

**FCC APPEAL OF INCOMPLETE E-RATE APPEAL PROCESS & CORRESPONDING
WAIVER OF DEADLINE DUE TO LACK OF REQUESTED CONTACT/NOTIFICATION
FROM APPEAL REVIEWER AS PER SUBMITTED E-MAIL**

DOCKET NUMBER: 02-6

DATE: 8/16/2018

SCHOOL BEN ENTITY: GREENCASTLE ANTRIM SCHOOL DISTRICT

BEN ENTITY #: 125724

CONTACT: STEVE MANDARINO stevemandarino@advanedgesolutions.com 412-668-0785

FUNDING YEAR: 2017-18

471 APPLICATION #: 171040473

ORIGINAL FILED APPEAL #: 8667

OPENING STATEMENT: AN APPEAL WAS FILED ON BEHALF OF THE SCHOOL DISTRICT DUE TO AN INCOMPLETE PIA REVIEW PROCESS WHEREAS THE REVIEWER MOVED FORWARD WITH FUNDING DENIAL WITHOUT EXECUTING STANDARD COMMUNICATION PROCESSES. DURING THE WAITING PERIOD FOR THIS APPEAL TO BE REVIEWED IT WAS DISCOVERED THAT SINCE THE PIA REVIEW PROCESS WAS TRUNCATED THERE WAS NO OPPORTUNITY TO EXECUTE A RAL REQUEST NEED DUE TO DISCOVERY OF AN INCOMPLETE FRN BULK UPLOAD PROCESS (IT IS A CONFIRMED/KNOWN FACT THAT THE BULK-UPLOAD TOOL WAS EXPERIENCING PROBLEMS DURING THAT APPLICATION YEAR). UNFORTUNATELY, THERE IS NO MECHANISM (CONFIRMED VIA HELPDESK OUTREACH) TO ADD NOTES/UPDATE A FILED APPEAL WHERE WE WOULD HAVE PROACTIVELY NOTED THIS CLERICAL CORRECTION NEEDED TO ADDRESS THE IDENTIFIED BULK UPLOAD ISSUE. INSTEAD, WE NOTED THIS ISSUE AND NEED FOR DIRECT CONTACT WITH THE APPEAL REVIEWER VIA HELPDESK CASE #227332 AND SENT AN E-MAIL TO THE IDENTIFIED REVIEWER AS IDENTIFIED BY THE HELPDESK STAFFER.

ALTHOUGH THE FILED APPEAL #86670 WAS EVENTUALLY GRANTED THE ASSIGNED REVIEWER (ashish.sitapara@universalservice.org) DID NOT CONTACT US AS REQUESTED (AS NOTED IN HELPDESK CASE NUMBER #227332 AND OUR CORRESPONDING E-MAIL REQUEST SENT TO HIM ON 3/6/2018@4:06). CORRESPONDINGLY, THERE WAS NO OPPORTUNITY TO EXECUTE THE CLERICAL CORRECTIONS NEEDED TO ADDRESS THE BULK UPLOAD ISSUE NOTED ABOVE WHICH RESULTED IN AN INCOMPLETE/INCORRECT FUNDING REQUEST FOR THE HIGH SCHOOL SITE (ENTITY #18351).

ADDITIONALLY, DUE TO A.) THE ASSIGNED APPEAL REVIEWER NOT COMMUNICATING WITH US AS REQUESTED AND B.) A CONFIRMED NOTIFICATION ISSUE REGARDING THE EPC APPEAL NOTIFICATION PROCESS FOR THIS ENTITY (WE FINALLY CALLED THE HELPDESK AFTER A PERIOD OF TIME WITHOUT HEARING ANYTHING ONLY TO CONFIRM THAT THEY TOO COULD NOT FIND THE APPEAL DETAILS) WE NOW ALSO INCURRED CHALLENGES REGARDING DEADLINES. THESE CHALLENGES WERE OUTSIDE OF THE CONTROL OF THE DISTRICT.

