

## Kevin Welch

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**From:** Kevin Welch <lkwelch1@comcast.net>  
**Sent:** Sunday, July 01, 2018 3:18 PM  
**To:** 'rhc-assist@usac.org'  
**Cc:** 'Blythe Albert'; Marta Williams (marta.williams@centralhealth.net); Terrence McCarthy (TMcCarthy@yccac.org)  
**Subject:** Request Special Permission to File 2 Form 462s for FY2018

On the morning of Wednesday (6/27) two of my consortium (LoneStar Healthcare Communications / HCP44699) members called and asked that I submit Form 462s for them. The consortium members are:

1. York County Community Action Corp. (HCP#28567), Sanford, Maine requests 1 year of MRC subsidy for 3 locations.
2. CommUnityCare (HCP#47672) of Austin, Texas requests NRC subsidy for 4 network devices for each of 22 locations.

We quickly collected their data for the NCW and required documentation by noon of Friday (6/29). This left us with plenty of time to complete data entry and submission for both Form 462s.

To our collective surprise, the area licensed provider for our Internet access and email, Comcast, had an almost national network outage just after noon in each of our areas, which are Maine, Massachusetts and Texas. Verification of this outage is available for you by calling 1-800-ComCast and reference:

Ticket #1028543180  
Problem code #11366  
Configuration error #180

Because we are all located in areas licensed by Comcast, our Internet access and email communication with each other, and the Healthcare Connect Fund for Form 462 entry was not available. This outage continued until 2 AM (EST) Saturday, when I received emails with that time stamp, and caused us to lose the last 12 hours of the FY2018 Filing Window. It is safe to assume that many other Form 462 filers in the national Comcast network suffered this same, very severe restriction.

We request that we be given special permission to complete our two Form 462 filings prevented by the Comcast outage.



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HCF FY2018 initial request to extend filing window.pdf