

Tammy Condon

From: Michael Hutter <mhutter@maplenetworkless.com>
Sent: Friday, May 17, 2019 4:21 PM
To: Tammy Condon
Cc: Gene Crusie
Subject: Fwd: USAC Notification: New Customer Service Case Created

Mike Hutter
MNW
574.320.2908
Sent from my iPhone

Begin forwarded message:

From: Michael Hutter <mhutter1010@gmail.com>
Date: May 17, 2019 at 4:20:20 PM EDT
To: Michael Hutter <mhutter@maplenetworkless.com>
Subject: Fwd: USAC Notification: New Customer Service Case Created

----- Forwarded message -----

From: EPC Application Administrator <EPC.Application.Administrator@usac.org>
Date: Wed, May 15, 2019 at 12:52 PM
Subject: USAC Notification: New Customer Service Case Created
To: <mhutter1010@gmail.com>



Hello,

The USAC Client Service Bureau has created the following case:

Description: We invoiced the applicant the incorrect amount, what can we do ?
Priority: Medium
Created By: Sabrina Glover
Received: 5/15/2019 12:51 PM EDT
Case Number: 275009

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

Tammy Condon

From: Michael Hutter <mhutter@maplenetwireless.com>
Sent: Friday, May 17, 2019 3:31 PM
To: Tammy Condon
Cc: Gene Crusie
Subject: SJCPL invoicing errors notes

Tammy,

Thank you for anything you can do to help. Don't hesitate to call me anytime if you need assistance or more documentation. As Gene said, we'll pray for your Monday procedure to reveal perfect health.

Notes from my USAC call on Wednesday:

There's a good chance it's all fixable. 2018 is the easiest and requires immediate action.

2017 (July 1 2017-June 30, 2018) they asked for the proper amount and it was approved. \$156,000 total. \$140,400 was approved which is 90% discount. The Library must submit an "appeal to invoice". This should get approved since the correct amount was asked for. They need to reference our signed agreement for \$13k/mo and keep stressing an honest billing mistake and reference our contract showing \$13k/month. We are short a total of \$36,000 for 2017 (\$32,400 from USAC, \$3,600 from the Library)

2018 (July 1 2018-June 30, 2019) This is the easiest. **MapleNet needs to invoice SJCPL right now for the shortfall:** lump sum of \$36,000 invoice. Put the dates on the invoice and a short explanation. The library has not invoiced USAC for this yet so it should be easy. It's also easy since they asked for the proper amount. Their deadline to bill USAC is 10/28/19. We are short a total of \$36,000 for 2018 (\$32,400 from USAC, \$3,600 from the Library)

2019 (July 1 2019-June 30, 2020) they must submit an appeal for "additional funding request". This starts July 2019. They need to state this was an honest mistake and they asked for less money since MNWT billed less in 2018. Submit appeal to "request more funding." Unless we fix this, we will be short a total of \$36,000 for this upcoming 2019-2020 year (\$32,400 from USAC, \$3,600 from the Library)

I spoke with Sabrina from USAC. The library can reference case#: 275009. Sabrina put lots of notes in this case.

Mike

Michael Hutter
Director
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