

Kevin Welch

From: CustomerSupport@usac.org
Sent: Friday, May 31, 2019 8:51 AM
To: lkwelch1@comcast.net
Subject: USAC Password Reset Confirmation



Universal Service
Administrative Co.

CONFIDENTIAL - TEMPORARY PASSWORD RESET

Kevin Welch,

The password for your Universal Service Administrative Company (USAC) online account "lkwelch1@comcast.net" has been reset to the following:

J@&=GD

If you copy/paste this temporary password, be sure NOT TO COPY AN EXTRA SPACE. This will not allow you to access your account.

Upon logging in, you will be prompted to provide a new password of your own choosing. You must keep this information confidential.

This temporary password will expire in 72 hours. If this password has expired, click ["Forgot Password"](#) to reset the password.

For E-File support, contact USAC at **(888)641-8722**.

For information about or assistance with about the RHC Program, contact the RHC Help Desk at **(800)453-1546** or RHC-Assist@usac.org

Note: If you believe you have received this email in error, please notify USAC immediately at **(888)641-8722** or CustomerSupport@usac.org. Additionally, reset your password immediately using this [Forgot Password](#) link.

Need Help? Contact Us!

RHC HCF Appended Email File 2 FY2019.ppt

Kevin Welch

From: Kevin Welch <lkwelch1@comcast.net>
Sent: Friday, May 31, 2019 6:09 AM
To: 'Customer Support'
Subject: FW: Request Release of 24 Hour Hold for Password Violation
Attachments: kwhcfrequesttorelease24hourhold.pdf



HEALTHCARE COMMUNICATIONS, LLC
Providing Subscribed Access to highspeed internet for Qualified Healthcare Providers

Kevin Welch, CEO
Direct Tel No 781-953-2369
kevin@healthcarecommunications.org
www.healthcarecommunications.org

From: Kevin Welch [<mailto:lkwelch1@comcast.net>]
Sent: Thursday, May 30, 2019 8:09 PM
To: USAC Tech Support (BCB.Customer@USAC.org) <BCB.Customer@USAC.org>
Cc: Blythe Albert <balbert@usac.org>
Subject: FW: Request Release of 24 Hour Hold for Password Violation



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Kevin Welch, CEO
Direct Tel No 781-953-2369
kevin@healthcarecommunications.org
www.healthcarecommunications.org

From: Kevin Welch [<mailto:lkwelch1@comcast.net>]
Sent: Thursday, May 30, 2019 7:14 PM
To: Support (DCD.Customer@USAC.org) <DCD.Customer@USAC.org>
Cc: Blythe Albert <balbert@usac.org>
Subject: Request Release of 24 Hour Hold for Password Violation

Please release the 24 hour hold on the re-set of my MY PORTAL access password. Your early response to this request will be appreciated very much.

I have been restricted for 7 days from access to MY PORTAL because of my denied access. These are signals encountered.

- Start with a request by Excel for a user Name and Password
- Temporary Password issue and used to set permanent password.
- Permanent password used once and then denied access. This occurred 6 times.
- My personal system was checked by Geek Squad Tuesday of this week. The said the Op Sys is current and Google is current.



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Kevin Welch, CEO

Kevin Welch

From: Blythe Albert <Blythe.Albert@usac.org>
Sent: Thursday, May 30, 2019 9:56 PM
To: Kevin Welch
Subject: RE: Permanent Error

It has been a long day...it's bcd.customer@usac.org

Apologies!

Sent with BlackBerry Work
(www.blackberry.com)

From: Kevin Welch <lkwelch1@comcast.net>
Date: Thursday, May 30, 2019, 9:54 PM
To: Blythe Albert <Blythe.Albert@usac.org>
Subject: FW: Permanent Error

We tried DCD.Customer@USAC.org and also BCB.Customer@USAC.org. Neither of them worked.

Kevin Welch, CEO
Direct Tel No 781-953-2369
kevin@healthcarecommunications.org
https://urldefense.proofpoint.com/v2/url?u=http-3A__www.healthcarecommunications.org&d=DwIFaQ&c=OiLvY2co1M-RscITtV9DJw&r=DnYBcaGh7pWv-g_KtbyFXQ&m=jdQ5uGfNZOQSz3xpH9e9_4wZg7q2b_Sdz_jJaKghJs&s=_ZRKFi9qNDU9jbxw_GTD64B40mz5WW-tWds_i7KYe9s&e=

-----Original Message-----

From: mailer-daemon@comcast.net [<mailto:mailer-daemon@comcast.net>]
Sent: Thursday, May 30, 2019 8:09 PM
To: lkwelch1@comcast.net
Subject: Permanent Error

This is an automatically generated Delivery Status Notification.

Delivery to the following recipients failed permanently:

* bcd.customer@usac.org

Reason: Permanent Error

The information contained in this electronic communication and any attachments and links to websites are intended for the exclusive use of the addressee(s) and may contain confidential or privileged information. If you are not the intended recipient, or the person responsible for delivering this communication to the intended recipient, be advised you have received this communication in error and that any use, dissemination, forwarding, printing or copying is strictly prohibited. Please notify the sender immediately and destroy all copies of this communication and any attachments.

Kevin Welch

From: Kevin Welch <lkwelch1@comcast.net>
Sent: Thursday, May 30, 2019 9:54 PM
To: Blythe Albert
Subject: FW: Permanent Error
Attachments: details.txt; Untitled attachment 00099.txt; FW: Request Release of 24 Hour Hold for Password Violation (414 KB)

We tried DCD.Customer@USAC.org and also BCB.Customer@USAC.org. Neither of them worked.

