

# EXHIBIT K

From: [portal@usac.org](mailto:portal@usac.org) on behalf of [EPC Application Administrator](#)  
To: [Charlie Hobbs](#)  
Subject: USAC Notification: New Customer Service Case Created  
Date: Monday, February 08, 2016 8:32:13 AM

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Hello,

The USAC Client Service Bureau has created the following case:

Description: invoice inquiry  
Priority: Medium  
Created By: Joshua Robinson  
Received: 2/8/2016 8:31 AM EST  
Case Number: 48622

If the details of the case are not correct, you may view/modify the case record [here](#) or contact us by phone at (888) 203-8100.

Thank you.

Universal Service Administration Company

NOTE: Please do not reply to this email.

This message has been sent by EPC

# EXHIBIT L

[Records / Customer Service Cases](#)

## #48622

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### Case Details

**Topic** FCC Form 472 - BEAR - Status Inquiry  
**Status** Closed  
**Priority** Medium  
**Inquiry Type** Phone

**Created By** USAC  
**Created On** 2/8/2016 8:31 AM EST  
**Organization** AdTec-Administrative & Technical Consulting

### Case Description

**Description** invoice inquiry

### Case Artifacts

#### Documents

Name	Uploaded By	Upload Date
No items available		

#### Attachments

Attachment	Attachment Type
No items available	

### Case Thread

User	Note	Date
No items available		

### Case Contact

**Case Contact** Charlie Hobbs

# EXHIBIT M

From: [SL News Brief](#)  
To: [Charlie Hobbs](#)  
Subject: USAC's Schools and Libraries News Brief for this week  
Date: Friday, October 23, 2015 5:08:26 PM

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October 23, 2015

**TIP OF THE WEEK:** Be sure to complete your invoicing process for FY2014 recurring services by the invoice deadline (see below). If you will not be able to complete your invoicing process by this deadline, file an invoice deadline extension request on or before October 28.

## Commitments for Funding Year 2015

**Funding Year 2015.** USAC will release Funding Year (FY) 2015 Wave 24 Funding Commitment Decision Letters (FCDLs) on October 29. This wave includes commitments for approved requests for all service types and at all discount levels. As of October 23, FY2015 commitments total over \$2.39 billion.

On the day the FCDLs are mailed, you can check to see if you have a commitment by using USAC's [Automated Search of Commitments](#) tool.

## Updates to the Schools and Libraries Section of the USAC Website

The Schools and Libraries (E-rate) Program website has recently been updated to reflect [E-rate Modernization Order](#) program changes. Along with guidance updates, the main webpage has been redesigned to make it easier to find out about program news, announcements, and to link to important program documents.

To navigate to the E-rate Program application process steps, select either "Applicant Process" or "Service Provider Process" on the main page below the slideshow images. To go to an individual process step, click the arrow to the right of "Applicant Process" or "Service Provider Process" and a dropdown menu will appear. To view the full list of process steps, click the words "[Applicant Process](#)" or "[Service Provider Process](#)."

The left-hand margin also includes links to additional information about the program and to resources and tools. The [Reference Area](#) in the left-hand margin of the website provides an alphabetized list of program topics. Visit the E-rate Program [Online Learning Library](#) to view videos and webinars containing step-by-step form filing instructions and program guidance. When you are ready to begin, visit the [E-rate Productivity Center \(EPC\)](#) webpage for information about setting up your organization in USAC's new account and application management portal.

## October Deadlines Fast Approaching for FY2014 Invoices and FY2015 FCC Forms 486

In the [September 25 SL News Brief](#), we discussed two October 28 deadlines related to invoices for FY2014 recurring services. There is also an October 29 deadline for filing FY2015 FCC Forms 486.

### - Reminder: October 28 invoicing deadline for FY2014 recurring services

The deadline for invoicing USAC for recurring services – that is, services delivered continuously or at regular intervals, such as basic telephone service, monthly Internet access, and basic maintenance of internal connections – is calculated as follows:

- 120 days after the last date to receive services (which is generally June 30 of the funding year) or
- 120 days after the date of the FCC Form 486 Notification Letter

whichever is later.

**October 28, 2015** is the deadline for most applicants and service providers to invoice USAC for FY2014 recurring services. This deadline applies if the date of your FY2014 FCC Form 486 Notification Letter is

on or before June 30, 2015, and it applies to both invoice forms:

- The [FCC Form 472](#), Billed Entity Applicant Reimbursement (BEAR) Form, is filed by the applicant and approved by the service provider after the applicant has paid for the services in full.
- The [FCC Form 474](#), Service Provider Invoice (SPI) Form, is filed by the service provider after the service provider has billed the applicant for the applicant's non-discount share of the cost of the services.

