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| Dickenson County Public Schools  **P.O. Box 1127, 309Volunteer Avenue**  **Clintwood, Virginia 24228**  **Phone (276) 926-4643 Fax (276) 926-6374**  **Haydee L. Robinson, Superintendent** | mysealfinal.jpg |

Ferrell Deel

Technology Coordinator

Dickenson County Public Schools

Entity Number: 126596

Service Provider Spin # 143019971

USAC Decision: Denial due to billed date outside window of funding year

Label: appeal or waiver

Relief Sought: Funding for requested amount $84,480.00 for Internet

Dear FCC,

Dickenson County Public Schools would like to appeal/waiver to FCC a ruling by USAC’s SLD division for Erate. On September 21, 2018 the school division filed a form 472 for reimbursement for Internet. The form identifier was called Year 20 form 472 Internet. The amount of reimbursement was for $127,680.00. On December 11, 2018 Mr. Larry Barton our financial director was informed via a remittance statement. The division would receive $43,200.00 of the requested $127,680.00.

I then filed an appeal with the SLD on Dec. 11, 2018 for the remaining amount. I am attaching that appeal screen shot to this appeal. The appeal was granted on February 20, 2019 through a Revised Funding Commitment Decision Letter on SLD’s website.

I then filled out a new Form 472 for reimbursement on March 21, 2019 for the remaining $84,480.00. About five days later we received a Program Remittance Statement on March 26, 2019 that $0.00 was approved. On the attached remittance statement on March 26, 2019 it states that the invoice received date on March 21, 2019 was received outside the funding year (10/29/2018).

On the same day, (3/26/2019), we received the remittance statement I contacted customer service about the denial of funding. I spoke to a customer service representative about the case (Danielle), and I was informed the case had been directed to the USAC Customer Service Internal Processing Department for response. I waited 30 days approximately for some type of response before contacting customer support about the case again. On April 25, 2019 I called customer service about the case and spoke with (Anisha) of customer service. I was informed that the response would likely take up to 60 days for response from management.

On June 4, 2019 over the sixty day waiting period I contacted USAC customer service about the case. Ms. Avila looked at the case and said she would forward this onto her superior. She then called me back within five minutes and said that I would have to contact the FCC on this matter since the March 21, 2019 remittance was denied. Ms. Avila explained that March 21, 2019 was after the 30 day funding period. I called back to USAC customer service the next day after thinking over what Ms. Avila had said. We tried to explain to the new customer service person that thirty days from February 20, 2019 would be March 22, 2019, of which the funding request, would have been in window after the appeal was granted. We were told that the customer service department could not do anything after the denial was put into place except contact the FCC.

The Dickenson County Public Schools is a small, rural school division located in the coalfields of Southwest Virginia. Due to economic hardships related to coal mining, the school division faces yearly significant budget deficits. The approximate $84,000 reimbursement is integrated in our 2019-2020 Operations Budget. Not receiving this reimbursement in a timely manner is a major hurdle for our school division to overcome which affects instructional programs and the quality of education provided to our students.

Thank you for your consideration of this serious matter. We anxiously await your response. If we may be of any further assistance, please do not hesitate to contact me.