

Kevin Welch

From: Nicole Taylor <Nicole.Taylor@usac.org>
Sent: Wednesday, June 19, 2019 5:06 PM
To: Kevin Welch
Subject: RE: Recent Inquiries to RHC Helpdesk - Consolidated

Roll Over + FCC order 19-45

Kevin,

Good news!

For item #1 highlighted below, we have made an exception and have worked with our IT department to change the fund year internally. We have changed the fund year from 2018 to **2019**. Your new FRN#s are:

Original FRN	New FRN
18669201	19669201
18668971	19668971

DFD
LSCC Backup

No further action is needed from you.

Please keep in contact with me regarding Items #3 and 4 mentioned below.

Thank you,

Nicole Taylor

Program Manager of Stakeholder Engagement
Nicole.Taylor@usac.org | www.usac.org

From: Nicole Taylor
Sent: Wednesday, June 19, 2019 4:12 PM
To: Kevin Welch <lkwelch1@comcast.net>
Cc: RHC-Assist <rhc-assist@usac.org>
Subject: Recent Inquiries to RHC Helpdesk - Consolidated

Hi Kevin,

Today has been a busy day for both of us, and for convenience, I wanted to consolidate your recent inquiries to our Helpdesk:

Black – Recent inquiry

Red – RHC Response

- Based on our emails and call today, you submitted two Forms 462 with the incorrect fund year. You would like guidance on how to correct the fund year to "2019". (email string attached)
 - Please allow me, or a representative of the commitments team, until tomorrow(6/20) to get back to you on the best steps forward before the June 30th deadline.
- You wanted to know if you had until June 30th to submit your Funding Request forms.
 - Resolved – Response previously provided in the email string attached.
- You are unable to submit Forms 463 in My Portal due to an issue with Column #1.

TXLSCC FY2019 Form 462 Roll Over.pdf

- a. The most common reasons why applicants may be unable to complete a Form 463 are:
 - i. The applicant has added the particular line item to another invoice that has not yet disbursed.
 - ii. The applicant is trying to invoice for the same period of time already covered by another invoice.
 - iii. The applicant does not have any funding remaining in the commitment.
 - iv. The applicant is past the invoicing deadline.
 - v. The applicant already has an invoice in DRAFT status.
 - b. If you have already deleted the DRAFT Form 463 and started over, and you have confirmed that the 5 common reasons above do not pertain to you, please try again after you have submitted all of your Funding Request forms.
4. This afternoon you claimed that USAC previously sent you a report that contained information about remaining funding associated with specific FRNs.
- a. In order to provide a response, we would need more information from you. If you have a record of this report, please send me the email address you received it from or the exact information that was provided.
 - b. You are also able to retrieve this information by subtracting the amounts you've previously invoiced for from the amount indicated in your FCL. Invoicing records can be found on the "Form 463" tab, column titled "Total Invoice Amount", via My portal.

*Previous invoice amount - FCL amount =
Remaining funds*

Please respond directly to me with any questions or concerns about the 4 items above. I want to make sure your issues are resolved and neither of the situations prevent you from submitting your Funding Request forms before the deadline. I hope this email has made it easier for you and it was a pleasure speaking with you this morning. Thank you for your patience.

Nicole Taylor

Program Manager of Stakeholder Engagement
Nicole.Taylor@usac.org | www.usac.org

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