

Records / Service Substitutions

**DNET 2016 - #31084**[Unfollow](#)**E-Rate Productivity Center Service Substitution Confirmation Letter**

Confirmation Letter is an acknowledgement that USAC has received FONTANA REGIONAL LIBRARY's Service Substitution number - 31084 for Funding Year 2016 on 1/5/2017. Each Service Provider featured on this request will be able to view this confirmation letter.

It is important that you review this request now to make sure the information you have filed is accurate.

Click on the date/time at the bottom of this Service Substitution Confirmation Letter to see a printable version.

**NEXT STEPS**

- Gather the documentation you used to complete your request so that you can respond to questions from USAC about your request
- Retain documentation showing that you have complied with all standards, with all statutes and E-rate program rules for at least 10 years after the last day of service delivered.
- You can view your entire Service Substitution request by clicking the link below.

Please keep a copy of this confirmation for your records.

#127079 - FONTANA R... #143013889 - Drake En... DNET 2016 - #31084

1 minute ago [Comment](#) [Hide Info](#)

**Service Substitution  
Number** 31084

**Billed Entity** FONTANA REGIONAL LIBRARY (BEN: 127079)

**Submission Date** 1/5/2017

Records / Service Substitutions

**DNET 2016 - #31084**[Unfollow](#)**Request Details**

**Type** Service Substitution  
**Status** In Review  
**Funding Year** 2016

**Submitting Organization** FONTANA REGIONAL LIBRARY (BEN: 127079)  
**Created By** Deb Lawley  
**Created On** 1/5/2017 10:13 AM EST

**Main Contact**

**Name** Deb Lawley  
**Phone Number** 828-488-2382

**Email** dlawley@fontanalib.org

**FRN Line Item Details**

Hide FRN Line Items (-)

Select the FRN Line Item Number from the grid below to view more detailed information for that Line Item.

| FRN Line Item Number | Product Type          | Total Eligible Line Item Cost |
|----------------------|-----------------------|-------------------------------|
| 1699101902.001       | Wireless data service | \$5,760.00                    |

**Narrative**

We have just been notified that our vendor Dnet has transferred our wireless data service to BalsamWest FiberNET (SPIN 143028804). Everything else remains the same, except the vendor. I'm attaching a copy of the announcement we received at 4:52 on 1/4/17.

View Supporting Documentation (-)

**Supporting Documentation**

| Document ID | Document                | Description                        | Upload Stage | Uploaded By | Uploaded On           |
|-------------|-------------------------|------------------------------------|--------------|-------------|-----------------------|
| 1065        | dnet change to bwfn.pdf | announcement from vendor of change | Intake       | Deb Lawley  | 1/5/2017 10:13 AM EST |
| 1 item      |                         |                                    |              |             |                       |

**Additional Questions**

The substituted products or services mentioned in the request have the same functionality as that contained in the original proposal.

Yes

The substitution does not violate any contract provisions or state or local procurement laws.

Yes

The substitution does not result in an increase in the percentage of ineligible services or functions, that the requested change is consistent within the scope of the establishing FCC Form 470, including any Requests for Proposal for the original services.

Yes



## An Announcement About Your Wireless or Dial-Up Internet Access

We would like to announce that effective January 1, 2017, Dnet Wireless and Dial-Up services were transitioned to BalsamWest FiberNET. BalsamWest is a company local to western North Carolina. They have been serving Internet customers from their office in Sylva since 2003.

You do not need to make any changes in order for your Internet to be provided by BalsamWest. During the transition, Dnet will continue to provide your email. You will receive further communications from BalsamWest but, effective immediately, please send your payments to BalsamWest. Their contact information is:

BalsamWest FiberNET  
52 Colonial Square  
Sylva, NC 28779

Local [\(828\) 339-2900](#)  
Toll Free [\(888\) 225-7266](#)

Dnet will focus on cloud services for small businesses including online backup services, website development and hosting, email, social media management and SEO management. Cloud based services is a rapidly growing market and we're excited about the opportunities ahead for us in that arena. We greatly appreciate you as our customer, and would love to continue working with you. Please let us know if we can help you with any of your cloud service needs.

