

FW: SPALDING MEMORIAL LIBRARY BEAR FY2014 for Time Warner Cable
(143048275)



Mon 6/27/2016 9:28 AM

From: "Cacini, Marina B"

To: "trgigee@spaldinglibrary.org"

Good Morning Tiffany,

Please see below.

Thanks,

Marina

From: Cacini, Marina B

Sent: Monday, June 27, 2016 9:27 AM

To: 'Jeff Walsh' <Jeff.Walsh@usac.org>

Subject: RE: SPALDING MEMORIAL LIBRARY BEAR FY2014 for Time Warner Cable (143048275)

Good Morning Jeff,

Thank you for following up on this request. We have not received a response from USAC yet.

Thanks again for looking into this,

Marina

From: Jeff Walsh [<mailto:Jeff.Walsh@usac.org>]

Sent: Saturday, June 25, 2016 9:33 AM

To: Cacini, Marina B <Marina.Cacini@charter.com>

Subject: FW: SPALDING MEMORIAL LIBRARY BEAR FY2014 for Time Warner Cable (143048275)

Marina,

Sorry I meant to say:

Did you get your inquiry answered by our invoicing team?

Saturday morning and I need coffee! J

Jeff Walsh

Manager of PIA Operations / Schools and Libraries

USAC

Ph: (202) 776-0200

jwalsh@usac.org / www.usac.org

From: Ombudsman

Sent: Saturday, June 25, 2016 7:38 AM

To: 'Cacini, Marina B'

Cc: Ombudsman

Subject: RE: SPALDING MEMORIAL LIBRARY BEAR FY2014 for Time Warner Cable (143048275)

Marina,

I just following up on your email below. Did you get your inquiry asked by our invoicing team?

Thanks,

Jeff Walsh

Ombudsman Office

Manager of PIA Operations / Schools and Libraries

USAC

Ph: (202) 776-0200

jwalsh@usac.org / www.usac.org

From: Cacini, Marina B [<mailto:Marina.Cacini@charter.com>]

Sent: Monday, June 20, 2016 11:50 AM

To: Michael Kraft; Qudsia Hairat; Ombudsman

Cc: DL-HRN-ERATE-TWC-CORP; trgigee@spaldinglibrary.org; Lafrance, David L

Subject: SPALDING MEMORIAL LIBRARY BEAR FY2014 for Time Warner Cable (143048275)

Importance: High

Good Morning Mick,

We need your assistance with a BEAR for FY2014 that was processed in the middle of the SPIN consolidation, and although it was submitted by customer and approved by TWC before the "last day to invoice" set to 02/25/16, was held back based on other issues related to the new SPIN.

David LaFrance addressed this issue via email to you on 04/14/16.

Could you please let the applicant (copied on this email), Tiffany Robbins-Gigee, and myself, know how can we have the funds in the amount of \$562.80 process to Spalding Memorial Library as soon as possible?

Thank you,

Marina

Search Results:

Certify by Invoice	Certify by BEN	Certify by FRN	Billed Entity Number	Billed Entity Name	Invoice Id	Status	Reimbursement Amount	Contact Name	Authorized By	Certified By	Date Created
<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	126035	SPALDING MEMORIAL LIBRARY	2324655	COMPLETED	\$562.80	Tiffany Robbins-Gigee	TIFFANY ROBBINS-GIGEE	Vicki Sorrentino	1/14/2016 1:40:00 PM

471 Application Number	FRN	Applicant Name	BEN	SPIN	Service Provider Name	Commitment Status
989678	2703380	SPALDING MEMORIAL LIBRARY	126035	143048275	Time Warner Cable	FUNDED

BEN 126035

FRN 2703380

FY 2014

Invoice ID 2324655, submitted 1/14/2016, approved by TWC 1/27/2016

Rejected 3/3/16 (see remittance attached)



Marina Cacini | Sr. Manager, AR/Erate | (P) 703-713-9342 | (F) 704-697-4515

2551 Dulles View Drive, 6th Floor | Herndon, VA 20171

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Attachments:

- image001.png
- image002.png
- image003.png

E-rate FY 2014-2015

Thu 3/17/2016 3:34 PM

From: "Cacini, Marina"

To: "trgigee@spaldinglibrary.org"

Cc: DL-HRN-ERATE-TWC-CORP, "Lafrance, David"



Good Afternoon Ms. Robbins-Gigee,

TWC has filed the form 473 for FY2014 for SPIN 143048275.

