May 13, 2019

RE: Form 471 Funding Year: 2019

Application Number: 191019910

BEN: 127768

Previous FRN: 1899051368

To: Whom It May Concern,

When I went in to USAC to check on my 471 filed for 2019, there was a task about it being Certified. I thought I had already completed it. When I did it again, it said I don’t qualify for reimbursement because I filed after the deadline.

I most certainly did not file after the deadline.

I am a Director of a small library and handle everything from purchasing, bids, Council meeting documentation, programs, outreach, administration, employees, grants and MORE. I have done E-rate for 4 years now. The fact that a capable administrator who can handle contractos and finance without having a degree in those areas, with TWO Master’s Degrees in Education and Library Science is having difficulty with your reimbursement system, tells me that the reimbursement system has not been created to make tired educators and librarians’ life easier. We work every day our community better by providing services for children and families who would not be served by any other entity.

I humbly request that you fix this so I don’t have to cut another service for the community due to not getting reimbursement I was counting on for providing free internet for this low income community.

Thank you,



Suvi K. Manner