

WC Docket 06-122

Re: Revised Funding Commitment Decision Letter 127715 Pettigrew Regional Library

Judi Bugniazet  
Pettigrew Regional Library  
201 East Third St.  
Plymouth, NC 27962  
252-793-2875

Attached are the forms:

Description of Services Ordered and Certification draft form 471

Invoice

Funding Commitment Decision Letter

Service Certification for SLC Invoices

Revised Funding Commitment Decision Letter

Soundside form 474

Denial

Reason for the Appeal:

When I filed the 471 form – Services Ordered, I asked for switches and technical labor to install. It was granted and the Funding Commitment Letter is included. Since it was approved, I told our vendor that they could go ahead and install the equipment. They are the Soundside Group, SPIN # 143022716. When they filed their form for reimbursement they were denied. It turned out that the problem was that I should have filed as “Internal Connections” instead of “Maintenance of Internal Connections.” I contacted USAC and was told that I needed to file an appeal and I did so immediately. The man I talked to on the phone said everything would be taken care of. Unfortunately, by the time the Soundside Group sent in the invoice, the 60 days to appeal were over and they denied my appeal. The Revised Funding Commitment Decision Letter states that the Original Commitment Amount is \$22,749.71 and the Revised Commitment Amount was the same amount. It looked like they had reinstated the amount that they had originally funded us but apparently it was denied because it was after the 60 days. That is in smaller print on another page and I didn’t even see it. So, I told Soundside to submit the invoice and it was denied again. Again, it’s past the 60 days that I’m filing this appeal. We’ve already had the work done and we have paid our portion of the invoiced amount. Now, Soundside needs to be paid. The original request was given to us and they didn’t realize, from my request, that I had put in the wrong category. I was thinking that replacing a switch was a maintenance issue and that was where I made my mistake. I’ve been trying, for months, to get this straightened out and didn’t find out, until today, that it had been denied again. Please don’t deny this request. We are a poor, rural library system and without your help we would not be able to maintain our services the way we have. We also cannot afford to pay the other percentage of the bill to Soundside for the work they’ve already done and the switches already purchased. Please do not deny our appeal.

I would like to say that to someone that is not technologically inclined the terminology is difficult. To me Maintenance of Internal Connections made sense because it's taking care of a problem that hasn't happened yet, like changing out a tire before it blows up. Also, the initial Funding Decision Letter gave us the money for the job and then denied paying the Soundside Group after the job was completed. I clearly explained, in my description of services, what I was ordering and USAC didn't catch the mistake until the job had already been completed. That is part of the problem in the time line. The 60 days was up by the time I knew there was a problem.

We are asking that the 60 day appeal rule be waived and the \$22,749.71 that is owed to Soundside for services rendered, be paid to them. The entire problem was caused by my putting "Maintenance of Internal Connections" instead of "Internal Connections" on the original 471 form and then by the time they sent in their 474 form and the mistake was caught, all the 60 day appeal times had passed.

Thank you.

Judi Bugniazet  
Director, Pettigrew Regional Library  
201 East Third St.  
Plymouth, NC 27962  
252-793-2875



## Description of Services Ordered and Certification DRAFT Form 471

### FCC Form 471

#### Application Information

<b>Nickname</b>	PRL YR21 Tier 2	<b>Application Number</b>	181005150
<b>Funding Year</b>	2018	<b>Category of Service</b>	Category 2

#### Billed Entity

PETTIGREW REGIONAL LIBRARY SYSTEM  
201 E 3RD STREET PLYMOUTH NC 27962  
252-793-2875  
jbugniazet@pettigrewlibraries.org

#### Contact Information

Judi Bugniazet  
252-793-2875  
jbugniazet@pettigrewlibraries.org

**Billed Entity Number** 126932  
**FCC Registration Number** 0011832169  
**Applicant Type** Library System

#### Entity Information

##### Library System - Details

BEN	Name	FSCS Code	Urban/ Rural	School District Name	School District BEN	Library System Attributes
126932	PETTIGREW REGIONAL LIBRARY SYSTEM		Rural		334114	Public Library System

#### Related Entity Information

##### Related Child Library Entity - Details

BEN	Name	FSCS Code	Locale Code	Urban/ Rural	Total Square Footage	School District Name	School District BEN	Library Attributes
126920	TYRRELL COUNTY PUBLIC LIBRARY		890	Rural	7875			Public Library
126923	SHEPARD-PRUDEN MEM LIBRARY		210	Rural	12000			Public Library
126927	PERQUIMANS COUNTY LIBRARY		720	Rural	13677			Public Library
126931	WASHINGTON COUNTY LIBRARY		940	Rural	6444	WASHINGTON COUNTY SCHOOL DISTRICT	126933	Main Branch; Public Library

#### Discount Rate

Associated School District Full-time Enrollment	Associated School District NSLP Count	Associated School District NSLP Percentage	Library Urban/Rural Status	Category One Discount Rate	Category Two Discount Rate	Voice Discount Rate
1605	1605	100.0%	Rural	90%	85%	10%

## Funding Request for FRN #1899007632

**Funding Request Nickname:** PRL YR21 Tier 2 funding request

**Service Type:** Basic Maintenance of Internal Connections

## Agreement Information - Contract

<b>Contract Number</b>		<b>Account Number</b>	
<b>Establishing FCC Form 470</b>	180003841	<b>Service Provider</b>	The SoundSide Group, Inc. (SPN: 143022716)
<b>Was an FCC Form 470 posted for the product and/or services you are requesting?</b>	Yes	<b>Based on State Master Contract?</b>	No
<b>Award Date</b>	January 15, 2018	<b>Based on a multiple award schedule?</b>	No
<b>How many bids were received for this contract?</b>	1	<b>Includes Voluntary Extensions?</b>	No
<b>What is the service start date?</b>	July 01, 2018	<b>Remaining Voluntary Extensions</b>	
		<b>Total Remaining Contract Length</b>	
		<b>What is the date your contract expires for the current term of the contract?</b>	June 30, 2019

