

Records / Customer Service Cases

#216944



UPDATE CASE

Summary News Related Actions

Case Details

Topic System Problem Report - FCC Form 486
Status Pending USAC
Priority Medium
Inquiry Type Phone

Form Type FCC Form 486
Form Number 50325
Created By USAC
Created On 1/17/2018 2:33 PM EST
Organization HIGHLAND COMM SCHOOLS DIST 5

Case Description

Description I got an email about invoice 204237, I was told today that I can re-invoice however I did that on 11 of January and would like to check to know what we are needing to do.

Case Artifacts

Documents

Attachments

Name	Uploaded By	Upload Date	Attachment	Attachment Type
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No items available

No items available

Case Thread

User	Note	Date
USAC	Tim, We did receive your voice message and this case has been escalated and being reviewed.	1/31/2018 4:03 PM EST

Case Contact

Case Contact Tim Bair

Records / Customer Service Cases

#216944

[Summary](#) [News](#) [Related Actions](#)

UPDATE CASE

NEW CASE
216944
Pm 1/18/18

Case Details

Topic System Problem Report - FCC Form 486
Status Pending
Priority Medium
Inquiry Type Phone

Form Type FCC Form 486
Form Number 50325
Created By USAC
Created On 1/17/2018 2:33 PM EST
Organization HIGHLAND COMM SCHOOLS DIST 5

Case Description

Description I got an email about invoice 204237, I was told today that I can re-invoice however I did that on 11 of January and would like to check to know what we are needing to do.

Case Artifacts

Documents

Attachments

Name	Uploaded By	Upload Date	Attachment	Attachment Type
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No items available

No items available

Case Thread

User	Note	Date
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No items available

Case Contact

Case Contact Tim Bair

#204237



Summary News Related Actions

Case Details

Topic System Problem Report - FCC Form 486
Status Closed
Priority Medium
Inquiry Type Phone

Form Type FCC Form 486
Form Number 50325
Created By USAC
Created On 10/30/2017 4:42 PM EDT
Organization HIGHLAND COMM SCHOOLS DIST 5

Case Description

Description Caller's invoice was denied but he doesn't understand why

Case Artifacts

Documents

Attachments

Name	Uploaded By	Upload Date	Attachment	Attachment Type
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No items available

No items available

Case Thread

User	Note	Date
USAC	Tim, I am pleased to inform you that your FCC Form 486 #50325 has successfully migrated in the invoicing system. Go ahead and begin invoicing. If you are unable to invoice please re-open this case. This case is now considered closed. If you have any questions or believe this case was closed in error, please contact CSB at (888)203-8100.	1/17/2018 12:36 PM EST
USAC	Tim, Thank you for contacting USAC regarding your Invoice. Per our conversation I explained that USAC is experiencing a system issue that is preventing some late approved FCC Form 486s from migrating into the invoicing system. IT is developing a fix that will be ready on January 10th. Due to the length of time it has taken to address this issue, I am working with the invoicing team to extend your invoicing deadline. Please contact me directly if you have any other questions Inna.Malashenok@usac.org	12/19/2017 2:49 PM EST

REC'D THIS NOTE
1/17 - CALLER
TO SEE IF
INVOICES
CHANGED ON
1/11 WORK OK
SOB NOW
CASE &
ADVIS
ATTACHED

Case Contact

Case Contact Tim Bair



Tim Bair <tbair@highlandcusd5.org>

USAC Notification: New Customer Service Case Created

1 message

EPC Application Administrator <EPC.Application.Administrator@usac.org>

Wed, Jan 17, 2018 at 1:33 PM

To: tbair@highlandcusd5.org

**Universal Service
Administrative Co.**

SEE YELLOW
STICKY NOTE
ON NEXT PAGE

Hello,

The USAC Client Service Bureau has created the following case:

Description: I got an email about invoice 204237, I was told today that I can re-invoice however I did that on 11 of January and would like to check to know what we are needing to do.

Priority: Medium

Created By: Belinda Hooper

Received: 1/17/2018 2:33 PM EST

Case Number: 216944

If the details of the case are not correct, you may view/modify the case record here or contact us by phone at (888) 203-8100.

Thank you.

Universal Service Administration Company

NOTE: Please do not reply to this email.

This message has been sent by EPC

11/6/17
FCC
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APPEAL
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1699073225
322

USAC

Universal Service Administrative Company

Schools and Libraries Division

Form 472 (BEAR) Notification Letter

October 13, 2017

Kevin Osterbur
Alhambra-Grantfork Telephone Company
114 Wall Street
PO Box 207
Alhambra, IL 62001

Re: Invoice Number - as assigned by USAC: 2695549
Service Provider Identification Number: 143001858
Reimbursement Form Number: AGTELCO 16/17
Billed Entity Number: 136463

Bair Tim
HIGHLAND COMM SCHOOLS DIST 5
400 BROADWAY
HIGHLAND, IL 62249

Preferred Mode of Contact: E-mail at tbair@highlandcusd5.org
Total Amount of Reimbursement Approved for Payment: \$0.00

This letter is your notification that the Schools and Libraries Division (SLD) of the Universal Service Administrative Company (USAC) has processed an FCC Form 472, "Billed Entity Applicant Reimbursement (BEAR)" Form from the above named applicant listing you as the service provider. USAC has committed to reimburse the discounted portion of the cost of eligible services provided to eligible entities pursuant to one or more FCC Forms 471, "Description of Services Ordered and Certification Form".

In certain instances, a line may not have been paid. Review the BEAR Letter Applicant Reimbursement Report (Report) following this letter for the reason(s) this may have occurred. For more information about lines that have not been paid, see the explanation of Invoice Error Codes in Step 9 on our website. Work with the applicant (your customer) to correct any errors. Once corrected, your customer may submit a new BEAR using the BEAR Online tool from the Apply Online area or Required Forms section of our website to request reimbursement for any unpaid lines.

If a new BEAR cannot be submitted before the invoice deadline passes, you or your customer may submit a request for a deadline extension. (See "Invoice Deadlines and Extension Requests" posted in the SLD section of our website for more information.)

TO APPEAL THIS DECISION:

If you wish to appeal a decision in this letter to USAC, your appeal must be received by USAC or postmarked within 60 days of the date of this letter. Failure to meet this requirement will result in automatic dismissal of your appeal. In your letter of appeal:

1. Include the name, address, telephone number, fax number, and email address for the person who can most readily discuss this appeal with us.
2. State outright that your letter is an appeal. Include the following to identify the USAC decision letter (e.g., FCDL) and the decision you are appealing:
 - Appellant name,
 - Applicant name and service provider name, if different from appellant,

Schools and Libraries Division - Correspondence Unit
30 Lanidex Plaza West, PO Box 685, Parsippany, NJ 07054-0685
Visit us online at: www.usac.org/sl

FCC Form 486 Number: 50325	FCC Form 486 Nickname: RA Networks app# 1699125821	Funding Request Number (FRN): 1699125821	Funding Request Nickname: Switches	Form 471 Application Number: 161035653	Service Provider Name: R.A. Networks	Service Provider Identification: 143026806	Actual Service Start Date: 07/01/2016	Approved Service Start Date: 03/15/2017	Service Start Date Change Indicator: N	Service Start Date Change Explanation:	Current Funding Commitment: 15,487.92
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