

BEFORE THE FEDERAL COMMUNICATIONS COMMISSION
WASHINGTON, D.C. 20554

In the matter of)
)
Request for Waiver of)
Invoice Deadline Extension)
)
Kennedy Charter Public School, Inc.) CC Docket No. 02-6
)
Schools and Libraries Universal Service)
Support Mechanism)
)

REQUEST FOR WAIVER

Billed Entity Name: Kennedy Charter Public School, Inc.
Billed Entity Number: 16067691
FCC Registration Number (FCCRN) 0021411228
Funding Year: 2014 (July 1, 2014 - June 30, 2015)
Form 471 Application Number: 986576
Funding Request Number (FRN): 2690784
Form 472 BEAR invoice ID: 5345900
SPIN: 143030945
Service Provider: Accessline Communications
Consultant: Clarity Solutions, Inc.
Consultant Registration Number: 16024799

Background

Kennedy Charter Public School, Inc. (“Kennedy”) is a public charter school in North Carolina. On October 27, 2015, Brian Davidson of Clarity Solutions, Inc. (“Clarity”), the school’s E-rate consultant, filed an invoice deadline extension request with USAC for the above cited FRN. USAC granted the extension according to current FCC rules, for a one-time 120-day invoice deadline extension, to today, February 25, 2016.

On February 18, 2016, Clarity filed and certified the FCC Form 472 BEAR (ID # cited above) for this FRN on behalf of Kennedy. Clarity notified the service provider above (“Accessline”) on several occasions prior to today that the school’s BEAR was awaiting their validation. As the

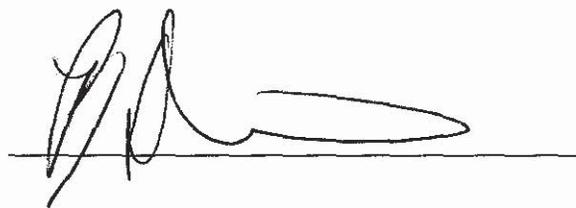
February 25 deadline drew near, only a day prior to the deadline did we reach an Accessline employee who could properly address the BEAR.

Thereafter, Accessline made many attempts to login with their E-file ID to find the BEAR to validate. Though they explained they were able to see areas such as their Form 499 filings page, they were apparently unable to gain access to the BEAR interface to validate Kennedy's Form 472 BEAR for reasons that are not yet clear, but potentially related to the departure of their previous SPIN contact on file. The attached emails from Jeff Eisenberg, Senior Vice President and General Counsel for Intermedia.net, Inc. (parent company of Accessline Communications) to Clarity and to Mick Kraft of USAC should explain these extenuating circumstances further and their attempt to gain access. USAC's Client Service Bureau took at least 3 phone calls from Accessline (case numbers 56080, 56357 and 56427) in addressing the matter. The case information therein should also help verify the exchange between CSB and Accessline.

Request

As these circumstances were beyond the control of the school, Kennedy Charter Public School, Inc., via its contracted consultant Clarity Solutions, Inc., hereby requests Waiver of the Invoice Deadline Extension rule for this FRN in order to give Intermedia.net, Inc./Accessline Communications, ample time to work with USAC to regain access to its E-file 472 BEAR interface to validate this BEAR.

Respectfully Submitted,

A handwritten signature in black ink, appearing to read 'Brian Davidson', is written over a horizontal line.