IF THE COMMUNICATION REQUEST WAS EXECUTED WE WOULD'VE LEVERAGED OUR OPPORTUNITY TO PROVIDE TO THE REVIEWER THE TRUNCATED DETAILS OF THE BULK UPLOAD ITEMS (AS WE WOULD'VE DURING ANY TYPICAL PIA REVIEW PROCESS) AND ALL WOULD'VE BEEN FINE. INSTEAD, WE CONTINUED TO WAIT FOR OUTREACH WHICH NEVER HAPPENED AND EXPERIENCED A FLAWED NOTIFICATION PROCESS WHICH HAS PROLONGED THE DISTRICT'S FUNDING PROCESSES FOR THIS PARTICULAR SITE.

WE HAVE EMBEDDED A COPY OF THE E-MAIL SENT TO THE APPEAL REVIEWER REQUESTING CONTACT BEFORE ANY APPEAL PROCESS WAS EXECUTED. ALSO EMBEDDED IS A DETAIL OF THE ITEMS SOUGHT TO BE INCLUDED IN THE ORIGINAL FRN # 1799091071 THAT WERE TRUNCATED VIA THE BULK-UPLOAD ISSUE.

IMPORTANT! RE: APPEAL #86670 FOR GREANCASTLE ANTRIM SD

From: stevenmandarino@advancedgesolutions.com <stevenmandarino@advancedgesolutions.com>
Sent: Tue, Mar 6, 2018 at 4:06 pm
To: ASHISH.SITAPARA@UNIVERSALSERVICE.ORG
Cc: ERATESUPPORT2017@ADVANEDGESOLUTIONS.COM

Hello...

Upon reviewing the open appeal I see that it is in review with you right now. Due to several issues i need to speak with you to ensure that you have the updated information and understand our plight.

The appeal (I believe) noted that that a form 500 (#61973) was filed originally in support of this appeal. Unfortunately, that process was terminated without my notification. There is a new form 500 relevant to supporting this appeal process (#88537).

Please, please contact me at 412-668-0785 so I can provide all the background you need to insure that this appeal process for these two 471 apps trakes place.
Extremely important.

Thank you!!

steve mandarino

EMBEDDED DETAILS/SUMMARY OF RELIEF SOUGHT: PLEASE SEE THE DETAILS ON THE FOLLOWING PAGE WHICH IDENTIFIES THE TRUNCATED BULK-UPLOAD ITEMS MISSING FROM THE HIGH SCHOOL' 471 APP/FRN. THESE ARE THE FRN LINE ITEMS THAT WOULD'VE BEEN IDENTIFIED UNDER A NORMAL PIA REVIEW PROCESS AS THOSE NEEDED TO BE CORRECTED (AS PERMITTED UNDER CLERICAL/DATA TRANSFER UPLOAD ISSUES). THE CORRESPONDING CONTRACT FOR SAID LEASED SERVICES ARE REFLECTED IN THE CONTRACT UPLOADED IN EPC. QUANTITIES PER LINE ITEM ARE AS NOTED. ALL ITEMS ARE DEDICATED TO THE HIGH SCHOOL SITE ENTITY ONLY. CORRECTION EQUATES TO AN ADDITIONAL \$18,308.88 OF PREDISCOUNT FUNDING FOR THIS SITE (ENTITY #18351).

