



CHILDREN'S HOME SOCIETY

DAVID P. LOVING, EXECUTIVE DIRECTOR

March 16, 2001

Federal Communications Commission
Office of the Secretary
445 - 12th Street, S.W.
Room TW-A325
Washington, DC 20554

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CC Docket Nos. 96-45 and 97-21

Dear Sir or Madam:

I am writing on behalf of the Children's Home Society, located in Sioux Falls, South Dakota to appeal a Funding Commitment Decision that appears to be erroneous. My appeal relates to the following:

Billed Entity Applicant Name: Children's Home Society
Funding Request Number: 376389
Form 471 Application Number: 183026
Contact Name: Michael Madigan
Contact Telephone Number: 605-334-6004
Contact Fax Number: 605-335-2776
Contact E-mail: madigan@chssd.org

The reason given for the about denial is that Back Office Software is an ineligible component because it does not meet the definition of being needed to deliver information to the classroom or library patron.

In support of this Appeal, I enclose the following:

- Data sheet of Microsoft BackOffice Server 4.5. As is noted in the specs, Microsoft BackOffice includes Windows NT, which is an operating system for the network. This software is to be installed on two Proliant 1600 Model 6/600 servers which are eligible for E-Rate.
- Photocopy of the USAC denial letter dated February 27, 2001.
- Photocopy from the SLD eligible services list showing that software is eligible provided as a component of an eligible Internal Connection.

Thank you for your attention to this matter.

Michael Madigan
Systems Manager

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MS BackOffice Server 4.5 Data Sheet



The Single-Server Solution for Branch Offices, Departments, and Mid-Sized Organizations

Microsoft BackOffice Server 4.5, the integrated server suite built on Microsoft Windows NT® Server 4.0, saves you time, effort, and cost as you roll out solutions for your branch office, department, or mid-sized organization. BackOffice Server combines networking, Web, management, and host-connectivity services with a complete foundation for building powerful business solutions.

Microsoft BackOffice Server 4.5 simplifies the development, deployment, and management of powerful solutions. This release builds on the BackOffice family tradition of delivering innovation, integration, and value by updating key components, such as Microsoft SQL Server™ 7.0 and Microsoft Systems Management Server 2.0. It also provides new suite-level value-added features such as a BackOffice Server Manager Console, Branch Office Setup Scenario, and BackOffice Server Deployment Wizard, as well as enhancements to integrated setup and the Intranet Starter Site and starter applications.

BackOffice Server 4.5 extends the benefits of the BackOffice family platform by making it easier to configure, deploy, and manage as an integrated single server solution. BackOffice Server 4.5 includes core Windows NT Server services, BackOffice family server applications, client software, and other value-added features unique to the suite.

BackOffice Server 4.5: Starting Point for Branch, Departmental, and Mid-Sized Business Solutions

BackOffice Server provides the starting point for building, managing, and deploying single-server solutions in large businesses at the branch and department level, and in mid-sized businesses at the branch and central IT level. Customers deploying BackOffice Server with two or more BackOffice family components will find that BackOffice Server provides reduced up-front licensing costs, with the long-term benefits of a single server license, a single integrated setup, and a single integrated management console. Customers are never required to install more software than they need—they can mix and match components and value-added features of BackOffice Server to create several solutions:

Branch office communications server. BackOffice Server delivers all the core communications infrastructure needed by branch offices, with the convenience and cost-effectiveness of a single-server solution managed through a single administrative console. BackOffice Server can be used to deploy the file and print services, desktop management, host connectivity, and proxy caching needed by a remote location connecting to a corporate network. BackOffice Server can also support branch-level

line-of-business applications in industries such as banking, insurance, retail, and hospitality.

✓	Windows NT Server 4.0 (application services, file and print, remote access)
✓	Systems Management Server (desktop management, software distribution)
✓	Microsoft SNA Server (connectivity to AS/400 or mainframe resources on WAN)
✓	Microsoft Proxy Server (local proxy cache to speed up intranet performance)
✓	SQL Server (support for branch-level line-of-business applications)
✓	Microsoft Exchange Server (local mail and collaboration support for improved performance)
✓	Branch Office Setup and BackOffice Deployment Wizard

Department or mid-sized company line-of-business applications server. BackOffice Server provides all the key components needed to deploy a line-of-business application and connect it to existing databases and transaction-based systems. BackOffice Server simplifies the process of setting up the networking, database, host connectivity, and transaction-processing infrastructure that supports business-critical applications, and can be used to connect to legacy systems, databases, and IMS- and CICS-based applications. BackOffice Server can be used to deploy more than 600 Designed for BackOffice solutions from a wide variety of third-party partners.

