

## **Letter of Appeal to FCC**

May 7, 2018

Filed electronically via ECFS

### **RE: Request for Waiver of Deadline and Decision**

CC Docket No. 02-6

#### **Contact:**

Janice Meyers- Letter of Agency for Lutheran Social Services of New York, Inc.

Janice Meyers Educational Consulting, LLC

1121 Park West Blvd. Suite B204

Mount Pleasant, SC 29466

Phone: 914-715-2466

BEN: 17002853

Form 471 # 161031141

FRN 1699085591

#### **Request for Waiver of Deadline and Decision**

I am requesting a waiver of the deadline for the last date to appeal due to a system failure in EPC.

#### **Argument**

I am appealing a decision issued in a post commitment request for Lutheran Social Services of New York, Inc. FRN 1699085591 funded on January 9, 2017. During the PIA review starting on March 7, 2017 for 471 # 161031091, I was asked to reduce funding to meet the budget. I tried to file the form 500 online through EPC, but was unable to do so due to a system error. Case # 163406 was opened on March 21, 2017. The system problems continued until October 20, 2017.

On April 7, 2017 I tried to submit the 500 online in EPC and got an error message. See attached screen shot. I submitted a paper form 500 asking for reduction of FRN 1699085591. MTM contacted me on October 24, 2107, when the invoice department contacted MTM that the FRN had been cancelled. The work for FRN 1699085591 began on April 1, 2017 and was completed on September 29, 2017.

It was then, that I discovered that I had uploaded a file that had an extra form 500 in it that cancelled FRN 1699085591. On October 26, 2017 I submitted appeal # 80290 to file the form 500 and to correct my error. I filed case # 220453 asking for a status on my case. I was contact by Marjorie Allen in late February asking for further documentation. I explained that I has accidently uploaded additional information in the form 500 that I could not see. Once I could see the uploaded documents I filed appeal # 80290. I told the reviewer that I had additional information to add to the appeal. Marjorie said she could merge my new appeal with the existing one to get this done in a timely manner. I filed a new appeal # 90786 to be merged with the existing appeal on March 1, 2018.

On April 30, 2018 my appeal was dismissed because it was filed after 60 days from the RFCDL of September, 20, 2017

A post commitment request was listed in EPC on September 20, 2017 cancelling FRN 1699085591. MTM never received this information in email or in EPC. I never received an email and only found the file when I had to file the appeal on October 26, 2017,

I am asking that you waive the deadline to file the appeal for FRN 1699085591 and reverse the form 500 that canceled FRN 1699085591 so Lutheran Social Services of New York, Inc. can get the E-Rate reimbursement.

Respectfully submitted,

*Janice Meyers*

Janice Meyers

Edit Line Item:1699085591.001 Details

New Monthly Recurring Unit Cost*	New Monthly Quantity*
0	0
New One Time Unit Cost*	New One Time Quantity*
870	14
New Unit*	
Each	

Save

Revised Recipients of Service for FRN Line Item: 1699085591.001

Select the Recipient of Service to edit its details.

- ☐ BEN
- ☐ The New LIFE School
- ☐ Early LIFE- West Tremont
- ☐ Early LIFE- Westchester Ave
- ☐ Early LIFE- Watson Ave
- ☐ Early LIFE- Park Ave
- ☒ Early LIFE- Marcus Garvey
- ☐ Early LIFE- Gates Ave
- ☐ Early LIFE- 181st Street
- ☐ Early LIFE- 147th Street
- ☐ Early LIFE- 146th Street

**An Error Has Occurred**

Expression evaluation error in rule 'epc\_form500reducefrndetailsform' (called by rules 'epc\_form500detailedinformationform' > 'epc\_createform500form') at function al buttonWidget [line 698]: An error occurred while executing a save. Expression evaluation error at function 'updatearray' [line 705]: The list of indices and list of new values must be of equal length. The list of indices has 11 items. The list of new values has 10 items

