

Comment:

We filled out and submitted our BEAR form on October 14, 2015, but while trying to submit the form the website glitched and froze up and I tried on three different occasions to submit the form. Every time I submitted the form the website froze and I ended up having to completely close out the browser and go back in and recreate a new BEAR form. Finally, on the third attempt it allowed me to submit but when I received my notification letter there was a 0 for the Total Amount of Reimbursement. The form was actually finalized before the October deadline but during all this confusion I ended up having to contact my state E-Rate representative to find out why it wasn't totaling correctly, she walked me through the process and we figured out that we had to save the form to get the totals correct, which we did, but the submit button was inadvertently overlooked in all the excitement of it finally saving. The trained member of staff who used to handle our E-Rate went to work somewhere else without training anyone on the E-Rate system so it has been an interesting learning experience.

We do have a term extension request in place with USAC that we are waiting for a reply on at this time.

Billed Entity Number: 128235

Form 471 Application Number: 1006789

Spin Number: 143004824

Funding Request Number: 2756644

Funding Request Number: 2876678

BEAR Invoice ID: 2265337