

Brian,
I logged into my landing page to see what I needed to do to file the appeal for you and this below is what was there from my case USAC created on October 31st. So I called them again. I gave the person (Jasmine) I spoke with both case numbers (Otelco 253878) and(Arab City Schools 254041). She looked up both. Jasmine told me the same as the one I spoke with Wednesday morning Oct 31st. She said the school will have to file the waiver with the FCC. She said if the school had filed an invoice deadline extension then the waiver with FCC would not have to be filed.
If you still want to have a call with them let me know.

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|---|---|--|
| USAC | <p>Thank you for contacting USAC Client Service Bureau regarding the denial of your invoice. As per our conversation your invoice denied due to the applicant not responding to the Invoice Reviewer. Being that those FRN's are passed the deadline to invoice the school must submit a waiver with the FCC. Here are the steps Parties that are seeking a waiver of FCC rules or that have filed an appeal with USAC and received a decision may, if they choose, appeal USAC's decision to the FCC. You must submit your appeal to the FCC within 60 days of the date when USAC issued the decision. On all communications with the FCC, be sure to reference the Docket No. 02-6. 1. Go to https://www.fcc.gov/ecfs. Alternatively, from https://www.fcc.gov, click "ECFS" in the center of the page under "Access Now". 2. A page containing a filing search will open. At the top of the page, click "Submit a Filing". 3. In the "Proceedings" field, make sure to enter 02-6. 4. When filing a waiver request, be sure to choose WAIVER from the "Type of Filing" field. If you are filing an appeal, you may choose APPEAL. 5. Complete the rest of the fields as they are relevant. There are certain fields that are not applicable, such as the "Report Number" or "Bureau ID Number." 6. Upload your written letter of appeal or request for waiver, and any other applicable documentation. In general, your appeal or waiver request should include: 1. Your contact information and the entity name and entity number, or service provider name and SPIN of the organization you represent; 2. A label of appeal or waiver request; 3. Information regarding the USAC decision being appealed and a copy of USAC's decision, if applicable; 4. A statement setting forth the party's interest in the matter presented for review; 5. A full statement of relevant, material facts with supporting affidavits and documentation; 6. The question presented for review, with reference, where appropriate, to the relevant Commission rule, order or statutory provision; and 7. A statement of the relief sought and the relevant statutory or regulatory provision pursuant to which such relief is sought. Electronic appeals will be considered filed on a business day if they are received at any time before 12:00 AM ET. If you have questions or comments about using the ECFS, please contact the FCC directly at (202) 418-0193 or via email at ecfshelp@fcc.gov. For the FCC's rules on appeals, you may also see Sections 54.719-54.72: http://www.ecfr.gov/cgi-bin/text-idx?SID=8f7ceac17a80d1abd798eb37023b5b75&node=pt47.3.54&rgn=div5#se47.3.54_1719 Additional information on filing appeals to USAC and the FCC is found on the Appeals page of the USAC website: http://usac.org/about/about/program-integrity/appeals.aspx If you have any questions or believe this case was closed incorrectly, please re-open this case or contact us at (888)-203-8100. Thank you, Sabrina Glover Universal Service</p> | 10/31/2018 9:21 AM EDT |

Case Contact

Case Contact
Sherre Campbell

Thanks,

Sherre Campbell
Manager of Billing Services
OTELCO
505 3rd Av E Oneonta AL 35121
office 205-625-3536
www.otelco.com

From: Brian Quillin [mailto:bquillin@arabcityschools.org]
Sent: Friday, November 02, 2018 9:30 AM
To: jmullins@arabcityschools.org; Sherre Campbell <sherre.campbell@otelco.com>
Cc: Adrian Cook <acook@arabcityschools.org>
Subject: Re: FW: SCHOOLS AND LIBRARIES PROGRAM REMITTANCE STATEMENT

Mrs. Campbell,

Thank you again for working with us to resolve the FY17 funding issues.

I called USAC again this morning to confirm that because we are past the October 29 deadline, Otelco would need to file the appeal through the EPC portal online. According to the representative I spoke with this morning, the appeal process would include resubmitting the invoices again. The conclusion of that process should be Arab City Schools verifying services provided by Otelco for those dates (Jan - June 2018).

We discovered and corrected the communication errors that contributed to this situation and greatly appreciate your willingness to work through this process to secure the final portion of FY17 funding.

As we discussed this morning, I would like to work with you to restructure the process by which funding is reimbursed from USAC for our future service agreements. I believe all parties are interested in transitioning to a more efficient process.

As I mentioned earlier this morning, please know that I am willing to assist in any way necessary to alleviate any burden as a result of filing an appeal.

My cell number is 256-506-9084. Please contact me as needed.

Thank you again,

Brian Quillin
Galatians 1:10

On November 1, 2018 at 8:16:58 AM, Brian Quillin (bquillin@arabcityschools.org) wrote:

[close](#)

We are reviewing everything as quickly as possible to have FY2017 finalized. We will be back in touch soon, as needed, to resolve these issues before moving forward to FY2018.

Thank you,

Brian Quillin
Galatians 1:10

On October 31, 2018 at 8:44:23 AM, Sherre Campbell (sherre.campbell@otelco.com) wrote:

See attached that I received on October 19th.

If you remember for Jan-June 2018 USAC had asked for copies of the bills and I provided. Then they paid us for July-Dec2017. That credit will be on your next bill from us.

I forwarded the attached to the person at USAC that had requested the bill copies and questioned her why they sent this attachment. I had no response so, I emailed her again yesterday. She replied this morning that I need to call client services, so I did.

Client services told me this morning that the school system should have responded to the attached document. She said it was sent to three contacts. I don't know who. She also said that the time had expired for the 2017 funding year and that in order for the school system to receive your money, you need to file a waiver with the FCC and send in an invoice on form 472. The invoices I sent for Jan-Dec are no longer valid.

I have not invoiced USAC for anything in funding year 2018. I was waiting to get these issues with funding year 2017 cleared up before doing that. In light of what the person at USAC told me this morning, I believe you all need to invoice for funding 2018 and Otelco will no longer be in the loop with your funding. When I told her how we were doing this, where you pay us then they send us a check, then we credit you she indicated that was unusual. Arab City Schools is the only school system we have still been doing this for. In fact I thought you had changed to how all or our other schools do until you contacted me back in September.

Let me know if I can assist in any other way.

Thanks,

Sherre Campbell
Manager of Billing Services
OTELCO

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From: CustomerSupport@usac.org [mailto:CustomerSupport@usac.org]
Sent: Friday, October 19, 2018 9:44 AM
To: Sherre Campbell <sherre.campbell@otelco.com>
Subject: SCHOOLS AND LIBRARIES PROGRAM REMITTANCE STATEMENT