2007 Pink
 - 2008 Blue
 - 2009 Canary
 - 2010 Pink
 - 2011 Blue
 - 2012 Canary

Technology planning

- ***New Rule*** Starting for FY2011, if you are only requesting Priority 1, a technology plan is NOT required
- Technology Plans criteria for E-rate - <http://www.usac.org/sl/applicants/step02/technology-planning/>
- NLC Technology Planning Worksheet - <http://nlc.nebraska.gov/erate/techplan.aspx>
- Libraries need to keep copies of the technology plan and the approval letter for audit purposes.

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CIPA/NCIPA Compliance

(Children's Internet Protection Act)

- Compliance with CIPA required for:
 - Internet access (Priority 1)
 - Internal connections (Priority 2)
- CIPA requires:
 - Internet Safety Policy
 - Technology Protection Measure
 - Public Notice and Meeting/Hearing
- SLD information on CIPA:
 - <http://www.usac.org/sl/applicants/step10/cipa.aspx>

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New CIPA Order

- FCC Report and Order [FCC 11-125](#)
 - Released August 11, 2011
- New requirements come from the Protecting Children in the 21st Century Act, which updated the Children's Internet Protection Act.

New requirements under CIPA

- **FOR LIBRARIES – No new requirements!**
- **FOR SCHOOLS** – By July 1, 2012, amend your existing Internet safety policy (if you have not already done so) to provide for the education of minors about appropriate online behavior, including interacting with other individuals on social networking sites and in chat rooms, and cyberbullying awareness and response.
- Overall - several existing statutory requirements have been codified and others have been clarified.

Internet Safety Policy

- Issues that must be addressed:
 - Access by minors to inappropriate material
 - Safety/security of minors when using e-mail, chat rooms, other direct electronic communications
 - Unauthorized access, including “hacking” and other unlawful activities by minors online
 - Unauthorized disclosure, use and dissemination of personal information regarding minors
 - Measures designed to restrict minors’ access to materials harmful to minors

Internet Safety Policy

- **NOTE:** FCC is not telling you how to address these issues, local issue how you will address them. FCC just telling you that you must address them.
- You may already have an acceptable use policy. Don’t need a separate policy for E-rate. Can just use one you already have for E-rate purposes.

Technology protection measure

- Specific technology that blocks or filters Internet access
- Must protect against access by adults and minors to visual depictions that are obscene, child pornography, or harmful to minors
- Can be disabled for adults engaged in “bona fide research or other lawful purposes”

TIP: Retain documentation demonstrating that your filter is in place.

Public notice and meeting or hearing

- Proposed policy must be addressed at a public meeting or hearing for which reasonable public notice was given.

TIP: Retain documentation of public notice (e.g., newspaper ad, flyer, announcement in other publication) and documentation of hearing or meeting (e.g., board agenda, meeting minutes).

Request services - Form 470

- You post a Form 470 to:**
 - Open a competitive bidding process
 - Notify potential bidders (service providers) of the types and quantities of services that you need
 - Define the scope of your needs (e.g., a school building, a library system, a state network)

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Form 470

- Must be posted for at least 28 days before you choose a vendor, sign contracts and file Form 471
 - February 21, 2012 is the last day you can post a Form 470 and still comply with the 28-day waiting period for FY2012.**
- Keep track of all bids if any are received
- Price must be primary factor in selecting a phone company if you receive multiple bids.
- Must file this form **every year** for telephone

Form 470

SLD Home | Site Map | Search Site | Contact SLD

Schools and Libraries Service Program
Description of Services Requested and Certification Form
New Form 470 Application

Be sure to review the Form 470 Instructions, available in the Applying for Discounts: Step-by-Step Section of the SLD Web Site (<http://www.sl.universalservice.org/reference/y4ez470guide.asp>). And remember, if you need additional help while you are filing your Form 470 online, click on the "Help" button in the upper right hand corner of each screen.

Attention MAC Users! If you are using Internet Explorer to access the online forms, you may have to double click the navigation buttons.

Enter Zip Code or Entity Number and Click Next:

Zip Code:

OR

Entity Number:

<< Previous Next >>

Form 470

6a. Contact Person's Name: Jane Doe Copy 4a-c above to 6b-d below

First, if the Contact Person's Street Address is the same as in Item 4 above, check this box: If not, please complete the entries for the Street Address below.

