

## Brent Ouellette

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**From:** Danielle Hlavacek  
**Sent:** Friday, July 12, 2019 11:16 AM  
**To:** Bianca Miller  
**Subject:** RE: SLD #2851253

Thank you very much for your assistance

Danielle Hlavacek  
Administrative Support  
Envision Technology Advisors, LLC  
999 Main Street, Suite 715  
Pawtucket, RI 02860

(p) 401.272.6688  
(f) 401.272.0911

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**From:** Bianca Miller <Bianca.Miller@usac.org>  
**Sent:** Friday, July 12, 2019 11:00 AM  
**To:** Danielle Hlavacek <danielleh@envisionsuccess.net>  
**Subject:** RE: SLD #2851253

Good morning ,

Yes, the attached invoices also state processing in our system . So , I would also suggest informing client services about these as well for further updates .

Thanks ,

**Bianca Miller**  
E-rate  
Schools and Libraries  
[Bianca.Miller@usac.org](mailto:Bianca.Miller@usac.org) | (833) 205-1185 ext.58590

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**From:** Danielle Hlavacek [<mailto:danielleh@envisionsuccess.net>]  
**Sent:** Friday, July 12, 2019 10:18 AM  
**To:** Bianca Miller <[Bianca.Miller@usac.org](mailto:Bianca.Miller@usac.org)>  
**Subject:** RE: SLD #2851253

Good Morning,

Thank you for your reply.

I am wondering if this would be the same for the attached?

Thank you for anymore assistance you can provide,

Danielle Hlavacek  
Administrative Support  
Envision Technology Advisors, LLC  
999 Main Street, Suite 715  
Pawtucket, RI 02860

(p) 401.272.6688  
(f) 401.272.0911

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**From:** Bianca Miller <[Bianca.Miller@usac.org](mailto:Bianca.Miller@usac.org)>  
**Sent:** Friday, July 12, 2019 7:28 AM  
**To:** Brent Ouellette <[brent.ouellette@envisionsuccess.net](mailto:brent.ouellette@envisionsuccess.net)>  
**Cc:** Danielle Hlavacek <[danielleh@envisionsuccess.net](mailto:danielleh@envisionsuccess.net)>  
**Subject:** RE: SLD #2851253

Good morning All ,

I currently see that this invoice is processing . But client services , may be of better assistance to you with the actually stage in which this invoice is currently and an estimated payment date .  
Their phone number is 888-203-8100 . Hours of operation Monday – Friday 8am to 8pm ET .

Thank you ,

**Bianca Miller**  
E-rate  
Schools and Libraries  
[Bianca.Miller@usac.org](mailto:Bianca.Miller@usac.org) | (833) 205-1185 ext.58590

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**From:** Brent Ouellette [<mailto:brent.ouellette@envisionsuccess.net>]  
**Sent:** Thursday, July 11, 2019 3:57 PM  
**To:** Bianca Miller <[Bianca.Miller@usac.org](mailto:Bianca.Miller@usac.org)>  
**Cc:** Danielle Hlavacek <[danielleh@envisionsuccess.net](mailto:danielleh@envisionsuccess.net)>  
**Subject:** FW: SLD #2851253  
**Importance:** High

Bianca,

Can you please respond acknowledging receipt of this message, or at least provide alternate contact information to help us get this resolved? It has been more than 10 months since we submitted our Form 474 and have provided all information requested on multiple occasions.

Respectfully,

**Brent K. Ouellette VCA-DT, VSP, VTSP**  
VP Vendor Operations  
Senior Technical Consultant  
Envision Technology Advisors, LLC  
999 Main Street, Suite 715  
Pawtucket, Rhode Island 02860  
Phone: 401.272.6688  
Fax: 401.272.0911  
Web: [www.envisionsuccess.net](http://www.envisionsuccess.net)