Applicants and service providers must submit invoices on or before their invoice deadline, or file a timely request for an extension (see below). Invoices submitted after the invoice deadline will not be processed.

NOTE: A BEAR Form must be approved by the service provider on or before the invoice deadline to be considered timely filed. This means:

- A BEAR Form filed online must be approved online by the service provider on or before the invoice deadline.
- A BEAR Form filed on paper must include the service provider approval on a completed page 4 of the form and be [postmarked](#) on or before the invoice deadline.

**- Reminder: October 28 deadline to request an extension of time to file an invoice for FY2014 recurring services**

Applicants and service providers can request a single one-time 120-day extension of the deadline to file an invoice.

If you need to request an invoice deadline extension, you must submit or postmark your request on or before the day that the invoice is due. For most FY2014 recurring services, you must request an extension of the invoice deadline on or before October 28, 2015. **USAC cannot grant invoice deadline extension requests received or postmarked after the deadline for the invoice.**

More information on invoice deadline extension requests, including options for submission, can be found on the [Invoice Extensions](#) webpage on the USAC website.

**- October 29 deadline for filing an FY2015 FCC Form 486**

In general, applicants file FCC Form 486, Receipt of Service Confirmation and Children's Internet Protection Act and Technology Plan Certification Form, to notify USAC that they have started receiving services approved for the funding year. The deadline for filing an FCC Form 486 is calculated as follows:

- 120 days after the service start date reported on the FCC Form 486 or
- 120 days after the date of the FCDL

whichever is later.

**If the service start date on a Funding Request Number (FRN) is July 1, 2015 and the date on your FCDL is on or before July 1, 2015, the deadline to file your Form 486 for that FRN is October 29, 2015.**

- If the service start date on an FRN is after July 1, 2015 and/or the date on your FCDL is after July 1, 2015, the deadline to file your Form 486 for that FRN is later than October 29.

If you miss the 120-day deadline, USAC will adjust the service start date on a late FCC Form 486 to the date 120 days before the postmark date (for paper forms) or the certification date (for forms filed online and certified online or on paper) after we have processed your form.

- Note that, as in the past, USAC will provide a notification of a grace period for FCC Forms 486 that appear to be late. However, we STRONGLY suggest that you file and certify your form on or before the deadline.
- You should file your FCC Form 486 as soon as possible if you miss the deadline and also fall outside the grace period. If USAC adjusts your service start date as described above, you will not be able to receive discounts on services delivered before the adjusted service start date.

**NOTE: If USAC has issued a positive commitment for an FRN and you are appealing or have appealed a reduction in funding or other issue related to that FRN, the FCC Form 486 deadline still applies.** The FCC Form 486 deadline does not apply if USAC has denied the entire amount of the funding request for that FRN.

# Exhibit N

From: [SL News Brief](#)  
To: [Charlie Hobbs](#)  
Subject: USAC's Schools and Libraries News Brief for this week  
Date: Friday, September 25, 2015 5:46:19 PM

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September 25, 2015

**TIP OF THE WEEK:** If you are trying to log in to EPC for the first time using the Forgot Password process, be sure to enter your username (generally your email address) in all lower-case letters. Entering one or more upper-case letters in the username field will result in an error.

## Commitments for Funding Year 2015

**Funding Year 2015.** USAC will release Funding Year (FY) 2015 Wave 19 Funding Commitment Decision Letters (FCDLs) on October 2. This wave includes commitments for approved requests for all service types and at all discount levels. As of September 25, FY2015 commitments total over \$1.99 billion.

On the day the FCDLs are mailed, you can check to see if you have a commitment by using USAC's [Automated Search of Commitments](#) tool.

## FY2014 Invoice Deadline for Recurring Services - October 28, 2015

Recurring services are services delivered continuously or at regular intervals. Examples of recurring services include basic telephone service, monthly Internet access, and basic maintenance of internal connections. Recurring services must be delivered during the funding year – that is, between July 1 and the following June 30.

The deadline for invoicing USAC for recurring services is calculated as follows:

- 120 days after the last date to receive services (which is generally June 30 of the funding year) or
- 120 days after the date of the FCC Form 486 Notification Letter

whichever is later.

**October 28, 2015** is the deadline for most applicants and service providers to invoice USAC for FY2014 recurring services. This deadline applies if the date of your FY2014 FCC Form 486 Notification Letter is on or before June 30, 2015.