Document Name	Document Description
Tier 2 funding 2018 revised.pdf	Tier 2 funding document from Soundside

## Pricing Confidentiality

**Is there a statute, rule, or other restriction which prohibits publication of the specific pricing information for this contract?** No

**Narrative** Meraki 48 Port 101001000 PoE+ Layer 3 Switch 4 devices Meraki 8 Port 101001000 PoE+ Layer 2 Switch 1 device Technical Labor

## Line Item # 1899007632.001

### Product and Service Details

Type of Product Being Maintained Basic Maintenance of Internal Connections

Total Quantity of Equipment Maintained 5

### Cost Calculation for FRN Line Item # 1899007632.001

Monthly Cost	
Monthly Recurring Cost	\$0.00
Monthly Recurring Ineligible Costs	- \$0.00
Monthly Recurring Eligible Costs	= \$0.00
Months of Service	x 12
Total Eligible Recurring Costs	= \$0.00

One-Time Cost	
One-time Cost	\$26,764.36
One-time Ineligible Costs	- \$0.00
One-time Eligible Cost	= \$26,764.36
Summary	
Total Eligible Recurring Costs	\$0.00
One-time Eligible Costs	+ \$26,764.36
Pre-Discord Extended Eligible Line Item Cost	= \$26,764.36

## Recipients of Services

BEN	Name	Amount
126927	PERQUIMANS COUNTY LIBRARY	\$5,642.02
126923	SHEPARD-PRUDEN MEM LIBRARY	\$6,691.09
126920	TYRRELL COUNTY PUBLIC LIBRARY	\$6,691.09
126931	WASHINGTON COUNTY LIBRARY	\$7,740.16

# [FRN Calculation for FRN #1899007632](#)

Monthly Charges	
Total Monthly Recurring Charges	\$0.00
Total Monthly Ineligible Charges	- \$0.00
Total Monthly Eligible Charges	= \$0.00
Total Number of Months of Service	x 12
Total Eligible Pre-Discount Recurring Charges	= \$0.00

One-Time Charges	
Total One-Time Charges	\$26,764.36
Total Ineligible One-Time Charges	- \$0.00
Total Eligible Pre-Discount One-Time Charges	= \$26,764.36

Total Requested Amount	
Total Eligible Pre-Discount Recurring Charges	\$0.00
Total Eligible Pre-Discount One-Time Charges	+ \$26,764.36
Total Pre-Discount Charges	= \$26,764.36
Discount Rate	85%
Funding Commitment Request	= \$22,749.71



## Connectivity Questions

### strict/System-wide Internet Access Questions

Does your library system currently aggregate Internet access for the entire system(as opposed to buying Yes Internet access on a building-by-building basis)?

Download Speed 20.00 Download Speed Units Mbps

Upload Speed 20.00 Upload Speed Units Mbps

### Per Entity Basis Questions

Entity Name PETTIGREW REGIONAL LIBRARY SYSTEM Entity Number 126932

BEN	Entity Name	Download	Units	Upload	Units	Connection	Wifi Sufficient	Barriers to Robust Network
126927	PERQUIMANS COUNTY LIBRARY	20.00	Mbps	20.00	Mbps	Fiber	Sometimes	Outdated equipment
126923	SHEPARD-PRUDEN MEM LIBRARY	20.00	Mbps	20.00	Mbps	Fiber	Sometimes	Outdated equipment
126920	TYRRELL COUNTY PUBLIC LIBRARY	20.00	Mbps	20.00	Mbps	Fiber	Sometimes	Outdated equipment
126931	WASHINGTON COUNTY LIBRARY	20.00	Mbps	20.00	Mbps	Fiber	Sometimes	Outdated equipment

## Notice

Section 54.504 of the Federal Communications Commission's rules requires all schools and libraries ordering services that are eligible for and seeking universal service discounts to submit an application for such discounts by filing this Services Ordered and Certification Form (FCC Form 471) with the Universal Service Administrator. 47 C.F.R. § 54.504. The collection of information stems from the Commission's authority under Section 254 of the Communications Act of 1934, as amended. 47 U.S.C. § 254. The data in the report will be used to ensure that schools and libraries comply with the application requirements for universal service discounts contained in 47 C.F.R. § 54.504. Schools and libraries must file this form themselves or as part of a consortium. 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. The FCC is authorized under the Communications Act of 1934, as amended, to collect the information we request in this form. We will use the information you provide to determine whether approving your application for universal service discounts is in the public interest. If we believe there may be a violation or a potential violation of any applicable statute, regulation, rule or order, your application may be referred to the Federal, state, or local agency responsible for investigating, prosecuting, enforcing, or implementing the statute, rule, regulation or order. In certain cases, the information in your application for universal service discounts may be disclosed to the Department of Justice or a court or adjudicative body when (a) the FCC; or (b) any employee of the FCC; or (c) the United States Government is a party of a proceeding before the body or has an interest in the proceeding. In addition, consistent with the Communications Act of 1934, FCC regulations and orders, the Freedom of Information Act, 5 U.S.C. § 552, or other applicable law, information provided in or submitted with this form or in response to subsequent inquiries may be disclosed to the public. If you owe a past due debt to the Federal government, the information you provide may also be disclosed to the Department of the Treasury Financial Management Service, other Federal agencies and/or your employer to offset your salary, IRS tax refund or other payments to collect that debt. The FCC may also provide the information to these agencies through the matching of computer records when authorized. If you do not provide the information we request on the form, the FCC or the Universal Service Administrator may delay processing of your application for universal service discounts or may return your application without action. The foregoing Notice is required by the Paperwork Reduction Act of 1995, Pub. L. No. 104-13, 44 U.S.C. § 3501, et seq. Public reporting burden for this collection of information is estimated to average 4.5 hours per response, including the time for reviewing instructions, searching existing data sources, gathering and maintaining the data needed, completing, and reviewing the collection of information. Send comments regarding this burden estimate or any other aspect of this collection of information, including suggestions for reducing the reporting burden to the Federal Communications Commission, Performance Evaluation and Records Management, Washington, DC 20554. We also will accept your comments via the email if you send them to PRA@FCC.gov. DO NOT SEND COMPLETED WORKSHEETS TO THESE ADDRESSES.