6b. Street Address, P.O. Box, or Route Number
2000 L STREET N.W., SUITE 200

City: WASHINGTON State: DC Zip Code: 20036 - 4924

Check the box next to your preferred mode of contact and provide your contact information. One box **MUST** be checked and an entry provided.

6c. Telephone Number: (202) 776 - 0200 ext.

6d. Fax Number: (202) 776 - 0080

6e. E-mail Address: jane.doe@library.com

Reenter E-mail Address: jane.doe@library.com

7. Consultant Information

Consultant Registration Number: Search

An agency may not conduct or sponsor, and a person is not required to respond to, a collection of information unless it displays a currently valid OMB control number.

FCC Form 470
November 2010

<< Previous Reset Next >>

Form 470

HOME | CANCEL | HELP

FCC Form 470
Universal Service Program Description of Services Requested and Certification Form

Entity Number: 145909 Applicant's Form Identifier: Year 2011
Tele/Int. Contact Person: Joan Smith Phone Number: (202) 776-0200

Please Record This Form 470 Application Number For Future Reference:
This Number Must Be Used To Complete Your Application,
If You Leave This Process Before The Application Is Completed.

Form 470 Application#: 873810000896702

Next >

Form 470

Approval by OMB
3000-0806

Entity Number: 145909 Applicant's Form Identifier: Year 2011
Contact Person: Joan Smith Tele/Int. Phone Number: (202) 776-0200

Block 5: Certification and Signature

16. I certify that the applicant includes: (Check one or both.)

a. schools under the statutory definitions of elementary and secondary schools found in the No Child Left Behind Act of 2001, 20 U.S.C. §§ 7801 (18) and (38), that do not operate as for-profit businesses, and do not have endowments exceeding \$50 million; and/or

b. libraries or library consortia eligible for assistance from a State library administrative agency under the Library Services and Technology Act of 1996 that do not operate as for-profit businesses and whose budgets are completely separate from any schools (including, but not limited to elementary and secondary schools, colleges, and universities).

17. I certify that, if required by Commission rules, all of the individual schools and libraries receiving services under this form are covered by technology plans that do or will cover all 12 months of the funding year, and that have been or will be approved by a state or other authorized body, or an SLD-certified technology plan approver, prior to the commencement of service.

Or I certify that no technology plan is required by Commission rules.

18. I certify that I will post my Form 470 and (if applicable) make my RFP available for at least 28 days before considering all bids received and selecting a service provider. I certify that all bids submitted will be carefully considered and the bid selected will be for the most cost-effective service or equipment offering, with price being the primary factor, and will be the most cost-effective means of meeting educational needs and technology plan goals.

Form 470

- Form 470 Receipt Notification Letter (RNL) – a letter issued by USAC to the applicant that summarizes the information provided in the Form 470
- Cover page of important reminders
- Ministerial and clerical errors can be corrected until USAC issues the Funding Commitment Decision Letter

Acronyms and terms

- **Allowable vendor selection/contract date (ACD)**
 - the date 28 days after the Form 470 is posted to the **USAC** website
- **Billed Entity Number (BEN)** – an identification number assigned by **USAC** to each school or library building
 - Need a BEN? Call SLD at 1-888-203-8100
- **Personal Identification Number (PIN)** – a code assigned by **USAC** to applicants for use in certifying program forms online
 - USAC issues a PIN to every new authorized person filing a paper Form 470, 471, or 486

Competitive bidding

- When you open a competitive bidding process for your services:
 - Potential bidders have the information from your Form 470 and/or **RFP** and can respond to your requests
 - You must ensure that the competitive bidding process is open and fair
 - You must be prepared to evaluate bids

Competitive bidding

- Must have a **fair and open bidding process**
 - Bid document (RFP) optional, is a local decision
 - All vendors are treated the same; have access to same information
 - Vendors cannot be involved in your 470
- Must choose most **cost-effective bid**
 - Cost must be primary factor
 - Non-eligible products/services not part of cost effectiveness
 - Fully document your bid review process and any decision(s)
 - Record dates of any decisions, actions taken, etc.