I will reach out to our USAC billing contact Mr. Mick Kraft, to find out what is the best way to complete the BEAR refund to Spalding Memorial Library.

SPIN: 143048275, FRN: 2703380, Inv ID: BEAR 2014 Take2, Amount paid: \$0.00, Applicant Name: SPALDING MEMORIAL LIBRARY, SLD Invoice Number: 2324655, BEAR Letter Date: 03/03/2016, Line Item Detail Number:7778360, Amount Requested: \$562.80

Thank you,

Marina

Marina Cacini

Sr. Manager | AR/Erate

Time Warner Cable Business Class

2551 Dulles View Drive | Herndon, VA 20171

www.twcbc.com



Connect with TWCBC:    

From: trgigee@spaldinglibrary.org [<mailto:trgigee@spaldinglibrary.org>]
Sent: Monday, March 14, 2016 1:05 PM
To: DL-HRN-ERATE-TWC-CORP <DL-HRN-ERATE-TWC-CORP@twcable.com>
Subject: E-rate FY 2014-2015

Hello. I am writing on behalf of the Spalding Memorial Library in Athens, PA. I have been trying since October 2015 to file a BEAR form for FY2014-2015. This has been quite an ordeal, with repeated denials from USAC. I finally thought I had all my ducks in a row when I received an email from you in January reminding me that the final deadline to file my BEAR was approaching. However, today I received another rejection letter. After speaking with customer support at USAC, I have been told that Time Warner Cable did not file the appropriate FORM 473 for this funding year. I find this difficult to believe, but USAC tells me that you can file one retroactively so that I can still get my reimbursement. Please advise as to what you can do to assist this situation. Otherwise, I will be forced to take the matter through the appeals process.

Thank you. I look forward to hearing from you soon.

Tiffany Robbins-Gigee

Director, Spalding Memorial Library

724 S. Main Street

Athens, PA 18810

570-888-7117

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Attachments:

- image001.jpg
- image002.png
- image003.png
- image004.png
- image005.png

RE: E-rate FY 2014-2015

Wed 3/23/2016 11:25 AM

From: "Cacini, Marina"

To: "trgigee@spaldinglibrary.org"

Cc: DL-HRN-ERATE-TWC-CORP, "Lafrance, David"



Good Morning Ms. Robbins-Gigee,

The SPAC forms have been filed for TWC SPIN 143048275.

Results 1 - 1 of 1

SPIN	Service Provider Name	Doing Business As	Contact Name	Contact Address	Contact Phone
143048275	Time Warner Cable Business LLC	Time Warner Cable	David Lafrance	13820 Sunrise Valley Drive 9th floor, Herndon, VA 20171	703561-88

http://www.sl.universalservice.org/Forms/SPIN_Contact_Search.asp

Thank you,

Marina

From: Cacini, Marina

Sent: Thursday, March 17, 2016 3:24 PM

To: 'trgigee@spaldinglibrary.org' <trgigee@spaldinglibrary.org>

Cc: DL-HRN-ERATE-TWC-CORP <DL-HRN-ERATE-TWC-CORP@twcable.com>; Lafrance, David <david.lafrance@twcable.com>

Subject: E-rate FY 2014-2015

Good Afternoon Ms. Robbins-Gigee,

TWC has filed the form 473 for FY2014 for SPIN 143048275.

I will reach out to our USAC billing contact Mr. Mick Kraft, to find out what is the best way to complete the BEAR refund to Spalding Memorial Library.

SPIN: 143048275, FRN: 2703380, Inv ID: BEAR 2014 Take2, Amount paid: \$0.00, Applicant Name: SPALDING MEMORIAL LIBRARY, SLD Invoice Number: 2324655, BEAR Letter Date: 03/03/2016, Line Item Detail Number:7778360, Amount Requested: \$562.80

Thank you,

Marina

Marina Cacini

Sr. Manager | AR/Erate
Time Warner Cable Business Class
2551 Dulles View Drive | Herndon, VA 20171

www.twcbc.com



Connect with TWCBC: 

From: trgigee@spaldinglibrary.org [mailto:trgigee@spaldinglibrary.org]
Sent: Monday, March 14, 2016 1:05 PM
To: DL-HRN-ERATE-TWC-CORP <DL-HRN-ERATE-TWC-CORP@twcable.com>
Subject: E-rate FY 2014-2015

