

FY2017 – Petition for Waiver

Date filed: April 16, 2018

Contact Person: Cindy Spenner, Academic Technology Manager, Cindy.Spenner@bishopheelan.org

Applicant: Bishop Heelan Catholic Schools, BEN: 16038318

Service Provider: FiberComm, L.C., SPIN: 143021132

FCC Form 471 Application Number: 171042187

FRN: 1799095603

RE: Request for waiver of FCC rules regarding 60 days to file an appeal with USAC

Background:

- This request for waiver of FCC rules is in regards to funding year 2017 Form 471, Application #171042187, FRN #1799095603. This FRN was approved in full in wave 7 (FCDL date 7/14/2017).
- On July 20, 2017, the Applicant generated the funding commitment decision letter, along with the details below. Note that the CSV file contained the following information for FRN #1799095603. The highlighted cell shows that there was a clerical error on the service start date. (It should have been 7/1/2017).

| Contract Number | Account Number | Service Start Date | Contract Expiration Date | Award Date | Expiration Date (All Extensions) | Months Of Service In Funding Year |
|-----------------|----------------|--------------------|--------------------------|------------|----------------------------------|-----------------------------------|
| 1282016 | | 7/1/2016 | 4/20/2026 | 1/28/2016 | | 12 |

| Total Eligible Recurring Charges | Total Eligible One Time Charges | Total Pre-Discount Charges | Discount Rate | Committed Amount | Application FCDL Comments | FCDL Comments | Wave Number | Last Allowable Date For One Time Services |
|----------------------------------|---------------------------------|----------------------------|---------------|------------------|---------------------------|---------------|-------------|---|
| \$43,200.00 | \$0.00 | \$43,200.00 | 50.00% | \$21,600.00 | | | 7 | 6/30/2018 |

- The Applicant filed corresponding Form 486 #83718 on 11/10/2017 – certified at 9:59 AM CST. Again due to the original clerical error on form 471 (which was not caught in

the pre-commitment PIA review process), the wrong service start date was included on form 486.

- On December 1, 2017, USAC sent the Applicant a "Request for Corrections of Certain Service Start Dates" with instructions to submit corrections via email response by December 11, 2017 (Included in Supporting Doc. #1 – email correspondence regarding Service Start Date issue).
- Early on December 12, 2017, the Applicant realized it had missed the 12/11/2017 deadline to correct the service start date. Upon realizing the error, the created a Customer Service Case at 4:33 am CST on 12/12/2017 via EPC because there were still questions regarding the necessary correction. (Re: Supporting Docs #2 – Customer Service Contact records – Sheet B). **Note that the action undertaken by the school occurred only a few hours after the deadline to correct the service start date. This action was taken to ensure that the information provided to USAC would be accurate.**
- In response to the request from USAC, the Applicant followed up with direct email at 7:15 am with the corrected service start date (Re: Supporting Docs #1- Email Response sent on 12/12) and followed up with a call to USAC Client Services who created another Customer service case at 7:16 am CST (Re: Supporting Docs 2 – Sheet C) with another Customer Service contact @ 11:40 am CST to USAC (Re: Supporting Doc. #2 – Sheet D). **Again note that the correction to the service start date was filed within 24 hours of the deadline to correct the service start date.**
- Following this communication, no other notices were sent by USAC, either by email, by phone, or in response to Customer Service cases regarding the service start date correction. The Applicant, therefore, assumed the start date was corrected and that invoicing by the service provider via form 474 would be successful.
- On February 22, 2018, the Applicant received an email from the vendor that they had been notified of the incorrect Service Start Date when attempting to file an invoice with USAC. The school followed up that same day with a call to the vendor. (Re: Supporting Doc. #3-email corresponding to vendor inquiries)
- The information provided to the vendor by USAC invoicing states, *Michelle, The FRN 1799095603 for this Invoice was determined to have an incorrect Service Start Date and/or End Date. It is currently being reviewed to determine what changes need to be made. Once that review is completed, the review of the Invoice can be completed as well. If additional information is needed, the SP/Applicant will be contacted. We do not have an estimated completion date available at this time. If you have any additional questions or concerns, you may reopen the case and add a note. If the case cannot be reopened, please create a new customer service case or contact the Client Service Bureau at 888-203-8100. (emphasis added).*
- Due to the message received by the service provider and forwarded to the Applicant, the Applicant assumed that USAC was still reviewing the information sent by the school on 12/12/2017.
- On 2/27/2018, the Applicant resent the original email from 12/12/2017 (Re: Supporting Doc #1-email correspondence) as well as reached out to via a Customer Service Case #225951 (Re: Supporting Doc #2 – Sheet E).
- Additionally, as the Applicant worked with Program Integrity Assurance regarding 2017 applications, the Applicant asked the PIA reviewer to check if there were any other issues for 2017. The reviewer assured the Applicant all was fine. After receiving the notice from the vendor in February and resending the request to correct the service start date, with still no