Kevin Welch, CEO
Direct Tel No 781-953-2369
kevin@healthcarecommunications.org
www.healthcarecommunications.org

-----Original Message-----

From: mailer-daemon@comcast.net [mailto:mailer-daemon@comcast.net]
Sent: Thursday, May 30, 2019 8:09 PM
To: lkwelch1@comcast.net
Subject: Permanent Error

This is an automatically generated Delivery Status Notification.

Delivery to the following recipients failed permanently:

* bcb.customer@usac.org

Reason: Permanent Error

Kevin Welch

From: Kevin Welch <lkwelch1@comcast.net>
Sent: Thursday, May 30, 2019 8:13 PM
To: 'Blythe Albert'
Subject: RE: Request Release of 24 Hour Hold for Password Violation

I'm getting the password access in MY PORTAL. The Excel issue was last Saturday when this caused me to try MY Portal for a 5th time in trying to submit my 460s..



Kevin Welch, CEO
Direct Tel No 781-953-2369
kevin@healthcarecommunications.org
www.healthcarecommunications.org

From: Blythe Albert [mailto:Blythe.Albert@usac.org]
Sent: Thursday, May 30, 2019 7:24 PM
To: Kevin Welch <lkwelch1@comcast.net>
Subject: RE: Request Release of 24 Hour Hold for Password Violation

Hi Kevin,

Are you getting a password access error in the Portal or are you getting the password access error issue in Excel?

Blythe Albert PMP, MPM
Senior Program Manager - Outreach
Rural Health Care | USAC
(202)772-5248
Blythe.Albert@usac.org | www.usac.org/rhc

From: Kevin Welch [mailto:lkwelch1@comcast.net]
Sent: Thursday, May 30, 2019 7:14 PM
To: Support
Cc: Blythe Albert
Subject: Request Release of 24 Hour Hold for Password Violation

Please release the 24 hour hold on the re-set of my MY PORTAL access password. Your early response to this request will be appreciated very much.

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- My personal system was checked by Geek Squad Tuesday of this week. The said the Op Sys is current and Google is current.

Kevin Welch

From: mailer-daemon@comcast.net
Sent: Thursday, May 30, 2019 8:09 PM
To: lkwelch1@comcast.net
Subject: Permanent Error
Attachments: details.txt; Untitled attachment 00099.txt; FW: Request Release of 24 Hour Hold for Password Violation (414 KB)

This is an automatically generated Delivery Status Notification.

Delivery to the following recipients failed permanently:

* bcb.customer@usac.org

Reason: Permanent Error

Kevin Welch

From: Kevin Welch <lkwelch1@comcast.net>
Sent: Thursday, May 30, 2019 8:09 PM
To: USAC Tech Support (BCB.Customer@USAC.org)
Cc: Blythe Albert
Subject: FW: Request Release of 24 Hour Hold for Password Violation
Attachments: kwhcfrequesttorelease24hourhold.pdf



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Kevin Welch

From: Blythe Albert <Blythe.Albert@usac.org>
Sent: Thursday, May 30, 2019 8:07 PM
To: Kevin Welch
Subject: RE: Request Release of 24 Hour Hold for Password Violation

It was just a thought. We'll try to get it resolved.

Thanks,

Sent with BlackBerry Work
(www.blackberry.com)

From: Kevin Welch <lkwelch1@comcast.net>
Date: Thursday, May 30, 2019, 8:04 PM
To: Blythe Albert <Blythe.Albert@usac.org>
Subject: RE: Request Release of 24 Hour Hold for Password Violation



Kevin Welch, CEO
Direct Tel No 781-953-2369
kevin@healthcarecommunications.org
www.healthcarecommunications.org

From: Blythe Albert [mailto:Blythe.Albert@usac.org]
Sent: Thursday, May 30, 2019 7:32 PM
To: Kevin Welch <lkwelch1@comcast.net>
Subject: RE: Request Release of 24 Hour Hold for Password Violation

Kevin,

I have one more question and thought. Please see my specific thought in red below. Please let me know if I'm understanding that part correctly.

Thanks,

Blythe Albert PMP, MPM
Senior Program Manager - Outreach
Rural Health Care | USAC
(202)772-5248
Blythe.Albert@usac.org | www.usac.org/rhc

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I have never needed a subscription to Excel nor have any of my knowledgeable Excel friends. This has always been provided as an included feature with both Outlook and Chrome. If there is a connection with my access to MY PORTAL, this would be really strange if it was connected. Is it involved with your system? Probably not however, the technical guys are happy with more detail than less detail.

- Temporary Password issue and used to set permanent password.
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- My personal system was checked by Geek Squad Tuesday of this week. The said the Op Sys is current and Google is current.



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Kevin Welch

From: Kevin Welch <lkwelch1@comcast.net>
Sent: Thursday, May 30, 2019 8:05 PM
To: 'Blythe Albert'
Subject: RE: Request Release of 24 Hour Hold for Password Violation



Kevin Welch, CEO
Direct Tel No 781-953-2369
kevin@healthcarecommunications.org
www.healthcarecommunications.org

From: Blythe Albert [<mailto:Blythe.Albert@usac.org>]
Sent: Thursday, May 30, 2019 7:32 PM
To: Kevin Welch <lkwelch1@comcast.net>
Subject: RE: Request Release of 24 Hour Hold for Password Violation

Kevin,

I have one more question and thought. Please see my specific thought in red below. Please let me know if I'm understanding that part correctly.

Thanks,

Blythe Albert PMP, MPM
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