To whom it may concern,

This is an appeal letter for USAC funding for our business, Business Technology Group.

I have attached an extension notice that we received from Last November, and a couple of different rejection texts (there were more, I cannot find all of them at this time). I also attached a dispute that I created from back in the summer when I tried to speak with someone about this matter (we didn’t receive much help at that point).

We eventually figured out why we continued to receive the “Invalid form 471” when attempting to invoice using USAC’s portal. The problem was with 2 digits being mismatched. (FRN form # 2856968 – we attempted to invoice several times with # 2856986 the last 2 digits being swapped). We attempted to reach out to USAC via heir portal, emails and phone calls and were never offered much assistance. We actually made this discovery on our own. Obviously if we had been assisted briefly we could have resolved this a year ago and this wouldn’t be an issue. I admit fault, and do not intend to pass the blame.

I am pleading with whoever makes these decisions to please allow us to complete the invoice process for this year and clear this matter up. We understand we made a mistake when attempting to invoice USAC and would appreciate your understanding so that our small business might be paid for the services rendered for Howard School for the 2015-2016 school year.

Please contact me if you have any questions:

Cody Davis

318-232-1104 (Direct line)

[Cody.davis@nettech.net](mailto:Cody.davis@nettech.net)

**From: <**[**deadline@sl.universalservice.org**](mailto:deadline@sl.universalservice.org)**>  
Date: November 4, 2016 at 3:38:56 PM CDT  
To: <**[**aaron.paul@btg-llc.com**](mailto:aaron.paul@btg-llc.com)**>  
Subject: Invoice Deadline Extension**

## This serves as acknowledgement and approval of your request for your one-time 120 day invoice deadline extension for the following FRNs: 2856075 2856968 Since this serves as approval, an invoice requesting payment must be submitted so that it is postmarked no later than the date found on the USAC website within the Search Tools  in order for your request to be considered as timely filed.  If you are resubmitting a Form 472, please remember that you should forward the form to the Service Provider as soon as possible to ensure sufficient time to process your request.  The invoice should be submitted in accordance with the instructions that are posted in the SLD Forms area of the SLD web site at [www.sl.universalservice.org](http://www.sl.universalservice.org) or are available by contacting the SLD Client Service Bureau at 1-888-203-8100. Thank you for your continued support of and participation in the E-rate program. Schools and Libraries Division Universal Service Administrative Company This e-mail has been generated programmatically.  Please do not respond to this e-mail.

The USAC Client Service Bureau has created the following case:

Nickname: Issues getting paid on form 471 143026765  
Description: Our latest attempt to get paid on 471 for Howard School 2015-2016 for our service of that year. WE tried invoicing USAC starting in October of 2016 - at that time we were given an error of "invalid 471" we contacted the school and they were suppose to be resolved before 12/31/2016 - we were never notified if the 471 was fixed or not - we did ask for an extension before the end of last year - we tried invoicing a couple more times in the spring and were still getting this error message about an invalid 471 - we starting trying again in June still no luck. We tried to call to get assistance and still had no luck - My most recent attempts were still giving me the invalid form 471 all though I WAS successful in invoicing for the 2016-2017 year I received the invalid 471 AGAIN for 2015-2016 - I tried again and just received the message that I am now passed the date to invoice. We have been tried to get this invoiced for 8 months, we are unaware of what we are doing wrong and have not been able to get the answers of what we should do. Can someone PLEASE call me at 318-232-1104 so I can get this invoiced? we have had $7,140 on our AR for a year now.  
Priority: High  
Created By: Aaron Paul  
Received: 8/2/2017 11:10 AM EDT  
Case Number: 189343

If the details of the case are not correct, you may view/modify the case record [here](https://portal.usac.org/suite/tempo/records/type/R-ghyQ/item/i4BDUvg2DtnG8p1r8NNjTVSlo-JPtkFqrGS7uw-OA0Ae8Rckjy7IKLZyu67cqGo/view/summary) or contact us by phone at (888) 203-8100.