- **If your FRN is for non-recurring services or the date on your FCC Form 486 Notification Letter is after June 30, your invoice deadline is later than October 28.**
- The deadline for delivery and installation of non-recurring services is generally September 30 following the close of the funding year, so your invoice deadline for non-recurring services would be calculated based on September 30 rather than June 30.

This October 28 deadline applies to both invoice forms:

- The [FCC Form 472](#), Billed Entity Applicant Reimbursement (BEAR) Form, is filed by the applicant and approved by the service provider after the applicant has paid for the services in full.
- The [FCC Form 474](#), Service Provider Invoice (SPI) Form, is filed by the service provider after the service provider has billed the applicant for the applicant's non-discount share of the cost of the services.

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## REQUESTING INVOICE DEADLINE EXTENSIONS

**Applicants and service providers can request one, one-time 120-day extension of the deadline to file an invoice. This new rule applies to both invoice types.**

**If you need to request an invoice deadline extension, you must submit or postmark your request on or before the day that the invoice is due. For most FY2014 recurring services, you must request an extension of the invoice deadline on or before October 28, 2015. USAC cannot grant invoice deadline extension requests received or postmarked after the invoice deadline.**

More information on invoice deadline extension requests, including options for submission, can be found on the [Invoice Extensions](#) webpage on the USAC website.

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#### **- Tips for applicants filing BEAR Forms**

- **Gather your customer bills and do a reconciliation.** Before you file your last BEAR Form for FY2014 recurring services, make sure that you are not invoicing USAC twice for the same service period or skipping a service period. Remember that you are invoicing USAC for discounts on the cost of services that were approved by USAC on an FCDL and actually received.
- **Make sure your service providers have filed a [FCC Form 473, Service Provider Annual Certification \(SPAC\) Form, for FY2014.](#)** USAC will not pay invoices for a funding year unless a SPAC Form is on file for that year. You can [Search for SPIN Information](#) on the USAC website to determine if your service provider has filed this form for FY2014.
- **Allow sufficient time for your service provider(s) to review and approve your forms.** This is especially important if you are requesting reimbursement for an entire year of service on a single BEAR Form. If you're not sure how long your service provider's review and approval process will take, ask your service provider.
- **Check with your service providers to see if they know how to use their online access to USAC's [E-file System](#).** Service providers use the E-file System for a number of actions, including reviewing and approving BEAR Forms. If your service providers do not use the E-file System, suggest that they call USAC at 1-888-641-8722 (choose the "FCC Form 498" option) for assistance.
- **[File your BEAR Form online.](#)** The online system allows you to file your information quickly and easily, populates some information automatically based on your entries, and warns you in many cases if you enter incorrect or inconsistent information. Before you file online, make sure that your service providers are able to review and approve BEAR Forms online.
- **Don't wait until the last minute to file your FY2014 BEAR Forms.** Applicants should be filing their final BEAR Forms for FY2014 recurring services now.
- **Remember that invoice deadline extension requests must be submitted to USAC on or before the invoice deadline.**

#### **- Tips for service providers approving BEAR Forms**

- **Tell your customers what your requirements are for reviewing and approving BEAR Forms.** If you communicate up front with applicants about the amount of time and any documentation you need in order to review and approve BEAR Forms, you will save time and reduce frustration for them and for you.
- **Get online access to review and approve BEAR Forms.** Service providers should already have online access to USAC's [E-File System](#). If you don't have online access or you don't know how to use your login information, call USAC at 1-888-641-8722 (choose the "FCC Form 498" option) and ask for assistance.
- **Check online once each week for pending BEAR Forms.** Although USAC will send you an email message when an applicant files a BEAR Form online, you do not need to wait to receive the email before you review a form. If you log in to the E-file System and check for pending BEAR Forms once each week, you will ensure that you won't miss any forms needing approval.
- **Do not simply click the "Certify" button at the bottom of the online form – that action will reject the entire form.** You must approve each line item by clicking the box to the right of the item, or by clicking the blanket approval box at the top of the list of line items to approve all items.

#### **- Tips for service providers filing SPI Forms**

- **Gather your customer bills and do a reconciliation before filing a SPI Form.** Make sure before you file your last SPI Form for FY2014 recurring services that you are not invoicing USAC twice for the same service period or skipping a service period. Remember that you are invoicing USAC for discounts on the cost of services that were approved by USAC on an FCDL and then actually delivered.
- **Make sure you have filed an [FCC Form 473 \(SPAC Form\) for FY2014.](#)** USAC will not pay invoices for a funding year unless a SPAC Form is on file for that funding year. You can [Search for SPIN Information](#) on the USAC website to determine if you filed this form with USAC for a funding year.
- **File your SPI Form [online](#) or electronically.** The online system allows you to file your