response from USAC regarding whether the correction was made, the Applicant decided to file an appeal for the Service Start Date Correction – Appeal #90631 – 2/27/2018 – 10:18 am CST, **even though no post-commitment denial for correction of the service start date was ever sent by USAC to the applicant.** (Re: Supporting Doc. #4-appeal of service start date correction). **Apparently because this appeal was filed more than 60 days after “denial” to correct the service start date, USAC had no choice but to deny the requested appeal.**

- With no further notice from USAC, on 3/5/2018, the Applicant submitted another Customer Service inquiry via phone as to the status of any reviews and was informed the applicant needed to just wait for info from USAC. (Re: Supporting Docs #2 – Sheet F).
- After two more weeks, the Applicant submitted a Customer Service inquiry on 3/19/2018 regarding the status of the appeal. Customer Service responded that because the appeal was under review for less than 90 days, the Applicant needed to wait to be contacted. (Re: Supporting Docs #2-Sheet G). It has now been more than 90 days.

At this time, Bishop Heelan Catholic Schools requests a waiver of the rule that states an appeal must be filed with USAC within 60 days after a denial and that the FCC allows USAC to work with the applicant to correct the service start date. The Applicant contends that because no formal notice was provided to the Applicant that the correction of the service start date would not be allowed, the Applicant was unaware that an appeal was even needed until after the 60 days had passed. In fact, correspondence from USAC invoicing and Customer Service indicated to the contrary that USAC was working on fixing the clerical error of the wrong service start date. Only after escalating the case within USAC was the Applicant notified that the appeal was denied and that a waiver to the FCC was needed.

Request of Waiver: Remand back to USAC so that the Service Start Date Correction may be implemented

Modification: FRN 1799095603

Correct Service Start Date: 07/01/2017

Service type: Category 1

Total Eligible Recurring Amt: \$43,200

Discount Rate: 50%

Commitment Amt: \$21,600

Respectfully submitted on behalf of Bishop Heelan Catholic Schools,



Cindy Spenner

Academic Technology Manager

Bishop Heelan Catholic Schools

cindy.spenner@bishopheelan.org

712.253.8061 | cell

Spenner, Cindy

Resubmission of Service Start Date

From: Spenner, Cindy
Sent: Tuesday, February 27, 2018 10:06 AM
To: 'SL-CS@usac.org'
Cc: Spenner, Cindy
Subject: RE: Service Correction Start Dates - BEN 16038318

Correction via email.
 Due to notice from vendor.

*Note: there has
 been no notice from
 Reviewer since
 initial email
 on 12/12/2017

Note: Reissuing this email as well as submitting for appeal. Please refer to service correction info.