The SoundSide Group Inc.

128 Cypress Road  
Merry Hill, NC 27957

252-793-9226 Ext. 310

# Invoice

Date	Invoice #
8/28/2018	30175A

Bill To
Pettigrew Regional Library 201 East Third Street Plymouth, NC 27962

P.O. Number		Terms	Due Date	S O #	Customer #
		Net 30	9/27/2018	47734-Pettigrew Regional Library	2002
Quantity	Description			Price Each	Amount
4	Cisco Meraki MS250-48LP: 48x10/100/1000 PoE+ Layer 3 Switch with 1 YR License			5,554.00	22,216.00
1	Cisco Meraki MS220-8P: 8x10/100/1000 PoE+ Layer 2 Switch with 1 YR License			776.00	776.00
	FREIGHT:			80.00	80.00
	Technical Labor to Install/configure new APs			2,000.00	2,000.00
	Pettigrew 15% \$4,014.65				
	USAC 85% \$22,749.71				
	Less 85% to be paid by USAC:			-22,749.71	-22,749.71
	SALES TAX:			6.75%	1,692.36
Thank you for your business - we appreciate it very much.				Total	\$4,014.65
				Payments/Credits	\$0.00
				Balance Due	\$4,014.65

April 20, 2018

# Funding Commitment Decision Letter

**Funding Year 2018****Contact Information:**

Judi Bugniazet  
PETTIGREW REGIONAL LIBRARY SYSTEM  
201 E 3RD STREET  
PLYMOUTH, NC 27962  
[jbugniazet@pettigrewlibraries.org](mailto:jbugniazet@pettigrewlibraries.org)

**FCC Form 471:** 181005150**BEN:** 126932**Wave:** 1**Application Nickname:** PRL YR21 Tier 2

## Totals

<b>Total Committed</b>	<b>\$22,749.71</b>
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## What is in this letter?

Thank you for submitting your application for Funding Year 2018 Schools and Libraries Program (E-rate) funding. Attached to this letter, you will find the funding statuses for the FCC Form(s) 471, Services Ordered and Certification Form, that you submitted and referenced above.

The Universal Service Administrative Company (USAC) is providing this information to both the applicant(s) and the service provider(s) so that all parties are aware of the post-commitment changes related to their funding requests and can work together to complete the funding process for these requests.

## Next Steps

1. Work with your service provider(s) to determine if your bills will be discounted or if you will request reimbursement from USAC after paying the full cost for the services you receive.
2. Review the [Children's Internet Protection Act \(CIPA\)](#) requirements and file the [FCC Form 486](#) (Service Confirmation and CIPA Certification Form). **The deadline to submit this form is 120 days from the date of this letter or from the service start date (whichever is later).**





**BEN Name:** PETTIGREW REGIONAL LIBRARY  
SYSTEM  
**BEN:** 126932

**FCC Form 471:** 181005150

**Wave:** 1

### 3. Invoice USAC

- **If you (the applicant) are invoicing USAC:** You must pay your service provider(s) the full cost for the services you receive and file the [FCC Form 472](#), the Billed Entity Applicant Reimbursement (BEAR) Form, to invoice USAC for reimbursement of the discounted amount.
- **If your service provider(s) is invoicing USAC:** The service provider(s) must provide services, bill the applicant for the non-discounted share, and file the [FCC Form 474](#), the Service Provider Invoice (SPI) form, to invoice USAC for reimbursement for the discounted portion of costs. Every funding year, service providers must file an [FCC Form 473](#), the Service Provider Annual Certification Form, to be able to submit invoices and to receive disbursements.
- **To receive an invoice deadline extension, the applicant or service provider must request an extension on or before the last date to invoice. If you anticipate, for any reason, that invoices cannot be filed on time, USAC will grant a one-time, 120-day invoice deadline extension if timely requested.**

## How to Appeal or Request a Waiver of a Decision

You can appeal or request a waiver of a decision in this letter **within 60 calendar days** of the date of this letter. Failure to meet this deadline will result in an automatic dismissal of your appeal or waiver request.

**Note:** The Federal Communications Commission (FCC) will not accept appeals of USAC decisions that have not first been appealed to USAC. However, if you are seeking a waiver of E-rate program rules, you must submit your request to the FCC and not to USAC. USAC is not able to waive the E-rate program rules.

- **To submit your appeal to USAC,** visit the Appeals section in the [E-rate Productivity Center \(EPC\)](#) and provide the required information. USAC will reply to your appeal submissions to confirm receipt. Visit USAC's [website](#) for additional information on submitting an appeal to USAC, including step-by-step instructions.
- **To request a waiver of the FCC's rules,** please submit it to the FCC in proceeding number CC Docket No. 02-6 using the [Electronic Comment Filing System](#) (ECFS). Include your contact information, a statement that your filing is a waiver request, identifying information, the FCC rule(s) for which you are seeking a waiver, a full description of the relevant facts that you believe support your waiver request and any related relief, and any supporting documentation.