Competitive bidding

Bid Evaluation Matrix (sample)

Factor	Points Available	Vendor 1	Vendor 2	Vendor 3
Price of the ELIGIBLE goods and services	30	15	30	25
Prior experience w/ vendor	20	20	0	20
Prices for ineligible services, products & fees	25	20	15	25
Flexible Invoicing: 472 or 474	15	0	15	15
Environmental objectives	5	5	3	2
Local or in state vendor	5	5	5	5
Total	100	65	68	92

Competitive bidding

- After you close the competitive bidding process for your services (on or after the **ACD**):
 - You can evaluate the bids received
 - You can choose your service provider(s)
 - You can sign a contract
 - You can post a Form 471

Choose services – Form 471

- **You post a Form 471 to:**
 - Report information on the service providers and services you have chosen
 - Include discount calculation information including student **NSLP** counts
 - Certify your compliance with program rules

Form 471

- File after the Form 470 has been posted for at least 28 days and contracts are signed
 - **FY2012 application filing window opens at noon EST on January 9, 2012. Form 471 must be postmarked or filed online by 11:59pm EST on March 20, 2012.**
- Provides specific information on services, service providers selected, and contracts and/or agreements, costs, etc.
- Must be filed each funding year
- Form 470 certifications must also be filed online or postmarked before the close of the 471 filing window

Form 471

FCC Form 471
Service Contract and Certification Form

Approved by OMB 3000-0008 Estimated Average Burden Hours Per Response: 4 hours
This form asks schools and libraries to list the eligible telecommunications-related services they have ordered and estimate the annual charges for them so that the Fund Administrator can set aside sufficient support to reimburse providers for services.
Please read instructions before beginning this application. (You can also file online at www.oi.universalservice.org). The instructions include information on the deadline for filing this application.

Applicant's Form Identifier: 471FY2011 Form 471 Application #: (To be assigned by administrator)

Block 1: Billed Entity Address and Information
(The "Billed Entity" is the entity paying the bills for the services listed on this form.)

1 Name of Billed Entity: APPLICANT 2 Funding Year: FY 2011 July 01, 2011 through June 30, 2012

3a Entity Number: 1234567890 3b FCC Registration Number: 145699

4 Billed Entity (Applicant) Address, etc.
Street address, P.O. Box, or Suite Number:
100 L STREET NW, SUITE 200
City: WASHINGTON State: DC Zip Code: 20004

5 Telephone Number (10 digits + extension): 202 776 0000 Fax Number (10 digits): 202 776 0000

5a Type of Application (Select only one type)
 Individual School (individual public or non-public school)
 School District (USA, public or non-public (e.g., district) local district representing multiple schools)
 Library (including library system, library sub-library or library consortium as defined under LSA)
 Consortium (intermediate service agencies, consortia of schools and/or libraries)
 Separate application for center (other state codes)
 All public administrative in the state
 All non-public schools in the state
 All libraries in the state

If you selected "Consortium" in 5a above, check here if any members are ineligible non-member entities.

5b. Recipient(s) of Service:
 Private Other Head Start
 Public Tribal State Agency

FCC Registration Number (FCC RN)

- Added to Form 471
- Persons and entities doing business with the FCC must obtain an FCC RN and supply it when doing business with the FCC (Form 471 Block 1 entities only)
- To look up your library's FCC RN, or request one, go to:
<https://fjallfoss.fcc.gov/coresWeb/publicHome.do>

Form 471

HOME CANCEL SAVE & EXIT HELP

FCC Form 471
Services Ordered and Certification Form

Block 1 Block 2 & 3 Block 4 Block 5 Block 6

Applicant's Form Identifier: 471FY2011 Entity Number: 145909
Contact Person: Jane Doe Phone Number: (202) 776-0200

IMPORTANT

Please record your Form 471 application number and security code. You will need this information if you wish to exit and return later to this online Form 471 application or if you wish to file your Item 21 Attachment Online.

471 Application Number: 780332
Billed Entity Number: 145909
Security Code Number: 50369

Continue >> Print Now

Form 471

- **Item 21 Attachment (Item 21)** – the description of services associated with a funding request
 - must be submitted by the close of the application filing window
 - can be submitted online, by fax, email, or on paper
 - Detailed instructions and examples:
– <http://www.usac.org/sl/applicants/step07/form471-attachments.aspx>

Form 471

- **Form 471 Receipt Acknowledgment Letter (RAL)**
 - a letter issued by **USAC** to the applicant and the service provider that summarizes the information provided in the Form 471
 - Cover page of important reminders
 - **Ministerial and clerical errors** can be corrected until USAC issues the Funding Commitment Decision Letter
 - Applicants can request funding reductions but not funding increases

Acronyms and terms

- **Funding Request Number (FRN)** – the identification number assigned to a Form 471 Block 5 funding request
- **Service Provider Identification Number (SPIN)** – the identification number assigned by **USAC** to a service provider
 - Service providers may have more than one **SPIN** in order to identify separate business units, different states in which they operate, etc.

