

In the Matter of)	
)	
Requests for Waiver and appeal of)	
Decisions of the)	
Universal Service Administrator by)	
)	
Universal Service Administrative Company)	DA 15-1105
Schools and Libraries Universal Service)	CC Docket No. 02-6
Support Mechanism)	

Applicant Name: Hillcrest Educational Centers
Billed Entity Number: 211065
Funding Year: 2015
Form 471: 100220
Funding Request Numbers: 2728416, 2728434, 2728472

June 26th, 2018

Background:

During the funding year 2015, this district made every effort to adhere to the new rules and guidelines of the funding program set forth by the E-rate Modernization Order. Although all steps were made by the application to assure that they will successfully obtain the funding that USAC approved for FY2016, the invoice deadline was missed because USAC did not approve their timely filed Form 498 in time.

The district completed and certified the form 498 for the first time in August of 2016, providing at least three months for the approval of Form 498 by USAC. However, there were several issues on USAC's end that was beyond the applicant's control. In August 2016, we created the first case to inquire on the status for the District's Form 498 which was taking unusually long to get approved (Exhibit 1). The district tried several times to resolve the issues and kept in constant contact with the customer service bureau. Still, form 498 was not approved until after the invoice deadline of October 28th, 2016.

The district depends on funding for USAC to help their school run efficiently. For this reason, all forms and needed requirements have always been a top priority at Hillcrest. The district's e-rate history of the full application process from the procurement of Form 470 through the reimbursement process has been completed and finished promptly and far beyond any deadlines that USAC implements.

Request:

We respectfully ask that the invoice deadline for the funding year 2015 FRNs listed above is waived so that the district can submit BEAR form 472 to obtain the funding that they were approved for and desperately need.

Respectfully,

A handwritten signature in black ink, reading "Shaneka Bratton". The signature is written in a cursive, flowing style.

Shaneka N. Bratton
on Behalf of Hillcrest Educational Centers

To: 'Shaneka N. Bratton'
Subject: FW: Initial Contact, 22-904364

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

From: sldnoreply@sl.universalservice.org [mailto:sldnoreply@sl.universalservice.org]
Sent: Tuesday, August 23, 2016 10:58 AM
To: awhite@e-ratecentral.com
Subject: RE: Initial Contact, 22-904364

Thank you for your inquiry.

We do not have an estimated time for the forms getting approved.

Once USAC is able to verify your banking information, you will receive an email to confirm that your Form 498 was approved - or if there was a problem, that it was denied. Also, the 498 ID will automatically populate in the BEAR form once it is approved. This email goes to the General Financial Contact on the Form 498.

To check the status of your Form 498 banking verification, or to confirm receipt of your banking documentation, you may send an email to either 498BankVerification@usac.org or finops-processing@usac.org. Or you can call 1-888-641-8722 Option 5->option 1->Option 2.

If you have any further questions, please feel free to contact our Schools and Libraries Helpline at 1-888-203-8100. Please remember to visit our website for updates: <http://www.usac.org/sl>

Thank you,
Schools and Libraries Division
Universal Service Administrative Company

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

From: awhite@e-ratecentral.com
Subject: Initial Contact

[FirstName]=Anthony
[LastName]=White
[JobTitle]=E-rate Coordinator
[EmailAddress]=awhite@e-ratecentral.com
[WorkPhone]=5168017804
[FaxPhone]=
[PreviousCaseNumber]=0

[FormType]=Other