Cindy

Cindy Spenner
 Academic Technology Manager/Webmaster
 Bishop Heelan Catholic Schools
 Cell | 712.253.8061
cindy.spenner@bishopheelan.org
[Visit Our Website](#)

Email Response on 12/12/2017

From: Spenner, Cindy
Sent: Tuesday, December 12, 2017 7:15 AM
To: SL-CS@usac.org
Subject: Service Correction Start Dates - BEN 16038318

Note: My apologies for missing this – we are in the midst of moving to our new high school in 2 weeks. I had a question on the service end date and attempted to call last week. I also submitted an online inquiry (Case #210863 has been created)

I just got thru to USAC support -got my question answered. I have made the adjustments below.

Thank you,

Cindy

Cindy Spenner
 Academic Technology/Webmaster
 Bishop Heelan Catholic Schools
 Cell | 712.253.8061
[Visit our website!](#)

Original notice 12/1/2017

From: USAC Schools and Libraries [<mailto:e-rate@lists.universalservice.org>]
Sent: Friday, December 1, 2017 3:29 PM
To: Spenner, Cindy <Cindy.Spenner@bishopheelan.org>
Subject: Please Submit Corrections to Your FY2017 Service Start Dates

[View this message as a web page](#)



Request for Corrections to Certain Service Start Dates for FY2017

Dear Applicant:

During a review of your Funding Year (FY) 2017 FCC Form 471, we discovered that the service start date you reported on one or more of your Funding Request Numbers (FRNs) is outside the funding year. The Service Start Date (SSD) for FY2017 FRNs must be no earlier than July 1, 2017.

Please see the table below which lists each Billed Entity Number (BEN), Billed Entity Name, Funding Request Number (FRN), FCC Form 471 Number, and current SSD for each impacted FRN:

| BEN - BEN Name | FRN (FCC Form 471 #) - Current SSD |
|---|-------------------------------------|
| 16038318 - BISHOP HEELAN CATHOLIC SCHOOLS | 1799095603 (171042187) - 07/01/2016 |

Required Action:

The above Service Start Date(s) must be corrected to a date on or after July 1, 2017. Also, your Service End Date (SED) or Contract Expiration Date (CED) may need to be corrected as well. To review your SED or CED, you can access each FCC Form 471 from your landing page in the E-rate Productivity Center (EPC).

Please provide the corrected date(s) using the following format:

| FRN | FCC Form 471 # | Revised SSD | Revised SED or CED |
|------------|----------------|-------------|---------------------|
| 1799095603 | 171042187 | 07-01-2016 | 06-30-2018 |
| 1799095603 | 171042187 | 07-01-2017 | 04-20-2026 |
| | | | (contract end date) |
| | | | |
| | | | |

We will process the information you provide and issue a Revised Funding Commitment Decision Letter (RFCDL) showing the corrected date(s). The current version of your FCC Form 471 will also show the corrected date(s).

Please submit your changes to SL-CS@usac.org by Monday, December 11, 2017. If you have questions, you can contact the Client Service Bureau at 888-203-8100 or create a customer service case in EPC.

Thank you for your assistance.

#16038318 - BISHOP HEELAN CATHOLIC SCHOOLS



CREATE A CUSTOMER SERVICE C...

Summary Customer Service Modifications Additional Information Discount Rate Contracts FCC Forms FRN Appeals News

