

November 26, 2019

To whom it may concern:

My name is David Morales and I am the primary e-Rate contact for my high school, Pope John Paul the Great Catholic H.S. We recently received a denied appeal to receive reimbursement for the maintenance and support of our AeroHive WIFI system. Upon review of the appeal denial letter it appears that the problem was that our original funding request was tagged as being in the category of "Basic Maintenance of Internal Connections" instead of just "Internal Connections". Since the annual renewal we are paying for covers the monitoring and maintenance (patches, upgrades, configuration changes, etc.) there was confusion on our part as to the correct type. We understand that USAC provides instructions concerning their eligible services list but in this instance we seem to have selected incorrectly. We are requesting a waiver in this individual instance and seeking to see if we could invoice for this charge or if there is a process that we could re-categorize our funding request type. Thank you for your time and attention in this matter and we look forward to hearing your decision on this request.

Sincerely,

David Morales

Director of Technology