

Inquiry Type Web

Created On 8/7/2017 4:03 PM PDT

Organization K S Telecom, Inc.

## Case Description

**Description** Please see case #168057 which was closed 08/03/17 as per Cindy, the problem was resolved. I re-submitted our invoice from MARCH with SLD invoice 2649990. It was REJECTED again because "Billed date after contract expiration date;224"... We are a service provider. This problem lies with the Montessori school district paperwork. We are now going on 5 months trying to get paid. Please help. Our spin 143011131. This FRN 1699143525. Thank you.

## Case Artifacts

### Documents

Name	Uploaded By	Upload Date	
No items available			

### Attachments

Attachment	Attachment Type
No items available	

## Case Thread

User	Note	Date
USAC	<p>Tammy,</p> <p>I completely understand your frustration, and it is very valid. After speaking with our PIA manger this is what I found, "During the entity/discount review of the sister application (161060818), the applicant didn't provide all the documentation needed for 2 of the entities 16053733 and 16053735), therefore, the reviewer modified the discounts. The overall discount changed from 67 to 47. The application you are questioning was already committed so the FCDL went out with the original discount, but since the overall district discount changes across applications all the EPC screens will show as 47% which is what the reviewer validated."</p> <p>From my understanding you should appeal FCC Form 471 161060818, because the reviewer should have contacted you to validate the incomplete CCT. Feel free to provide this information during your appeal.</p> <p>Does this help?</p> <p>Based on this customer service comment you have 5 calendar days from today to respond to this request. A timely response to this inquiry is required; failure to respond by 10/02/2017 will resolve in a case closure.</p>	9/27/2017 9:02 AM PDT
Tammy Kirby	<p>Hello,</p> <p>Well, now that we have waited these 5 months for the form 500 to be processed, all that was supposed to change was the contract expiration date. However, the discount rate suddenly changed from 67% to 47%. When I called, I was told that because Montessori is a consortium that is all it could be. The school district acted upon and budgeted for a 67% discount which was the amount on the original FCDL. Now, these many months later with this paperwork snafu, it suddenly dropped. I can tell you that at this point in time, we are seriously considering dropping our ERATE business entirely. Your software/new system simply has too many problems to make you worth our time and energy. The school district has filed an appeal, and is working with your management for an explanation for the discount drop while trying to get it adjusted back. We are afraid to invoice at the 47% (with the thought to invoice the other 20% later) because it may close the project in your computer. So no, we still have not been paid.</p>	9/25/2017 11:30 AM PDT
USAC	<p>Tammy,</p> <p>During my investigation I found that your FCC Form 500 has been processed and you should now be able to invoice. Is there anything else I can assist you with?</p>	9/25/2017 11:14 AM