03/23/2018

Waiver of request for Christ the King Catholic School

RE: BEN #11079

To Whom it May Concern,

We are requesting a waiver of the 471 Filing date deadline. We filed our 470 on time and received only one bid for services from our current provider. Unfortunately they only bid for fiber which was not part of our 470. I contacted them immediately and indicated that I needed a proposal for Coax. Brad (my contact at Charter Spectrum indicated I would receive that proposal after they conducted a site survey. Unfortunately, he did not respond it took me almost two weeks to get in touch with his supervisor. Charter would not give me that information directly they would only elevate my case up the channels. Finally I was able to contact our Charter Rep. from 2017 and she passed the information on to me. At that point I contacted his supervisor who assigned me to two additional reps.

Over a 3 day time period they sent me many emails with different rates and at least two Contracts that had incorrect information. I have multiple cases with USAC all revolving around the problems I had getting correct information and finally getting a contract on time and what I needed to do about missing the deadline. I finally received a contract today, March 23 at 3:30 and was able to file the 471.

In my 10 plus years of filing with E-rate I have NEVER missed a deadline. Through no fault of my own this deadline was missed. I have the email trail where I have repeatedly asked when the promised information was coming as well as trying to clear up why I was getting three different rates.

If you have any further questions or I can provide any further information, please contact me at [Srusscher@ckschool.net](mailto:Srusscher@ckschool.net) or via phone at 509 946-6158.

Thank you in advance for your consideration of this request.

Sincerely,

Suzanne Russcher

Bookkeeper