For appeals to USAC or to the FCC, be sure to keep a copy of your entire appeal, including any correspondence and documentation, and provide a copy to the affected service provider(s).



**BEN Name:** PETTIGREW REGIONAL LIBRARY  
SYSTEM  
**BEN:** 126932

**FCC Form 471:** 181005150

**Wave:** 1

## Obligation to Pay Non-Discount Portion

Applicants are required to pay the non-discount portion of the cost of the eligible products and/or services to their service providers. Service providers are required to bill applicants for the non-discount portion of costs for the eligible products and/or services. The FCC stated that requiring applicants to pay the non-discounted share of costs ensures efficiency and accountability in the program. If using the BEAR invoicing method, the applicant must pay the service provider in full (the non-discount plus discount portion) **before** seeking reimbursement from USAC. If using the SPI invoicing method, the service provider must first bill the applicant **before** invoicing USAC.

## Notice on Rules and Funds Availability

The applicants' receipt of funding commitments is contingent on their compliance with all statutory, regulatory, and procedural requirements of the Schools and Libraries Program and the FCC's rules. Applicants who have received funding commitments continue to be subject to audits and other reviews that USAC and/or the FCC may undertake to assure that committed funds are being used in accordance with such requirements. USAC may be required to reduce or cancel funding commitments that were not issued in accordance with such requirements, whether due to action or inaction of USAC, the applicant, or the service provider. USAC, and other appropriate authorities (including but not limited to the FCC), may pursue enforcement actions and other means of recourse to collect improperly disbursed funds.



**BEN Name:** PETTIGREW REGIONAL LIBRARY  
SYSTEM  
**BEN:** 126932

**FCC Form 471:** 181005150

**Wave:** 1

## Funding Commitment Decision Overview

**Funding Year 2018**

### Application Comments for FCC Form 471: #181005150

The applicant did not submit any RAL corrections.

### Funding Commitment Decision Overview

Funding Request Number (FRN)	Service Provider Name	Amount Requested	Amount Committed	Status
1899007632	The SoundSide Group, Inc.	\$22,749.71	\$22,749.71	Funded



**BEN Name:** PETTIGREW REGIONAL LIBRARY  
SYSTEM  
**BEN:** 126932

**FCC Form 471:** 181005150

**Wave:** 1

<b>FRN</b> 1899007632	<b>Service Type</b> Basic Maintenance of Internal Connections	<b>Status</b> Funded
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Dollars Committed			
Monthly Cost		One-time Cost	
Months of Service	12		
Total Eligible Recurring Charges	\$0.00	Total Eligible One Time Charges	\$26,764.36
Total Pre-discount Charges		\$26,764.36	
Discount Rate		85.00%	
Committed Amount		\$22,749.71	

Dates	
Service Start Date	7/1/2018
Contract Expiration Date	6/30/2019
Contract Award Date	1/15/2018
Service Delivery Deadline	9/30/2019
Expiration Date (All Extensions)	

Service Provider and Contract Information	
Service Provider	The SoundSide Group, Inc.
SPIN (498ID)	143022716
Contract Number	
Account Number	
Establishing FCC Form 470	180003841

Consultant Information	
Consultant Name	
Consultant's Employer	
CRN	

Funding Commitment Decision Comments
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MR1: Approved as submitted.

Ben	Ben Name	FRN	FCC Form 4	Status	Service Type	Establishing SPIN	Service Provider
126932	PETTIGREW	1.9E+09	1.81E+08	Funded	Basic Main	1.8E+08 1.43E+08	The SoundS



### Service Certification for SLD Invoices


<b>SLD Invoice Number</b>	2854626
<b>Invoice Line Number</b>	9314601
<b>Service Provider Name</b>	The SoundSide Group, Inc.
<b>Service Provider SPIN</b>	143022716
<b>Service Provider Invoice #</b>	INV 30175B
<b>Undiscounted Invoice Amount</b>	\$26,764.36
<b>Discounted Invoice Amount</b>	\$22,749.71

<b>Applicant Name</b>	PETTIGREW REGIONAL LIBRARY SYSTEM
<b>Representative / Contact Name</b>	Judi Bugniazet
<b>Representative / Contact Title</b>	Library Director
<b>Representative / Contact Phone</b>	252-793-2875
<b>Billed Entity Number (BEN)</b>	126932
<b>471 Number</b>	181005150
<b>FRN</b>	1899007632
<b>Date Goods/Services Delivered</b>	8/28/2018
<b>Date Goods/Services were or will be Installed</b>	8/28/2018
<b>Date Applicant Portion Paid and Check No. or Date will be Paid</b>	9/11/2018

This is to certify that I am authorized to represent the above named Applicant. This is also to certify the services described on the attached vendor invoice were delivered and/or installed as indicated by the date(s) above.

Or The charges represented by the above represented invoice are deposits or up-front charges for services, which have not been delivered, and have been agreed to based on the contract between the above referenced Applicant and Service Provider

<b>Copy of detailed vendor invoice must be attached. Contract with Service Provider above is for</b> Delivery only                      Yes <input checked="" type="checkbox"/> No <input type="checkbox"/> Delivery and Installation      Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>	<b>Copy of supporting contract must be attached if indicated below</b>  Supporting Contract Required YES <input type="checkbox"/> NO <input checked="" type="checkbox"/>
Signed: <u>Judi B. Bugniazet</u> Date: <u>9/11/18</u>	Signed: _____ Date: _____