OK

Eligible Cost per BEN	
	1740
	870
	870
	870
	870
	870
	870
17002865	870
17002866	870
17002867	2610

Edit Recipient Of Service Details

New Total Eligible Item Cost \$372.36

Save

Back

Save FRN Line Item Details

## Janice Meyers

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**From:** White, Norman <Norman.WHITE@sl.universalservice.org>  
**Sent:** Monday, April 03, 2017 2:34 PM  
**To:** Janice Meyers  
**Subject:** RE: E-Rate for Lutheran Social Service of Metropolitan NY

MAR 11 2017

Hi Janice,

Good afternoon. If you are still having issues filing the FCC Form 500 via the EPC portal please file using the former mail-in method. We need to have these FY2016 applications completed before starting the FY2017 year. If the service substitution request for 146<sup>th</sup> Street is not reducing the FRN then you would still need to reduce the dollars via FCC Form 500 to get within budget. Thanks in advance.

Norman L. White  
Case Management Associate, USAC SLP  
Program Integrity Assurance  
USAC, Schools & Libraries Program  
T: 973-581-7554 F: 973-599-6516  
Email: [Norman.White@sl.universalservice.org](mailto:Norman.White@sl.universalservice.org)

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**From:** Janice Meyers [<mailto:Janice@jhmedu.com>]  
**Sent:** Tuesday, March 28, 2017 5:30 PM  
**To:** White, Norman  
**Subject:** RE: E-Rate for Lutheran Social Service of Metropolitan NY

Norman,  
I had to file a service substitution for 146<sup>th</sup> Street. The Marcus Garvey 500 is still escalated Case # 163406  
Hope this helps.  
Regards,

Janice Meyers  
Janice Meyers Educational Consulting, LLC  
1121 Park West Blvd. Suite B#204  
Mount Pleasant, SC 29466  
914-715-2466  
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<https://www.facebook.com/jhmedu>

<https://twitter.com/jhmedu>

A member of E-Rate Management Professional Association ( E-mpa)

**From:** White, Norman [<mailto:Norman.WHITE@sl.universalservice.org>]

**Sent:** Tuesday, March 28, 2017 2:50 PM

**To:** Janice Meyers <[Janice@jhmedu.com](mailto:Janice@jhmedu.com)>

**Subject:** RE: E-Rate for Lutheran Social Service of Metropolitan NY

Hi Janice,

Good afternoon. Just following up to find out if you were able to process the FCC Form 500. Thanks.

Norman L. White

Case Management Associate, USAC SLP

Program Integrity Assurance

USAC, Schools & Libraries Program

T: 973-581-7554 F: 973-599-6516

Email: [Norman.White@sl.universalservice.org](mailto:Norman.White@sl.universalservice.org)

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**From:** Janice Meyers [<mailto:Janice@jhmedu.com>]

**Sent:** Wednesday, March 22, 2017 1:06 PM

**To:** White, Norman

**Subject:** RE: E-Rate for Lutheran Social Service of Metropolitan NY

Norman,

I am trying to file the form 500 but I need to do it thru EPC and there is an error message. I have a case on this # 163406.

I will keep you posted.

Janice Meyers

Janice Meyers Educational Consulting, LLC

1121 Park West Blvd, Suite B204

Mount Pleasant, SC 29466

914-715-2466

[www.jhmedu.com](http://www.jhmedu.com)

<https://www.facebook.com/jhmedu>

A member of E-Rate Management Professional Association ( E-mpa)

**From:** White, Norman [<mailto:Norman.WHITE@sl.universalservice.org>]

**Sent:** Tuesday, March 21, 2017 8:53 AM

**To:** Janice Meyers <[Janice@jhmedu.com](mailto:Janice@jhmedu.com)>

**Subject:** FW: E-Rate for Lutheran Social Service of Metropolitan NY

Janice,

Good morning. Just a friendly reminder to send me a copy of the FCC Form 500. I have submitted the request in the EPC portal. Thank you!