Brian Davidson, President
Clarity Solutions, Inc.
338 S. Sharon Amity Rd.
PMB # 410
Charlotte, NC 28211-2806

Dated: February 25, 2016

Enclosures: Email from Jeff Eisenberg to Mick Kraft, February 25, 2016
Email from Jeff Eisenberg to Brian Davidson, February 25, 2016

Brian Davidson

From: Jeff Eisenberg <jeisenberg@intermedia.net>
Sent: Thursday, February 25, 2016 9:15 PM
To: Michael Kraft
Cc: Rose Cooper (Rose.Cooper@kennedycharter.org); Susan Desgrousilliers; Brian Davidson
Subject: RE: RE: 100-421-255

Mick:

I'm writing to confirm the accuracy of everything that Brian Davidson wrote below. On behalf of AccessLine Communications Corporation (SPIN No. 143030945; a wholly owned subsidiary of Intermedia.net, Inc.), we have every intention of providing a certification to validate the BEAR for invoice ID # 2345900. We tried countless times today to access the system and had a number of calls with USAC customer support. After all that, all we have to show for our efforts is the same level of access we started with (access only to our 499 e-filing page), plus several locked USAC accounts. We still do not have access to the online BEAR certification page.

Of course, I understand that the USAC requires that BEAR certifications be provided through USAC-approved systems to be valid, and this email does not meet that standard. However, I am listed as an Authorized User of the AccessLine USAC account, and, by this email, I confirm that AccessLine desires to certify the BEAR for invoice ID # 2345900. If the USAC system had allowed us to access that functionality, we would have gladly provided the certification well in advance of the applicable deadline.

We will continue to try to rectify our USAC account issues tomorrow, and I respectfully request that you please provide whatever support and assistance you can to help us remedy this situation and certify the BEAR.

Thank you very much.

Regards,

Jeff Eisenberg
Senior Vice President and General Counsel
Intermedia.net, Inc.

Direct: (650) 285-5853
Email: jeisenberg@intermedia.net

Brian Davidson

From: Jeff Eisenberg <jeisenberg@intermedia.net>
Sent: Thursday, February 25, 2016 8:51 PM
To: Brian Davidson
Cc: Susan Desgrousilliers
Subject: RE: access line acct 100-421-255 - Erate 472 BEAR deadline - inv# 5345900

Hi Brian:

As discussed, Susan and I separately called USAC several times today on behalf of service provider AccessLine Communications Corporation (SPIN 143030945), but were unable to obtain access to the BEAR certification page of our USAC account. We have case numbers for three of those calls – 56080, 56357 and 56427.

In our first call, Susan was informed by USAC how to find all pending certification requests. Susan, who was logged into the USAC website during this call, explained that she wasn't seeing any pending requests in our account, so the USAC employee concluded that the request didn't exist. However, it now seems that there are two separate USAC accounts, and Susan was only able to view the 499 filings page. For whatever reason, our primary USAC login account does not have access to the BEAR certification page.

In a later call, I spoke with a support specialist who provided me with a detailed summary of all the steps and processes necessary to access the BEAR certification page. Although the USAC's main BCD support line was still available at that time, at no time was I transferred to that support team for assistance in accessing my own account. Instead, I was told that we would be able to view all the pages and steps once we logged into the account with the main account user ID (which I needed to do with Susan). Susan and I tried it shortly after the call, but that information turned out to be incorrect – and the BCD support line was no longer open at that time.

I tried to log in several times under my account as well (I am listed as an Authorized User on our AccessLine account), but, even though I have never changed my password, my assigned User ID and password did not work, and I was frozen out of my account by the USAC system. I called USAC to explain my issues, but the support person did not know how to help me.

I then called again and spoke with the Schools & Libraries team. The support person understood my problem, but realized that we were experiencing account-level issues (expired passwords, possible multiple accounts (499 vs. BEAR), frozen accounts) with which they were unable to help. They suggested that I call the BCD line (which was no longer open at that time), and we will do that tomorrow morning.

I also submitted an email to Customer Support at USAC informing them of our problems and asking for a brief grace period to allow us to fix the issue.

We had every intention of certifying the BEAR, but the system access issues simply prevented us from being able to do so. We are not sure why USAC has seemingly separated AccessLine's 499 e-filing account from our BEAR certification account...or why all of our User IDs and passwords are invalid for the BEAR site...but that lack of access is the only thing that prevented us from providing the online certification today.

Please let us know how we can be of help. We will continue to try to access the system tomorrow (with USAC's assistance).

Thanks,
Jeff