GREENCASTLE ANTRIM SD HIGH SCHOOL APP #1799091071 BULK-UPLOAD ISSUE-CLERICAL CORRECTION REQUEST

Quote Number
22015177

Greencastle-Antrim School District

Line No	MFG SKU	MFG Name	Description	Qty	GASD price	3 year payments	QTY	EXTENDED	4 year payments	QTY	EXTENDED	5 year payments	QTY	EXTENDED	COMMENT:
1	MS250-24P-HW	CISCO	MERAKI MS250-24P L3 STCK CLD-MNGD 24X GIGE 370W POE SWITCH	tbd	\$ 2,288.50	\$ 805.12	0	\$ -	\$ 621.80	0	\$ -	\$ 612.99	0	\$ -	
2	LIC-MS250-24P-5YR	CISCO	MERAKI MS250-24P ENTERPRISE LICENSE 5YR (FIRST YEAR ON US)	tbd	\$ 324.62	\$ 114.21	0	\$ -	\$ 88.20	0	\$ -	\$ 72.77	0	\$ -	
3	MS250-48FP-HW	CISCO	MERAKI MS250-48FP L3 STCK CLD-MNGD 48X GIGE 740W POE SWITCH	tbd	\$ 3,903.10	\$ 1,373.16	0	\$ -	\$ 1,060.50	0	\$ -	\$ 874.91	0	\$ -	
4	LIC-MS250-48LP-5YR	CISCO	MERAKI MS250-48LP ENTERPRISE LICENSE 5YR (FIRST YEAR ON US)	tbd	\$ 504.53	\$ 177.50	0	\$ -	\$ 137.08	0	\$ -	\$ 113.10	0	\$ -	
5	MS350-24P-HW	CISCO	MERAKI MS350-24P L3 STCK CLD-MNGD 24X GIGE 370W POE SWITCH	tbd	\$ 2,969.30	\$ 1,044.64	0	\$ -	\$ 806.78	0	\$ -	\$ 665.59	0	\$ -	
6	LIC-MS350-24P-5YR	CISCO	MERAKI MS350-24P ENTERPRISE LICENSE 5YR (FIRST YEAR ON US)	tbd	\$ 445.87	\$ 156.86	0	\$ -	\$ 121.14	0	\$ -	\$ 99.94	0	\$ -	
7	MS350-24X-HW	CISCO	MERAKI MS350-48FP L3 STCK CLD-MNGD 48X GIGE 740W POE SWITCH	tbd	\$ 3,447.70	\$ 1,212.94	0	\$ -	\$ 936.76	0	\$ -	\$ 772.83	3	\$ 2,318.49	
8	LIC-MS350-24X-5YR	CISCO	MERAKI MS350-24X ENTERPRISE LICENSE 5YR (FIRST YEAR ON US)	tbd	\$ 785.70	\$ 276.42	0	\$ -	\$ 213.48	0	\$ -	\$ 176.12	3	\$ 528.36	
9	MS350-48FP-HW	CISCO	MERAKI MS350-48FP L3 STCK CLD-MNGD 48X GIGE 740W POE SWITCH	tbd	\$ 5,352.10	\$ 1,882.93	0	\$ -	\$ 1,454.20	0	\$ -	\$ 1,199.72	8	\$ 9,597.72	
10	LIC-MS350-48LP-5YR	CISCO	MERAKI MS350-48LP ENTERPRISE LICENSE 5YR (FIRST YEAR ON US)	tbd	\$ 735.29	\$ 258.68	0	\$ -	\$ 199.78	0	\$ -	\$ 164.82	8	\$ 1,318.57	
11	MS425-16-HW	CISCO	MERAKI MS425-16 L3 CLD-MNGD 16X 10G SFP+ SWITCH	tbd	\$ 6,440.00	\$ 2,265.67	0	\$ -	\$ 1,749.79	0	\$ -	\$ 1,443.58	1	\$ 1,443.58	
12	LIC-MS425-16-5YR	CISCO	MERAKI MS425-16 ENTERPRISE LICENSE AND SUPPORT, 5 YEARS	tbd	\$ 966.10	\$ 339.89	0	\$ -	\$ 262.50	0	\$ -	\$ 216.56	1	\$ 216.56	
13	MA-SFP-10GB-LR	CISCO	MERAKI 10G BASE LR SINGLE-MODE	tbd	\$ 1,837.70	\$ 646.53	0	\$ -	\$ 499.31	0	\$ -	\$ 411.93	1	\$ 411.93	
14	MA-SFP-10GB-SR	CISCO	MERAKI 10G BASE SR MULTI-MODE	tbd	\$ 457.70	\$ 161.02	0	\$ -	\$ 124.36	0	\$ -	\$ 102.60	22	\$ 2,257.13	
15	MA-SFP-1GB-SX	CISCO	MERAKI 1000BASE SX MULTI-MODE	tbd	\$ 230.00	\$ 80.92	0	\$ -	\$ 62.49	0	\$ -	\$ 51.56	1	\$ 51.56	
16	MA-QSFP-40G-SR4	CISCO	MERAKI SR4 QSFP 40G TRANSCEIVER	tbd	\$ 1,377.70	\$ 484.69	0	\$ -	\$ 374.33	0	\$ -	\$ 308.82	0	\$ -	
17	MA-QSFP-40G-LR4	CISCO	MERAKI LR4 QSFP 40G TRANSCEIVER	tbd	\$ 5,014.00	\$ 1,763.99	0	\$ -	\$ 1,362.33	0	\$ -	\$ 1,123.93	0	\$ -	
18	MA-CBL-40G-50CM	CISCO	MERAKI 40GBE QSFP CABLE, 0.5 METER	tbd	\$ 46.00	\$ 16.18	0	\$ -	\$ 12.50	0	\$ -	\$ 10.31	2	\$ 20.62	
19	MA-CBL-40G-1M	CISCO	MERAKI 40GBE QSFP CABLE, 1 METER	tbd	\$ 92.00	\$ 32.37	0	\$ -	\$ 25.00	0	\$ -	\$ 20.62	4	\$ 82.49	
20	MA-CBL-40G-3M	CISCO	MERAKI 40GBE QSFP CABLE, 3 METERS	tbd	\$ 138.00	\$ 48.55	0	\$ -	\$ 37.50	0	\$ -	\$ 30.93	2	\$ 61.87	
21	LIC-MX600-SEC-5YR	CISCO	MERAKI MX600 ADV SECURITY LICENSE 5YR (FIRST YEAR ON US)	tbd	\$ 37,546.67	\$ 13,209.38	0	\$ -	\$ 10,201.66	0	\$ -	\$ 8,416.38	0	\$ -	
22	MX600-HW	CISCO	MERAKI MX600 Cloud Managed - firewall	tbd	\$ 14,717.70	\$ 5,177.87	0	\$ -	\$ 3,998.89	0	\$ -	\$ 3,299.09	0	\$ -	
					"PER-UNIT PRICING"			\$ -			\$ -			\$ 18,308.88	