Related Actions

Documentation of Customer
Service Contact

Customer Service Cases

| Case ID | Nickname | Topic | Status | Created By | Date Created |
|---------|------------------------------------|-------------------------|--------------|-----------------------------|-------------------------|
| 233581 | | FCC Form 472 - BEAR | Closed | EPC System | 4/10/2018 12:57 PM CDT |
| 233562 | | FCC Form 486 | Closed | EPC System | 4/10/2018 11:33 AM CDT |
| 233554 | BHCS - FY2016-Cat2ver2 | FCC Form 472 - BEAR | Pending USAC | Cindy Spenner | 4/10/2018 11:07 AM CDT |
| 233097 | | Online Navigation Help | Closed | EPC System | 4/5/2018 9:03 AM CDT |
| 229988 | Service Start Date correction | Appeals | Closed | Cindy Spenner | 3/19/2018 3:00 PM CDT |
| 227640 | | Other | Closed | donshee.ashford2@gdit.com | 3/7/2018 4:06 PM CST |
| 227099 | | Other | Closed | EPC System | 3/5/2018 4:56 PM CST |
| 225951 | | FCC Form 471 | Closed | EPC System | 2/27/2018 9:46 AM CST |
| 225868 | FY2016-Yellow dog - service sub | FCC Form 472 - BEAR | Closed | Cindy Spenner | 2/26/2018 4:47 PM CST |
| 225863 | BHCS-Yellow Dog-2-2016 | FCC Form 472 - BEAR | Closed | Cindy Spenner | 2/26/2018 4:38 PM CST |
| 210982 | | Other | Closed | EPC System | 12/12/2017 11:40 AM CST |
| 210866 | | FCC Form 471 | Closed | EPC System | 12/12/2017 7:15 AM CST |
| 210863 | BHCS-Cat 1 2017 Service Correction | Post Commitment Changes | Closed | Cindy Spenner | 12/12/2017 4:33 AM CST |
| 207352 | | Online Navigation Help | Closed | james.french@gdit.com | 11/17/2017 12:37 PM CST |
| 206203 | | Other | Closed | EPC System | 11/10/2017 11:02 AM CST |
| 206172 | | FCC Form 471 | Closed | samuel.piper@gdit.com | 11/10/2017 9:48 AM CST |
| 206167 | | FCC Form 486 | Closed | samuel.piper@gdit.com | 11/10/2017 9:36 AM CST |
| 205623 | | FCC Form 471 | Closed | EPC System | 11/7/2017 12:48 PM CST |
| 205067 | | FCC Form 472 - BEAR | Closed | courtney.schumaker@gdit.com | 11/3/2017 9:45 AM CDT |
| 205054 | | Appeals | Closed | courtney.schumaker@gdit.com | 11/3/2017 9:17 AM CDT |

1 - 20 of 50

#210863 - BHCS-Cat 1 2017 Service Correction



Summary News Related Actions

Sheet B

Case Details

Topic Post Commitment Changes - Other
Status Closed
Priority High
Inquiry Type Web

Form Type FCC Form 471
Form Number 171042187
Created By Cindy Spenner
Created On 12/12/2017 4:33 AM CST
Organization BISHOP HEELAN CATHOLIC SCHOOLS

Case Description

Description I attempting to submit my service correction information as requested but i'm not sure what to put for the service end date. I used the info from my 2016 form 470 and we have a ten year contract with our local fiber provider.

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>Cindy,</p> <p>If you received an email with the subject "Request for Corrections to Certain Service Start Dates for FY2017," you will need to respond to the email address SL-CS@usac.org with corrected Service Start Dates that are within the funding year FY2017, as instructed in the letter.</p> <p>The Service Start Date for FY2017 can be no earlier than July 1, 2017. Please also review the Service End Date (SED) or Contract Expiration Date (CED) for each FRN. Recurring services must be received within the relevant funding year, and non-recurring services must be received by the September 30 following the relevant funding year. For FY2017, these dates are 6/30/2018 and 9/30/2018.</p> <p>If you have any additional questions or concerns, you may reopen the case and add a note. If the case cannot be reopened, please create a new customer service case or contact the Client Service Bureau at 888-203-8100.</p> | 12/12/2017 8:06 AM CST |

Case Contact

Case Contact Cindy Spenner

Records / Customer Service Cases

#210866



Summary News Related Actions

Sheet C

Case Details

Topic FCC Form 471 - Other
Status Closed
Priority Medium
Inquiry Type Phone

Form Type FCC Form 471**Form Number** 171042187**Created By** USAC**Created On** 12/12/2017 7:15 AM CST**Organization** BISHOP HEELAN CATHOLIC SCHOOLS

Case Description

Description Called regarding the deadline for the Request for Corrections to Certain Service Start Dates for FY2017 Letter.