Thank you so much for being our customer over the years.

Sincerely,  
Judy Chapman  
Dnet Internet Services

You're receiving this because you are a customer of  
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Dnet Internet Services  
189 East Palmer St,  
Franklin, NC 28734  
Toll Free: [877-601-3838](#)

Do not write in this space.

Universal Service for Schools and Libraries

Please read instructions before completing.

(To be completed by schools, libraries, or consortia.)

BILLED ENTITY APPLICANT REIMBURSEMENT FORM

For reimbursement of discounts on approved services already paid for by the Billed Entity Applicant.

Only one Service Provider Identification Number (SPIN) per form.

Must be completed and signed by the Billed Entity Applicant.

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-PERM, 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 [RA@fcc.gov](mailto:RA@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.

|  |   |
|--|---|
| Applicant Form Identifier (Create an identifier for your own reference)<br>3EAR16DNET2 | FCC Form 472 Invoice #<br>(To be inserted by administrator) 2553957 |
|--|---|

BLOCK 1: HEADER INFORMATION

|   |                          |
|---|--------------------------|
| 1. Billed Entity Name   | FONTANA REGIONAL LIBRARY |
| 2. Billed Entity Number                                       | 127079                   |
| 3. Service Provider Identification Number (SPIN)              | 143013889                |
| Applicant FCC Form 498 ID                                     | 443001756                |
| 4. Contact Name   | DEB LAWLEY               |
| 5. Contact Telephone Number                                   | 828- 4882382 ext 122     |
| 6. Total Reimbursement Amount (total from Block 2, Column 14) | \$1,080.00               |

Billed Entity Applicant Reimbursement Form  
For reimbursement of discounts on approved services already paid for by the Billed Entity Applicant.

Billed Entity Name FONTANA REGIONAL LIBRARY Billed Entity Number 127079  
Contact Name\_ DEB LAWLEY Contact Telephone Number\_ 828-4882382122  
Applicant Form Identifier\_ BEAR16DNET2

3 BLOCK 2: LINE ITEM INFORMATION PER FUNDING REQUEST NUMBER

|  | (7)<br>FCC Form 471<br>Application Number<br>(from Funding<br>Commitment<br>Decision Letter) | (8)<br>Funding Request<br>Number (FRN)<br>(from Funding<br>Commitment<br>Decision Letter) | (9)<br>Bill Frequency           | (10)<br>Customer Billed<br>Date<br>(mm/yyyy)                                      | (11)<br>Shipping Date to<br>Customer or Last<br>Day of Work<br>Performed<br>(mm/dd/yyyy) | (12)<br>Total (Undiscounted)<br>Amount for Service | (13)<br>Discount Rate | (14)<br>Amount Billed to<br>USAC<br>(Column 12 multiplied<br>by Column 13) |
|--|--|---|---------------------------------|---|--|--|-----------------------|--|
|  |  |   | DO NOT WRITE IN<br>THIS COLUMN. | For each FRN, complete either Column (10)<br>or Column (11), but not both Columns |  |  |                       |  |
| 1  | 161045542  | 1699101902  | MONTHLY                         | 10/1/2016   |  | \$1,350.00   | 80.00                 | \$1,080.00   |
| 2  |  |   |                                 |   |  |  |                       |  |
| 3  |  |   |                                 |   |  |  |                       |  |
| 4  |  |   |                                 |   |  |  |                       |  |
| 5  |  |   |                                 |   |  |  |                       |  |
| 6  |  |   |                                 |   |  |  |                       |  |
| 7  |  |   |                                 |   |  |  |                       |  |
| 8  |  |   |                                 |   |  |  |                       |  |
| 9  |  |   |                                 |   |  |  |                       |  |
| 10   |  |   |                                 |   |  |  |                       |  |
| 11   |  |   |                                 |   |  |  |                       |  |
| 12   |  |   |                                 |   |  |  |                       |  |
| 13   |  |   |                                 |   |  |  |                       |  |
| 14   |  |   |                                 |   |  |  |                       |  |
| TOTAL REIMBURSEMENT AMOUNT TO BE ENTERED INTO ITEM (6) |  |   |                                 |   |  |  |                       | \$1,080.00   |