✓	Windows NT Server 4.0 (core application and Web server) with Microsoft Transaction Server 2.0 and Microsoft Message Queue Server
✓	SQL Server (scalable relational database, OLAP services)
✓	SNA Server (host connectivity)

Web applications server. BackOffice Server enables a new generation of Web applications for intranets and extranets. Increasingly, organizations need to publish documents, share information from a line-of-business database application, host discussion groups and newsgroups, and provide the enterprise-wide search capability for a broad range of content—all from a single Web site. And all of the content needs to run on a mainstream, high-performance Web server. BackOffice Server builds on the power of the Internet Information Server (IIS) technology in Windows NT Server and enables the integration of structured and document-oriented data.

✓	Windows NT Server 4.0 (Web server)
✓	SQL Server (publishing of structured data, line-of-business data)
✓	Exchange Server (hosting of newsgroups, discussion groups, shared tasks, and calendar)
✓	Site Server (search across documents, public folders, databases)
✓	Proxy Server (firewall and caching services)
✓	Scenario-based setup of a Web publishing or collaboration server
✓	Intranet starter sites and sample applications

BackOffice Server 4.5: Value-Added Suite Features

BackOffice Server delivers a series of unique value-added features not found in the individually sold component products. These features provide an even higher level of integration, ease-of-use, and manageability:

Development Features

Starter Applications jump-start Web development. Included with BackOffice Server 4.5 is a ready-to-use intranet site with seven Web-based starter applications that can be used as is or combined and customized to meet specific needs. Applications include a group directory, a document library, discussions, expense tracking, event calendar, news engine, and Helpdesk. Each application illustrates how multiple BackOffice components, such as SQL Server, Exchange Server, and Site Server, can be integrated into a single application. This site is created automatically when the intranet publishing or collaboration options are selected during setup.

The Intranet Starter Site provides seven sample Web-based applications, such as expense report tracking and HelpDesk trouble ticketing, from which Web developers can learn to build solutions that use multiple BackOffice services.

The latest Microsoft development tools. BackOffice Server 4.5 includes the Microsoft FrontPage® 2000 Web site creation and management tool and the Microsoft Visual InterDev™ 6.0 Web development system (both with single-user licenses) to help you start building powerful Web sites and applications.

Deployment Features

Integrated setup. BackOffice Server 4.5 installs and configures all application components and service packs through a single, integrated, consistent setup that includes disk-space and dependency checking. BackOffice Server setup detects current version levels and recommends appropriate component or service pack upgrades. BackOffice Server setup also reduces the complexity of server configuration by automatically setting many common parameters and consolidating the number of setup screens an administrator must walk through. With BackOffice Server 4.5, administrators can generate an installation script that can be reused as part of an unattended setup.

Scenario-based setup. Setup scenarios further automate setup by asking a few simple questions, then automatically recommending all of the components and settings needed for a Web publishing, collaboration, or branch office server. Complete and custom setup configurations are also available.

The intelligent, scenario-based setup installs only those components that are needed, offering preconfigured server installations for an intranet publishing server, an intranet collaboration server, or a branch office server.

BackOffice Server Deployment Wizard. With reusable setup scripts created during installation and a graphical editing tool for deployment, IT managers can replicate a single baseline server configuration across dozens, hundreds, or even thousands of branch office or departmental server deployments. This helps maintain configuration consistency across the enterprise, further lowering deployment and management costs.

Configuration settings from BackOffice Server setup can be saved and reused on multiple servers, significantly easing the rollout of servers in a large organization.

Post-installation to-do list. A post-setup to-do list helps IT personnel find tools and documentation for completing post-setup configuration tasks, such as installing client software and establishing connectivity to the corporate network.