Ministerial & Clerical Errors

- “The applicant can amend its forms to correct clerical and ministerial errors on their [FCC Forms 470](#), [FCC Form 471 applications](#), or [associated documentation](#) until an FCDL is issued. Such errors include only the kinds of errors that a typist might make when entering data from one list to another, such as mistyping a number, using the wrong name or phone number, failing to enter an item from the source list onto the application, or making an arithmetic error.”(FCC 11-60)

M&C Errors Examples

- Spelling errors
- Simple addition, subtraction, multiplication or division errors
- Transposed letters and/or numbers
- Typos
- Update or change contact person
- Correct errors to dollars figures on an FRN
- Failing to enter an item from the source list (e.g., NSLP data, uploading Block 4 data, FRN, etc.)

Submitting Corrections

- **Form 470 corrections** submitted via Receipt Notification Letter ([RNL](#))
- **Form 471 corrections** submitted via Receipt Acknowledgement Letter ([RAL](#)) and/or during FCC Form 471 review
- Follow submission instructions on letter

Application review

- **Program Integrity Assurance (PIA)** – the **USAC** group that reviews and makes funding decisions on program applications
- **PIA reviews your Form 471 to:**
 - Check the eligibility of the schools and libraries and their discount levels
 - Verify that the services you requested are eligible for discounts
 - Give you an opportunity to make allowable corrections to your form
 - In some cases, ask for additional verification of your compliance with program rules

Funding Commitment Decision Letter (FCDL)

- **Funding Commitment Decision Letter (FCDL)** – a letter issued by **USAC** to the applicant and the service provider that contains commitment decisions on funding requests
 - Funded
 - Not funded
 - As yet unfunded (internal connections)
 - Canceled
- May receive more than one FCDL
- Use info on FCDL to prepare Form 486

Appeals

- Funding denials can be appealed
 - Generally, appeal first to the SLD
 - Then appeal to FCC if SLD denies appeal
- Must be postmarked within 60 days of denial on FCDL
- FCC has been granting many appeals
 - But can be a year or more
- See Appeals Procedure on SLD Website:
 - <http://www.usac.org/sl/about/appeals/default.aspx>

Start services – Form 486

- **You post a Form 486 to:**
 - Notify **USAC** that services have started and invoices for those services can be processed and paid
 - Provide the name of the **TPA** that approved your technology plan (if needed)
 - Report your status of compliance with **CIPA** (if needed)

E-rate Form 486

- Form 486 deadline is 120 days after service starts –**OR**– 120 days after date of Funding Commitment Decision Letter date, whichever is later.
 - October 29 deadline for FCDL before July 1
- **Form 486 Notification Letter** – a letter issued by **USAC** to the applicant and service provider after a Form 486 has been processed

Invoicing USAC - Forms 472/474

- Applicants have a **choice of two invoicing methods** to receive discounts:
 - **Form 472 – BEAR** - Billed Entity Applicant Reimbursement - to receive reimbursement after you have paid your bill – filed by applicant (you)
 - **Form 474 – SPI** - Service Provider Invoice - to receive the discount on your bill – filed by Service Provider

Invoicing USAC - Forms 472/474

- **BEAR Notification Letter** – a letter issued by **USAC** to the applicant and service provider after a **BEAR** has been processed
- **Quarterly Disbursement Report** – a report issued to the applicant detailing all invoicing activity (**BEARs** and **SPIs**) during the previous quarter

Useful Links

- SL News Briefs -
<http://www.usac.org/sl/tools/news-briefs/>
- Tip Sheets -
<http://www.usac.org/sl/about/tip-sheets.aspx>
- Process flowchart – reminds you where you are -
http://www.usac.org/_res/documents/sl/pdf/application-process-flow-chart.pdf

Getting help

- **SLD Client Service Bureau (CSB)**
 - 1-888-203-8100
 - Submit a Question -
http://www.slforms.universalservice.org/EMailResponse/EMail_Intro.aspx
- USAC website – www.usac.org/sl

Questions???

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