

Renee Zurn

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From: EPC.Application.Administrator@usac.org
Sent: Thursday, August 29, 2019 3:44 PM
To: Renee Zurn
Cc: Renee Zurn; Carla Powers
Subject: USAC: Funding Commitment Decision Letter (FCDL) available for FCC Form 471 191026835, DULUTH PUBLIC LIBRARY (133697)
Attachments: FCC Form 471 - 191026835 - DULUTH PUBLIC LIBRARY.csv; DULUTH PUBLIC LIBRARY Funding Commitment Decision Letter.pdf



Universal Service
Administrative Co.

*Original filing
met the deadline.*

Thank you for submitting your application for Funding Year 2019 Schools and Libraries Program (E-rate) funding. Attached to this email, you will find the funding statuses for the FCC Form(s) 471, Services Ordered and Certification Form, that you submitted.

The Universal Service Administrative Company (USAC) is providing this information to both the applicant(s) and the service provider(s) so that all parties are aware of the post-commitment changes related to their funding requests and can work together to complete the funding process for these requests.

Next Steps

1. Work with your service provider(s) to determine if your bills will be discounted or if you will request reimbursement from USAC after paying the undiscounted cost for the services you receive.
2. Review the Children's Internet Protection Act (CIPA) requirements and file the FCC Form 486 (Service Confirmation and CIPA Certification Form). **The deadline to submit this form is 120 days from the date of this letter or from the service start date (whichever is later).**
3. Invoice USAC
 - o **If you (the applicant) are invoicing USAC:** You must pay your service provider(s) the undiscounted cost for the services you receive and file the FCC Form 472, the Billed Entity Applicant Reimbursement (BEAR) Form, to invoice USAC for reimbursement of the discounted cost of services.
 - o **If your service provider(s) are invoicing USAC:** The service provider(s) must provide services, bill the applicant at the discounted rate, and file the FCC Form 474, the Service Provider Invoice (SPI) form, to invoice USAC for reimbursement for the discounted portion of costs. Each funding year, service providers must file an FCC Form 473, the Service Provider Annual Certification Form, to be able to submit invoices and to receive disbursements.

For more information, including how to appeal a decision, please see the attached letter.

Please keep a copy of this notification for your records.

Sincerely,

Records / Customer Service Cases

#282153 - 2018 BEAR appeal

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Summary News Related Actions

▼ Case Details

Topic Appeals - Other
Status Closed
Priority Medium
Inquiry Type Phone

Form Type FCC Form 472
Form Number 2938393
Created By USAC
Created On 8/23/2019 3:45 PM CDT
Organization DULUTH PUBLIC LIBRARY

▼ Case Description

Description QUESTIONING ON HOW TO SUBMIT HER APPEAL. BEAR NOTIFICATION LETTER....CUSTOMER WILL UPDATE CASE WITH HER QUESTION AND CONCERNS.

▼ Case Artifacts

Documents

Attachments

Name	Uploaded By	Upload Date	Attachment	Attachment Type
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No items available

No items available

▼ Case Thread

User	Note	Date
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USAC	Thank you for contacting USAC Client Service Bureau regarding invoice status.	
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Invoice 2938393 was denied due to the bill date on the invoice of 02/27/2019 which is after the 2018 funding year and also after the Contract Expiration Date. The documentation received on 06/11/2019 indicates that the Receipt of Services date is 02/26/2019. You need to provide documentation that shows the services was delivered before the Contract Expiration Date of 09/30/2018.

9/6/2019 1:30 PM CDT

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,
Jasmine A.
Universal Service Administrative Company (USAC)
Client Service Bureau

Additional
information added
by USAC

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Records / Customer Service Cases

#282153 - 2018 BEAR appeal

Summary News Related Actions

Case Details

Topic Appeals - Other
Status Closed
Priority Medium
Inquiry Type Phone

Form Type FCC Form 472
Form Number 2938393
Created By USAC
Created On 8/23/2019 3:45 PM CDT
Organization DULUTH PUBLIC LIBRARY

added by USAC
9-23-19

Case Description

Description QUESTIONING ON HOW TO SUBMIT HER APPEAL. BEAR NOTIFICATION LETTER....CUSTOMER WILL UPDATE CASE WITH HER QUESTION AND CONCERNS.