Norman L. White  
Case Management Associate, USAC SLP  
Program Integrity Assurance  
USAC, Schools & Libraries Program  
T: 973-581-7554 F: 973-599-6516  
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**From:** White, Norman  
**Sent:** Thursday, March 16, 2017 11:00 AM  
**To:** 'Janice Meyers'  
**Subject:** RE: E-Rate for Lutheran Social Service of Metropolitan NY

Thanks!

Norman L. White  
Case Management Associate, USAC SLP  
Program Integrity Assurance  
USAC, Schools & Libraries Program  
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**From:** Janice Meyers [<mailto:Janice@jhmedu.com>]  
**Sent:** Thursday, March 16, 2017 10:59 AM  
**To:** White, Norman  
**Subject:** RE: E-Rate for Lutheran Social Service of Metropolitan NY

Norman, It will be Monday because the CIO is out until then

Janice Meyers  
Janice Meyers Educational Consulting, LLC  
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<https://twitter.com/jhmedu>



A member of E-Rate Management Professional Association ( E-mpa)

**From:** White, Norman [mailto:Norman.WHITE@sl.universalservice.org]  
**Sent:** Thursday, March 16, 2017 10:18 AM  
**To:** Janice Meyers <Janice@jhmedu.com>  
**Subject:** FW: E-Rate for Lutheran Social Service of Metropolitan NY

Janice,

Please send me a copy of the FCC Form 500. Thank you!

Norman L. White  
Case Management Associate, USAC SLP  
Program Integrity Assurance  
USAC, Schools & Libraries Program  
T: 973-581-7554 F: 973-599-6516  
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**From:** White, Norman  
**Sent:** Thursday, March 16, 2017 7:30 AM  
**To:** 'Janice Meyers'  
**Subject:** E-Rate for Lutheran Social Service of Metropolitan NY

Hi Janice,

Good morning. Sorry I missed your call yesterday. Below is the over budget amount for the 2 entities :

**Early Life – 146<sup>th</sup> Street (17002867) – The over budget amount is \$16,382.31 after FRN 1699063967 on App# 161031091 for Cabling is canceled.**

**Early Life – Marcus Garvey (17002863) – The over budget amount is \$497.64 after FRN 1699064015 for Cabling on App# 161031091 is canceled.**

**Please submit FCC Form 500 to modify FRN/s on committed App#161031141 to align the budgets for these 2 entities as there are not enough dollars on App#161031091.**

Any questions, please feel to contact me. Thanks in advance.

Norman L. White  
Case Management Associate, USAC SLP  
Program Integrity Assurance  
USAC, Schools & Libraries Program  
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**From:** White, Norman  
**Sent:** Wednesday, March 15, 2017 9:56 AM  
**To:** 'Janice Meyers'  
**Subject:** RE: App#161031091 for Lutheran Social Service of Metropolitan NY

Hi Janice,

Good morning. Just checking to see if any progress was made on submitting the FCC Form 500. Thanks!

Norman L. White  
Case Management Associate, USAC SLP  
Program Integrity Assurance  
USAC, Schools & Libraries Program  
T: 973-581-7554 F: 973-599-6516  
Email: [Norman.White@sl.universalservice.org](mailto:Norman.White@sl.universalservice.org)

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**From:** Janice Meyers [<mailto:Janice@jhmedu.com>]  
**Sent:** Thursday, March 09, 2017 9:50 AM  
**To:** White, Norman  
**Subject:** RE: App#161031091 for Lutheran Social Service of Metropolitan NY

Norman,  
Please cancel FRN 1699064015 (Early LIFE- Marcus Garvey) and FRN 1699063967 (Early LIFE- 146th Street) for Cabling should be cancelled in order to reduce the budgets for each entity.