Streamlined upgrade of BackOffice Small Business Server. BackOffice Server 4.5 can automatically detect and upgrade a system running Microsoft BackOffice Small Business Server 4.5. It will preserve key Small Business Server features, such as fax and modem sharing, while removing product limitations and adding new features and components.

Management Features

Single Management Console. The BackOffice Server Manager provides a single console for managing BackOffice Server and its components. BackOffice Server provides four customizable starter consoles for Helpdesk, Web, branch office, and central IT administrators, along with integrated taskpads for managing users and groups and core suite components. A series of built-in wizards further automates common tasks, such as setting up user accounts and managing mailboxes and distribution lists.

The BackOffice Server Manager provides a single, simple user interface for managing tasks across multiple BackOffice services, which can be customized and delivered to administrators around an organization.

Web-Based Administration. Whether working in the office on a LAN, dialing in over RAS, or accessing their network via virtual private networks (VPNs), users can employ most Web browsers to perform common management tasks on BackOffice Server, including user and group management, services management, and viewing event logs.

Cross-Suite Reporting with Seagate Crystal Info 6.0. Seagate

Crystal Info, included in BackOffice Server 4.5, is an enterprise reporting and analysis system. Seagate Crystal Info delivers a comprehensive set of reporting tools and easy-to-read informative reports to help users make sense of their operations by consolidating BackOffice management data. Seagate Crystal Info can schedule these reports and deliver them automatically via a network, intranet, or Exchange Server system.

BackOffice Server Product Licensing

BackOffice Server is an easy way to license BackOffice family products—you can take immediate advantage of critical services with simplified client and server licensing, and you have room to grow as your organization's needs change. When you license BackOffice Server 4.5, you get the following:

A complete branch office, department, or mid-sized business licensing solution. The BackOffice Server 4.5 server license provides you the right to use any or all of the following software on a single server machine:

Microsoft Windows NT Server 4.0 with Service Pack 4, Windows NT Server NetShow™ Services 3.0, and Microsoft Windows NT Option Pack (includes Internet Information Server, Microsoft Transaction Server 2.0, and Microsoft Message Queue Server)

Microsoft SQL Server 7.0

Microsoft Exchange Server 5.5 with Service Pack 2

Microsoft Proxy Server 2.0

Microsoft Site Server 3.0 with Service Pack 2

Microsoft Systems Management Server 2.0

Microsoft SNA Server 4.0 with Service Pack 2

Value-added suite features: Intelligent, scenario-based setup, BackOffice Server Deployment Wizard, BackOffice Server Manager Console, Intranet starter site and sample applications

The following client software is also included with BackOffice Server 4.5:

Microsoft Internet Explorer 5.0 (no license necessary)

Microsoft FrontPage 2000 (single-user license)

Microsoft Visual InterDev 6.0 (single-user license)

Microsoft Outlook® 2000 (for use by licensed client systems)

Seagate Crystal Info 6.0 (five single-user licenses)

Simplified client licensing. The BackOffice Client Access License provides universal client access to both the BackOffice Server 4.5 suite and BackOffice family components in the suite, including stand-alone versions of Windows NT Server, SQL Server, Exchange Server, Site Server, Systems Management Server, SNA Server, and Proxy Server. It

also provides universal access to Enterprise Editions of Windows NT Server, SQL Server, and Exchange Server. These products can be used in any combination, anywhere on your network. When you provide each user with a BackOffice Client Access License, you can significantly reduce the guesswork and overhead associated with tracking multiple component licenses for different types of users. Client licenses are required for each client machine using resources on your BackOffice Server.

Investment protection. By acquiring BackOffice Server 4.5 and BackOffice Client Access Licenses through a Microsoft Volume Licensing Program with Upgrade Advantage, or through an Enterprise Agreement, you can immediately take advantage of new server suite components as soon as they are available. There is no need to wait for a new version of the suite. For more information on the BackOffice Licensing Model, please visit <http://www.microsoft.com/backoffice/basics/Licensing.htm>

Notes

- The server license for BackOffice Server 4.5 requires all components to be installed and run on a single server machine.
- BackOffice Server 4.5 can upgrade existing Windows NT Server-based systems (version 3.51 or later) running most BackOffice family components. An upgrade license is available.
- The software in the BackOffice Server 4.5 retail package is for use with up to four processors.