Case Artifacts

Documents

| Name | Uploaded By | Upload Date |
|--------------------|-------------|-------------|
| No items available | | |

Attachments

| Attachment | Attachment Type |
|--------------------|-----------------|
| No items available | |

Case Thread

| User | Note | Date |
|--------------------|------|------|
| No items available | | |

Case Contact

Case Contact Cindy Spenner

#210982



Summary

News

Related Actions

Sheet D

Case Details

Topic Other

Created By USAC

Status Closed

Created On 12/12/2017 11:40 AM CST

Priority Medium

Organization BISHOP HEELAN CATHOLIC SCHOOLS

Inquiry Type Phone

Case Description

Description I am trying to answer a request about a service correction date, what do I put for the end date?

Case Artifacts

Documents

| Name | Uploaded By | Upload Date |
|--------------------|-------------|-------------|
| No items available | | |

Attachments

| Attachment | Attachment Type |
|--------------------|-----------------|
| No items available | |

Case Thread

| User | Note | Date |
|--------------------|------|------|
| No items available | | |

Case Contact

Case Contact Cindy Spenner

Records / Customer Service Cases

#225951



Summary News Related Actions

Sheet E

Case Details

Topic FCC Form 471 - Funding Commitment Decision
Status Closed
Priority Medium
Inquiry Type Phone

Form Type FCC Form 471
Form Number 171042187
Created By USAC
Created On 2/27/2018 9:46 AM CST
Organization BISHOP HEELAN CATHOLIC SCHOOLS

Case Description

Description I have submitted a correction for a Service Start Date via email.

Case Artifacts

Documents

| Name | Uploaded By | Upload Date |
|--------------------|-------------|-------------|
| No items available | | |

Attachments

| Attachment | Attachment Type |
|--------------------|-----------------|
| No items available | |

Case Thread

| User | Note | Date |
|------|--|------------------------|
| USAC | Cindy, This customer service case has been re-opened but we have received no new information from you. If you have any additional questions or concerns, please reopen the case and provide the information, create a new case, or contact CSB at 888-203-8100. | 2/28/2018 10:52 AM CST |
| USAC | Cindy, We see that you reopened this case but we have not received any new information. If you have a question or concern, please submit it as a note to the case. | 2/27/2018 4:23 PM CST |

Case Contact

Case Contact Cindy Spenner

Records / Customer Service Cases

#227099

Sheet F



Summary News Related Actions

Case Details

Topic Other
Status Closed
Priority Medium
Inquiry Type Phone

Created By USAC

Created On 3/5/2018 4:56 PM CST

Organization BISHOP HEELAN CATHOLIC SCHOOLS

Case Description

Description How do i check the status of reviews i have submitted?

Case Artifacts

Documents

| Name | Uploaded By | Upload Date |
|--------------------|-------------|-------------|
| No items available | | |

Attachments

| Attachment | Attachment Type |
|--------------------|-----------------|
| No items available | |

Case Thread

| User | Note | Date |
|--------------------|------|------|
| No items available | | |

Case Contact

Case Contact Cindy Spenner

#229988 - Service Start Date correction



REOPEN CASE

Summary News Related Actions

Case Details

Topic Appeals - Status Inquiry
Status Closed
Priority High
Inquiry Type Web

Form Type FCC Form 471
Form Number 1799095603
Created By Cindy Spenner
Created On 3/19/2018 3:00 PM CDT
Organization BISHOP HEELAN CATHOLIC SCHOOLS

Case Description

Description I had attempted to correct our service start date for our CAT1 2017 filing back in Dec. I submitted the correction but was not informed that it wasn't made until our vendor contacted me in Feb. I had simple selected the wrong start date (2016) instead of 2017. This is our 2nd year with this vendor and we depend on the credit to help with our technology budget. We have been approved for the CAT1 funding and i just need to get the start date corrected so our vendor canon apply the credit. We need this correction done this week so that our bill can reflect the credit. I even submitted an appeal in an effort to get this corrected faster. That appeal #90631. If you can contact me this week and let me know how to make this correction, it would be greatly appreciated. thanks so much for you timely assistance to this matter.