 SAVE DRAFT

## Enter Appeal Details

General Information

Select FRNs

Detailed Info

### Submitting Organization Details

PETTIGREW REGIONAL LIBRARY SYSTEM

BEN: 126932

201 E 3RD STREET

FCC Registration Number: 0011832169

PLYMOUTH, NC 27962

252-793-2875

jbugniazet@pettigrewlibraries.org

### Appeal Details

#### Narrative \*

I filed a 471 form for Category 2 funding. The application number is 181005150, BEN 126932, registration number 126932. The service provider spin is 143022716. I asked for Basic Maintenance of Internal Connections. I requested: Meraki 48 Port 101001000 PoE + Layer 3 Switch 4 devices Meraki 8 Port 101001000 PoE+ Layer 2 Switch 1 device and technical labor. I submitted the 471 and the contract for the equipment and received the Funding Commitment Decision Letter approving the request for \$22,749.71. I submitted the 486 and the work has been completed. We have paid for our portion of the invoice. When my service provider requested reimbursement, they were denied. I talked to one of your representatives yesterday (case 253020) and he told me that I needed to file an appeal asking to have the Service Type changed to Internal Connections. It was already funded and the request was specifically stated as switches. The categories confused me this year. Please change our Service Type so that our service provider can be paid. If there is any other paperwork needed please let me know. I'm sending you the 471, the FCDL, the 486 notification letter and the invoice.

1188/2000 characters

Please explain the reason for your appeal. If you are appealing multiple decisions by the Administrator (USAC), list all of the decisions you are appealing for FRN(s). You may upload supporting documentation to help further explain your appeal. Please remember that waivers of an official E-rate rule can only be sought at the Federal Communications Commission (FCC), not USAC (this would include such appeals as seeking a waiver of the rule that an invoice extension be filed before the last date to invoice and appeals seeking a waiver of the FCC Form 471 deadline). Conversely, the FCC will not accept appeals of USAC decisions that have not first been appealed to USAC (such as late FCC Form 486s where there is no FCC rule governing the deadline). See 47 C.F.R. § 54.719.

### Upload Document

#### New Document #1


#### New Description #1

##### Documentation for USAC Appeal

PDF - 8.04 MB

Please note that the document upload is not required to proceed with the Form

#### New Document #2

UPLOAD 

Please note that the document upload is not required to proceed with the Form

CANCEL

BACK

SUBMIT

~~253020~~  
Case # 253020

Records / Appeals

## Appeal Category 2 funding - #127715

[Summary](#) [Associated FRNs](#) [Review Inquiries](#) [News](#) [Related Actions](#)

In-Review

Outreach

Wave Ready

Committed

## Appeal Information

[View Status \(+\)](#)**Funding Year** 2018**Submitting Organization** PETTIGREW REGIONAL LIBRARY  
SYSTEM (BEN: 126932)**Created By** Judi Bugniazet**Created On** 10/26/2018 10:12 AM EDT

## Main Contact

**Name** Judi Bugniazet**Email** jbugniazet@pettigrewlibraries.org**Phone Number** 252-793-2875

## Narrative

I filed a 471 form for Category 2 funding. The application number is 181005150, BEN 126932, registration number 126932. The service provider spin is 143022716. I asked for Basic Maintenance of Internal Connections. I requested: Meraki 48 Port 101001000 PoE + Layer 3 Switch 4 devices Meraki 8 Port 101001000 Poe+ Layer 2 Switch 1 device and technical labor. I submitted the 471 and the contract for the equipment and received the Funding Commitment Decision Letter approving the request for \$22,749.71. I submitted the 486 and the work has been completed. We have paid for our portion of the invoice. When my service provider requested reimbursement, they were denied. I talked to one of your representatives yesterday (case 253020) and he told me that I needed to file an appeal asking to have the Service Type changed to Internal Connections. It was already funded and the request was specifically stated as switches. The categories confused me this year. Please change our Service Type so that our service provider can be paid. If there is any other paperwork needed please let me know. I'm sending you the 471, the FCDL, the 486 notification letter and the invoice.

## Appeal Details

**Decision appealed by applicant** Remittance Statement

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 \(+\)](#)

November 20, 2018

## Revised Funding Commitment Decision Letter

### Funding Year 2018

**Contact Information:**

Judi Bugniazet  
PETTIGREW REGIONAL LIBRARY SYSTEM  
201 E 3RD STREET  
PLYMOUTH, NC 27962  
[jbugniazet@pettigrewlibraries.org](mailto:jbugniazet@pettigrewlibraries.org)

**BEN:** 126932

**Post Commitment Wave:** 12

## Totals

Original Commitment Amount	\$22,749.71
<b>Revised Commitment Amount</b>	<b>\$22,749.71</b>

## What is in this letter?

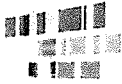
Thank you for submitting your post-commitment request for Funding Year 2018 Schools and Libraries Program (E-rate) funding. Attached to this letter, you will find the revised funding statuses and/or post commitment changes to the original Funding Commitment Decision Letter (FCDL) you received. Below are the changes that were made:

- Appeals

The Universal Service Administrative Company (USAC) is providing this information to both the applicant(s) and the service provider(s) so that all parties are aware of the post-commitment changes related to their funding requests and can work together to complete the funding process for these requests.

## Next Steps

1. **File the FCC Form 486**, Service Confirmation and Children's Internet Protection Act (CIPA) Certification Form, for any FRNs included in this RFCDL, if you have not already done so. Please review the CIPA requirements and file the form(s).