NOTE: THE CIRCLED ITEMS SHOULD'VE BEEN PART OF THE BULK UPLOAD FILE UPLOADED FOR THE H.S. SITE 471 APP #1799091071 IN ADDITION TO THE SINGLE FRN LINE ITEM THAT LOADED. DUE TO BULK UPLOAD TRANSFER ISSUES ONLY THE WIRELESS PORTION ITEM ACTUALLY WAS REFLECTED IN THE FRN. THESE CIRCLED ITEMS WERE NOT PRESENT. PLEASE CORRECT THE 471 VIA THE RAL PROCESS AND ADD THESE LINE ITEMS AS PER DETAILS PROVIDED ABOVE. CONTACT STEVEMANDARINO@ADVANEDGESOLUTIONS.COM DIRECTLY TO COORDINATE ANY ADDITIONAL DETAILS YOU MAY NEED FROM ME. THIS PROCESS IS EXTREMELY IMPORTANT TO THE SCHOOL AS IT IS AN IMPORTANT PART OF THE SCHOOL'S EDUCATIONAL TECHNOLOGY INFRASTRUCTURE NEED.

CLOSING STATEMENT: PLEASE NOTE THAT IT IS WITH MUCH CONCERN AND ANXIETY THAT WE SUBMIT THIS APPEAL REQUEST. THE SCHOOL PERFORMED ALL REQUIRED ASPECTS OF THE E-RATE MANDATED PROCESSES AND PROCEDURES BUT UNFORTUNATELY THE OCCURRENCE OF EVENTS OUTSIDE OF THE DISTRICT'S CONTROL (DUE TO EPC BULK UPLOAD ISSUES AND INCOMPLETE/UNEXECUTED COMMUNICATION PROCESSES VIA THE INITIAL PIA REVIEW & APPEAL PROCESSES) CONTRIBUTED TO THIS FUNDING SHORT-FALL. WE EAGERLY AWAIT CORRESPONDENCE REGARDING THIS FCC APPEAL PROCESS TO ASSIST WHERE/AS NEEDED TO ENSURE THAT IDENTIFIED FUNDING NEEDS ARE MET AS THESE ARE EXTREMELY CRUCIAL TO THE DISTRICT'S BUDGETARY AND TECHNOLOGY PLAN AND REQUIREMENTS.

THANK YOU!