Case Artifacts

Documents

| Name | Uploaded By | Upload Date |
|----------------------------------|---------------|-----------------|
| Service Start Date - contact doc | Cindy Spenner | 3/19/18 3:00 PM |

Attachments

| Attachment | Attachment Type |
|--------------------|-----------------|
| No items available | |

Case Thread

| User | Note | Date |
|------|--|-----------------------|
| USAC | <p>Cindy,</p> <p>Thank you for contacting USAC regarding the status of your appeal. We have a goal to process all appeals within 90 days of receipt.</p> <p>Your appeal has been under review for less than 90 days. Should USAC have questions while processing your appeal, they may contact you. In order to prepare, we advise you to consider the following:</p> <ul style="list-style-type: none">• Have all documentation to support the appeal, including forms and previous correspondence.• Respond to requests for additional information in a timely manner.• Always let us know if you need additional time to respond. <p>Once our review of your appeal is complete, we will issue a Revised Funding Commitment Decision Letter (RFCDL), which will provide information about next steps.</p> <p>We are working diligently to successfully process all appeals and you should receive further information soon. If you do not receive your RFCDL after 90 days of submission of your appeal, you may contact us.</p> <p>If you have any additional questions or concerns, you may reopen the case and add a note. If the case cannot be reopened, please create a new customer service case or contact the Client Service Bureau at 888-203-8100.</p> | 3/19/2018 3:08 PM CDT |

Documentation of Vendor Contact

Spenner, Cindy

From: Spenner, Cindy
Sent: Thursday, February 22, 2018 11:51 AM
To: Michelle Willsie
Subject: RE: IMPORTANT - E-Rate 2017-2018

Thanks Michelle –
I will be back in the office around 2:30



Cindy Spenner
Academic Technology/Webmaster
Bishop Heelan Catholic Schools
Cell | 712.253.8061
[Visit our website!](#)

From: Michelle Willsie [mailto:mwillsie@fibercomm.net]
Sent: Thursday, February 22, 2018 11:18 AM
To: Spenner, Cindy <Cindy.Spenner@bishopheelan.org>
Subject: RE: IMPORTANT - E-Rate 2017-2018

Of course! I just didn't want to surprise you on the invoice without reaching out. I will let you know if I receive any follow up information.

Thank you for your response,



FiberComm

1605 9th St., Sioux City, IA 51101
Office: 712.224.2020
Direct: 712.224.2055
Fax: 712.224.8810
mwillsie@fibercomm.net

From: Spenner, Cindy [mailto:Cindy.Spenner@bishopheelan.org]
Sent: Thursday, February 22, 2018 11:16 AM
To: Michelle Willsie <mwillsie@fibercomm.net>
Subject: RE: IMPORTANT - E-Rate 2017-2018

Michelle –
Thanks for the heads up – I will check it this afternoon

From: Michelle Willsie [mailto:mwillsie@fibercomm.net]
Sent: Thursday, February 22, 2018 10:58 AM

To: Spenner, Cindy <Cindy.Spenner@bishopheelan.org>

Subject: IMPORTANT - E-Rate 2017-2018

Good Morning-

At this time USAC has held payment of FRN 1799095603 due to an issue with the start date or end date on the FRN. Please see the message below I received from USAC.

