

04/30/2015

Re: WC Docket No. 13-184
Gloucester City Library, NJ
Form 471 Application #1051751
Form 471 Application #1051827
Ben# 123191

To whom it may concern,

My name is Wen Gu, director at Gloucester City Library, New Jersey. I am writing to request a waiver of deadline for the E-rate application consisting Form 471 with application # 1051751 and #1051827 that were submitted and certified on 04/29/2015 to seek funding for local/long distance phone calls, and fax services.

I am a new director at Gloucester City library, officially appointed on 02/13/2015 by New Jersey Civil Service Commission, and this is the first time I am filing E-rate application. I am responsible for E-rate funding application for telecommunications and voice services. However I was very confused by the process and all the forms involved. It was not until 03/27/2015, the day that I submitted and certified Form 470 (Application #559450001345882), that I was told by USAC customer service that I had to wait for 28 days, which falls on 04/24/2015 to file Form 471. As a first-time applicant, I felt very helpless because it means one week after the deadline and not getting E-rate funding would be a big loss to my library. I was then suggested by USAC that I could file an appeal to FCC for out-of-window filing once Form 471 is submitted. (USAC customer service call case #22-740448 and #22-748567)

When 04/24/2015 (Friday), the Allowable Contract Date, came, I took a great deal time to fill out Form 471 and to get through each step online. After consulting with USAC customer services as well as USAC online resources, I was able to successfully submit the above mentioned two 471 forms on 04/29/2015 (Wednesday). (USAC customer service call case #22-761901, #22-763417, and #22-763439).

E-rate funding plays an essential role in my library operations by having covered 80% of the telecommunication and phone call cost and 60% in this funding year. My public library is serving a community with 71% of her students under National School Lunch Program. The library has long been benefited from the FCC's E-rate program. As a new director and first-time E-rate applicant, I hereby sincerely request FCC could kindly consider this out-of-window filing waiver for my library and for the patrons my library is serving.

Your consideration will be deeply appreciated.

Wen Gu
Library Director
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