Hello. I am writing on behalf of the Spalding Memorial Library in Athens, PA. I have been trying since October 2015 to file a BEAR form for FY2014-2015. This has been quite an ordeal, with repeated denials from USAC. I finally thought I had all my ducks in a row when I received an email from you in January reminding me that the final deadline to file my BEAR was approaching. However, today I received another rejection letter. After speaking with customer support at USAC, I have been told that Time Warner Cable did not file the appropriate FORM 473 for this funding year. I find this difficult to believe, but USAC tells me that you can file one retroactively so that I can still get my reimbursement. Please advise as to what you can do to assist this situation. Otherwise, I will be forced to take the matter through the appeals process.

Thank you. I look forward to hearing from you soon.

Tiffany Robbins-Gigee

Director, Spalding Memorial Library

724 S. Main Street

Athens, PA 18810

570-888-7117

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Attachments:

- image006.png
- image007.jpg
- image008.png
- image009.png
- image010.png
- image011.png

FW: Case #112971 Attn: Jane

Wed 9/7/2016 3:39 PM

From: SLD Problem Resolution Mailbox

To: "trgigee@spaldinglibrary.org"



Tiffany:

See USAC's website under Appeals & Audits:

<http://www.usac.org/about/about/program-integrity/appeals.aspx>

read the instructions for filing a waiver with the FCC. There is a link that takes you to the FCC's electronic filing system, where you will find further guidance.

If you have any additional questions or concerns, please reopen this case, create a new case, or contact the Client Service Bureau at 888-203-8100.

Thank you,

Jane Shahi

Client Service Bureau

Schools and Libraries Division

Helpline: 888-203-8100

Fax: 888-276-8736

E-mail: SLDPR@GDIT.com

From: trgigee@spaldinglibrary.org [<mailto:trgigee@spaldinglibrary.org>]

Sent: Tuesday, September 06, 2016 12:40 PM

To: SLD Problem Resolution Mailbox <SLDPR@GDIT.com>

Subject: re: FW: Case #112971 Attn: Jane

Jane, thank you for the helpful information. Can you tell me the procedure for requesting a waiver from the FCC?

Tiffany Robbins-Gigee

Director, Spalding Memorial Library

From: "SLD Problem Resolution Mailbox" <SLDPR@GDIT.com>

Sent: Friday, September 02, 2016 3:37 PM

To: "trgigee@spaldinglibrary.org" <trgigee@spaldinglibrary.org>

Subject: FW: Case #112971 Attn: Jane

Tiffany:

The attached letter to the Service Provider advising them that the invoice was rejected is dated March 9, 2016. The procedure for submitting BEARs changed effective July 1, 2016. Effective that date, Service Providers no longer certify BEARs.

You will need to submit a new invoice for that FRN. The last date to invoice for this FRN was 2/25/2016. Before submitting a new invoice, you will need to request a waiver from the FCC to waive the deadline. Then you may request an invoice deadline extension from USAC. See the Schools & Libraries website for further guidance:

<http://www.usac.org/sl/applicants/step06/invoice-extensions.aspx>

If you have further questions, please do not hesitate to contact the Client Service Bureau. Thank you.

Jane Shahi

Client Service Bureau

Schools and Libraries Division

Helpline: 888-203-8100

Fax: 888-276-8736

E-mail: SLDPR@GDIT.com

From: trgigee@spaldinglibrary.org [<mailto:trgigee@spaldinglibrary.org>]
Sent: Tuesday, August 30, 2016 5:49 PM
To: SLD Problem Resolution Mailbox <SLDPR@GDIT.com>
Subject: re: Case #112971 Attn: Jane

Jane, thank you for your kind assistance. Please find the scanned letter attached.

Tiffany Robbins-Gigee

Director, Spalding Memorial Library

From: "SLD Problem Resolution Mailbox" <SLDPR@GDIT.com>
Sent: Tuesday, August 30, 2016 6:33 PM
To: "trgigee@spaldinglibrary.org" <trgigee@spaldinglibrary.org>
Subject: Case #112971 Attn: Jane

Tiffany:

Please send any attachments in question in response to this email. You may also forward emails to the same address and reference this case number in the same manner as the subject line above.

Thank you,

Jane Shahi

Client Service Bureau

Schools and Libraries Division

Helpline: 888-203-8100

Fax: 888-276-8736

E-mail: SLDPR@GDIT.com

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