**BEN Name:** PETTIGREW REGIONAL LIBRARY SYSTEM

**BEN:** 126932

**Post Commitment Wave:** 12

- o **If USAC approved funding on an FRN in your original FCDL**, the deadline to submit the FCC Form 486 is 120 days from the date of the original FCDL or from the service start date (whichever is later).
  - o **If a new FRN was created for this RFCDL or funding was not approved on an FRN in your original FCDL but is approved in this RFCDL**, the deadline to submit the FCC Form 486 is 120 days from the date of this RFCDL or from the service start date (whichever is later).
2. **Invoice USAC**, if you or your service provider have not already done so. Work with your service provider(s) to determine if your bills will be discounted or if you will request reimbursement from USAC after paying your bills in full.
- **If you (the applicant) are invoicing USAC:** You must pay your service provider(s) the full cost for the services you receive and file the [FCC Form 472](#), the Billed Entity Applicant Reimbursement (BEAR) Form, to invoice USAC for reimbursement of the discounted amount.
  - **If your service provider(s) is invoicing USAC:** The service provider(s) must provide services, bill the applicant for the non-discounted share, and file the [FCC Form 474](#), the Service Provider Invoice (SPI) form, to invoice USAC for reimbursement for the discounted portion of costs. Every funding year, service providers must file an [FCC Form 473](#), the Service Provider Annual Certification Form, to be able to submit invoices and to receive disbursements.
  - **To receive an invoice deadline extension**, the applicant or service provider must request an extension on or before the last date to invoice. **If you anticipate, for any reason, that invoices cannot be filed on time**, USAC will grant a one-time, 120-day invoice deadline extension if timely requested.

## How to Appeal or Request a Waiver of a Decision

You can appeal or request a waiver of a decision in this letter **within 60 calendar days** of the date of this letter. Failure to meet this deadline will result in an automatic dismissal of your appeal or waiver request.

**Note:** The Federal Communications Commission (FCC) will not accept appeals of USAC decisions that have not first been appealed to USAC. However, if you are seeking a waiver of E-rate program rules, you must submit your request to the FCC and not to USAC. USAC is not able to waive the E-rate program rules.

- **To submit your appeal to USAC**, visit the Appeals section in the [E-rate Productivity Center \(EPC\)](#) and provide the required information. USAC will reply to your appeal submissions to confirm receipt. Visit USAC's [website](#) for additional information on submitting an appeal to USAC, including step-by-step instructions.
- **To request a waiver of the FCC's rules or appeal USAC's appeal decision**, please submit it to the FCC in proceeding number CC Docket No. 02-6 using the [Electronic Comment Filing System](#) (ECFS). Include your contact information, a statement that your filing is a waiver request,



**BEN Name:** PETTIGREW REGIONAL LIBRARY SYSTEM

**BEN:** 126932

**Post Commitment Wave:** 12

identifying information, the FCC rule(s) for which you are seeking a waiver, a full description of the relevant facts that you believe support your waiver request and any related relief, and any supporting documentation.

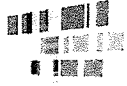
For appeals to USAC or to the FCC, be sure to keep a copy of your entire appeal, including any correspondence and documentation, and provide a copy to the affected service provider(s).

## Obligation to Pay Non-Discount Portion

Applicants are required to pay the non-discount portion of the cost of the eligible products and/or services to their service providers. Service providers are required to bill applicants for the non-discount portion of costs for the eligible products and/or services. The FCC stated that requiring applicants to pay the non-discounted share of costs ensures efficiency and accountability in the program. If using the BEAR invoicing method, the applicant must pay the service provider in full (the non-discount plus discount portion) **before** seeking reimbursement from USAC. If using the SPI invoicing method, the service provider must first bill the applicant **before** invoicing USAC.

## Notice on Rules and Funds Availability

The applicants' receipt of funding commitments is contingent on their compliance with all statutory, regulatory, and procedural requirements of the Schools and Libraries Program and the FCC's rules. Applicants who have received funding commitments continue to be subject to audits and other reviews that USAC and/or the FCC may undertake periodically to assure that funds that have been committed are being used in accordance with such requirements. USAC may be required to reduce or cancel funding commitments that were not issued in accordance with such requirements, whether due to action or inaction, including but not limited to that by USAC, the applicant, or the service provider. USAC, and other appropriate authorities (including but not limited to the FCC), may pursue enforcement actions and other means of recourse to collect improperly disbursed funds.



**BEN Name:** PETTIGREW REGIONAL LIBRARY SYSTEM

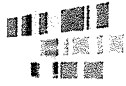
**BEN:** 126932

**Post Commitment Wave:** 12

## Revised Funding Commitment Decision Overview

### Funding Year 2018

<b>Funding Request Number (FRN)</b>	<b>Service Provider Name</b>	<b>Request Type</b>	<b>Revised Committed</b>	<b>Review Status</b>
1899007632	The SoundSide Group, Inc.	Appeals	\$22,749.71	<b>Denied</b>



**BEN Name:** PETTIGREW REGIONAL LIBRARY SYSTEM

**BEN:** 126932

**Post Commitment Wave:** 12

<b>Post Commitment Request Number:</b> 127715	<b>Post Commitment Request Type:</b> Appeals	<b>Post Commitment Decision:</b> Denied
--	---	--

<b>FRN:</b> 1899007632	<b>Service Type:</b> Basic Maintenance of Internal Connections	<b>Original Status:</b> Funded	<b>Revised Status:</b> Funded
<b>FCC Form 471: 181005150</b>			

Dollars Committed			
Monthly Cost		One-Time Cost	
Months of Service	12		
Total Eligible Recurring Charges	\$0.00	Total Eligible One Time Charges	\$26,764.36
Total Pre-Discount Charges		\$26,764.36	
Discount Rate		85.00%	
Revised Committed Amount		\$22,749.71	

Dates	
Service Start Date	7/1/2018
Contract Expiration Date	6/30/2019
Contract Award Date	1/15/2018
Service Delivery Deadline	9/30/2019
Expiration Date (All Extensions)	

Service Provider and Contract Information	
Service Provider	The SoundSide Group, Inc.
SPIN (498ID)	143022716
Contract Number	
Account Number	
Establishing FCC Form 470	180003841

Consultant Information	
Consultant Name	
Consultant's Employer	
CRN	

<b>Revised Funding Commitment Decision Comments:</b>
--

<b>Post Commitment Rationale:</b>
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Our records show that your appeal was filed more than 60 days after the date your decision letter was issued. Your appeal was filed on 10/26/2018. The Funding Commitment Decision Letter was issued on 04/20/2018. Federal Communications Commission (FCC) rules require appeals to be filed within 60 days of the date on the decision letter being appealed. FCC rules do not permit the Universal Service Administrative Company (USAC) to consider your appeal.