# BILLED ENTITY APPLICANT Reimbursement Form

Billed Entity Name FONTANA REGIONAL LIBRARY

Billed Entity Number 127079

Contact Name DEB LAWLEY

Applicant Form Identifier BEAR16DNET2

## Block 3: Billed Entity Certification

I declare under penalty of perjury that the foregoing is true and correct and that I am authorized to submit this Billed Entity Applicant Reimbursement Form on behalf of the eligible schools, libraries, or consortia of those entities represented on this Form, and I certify to the best of my knowledge, information and belief, as follows:

A. The discount amounts listed in this Billed Entity Applicant Reimbursement Form represent charges for eligible services and/or equipment delivered to and used by eligible schools, libraries, or consortia of those entities for educational purposes, on or after the service start date reported on the associated FCC Form 486.

B. The discount amounts listed in this Billed Entity Applicant Reimbursement Form were already billed by the Service Provider and paid for by the Billed Entity Applicant on behalf of eligible schools, libraries, and consortia of those entities.

C. The discount amounts listed in this Billed Entity Applicant Reimbursement Form are for eligible services and/or equipment approved by the Fund Administrator pursuant to a Funding Commitment Decision Letter (FCDL).

D. I acknowledge that I may be audited pursuant to this application and will retain for at least 10 years (or whatever retention period is required by the rules in effect at the time of this certification), after the latter of the last day of the applicable funding year or the service delivery deadline for the funding request any and all records that I rely upon to complete this form.

E. I certify that, in addition to the foregoing, this Billed Entity Applicant 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. 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.

|  |                           |
|--|---------------------------|
| 15. Signature of authorized person <b>Signed electronically by DEBRA L. LAWLEY</b> | 16. Date <b>3/28/2017</b> |
| 17. Printed name of authorized person <b>DEBRA L. LAWLEY</b>                       |                           |
| 18. Title or position of authorized person <b>FINANCE OFFICER</b>                  |                           |
| 19. Telephone number of authorized person <b>828- 4882382 ext 122</b>              |                           |
| 20. Address of authorized person <b>33 FRYEMONT STREET, BRYSON CITY NC 28713</b>   |                           |
| Page 3 of 3 <b>FCC Form 472</b> <b>July 201</b>                                    |                           |

Records / Customer Service Cases

## #181976 - DNET to Balsam West service change status

[Unfollow](#)

## Case Details

Topic Other  
Status New  
Priority High  
Inquiry Type Web

Created By Deb Lawley  
Created On 6/6/2017 5:33 PM EDT  
Organization FONTANA REGIONAL LIBRARY

## Case Description

**Description** The first week of January our wi-fi vendor announced that they had "transitioned" us from DNET to BalsamWest FiberNET, effective January 1. I submitted a service substitution request (31084) on 1/5/17, which USAC converted to a SPIN change (39254) on 3/7/17. It is still languishing in your system, untouched and unapproved. On 3/28/17 I submitted a BEAR (2553957) under the original SPIN for the funds we had paid to DNET from October 1 - December 31. That BEAR also seems to be in some sort of limbo. DNET received the money from us, but USAC won't approve the BEAR so we can get our 80% share back. DNET is still in business; they just sold off their Wi-Fi service and are focusing on their cloud services. So they could pay you back if you would just approve the BEAR. We are approaching the end of the fiscal year, and I can't submit another BEAR to get the last 6 months of our money back because the spin change/service substitution has not been approved and I can't get the final 3 months from the old SPIN because that BEAR has not been approved. I've been waiting 6 MONTHS for this SPIN/Service substitution matter to be resolved. USAC has managed to find time to change the request to a SPIN change and USAC has also closed out the original request and notified us of that - much to my confusion. But the actual problem has never been resolved. Every time I enquire about it I am told that it is "waiting review". That makes no sense since someone obviously reviewed it to convert it to a SPIN change request. And someone also reviewed it to close out the old service substitution request. And someone reviewed it when I made multiple inquiries as to its status, so that they could tell me it was awaiting review. And someone reviewed it when I submitted a BEAR for the new SPIN thinking that your notification in April that 31084 had been "committed" meant that the matter was finally resolved. So could someone please resolve this?

