

## #233563 - FY2016 Hamilton Comcast

Summary News Related Actions

## Case Details

**Topic** FCC Form 472 - BEAR - Status Inquiry  
**Status** Closed  
**Priority** Medium  
**Inquiry Type** Phone

**Form Type** FCC Form 472  
**Form Number** 2779216  
**Created By** User has been deactivated  
**Created On** 4/10/2018 12:46 PM EDT  
**Organization** Educational Consortium for Telecom Savings

## Case Description

**Description** Caller states receive Notification for her Bear 472.

## Case Artifacts

## Documents



Name	Uploaded By	Upload Date
Comcast invoices	Michele Quinn	4/11/18 11:36 AM
FW Comcast cable Confirmation at 1876 Dr Dennis Foreman Drive	Michele Quinn	4/11/18 11:36 AM
Scan_2018_04_11_15_31_26_614	Michele Quinn	4/11/18 11:36 AM


## Attachments

Attachment	Attachment Type
No items available	

## Case Thread

User	Note	Date
USAC	<p>Michele,</p> <p>Since this invoice was already processed the only thing you can do is appeal if you disagrees with the decision, you may file an appeal to USAC within 60 days of the date of the notification letter.</p> <p>There are three paths to beginning an appeal in EPC:</p> <ol style="list-style-type: none"> <li>1. You can reach it from the Landing Page. Click Appeal in the list of options at the top right, or</li> <li>2. You can reach it from the top-right drop-down menu on the Entity Summary Page. Click Create Appeal, or</li> <li>3. You can reach it from the Related Actions section of the Entity Summary Page. Click Create Appeal.</li> </ol> <p>The remaining steps are as follows:</p> <ol style="list-style-type: none"> <li>1. On the first page, enter a Nickname for your appeal and choose the appropriate Funding Year.</li> <li>2. Select the appropriate options under "What type of decision you would like to appeal?",</li> </ol>	4/11/2018 2:47 PM EDT

User	Note	Date
	<p>"Appeal Type", and "Appeal Category".</p> <p>3. Enter the name of the Main Contact Person. Click "Continue".</p> <p>4. On the next page, under "Choose Search Method", choose "Search by FRN" or "Search by Post-Commitment Request".</p> <p>a. If you chose "Search by FRN", use the filters to find the FRN(s) for which you would like to submit an appeal.</p> <p>i. Place a checkmark next to the FRNs and click "Add (#) FRNs".</p> <p>ii. To remove an FRN, place a checkmark next to it and select "Remove (#) FRNs".</p> <p>iii. After all appropriate FRNs are listed under "Selected FRNs", click Continue.</p> <p>b. If you chose "Search by Post-Commitment Request", use the filters to find the post-commitment request for which you would like to submit an appeal.</p> <p>i. The system will automatically select all of the FRNs associated with the selected post-commitment request. If any FRNs should be excluded, check the box(es) next to the FRN(s) under the section "FRNs associated with Post-Commitment Request" and click "Remove (#) FRNs".</p> <p>ii. Once only the correct FRNs are listed under "FRNs associated with Post-Commitment Request" click "Continue".</p> <p>5. On the next page, you may enter up to 2000 characters in the Narrative field to describe your appeal.</p> <p>6. Attach any supporting documentation using the Upload Document section.</p> <p>7. Click Submit and confirm by clicking "Yes" in the pop-up.</p> <p>Additional information about appeals appears on the following page on the Schools and Libraries website:  <a href="http://www.usac.org/sl/about/program-integrity/appeals.aspx">http://www.usac.org/sl/about/program-integrity/appeals.aspx</a>.</p> <p>If you have any additional questions or concerns, you may reopen the case and add a note. If the case cannot be reopened, please create a new customer service case or contact the Client Service Bureau at 888-203-8100.</p> <p>To satisfy the audit and to clear up the address issue, we did provide documentation from the vendor regarding the address. I have attached the same documentation from the vendor that was provided during the audit of this reimbursement. Every document attached to this customer service request was supplied during audit of the BEAR reimbursement and should have been accepted.</p>	
Michele Quinn		4/11/2018 11:36 AM EDT 
USAC	<p>Michele,</p> <p>The Invoice 2779216 was rejected because the address on the Bill did not match the Address of the Entity on the Block 1 of the Form 471 #161041766.</p> <p>If you have any additional questions or concerns, you may reopen the case and add a note. If the case cannot be reopened, please</p>	4/10/2018 4:03 PM EDT 

User	Note	Date
	create a new customer service case or contact the Client Service Bureau at 888-203-8100.	
Michele Quinn	<p>I called because we received a 472 BEAR Notification that the BEAR for funding year 2016, FRN 1699091110 was denied. The reason for denial is ambiguous and states "Service to Entity Not Approved on 471". I called USAC Customer Service and was told this would be expedited for a more specific, detailed reason since the only reason they could tell me was what I already knew from the 471 Notification: "Service to Entity Not Approved on 471". Thank you.</p>	<p>4/10/2018 3:19 PM EDT</p> 

## Case Contact

**Case Contact** Michele Quinn