Single-server license and single-user software product licenses are required and included. Additional licenses may be acquired separately.

Components included in BackOffice Server 4.5

BackOffice Server includes the following members of the Microsoft Windows® and BackOffice families (all components must be deployed on a single server running Windows NT Server):

Microsoft Windows NT Server 4.0, including Windows NT 4.0 Service Pack 4, Windows NT Server NetShow Services 3.0, and the Windows NT 4.0 Option Pack, which includes the following services for Windows NT Server:

Internet Information Server 4.0

Microsoft Transaction Server 2.0

Microsoft Message Queue Server

Internet Connection Services for Microsoft Remote Access Server (RAS)

Index Server 2.0

Certificate Server

Windows NT Server 4.0 is an easy server operating system for your most demanding business needs, and is a multipurpose platform that can run all aspects of your business, from application and Web services to

reliable, high-performance file and print services.

Microsoft Exchange Server 5.5 with Service Pack 2. A scalable and reliable Internet and intranet messaging and collaboration server. Exchange Server provides e-mail, calendaring, chat, news, forums, event scripting for collaboration, broad Internet-standards support, and directory synchronization for interoperability with legacy e-mail systems (X.500, LDAP 3, Notes), including full Windows NT Server security (SSL, X.509, NTDS).

Microsoft SQL Server 7.0. A relational database management system that brings business advantage and improved decision making to all levels of the organization through scalable business solutions, powerful data warehousing, and integration with Microsoft Office 2000.

Microsoft Proxy Server 2.0. An extensible firewall and Web cache server that provides Internet security while improving network response time and efficiency. Some of the new caching features are hierarchical proxy and caching, and distributed caching with the new cache array routing protocol (CARP) for proxy arrays. Also, Proxy Server 2.0 has a number of new security features that further enable Microsoft Proxy Server to be used as a firewall. These features include Dynamic Packet Filtering, Reverse Proxy/Virtual Hosting, Server Proxy, real-time alerts, logging, and virtual private network (VPN) support.

Microsoft SNA Server 4.0 with Service Pack 2. Provides an easy and reliable way to host integration with IBM mainframe and AS/400 data and applications to Windows NT-based systems. New features include new Web and SQL technologies, such as the COM Transaction Integrator for integrating MTS components with CICS/IMS transaction programs on MVS, and an OLE DB provider for record-level access to VSAM, AS/400, and PDS data.

Microsoft Systems Management Server 2.0. Enables users to manage Windows-based desktops and servers in the enterprise with software distribution, inventory management and control, remote diagnostics, and remote troubleshooting.

Microsoft Site Server 3.0 with Service Pack 2. A comprehensive Web site environment for enhancing, deploying, and managing rich intranet and Internet sites on Windows NT Server and Internet Information Server, with a range of features including analysis, publishing, and personalization. Users can generate custom usage reports and site maps, configure content staging servers or multiple-server intranets, and personalize content for groups or individual users.

To use Microsoft BackOffice Server 4.5, you need:

- Intel and compatible systems: a Pentium Pro 200 MHz or higher processor (Pentium II 266 or Dual Pentium Pro 200 processor recommended)*
- RISC-based systems: an Alpha 21164 processor 350 MHz or higher processor (Alpha 21164 processor 500 MHz or higher recommended)*
- Minimum 128 MB of RAM (256 MB or more recommended)**
- Minimum 2 GB of available hard-disk space (4 GB recommended)**
- CD-ROM drive
- Network adapter card

- VGA, Super VGA, or video graphics adapter compatible with Windows NT Server 4.0
- Microsoft Mouse or compatible pointing device

*For a list of compatible systems and peripherals, see your reseller, or visit

<http://www.microsoft.com/ntserver/info/hwcompatibility.htm>

**Actual requirements will vary based on your system configuration and on the applications and features you choose to install.

Visit the Microsoft BackOffice World Wide Web site at

<http://www.microsoft.com/backofficeserver/>

For Year 2000 information regarding Microsoft products, see **<http://www.microsoft.com/year2000/>** or contact your local Microsoft subsidiary.