Michelle, The FRN 1799095603 for this Invoice was determined to have an incorrect Service Start Date and/or End Date. It is currently being reviewed to determine what changes need to be made. Once that review is completed, the review of the Invoice can be completed as well. If additional information is needed, the SP/Applicant will be contacted. We do not have an estimated completion date available at this time. If you have any additional questions or concerns, you may reopen the case and add a note. If the case cannot be reopened, please create a new customer service case or contact the Client Service Bureau at 888-203-8100.

I'm hoping you can provide me with some insight on this matter. Without a response, I am afraid that I will have to suspend the credit on your bill until this has been worked out. We can retroactively apply the credit when this is resolved. Please respond by end of day Friday the 23rd, so that I have time to make any adjustments to your account before our bills print.

Thank you,

Michelle Willsie

FiberComm

1605 9th St., Sioux City, IA 51101

Office: 712.224.2020

Direct: 712.224.2055

Fax: 712.224.8810

mwillsie@fibercomm.net

From: Michelle Willsie

Sent: Wednesday, November 22, 2017 3:49 PM

To: cindy.spenner@bishopheelan.org

Cc: Andrea Kovarna <AKovarna@fibercomm.net>

Subject: E-Rate 2017-2018

Good Afternoon-

I see that your 486 has been approved for E-Rate! I handle E-Rate for FiberComm and wanted to take a moment to introduce myself and give you a point of contact- should you need it.

I also wanted to see how you wanted to proceed. There are 2 options for Invoicing Methods, BEAR Form and Form 474.

- BEAR Form Process
 - As the provider, I'm not completely familiar with this process. FiberComm would bill you in full and you would be responsible for submitting the BEAR Form (Form 472).
 - USAC would submit their reimbursement to you directly
- Form 474
 - This process would be FiberComm billing you at your discounted rate (creating a credit for the months that have passed so far this school year). And we would submit the Form 474 for reimbursement.
 - USAC would submit their reimbursement to FiberComm.

Please let me know which option will work the best for you and reach out if you have ANY questions.

Looking forward to working with you!

Michelle Willsie

FiberComm

1605 9th St., Sioux City, IA 51101

Office: 712.224.2020

Direct: 712.224.2055

Fax: 712.224.8810

mwillsie@fibercomm.net

Records / Appeals

2017-Service Date correction - #90631

Summary Associated FRNs Review Inquiries News Related Actions

Appeal for Service Start Date
Correction

In-Review

Outreach

Wave Ready

Committed

Appeal Information

View Status (+)

Funding Year 2017

Submitting Organization BISHOP HEELAN CATHOLIC SCHOOLS (BEN:
16038318)

Created By Cindy Spenner

Created On 2/27/2018 10:18 AM CST

Main Contact

Name Cindy Spenner

Email cindy.spenner@bishopheelan.org

Phone Number 712-253-8061

Narrative

I was informed of a needed Service Start Date adjustment for FRN #1799095603 (471 application #171042187). I responded on 12/12/2017 via email and received no further communication. I working with reviewer Jose Diaz on another issue in Jan. 2018, i inquired if we had any further issues that needed resolving for our 2017 year. After researching, he reassured me we were good. I was not aware there my email submitted on 12/12/2018 was not sufficient. It came to my attention via email from our vendor that our start date was not corrected. I have pulled my emails documentation - and am resubmitting them along with this appeal. Since i didnt hear back, i assumed all was ok. In looking at the email sent on 12/12/2017, it appears i had the start date listed as 7/01/2916. I have made the correction in the email notice as well as here. We have been overwhelmed with reviews and this funding is hugely important to us. I'm asking that the FRN#1799095603 start date be corrected to: 07/01/2017 and that our contract end date is: 04/20/2026. Please refer to the email dated today: 02/27/2018

Respectfully submitted,
Cindy Spenner, Academic Technology Manager

Appeal Details

Decision appealed by applicant Revised Funding Commitment Decision Letter

If you wish to modify or cancel your appeal, or, if you have any questions about your appeal, please contact the E-rate Program's Client Service Bureau (CSB) at (888) 203-8100.

View Supporting Documentation (+)