BEN	BEN Name	Post-Comrn	Post-Comrn	FRN	Post-Comrn	Post-Comrn	Original FR	Revised FR
126932	PETTIGREV Appeals		127715	189900763	Denied	Our record	Funded	Funded

FCC Form 474		<input checked="checked" type="checkbox"/>	Approved by OMB OMB Control No. 3060 â€" 0856 Estimated time per response: 1.0 hour
<b>Schools and Libraries Universal Service Service Provider Invoice FCC Form 474</b>			
Please read instructions before completing			
Service Provider Form Identifier <u>INV</u> 30175B (Create an identifier for your own reference)		FCC Form 474 Invoice # <u>2889016</u> (To be inserted by administrator)	
<b>Block 1: Service Provider Information</b>			
1. Service Provider Name The Soundside Group, INC			
2. Service Provider Identification Number (SPIN) 143022716			
3. Contact Person's Name Shannon Layne			
4. Contact Telephone Number Area Code: 252 Phone Number: 7939226 Ext. 304			
Contact Fax Number Area Code: 252 Fax Number: 7939253			
Contact Email Address slayne@soundsidegroup.com			
5. Total Invoice Amount (total of Block 2, Column 13) 22749.71			

Approved by OMB  
OMB Control No. 3060 a€" 0856

SPIN <u>143022716</u>							
Service Provider Form Identifier <u>INV 30175B</u>							
Contact Person <u>Shannon Layne</u>							
Contact Telephone Number <u>252-7939226 304</u>							
<b>Block 2: Funding Request Number Information</b>							
6. FCC Form 471 Application Number (from Funding Commitment Decision Letter)	7. Funding Request Number (FRN) (from Funding Commitment Decision Letter)	8. Bill Frequency (e.g., Monthly, Quarterly, Annually, One-time, Other)	9. Customer Billed Date (mm/yyyy)	10. Shipping Date to Customer or Last Day of Work Performed (mm/dd/yyyy)	11. Total (Undiscounted) Amount for Service per FRN	12. Discount Rate	13. Amount Billed to USAC (Column 11 multiplied by Column 12)
			For each FRN, there should be an entry in Column 9 or Column 10 but <b><u>NOT BOTH</u></b>				
181005150	1899007632	ONE-TIME	08/01/2018		26764.36	85	22749.71
<b>TOTAL REIMBURSEMENT AMOUNT TO BE ENTERED INTO ITEM 5</b>							

Approved by OMB  
OMB Control No. 3060-0085

<b>Service Provider Invoice FCC Form 474</b>	
<b>Service Provider Form Identifier</b> <u>INV 30175B</u>	
<b>Contact Person</b> <u>Shannon Layne</u>	
<b>Contact Telephone Number</b> <u>252-7939226 304</u>	
<b>Block 3: Service Provider Certifications &amp; Signature</b>	
I declare under penalty of perjury that the foregoing is true and correct and that I am authorized to submit this Service Provider Invoice Form (FCC Form 474) and acknowledge to the best of my knowledge, information and belief, as follows:	
<p>✓ A. I certify that this Service Provider is in compliance with the rules and orders governing the schools and libraries universal service support program and I acknowledge that failure to be in compliance and remain in compliance with those rules and orders may result in the denial of discount funding and/or cancellation of funding commitments.</p> <p>✓ B. I certify that the certifications made on the Service Provider Annual Certification Form (FCC Form 473) by this Service Provider are true and correct.</p> <p>✓ C. I acknowledge that failure to comply with the rules and orders governing the schools and libraries universal service support program could result in civil or criminal prosecution by law enforcement authorities.</p>	
<b>14. Signature of authorized person</b> ✓	<b>15. Date</b> 11/26/2018
<b>16. Printed name of authorized person</b> Shannon Layne	
<b>17. Title or position of authorized person</b> Admin	
<b>18. Telephone number of authorized person</b> 252-7939226 304	
<b>19. Address of authorized person</b> 125 West Water St Plymouth NC, 27962	

Approved by OMB  
OMB Control NO. 3060-0856

Persons willfully making false statements on this form can be punished by fine or forfeiture, under the Communications Act, 47 U.S.C. Secs. 502, 503(b), or fine or imprisonment under Title 18 of the United States Code, 18 U.S.C. Sec. 1001.

**FCC NOTICE FOR INDIVIDUALS REQUIRED BY THE PRIVACY ACT AND THE PAPERWORK REDUCTION ACT**

Part 54 of the Commission's Rules authorizes the FCC to collect the information on this form. Failure to provide all requested information will delay the processing of the application or result in the application being returned without action. Information requested by this form will be available for public inspection. Your response is required to obtain the requested authorization.

The public reporting for this collection of information is estimated to range from 1 to 2 hours per response, including the time for reviewing instructions, searching existing data sources, gathering and maintaining the required data, and completing and reviewing the collection of information. If you have any comments on this burden estimate, or how we can improve the collection and reduce the burden it causes you, please write to the Federal Communications Commission, AMD-PERF, Paperwork Reduction Act Project (3060-0856), Washington, DC 20554. We will also accept your comments regarding the Paperwork Reduction Act aspects of this collection via the Internet if you send them to [PRA@fcc.gov](mailto:PRA@fcc.gov). PLEASE DO NOT SEND YOUR RESPONSE TO THIS FORM TO THIS ADDRESS.