Thank you,

Janice Meyers  
Janice Meyers Educational Consulting, LLC  
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914-715-2466  
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<https://www.facebook.com/jhmedu>

<https://twitter.com/jhmedu>

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---

**From:** White, Norman [<mailto:Norman.WHITE@sl.universalservice.org>]  
**Sent:** Thursday, March 09, 2017 9:29 AM  
**To:** Janice Meyers <[Janice@jhmedu.com](mailto:Janice@jhmedu.com)>  
**Subject:** App#161031091 for Lutheran Social Service of Metropolitan NY



Hi Janice,

Per our conversation earlier, please confirm that FRN 1699064015 (Early LIFE- Marcus Garvey) and FRN 1699063967 (Early LIFE- 146th Street) for Cabling should be cancelled in order to reduce the budgets for each entity. Thanks in advance.

Norman L. White  
Case Management Associate, USAC SLP  
Program Integrity Assurance  
USAC, Schools & Libraries Program  
T: 973-581-7554 F: 973-599-6516  
Email: [Norman.White@sl.universalservice.org](mailto:Norman.White@sl.universalservice.org)

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Records / Appeals

## LSSNY 161031141 699086591.001 - #80290



Summary Associated FRNs Review Inquiries News Related Actions

In-Review

Outreach

Wave Ready

Committed

## Appeal Information

View Status (+)

Funding Year 2016

Submitting Organization Lutheran Social Service of  
Metropolitan NY (BEN: 17002853)

Created By Janice Meyers

Created On 10/26/2017 4:56 PM EDT

## Main Contact

Name Janice Meyers

Email janice@jhmedu.com

Phone Number 914-715-2466

## Narrative

I made an M&C error when uploading a 500 paper form into EPC on 4/7/17. At that time the functionality of filing to 500 online was not working so the reviewer told me to upload a paper form to file the reduction.

The file I upload was a previous one that said to cancel the FRN not reduced it. I did not realize that until the SPI was rejected.

Attached are the files and emails to document my intent.

I respectfully ask that you reverse the 1st 500 and accept the reduction instead.

This needs to be decided ASAP as the vendor, MTM has already done the work, and we discovered this last week when the SPI was rejected. The school does not have the 29,000 to pay the vendor.

I made an honest mistake.

MTM did not get a copy of the RFCDL in EPC or we would have appealed sooner.

Janice Meyers

914-715-2466

## 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 (-)

## Supporting Documentation

Document ID	Document	Description	Upload Stage	Uploaded By	Uploaded On
-------------	----------	-------------	--------------	-------------	-------------

No Supporting Documents have been uploaded

*DOCUMENTS  
NO UPLOAD  
SIEM  
CAN SEE  
them*

Records / Customer Service Cases

## #203412 - LSSNY appeal



Summary   News   Related Actions



## Case Details

**Topic** System Problem Report - Other  
**Status** Closed  
**Priority** Medium  
**Inquiry Type** Phone

**Form Type** FCC Form 471  
**Form Number** Appeal #80290  
**Created By** User has been deactivated  
**Created On** 10/26/2017 5:01 PM EDT  
**Organization** Lutheran Social Service of Metropolitan NY

## Case Description

**Description** I uploaded four documents to Appeal #80290 but I cannot see them.

## Case Artifacts

## Documents

Name	Uploaded By	Upload Date
2017-11-13_10-42-38	USAC	11/13/17 10:48 AM
LSSNYappeal case 20341210262017	Janice Meyers	10/26/17 5:08 PM

## Attachments

Attachment	Attachment Type
------------	-----------------

No items available

## Case Thread

User	Note	Date
	Hello,	
USAC	Please see the attached document of the uploaded documents for Appeal #: 80290. You may want to switch your web browser to Internet Explorer, if you have not done so or clear your cookies and cache to ensure you are able to view the uploaded documents. Due to this update we will be closing this case. If you have any questions please contact CSB at (888) 203-8100 and re-open this case.  Thank you.  Janice,	11/13/2017 10:48 AM EST
USAC	Your inquiry has been received. In order to provide you with a thorough and accurate response, we are currently researching your inquiry. We will provide a response as soon as we have more information.	10/26/2017 5:30 PM EDT
Janice Meyers	The 4 uploaded docs are not showing on my screen	10/26/2017 5:08 PM EDT