Thank you.

## Case Artifacts

## Documents

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

## Attachments

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

## Case Thread

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

## Case Contact

Case Contact Deb Lawley

[Home](#)
[New BEAR Form](#)
[Track Form](#)
[Bulk Download](#)
[Terms and Conditions](#)
[Deadline Extension](#)
[Logout](#)

## View BEAR Invoice

 [PRINTABLE PAGE](#)

Invoice ID: 2553957  
 Created on 3/28/2017 1:59 PM  
 Last updated on 3/28/2017 1:59 PM

Applicant Form Identifier BEAR16DNET2

### Block 1: Header Information

[Need Help?](#)

|   |  |  |
|---|--|--|
| <b>1. Billed Entity Name</b><br>FONTANA REGIONAL<br>LIBRARY | <b>2. Billed Entity Number</b><br>127079 | <b>3. Service Provider<br/>Identification Number (SPIN)</b><br>143013889 |
| <b>Applicant FCC Form 498 ID</b><br>443001756               |  |  |

|                                   |                           |
|-----------------------------------|---------------------------|
| <b>4. Contact Name</b>            | DEB LAWLEY                |
| <b>5. Contact Telephone Phone</b> | ( 828 ) 488-2382 ext. 122 |
| <b>Contact Fax</b>                | ( 828 ) 488-2638          |
| <b>Contact Email</b>              | dlawley@fontanalib.org    |

**6. Total Reimbursement  
Amount**  
 (total from Block 2, Column 14)  
 \$ 1080

### Block 2: Line Item Information Per Funding Request Number

[Need Help?](#)

| 7. FCC Form<br>471<br>Application<br>Number<br><br>(from Funding<br>Commitment<br>Decision<br>Letter) | 8. Funding<br>Request<br>Number<br>(FRN)<br><br>(from<br>Funding<br>Commitment<br>Decision<br>Letter) | 9. Bill<br>Frequency | 10. Customer<br>Billed Date | 11. Shipping<br>date to<br>Customer or<br>Last Day of<br>Work<br>Performed<br>(mm/dd/yyyy) | 12. Total<br>(Undiscounted)<br>Amount for Service | 13.<br>Discount<br>Rate | 14. Discount<br>Amount Billed<br>to USAC<br>(Column 12<br>multiplied by<br>Column 13) | Approval<br>Status |
|---|---|----------------------|-----------------------------|--|---|-------------------------|---|--------------------|
| 1) 161045542  | 1699101902  | MONTHLY              | 10/1/2016                   |  | \$ 1350.00  | 80                      | \$ 1080.00  | USAC<br>REVIEW     |

### Block 3: Billed Entity Certification

[Need Help?](#)

#### Contact Information for Billed Entity Authorized Person:

By logging into your account using your PIN, checking this box, and clicking the "certify" button at the end of the form, you have electronically signed the form. You are reminded that an electronic signature is the same as a handwritten signature on the form.



To see a copy of the Terms and Conditions to which you previously agreed, please click on the "Terms and Conditions" menu above.

**Submission Date** 3/28/2017

**17. Name** DEBRA L. LAWLEY  
**18. Title/Position** FINANCE OFFICER  
**20. Address 1** 33 FRYEMONT STREET  
**Address 2**  
**City** BRYSON CITY  
**State** NC  
**Zip Code** 28713 -

**19. Phone Number** ( 828 ) 488-2382 ext. 122  
**19a. Fax Number** ( 828 ) 488-2638  
**19b. Email** DLAWLEY@FONTANALIB.ORG  
**19c. Name of Authorized Person's Employer** Fontana Regional Library

OMB Number 3060 - 0856 Form 472

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Client Service Bureau: 1-888-203-8100

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