Remember - You are not required to respond to a collection of information sponsored by the Federal government, and the government may not conduct or sponsor this collection, unless it displays a currently valid OMB control number or if we fail to provide you with this notice. This collection has been assigned an OMB control number of 3060-0856.

THE FOREGOING NOTICE IS REQUIRED BY THE PRIVACY ACT OF 1974, PUBLIC LAW 93-579, DECEMBER 31, 1974, 5 U.S.C. 552a(e)(3) AND THE PAPERWORK REDUCTION ACT OF 1995, PUBLIC LAW 104-13, OCTOBER 1, 1995, 44 U.S.C. SECTION 3507.

Do not staple the FCC Form 474.

[Form 474 Menu](#)

[Question/Problem](#)

[Home](#) | **Client Service Bureau: 1-888-203-8100**

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143022716|The SoundSide Group,  
Inc.|alice.winslow@soundsidegroup.com|usacstatement@universalservice.org|  
1|\$0.00|Schools And Libraries|As of April 09, 2019  
SPI|143022716|INV 30175B|1899007632|"SLD Invoice Number:2889016;Line Item  
Detail Number:9419146;Amount Requested:22749.71;Ineligible service or  
product;277;"|062019|\$0.00

Your Total Actual Disbursement: \$0.00.

*FCC Appeal  
Case #  
273507*

FCC Form 474	<input checked="checked" type="checkbox"/>	Approved by OMB OMB Control No. 3060-0085 Estimated time per response: 1.0 hour
<b>Schools and Libraries Universal Service Service Provider Invoice FCC Form 474</b>		
Please read instructions before completing		
Service Provider Form Identifier <u>INV</u> 30175B <small>(Create an identifier for your own reference)</small>	FCC Form 474 Invoice # <u>2889016</u> <small>(To be inserted by administrator)</small>	
<b>Block 1: Service Provider Information</b>		
<b>1. Service Provider Name</b> The Soundside Group, INC		
<b>2. Service Provider Identification Number (SPIN)</b> 143022716		
<b>3. Contact Person's Name</b> Shannon Layne		
<b>4. Contact Telephone Number</b> <b>Area Code:</b> 252 <b>Phone Number:</b> 7939226 <b>Ext.</b> 304		
<b>Contact Fax Number</b> <b>Area Code:</b> 252 <b>Fax Number:</b> 7939253		
<b>Contact Email Address</b> slayne@soundsidegroup.com		
<b>5. Total Invoice Amount</b> (total of Block 2, Column 13) 22749.71		

Page 1 of 4FCC Form 474July 2016



Approved by OMB  
OMB Control No. 3060 â€œ 0856

SPIN <u>143022716</u>							
Service Provider Form Identifier <u>INV 30175B</u>							
Contact Person <u>Shannon Layne</u>							
Contact Telephone Number <u>252-7939226 304</u>							
<b>Block 2: Funding Request Number Information</b>							
6. FCC Form 471 Application Number (from Funding Commitment Decision Letter)	7. Funding Request Number (FRN) (from Funding Commitment Decision Letter)	8. Bill Frequency (e.g., Monthly, Quarterly, Annually, One-time, Other)	9. Customer Billed Date (mm/yyyy)	10. Shipping Date to Customer or Last Day of Work Performed (mm/dd/yyyy)	11. Total (Undiscounted) Amount for Service per FRN	12. Discount Rate	13. Amount Billed to USAC (Column 11 multiplied by Column 12)
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181005150	1899007632	ONE-TIME	08/01/2018		26764.36	85	22749.71
<b>TOTAL REIMBURSEMENT AMOUNT TO BE ENTERED INTO ITEM 5</b>							

Approved by OMB  
OMB Control No. 3060-0085

<b>Service Provider Invoice FCC Form 474</b>	
<b>Service Provider Form Identifier</b> <u>INV 30175B</u>	
<b>Contact Person</b> <u>Shannon Layne</u>	
<b>Contact Telephone Number</b> <u>252-7939226 304</u>	
<b>Block 3: Service Provider Certifications &amp; Signature</b>	
I declare under penalty of perjury that the foregoing is true and correct and that I am authorized to submit this Service Provider Invoice Form (FCC Form 474) and acknowledge to the best of my knowledge, information and belief, as follows:	
<input checked="" type="checkbox"/> A. I certify that this Service Provider is in compliance with the rules and orders governing the schools and libraries universal service support program and I acknowledge that failure to be in compliance and remain in compliance with those rules and orders may result in the denial of discount funding and/or cancellation of funding commitments.	
<input checked="" type="checkbox"/> B. I certify that the certifications made on the Service Provider Annual Certification Form (FCC Form 473) by this Service Provider are true and correct.	
<input checked="" type="checkbox"/> C. I acknowledge that failure to comply with the rules and orders governing the schools and libraries universal service support program could result in civil or criminal prosecution by law enforcement authorities.	
<b>14. Signature of authorized person</b> <input checked="" type="checkbox"/>	<b>15. Date</b> 11/26/2018
<b>16. Printed name of authorized person</b> Shannon Layne	
<b>17. Title or position of authorized person</b> Admin	
<b>18. Telephone number of authorized person</b> 252-7939226 304	
<b>19. Address of authorized person</b> 125 West Water St Plymouth NC, 27962	

Approved by OMB  
OMB Control NO. 3060-0856

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143022716|The SoundSide Group,  
Inc.|alice.winslow@soundsidegroup.com|usacstatement@universalservice.org|  
1|\$0.00|Schools And Libraries|As of April 09, 2019  
SPI|143022716|INV 30175B|1899007632|"SLD Invoice Number:2889016;Line Item  
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Your Total Actual Disbursement: \$0.00.

*fcc appeal  
case #  
273507*