## Case Contact

**Case Contact** Janice Meyers

Records / Appeals

**LSSNY 161031141 699086591.001 - #80290**[Summary](#) [Associated FRNs](#) [News](#) [Related Actions](#)

In-Review

Outreach

Wave Ready

Committed

**Appeal Information**

View Status (+)

**Funding Year** 2016**Submitting Organization** Lutheran Social Service of  
Metropolitan NY (BEN: 17002853)**Created By** Janice Meyers**Created On** 10/26/2017 4:56 PM EDT**Main Contact****Name** Janice Meyers**Email** janice@jhmedu.com**Phone Number** 914-715-2466**Narrative**

I made an M& C error when uploading a 500 paper form into EPC on 4/7/17. At that time the functionality of filing to 500 online was not working so the reviewer told me to upload a paper form to file the reduction.

The file I upload was a previous one that said to cancel the FRN not reduced it. I did not realize that until the SPI was rejected.

Attached are the files and emails to document my intent.

I respectfully ask that you reverse the 1st 500 and accept the reduction instead.

This needs to be decided ASAP as the vendor, MTM has already done the work ,and we discovered this last week when the SPI was rejected. The school does not have the 29,000 to pay the vendor.

I made an honest mistake.

MTM did not get a copy of the RFCDL in EPC or we would have appealed sooner.

Janice Meyers

914-715-2466

**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 (-)

**Supporting Documentation**

Document ID	Document	Description	Upload Stage	Uploaded By	Uploaded On
17554	Committed file 500RE_146th budget.pdf	Email from TOME Dewar as what to cut	Intake	Janice Meyers	10/26/2017 4:57 PM EDT
17553	Email to Norman and T Dewar with correct file attached.pdf	Email to Norman and Tom Dewars when the correct 500 request to reduce not cancell	Intake	Janice Meyers	10/26/2017 4:57 PM EDT
17551	LSSNY 500 146th Street04072017.pdf	Uploaded by mistake	Intake	Janice Meyers	10/26/2017 4:57 PM EDT
17552	LSSNY 500 reduce 146th st10262017.pdf	what should have been uploads	Intake	Janice Meyers	10/26/2017 4:57 PM EDT



Records / Customer Service Cases

## #220453 - LSSNY 161031141 699086591.001 - #80290



Summary News Related Actions



## Case Details

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

**Created By** Janice Meyers  
**Created On** 2/2/2018 9:02 AM EST  
**Organization** Lutheran Social Service of  
Metropolitan NY

## Case Description

**Description** This appeal was file on 10/26/17. It has now been over 90 days and no action. When can the school expect a response?  
I do not understand why the SLD gives the application only 60 days to appeal but they can take more time that that to act.  
Please advise.  
Thank you,  
Janice Meyers

## Case Artifacts

## Documents

## Attachments

Name	Uploaded By	Upload Date	Attachment	Attachment Type
No items available			No items available	

## Case Thread

User	Note	Date
USAC	<p>Thank you for contacting USAC regarding the status of your appeal. We had experienced preliminary system issues which, in some cases, prevented the processing of funding year 2016 appeals within EPC. The system issues have been addressed and we have been actively processing those appeals.</p> <p>Your appeal is currently under review. 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"><li>Have all documentation to support the appeal, including forms and previous correspondence.</li><li>Respond to requests for additional information in a timely manner.</li><li>Always let us know if you need additional time to respond.</li></ul> <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.</p>	2/15/2018 7:51 AM EST



User	Note	Date
	<p>If you have any questions, please contact the Client Service Bureau (CSB) at 1-888-203-8100 or add your question within the EPC customer service case.</p> <p>Janice,</p>	
USAC	<p>Your inquiry has been received. In order to provide you with a thorough and accurate response, we are currently researching your inquiry. We will provide a response as soon as we have more information.</p>	2/2/2018 12:59 PM EST

## Case Contact

**Case Contact** Janice Meyers