Case Artifacts

Documents

Name	Uploaded By	Upload Date
No items available		

Attachments

Attachment	Attachment Type
No items available	

Case Thread

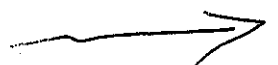
User	Note	Date
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USAC	<p>Thank you for contacting USAC Client Service Bureau regarding invoice status.</p> <p>Invoice 2938393 was denied due to the bill date on the invoice of 02/27/2019 which is after the 2018 funding year and also after the Contract Expiration Date. The documentation received on 06/11/2019 indicates that the Receipt of Services date is 02/26/2019. You need to provide documentation that shows the services was delivered before the Contract Expiration Date of 09/30/2018.</p> <p>If you have any questions or believe this case was closed incorrectly, please re-open this case or contact us at (888)203-8100.</p> <p>Thank you, Jasmine A. Universal Service Administrative Company (USAC) Client Service Bureau</p>	9/6/2019 1:30 PM CDT
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Renee Zurn	<p>We are having trouble determining the reason(s) our request was denied for reimbursement for 2018, Form 472 BEAR, invoice number 2938393. First, there seem to be two reasons given for this denial presented in Form 472 (BEAR) Notification Letter:</p> <p>1. The second paragraph of this Notification Letter states that "in certain instances, a line may not have been paid." This BEAR request</p>	8/30/2019 3:10 PM CDT
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After 2018 funding year? 2018 runs through June 28, 2019?

- Wrong contract initially provided -
Our mistake that was corrected.



3^b/5

User

Note

Date

was only for one FRN, #1899051452, which has been paid. This invoice was submitted but I can include it again.

2. Then, the last page of the letter, page 3 of 3, under Reimbursement Request Decision Explanation states "Service Delivery/Install Outside of FY". All of the work was completed and the invoice paid on 3/18/2019, which is well before the fiscal end of 9/20/2019.

Second, we have worked through an Inquiry related to our 2018 submissions received July 27, 2019 with Zobeyda Acosta, E-Rate Reviewer. During this Inquiry we provided more information on when the work was contracted by the City of Duluth, when the work started and ended, and the final invoice. This Inquiry closed so we thought everything needed for Form 472 was provided.

Please let us know the reason(s) this reimbursement request was refused so we can appeal this decision.

Thank you for contacting USAC Client Service Bureau regarding Appeal/Bear Notification Letter.

For us to respond to your question in a timely manner, we need the following information:

Can you please update your questions and concerns regarding the <APPEALS and the Bear Notification Letter>.

USAC

Please provide this information within 10 calendar days. If we have not heard from you by 09/02/2019, your case will be closed.

8/28/2019 8:46 AM CDT

If you have additional questions or need assistance, please contact us at (888)-203-8100.

Thank you,
Annisha J.
Universal Service Administrative Company
(USAC)
Client Service Bureau
(888) 203-8100

Case Contact

Case Contact Renee Zurn



415

Renee Zurn

From: portal@portal.usac.org on behalf of EPC Application Administrator
<EPC.Application.Administrator@portal.usac.org>
Sent: Monday, September 23, 2019 5:43 PM
To: Renee Zurn; Renee Zurn
Subject: USAC Notification - Case #284629 has been modified



**Universal Service
Administrative Co.**

Hello,

Additional Information regarding case # 284629 has been provided. Please review the case and take appropriate action.

[Click here to view the case dashboard](#)

Thank you,

Universal Service Administrative Co.

NOTE: Please do not reply to this email.

This message has been sent by EPC

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Records / Customer Service Cases

#284629

Summary News Related Actions

▼ Case Details

Topic FCC Form 472 - BEAR - Status Inquiry

Created By USAC

Status Closed

Created On 9/23/2019 5:26 PM CDT

Priority Medium

Organization DULUTH PUBLIC LIBRARY

Inquiry Type Phone

▼ Case Description

Description Request An extension

▼ Case Artifacts

Documents

Name	Uploaded By	Upload Date
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No items available

Attachments

Attachment	Attachment Type
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No items available

▼ Case Thread

User	Note	Date
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No items available

Case Contact

Case Contact Renee Zurn

Contacted to
request extension to file
appeal of what I
thought was a continuing
inquiry. Renee Zurn