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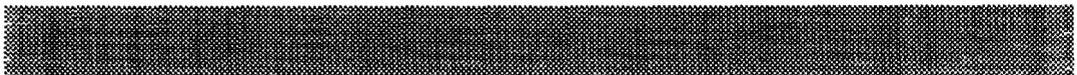
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**Universal Service Administrative
Company**
Schools & Libraries Division

Administrator's Decision on Appeal - Funding Year 2000-2001

February 27, 2001

Michael Madigan
Children's Home Society
801 N. Sycamore Avenue
P.O. Box 1749
Sioux Falls, SD 57101-1749

Re: Billed Entity Number: 65907
471 Application Number: 183026
Funding Request Number(s): 376389
Your Correspondence Dated: May 17, 2000

After thorough review and investigation of all relevant facts, the Schools and Libraries Division ("SLD") of the Universal Service Administrative Company ("USAC") has made its decision in regard to your appeal of SLD's Year Three Funding Commitment Decision for the Application Number indicated above. This letter explains the basis of SLD's decision. The date of this letter begins the 30-day time period for appealing this decision to the Federal Communications Commission ("FCC"). If your letter of appeal included more than one Application Number, please note that for each application for which an appeal is submitted, a separate letter is sent.

Funding Request Number: 376389
Decision on Appeal: **Denied in full.**
Explanation:

- You stated in your appeal that Microsoft back office is preinstalled software. You also indicated that software is eligible if provided as a component of an eligible internal connection.
- Program rules indicate that when separate costs are associated with software for which service is requested, it must be treated as a separate component. Back Office Software is an ineligible component because it does not meet the definition of being needed to deliver information to the classroom or library patron. Consequently, SLD denies your appeal.

- Your Form 471 application included costs for the following ineligible services: {Microsoft back office software}. FCC rules provide that funding may be approved only for eligible services. See 47 C.F.R. §§ 54.502, 54.503. The USAC website contains a list of eligible services. See USAC website, <http://www.universalservice.org>, Eligible Services List. Program procedures provide that if less than 30% of an applicant's funding request includes ineligible services, the funding request must be reduced. Your funding request was for ineligible services. Microsoft Back office software does not meet the definition of being needed to deliver information to the classroom or library patron. Therefore, your funding request has been reduced.

If you believe there is a basis for further examination of your application, you may file an appeal with the Federal Communications Commission, Office of the Secretary, 445 12th Street, SW, Room TW-A325, Washington, DC 20554. Please reference CC Docket Nos. 96-45 and 97-21 on the first page of your appeal. Before preparing and submitting your appeal, please be sure to review the FCC rules concerning the filing of an appeal of an Administrator's Decision, which are posted on the website at <www.universalservice.org>. **You must file your appeal with the FCC no later than 30 days from the date on this letter for your appeal to be filed in a timely fashion.**

We thank you for your continued support, patience, and cooperation during the appeal process.

Schools and Libraries Division
Universal Service Administrative Company

SNMP System Management Module	Simple Network Management Protocol adapter that allows for SNMP to be introduced into the Ethernet network to manage devices and their interaction with TCP/IP.	Yes
Software	Software is only eligible if provided as a component of an eligible Internal Connection. Software for workstations is not eligible for discount.	Conditional
	<u>Operational Software</u> – software required for operation of eligible equipment.	Yes
	<u>Application Software</u> – software such as word processor, spreadsheet, graphics programs, etc. Anti-Virus Browser ⁶ "E" Mail ⁷ Fire Wall ⁸ Network Administration Software ⁹ Network Management Software ¹⁰ Web Site Construction Software ¹¹	No No Yes No No No No
Spare Parts	Spare parts are usually hardware stored in a storage closet and are used to replace hardware on the network that fails. Spare parts are not eligible.	No
Speakerphone	A telephone, or telephone adjunct, which has a speaker and microphone for two way hands free conversation.	No
Speakers for PC/File Server	Speakers are eligible when bundled as a component of a file server, or other eligible server.	Conditional

⁶ Browsers are provided by Internet Providers. Software additional to that provided in a Bundled Access to the Internet is not subject to discount. (Paragraph 445)

⁷ E-Mail Software, which operates an E-Mail server, is eligible for discounts.

⁸ A method of protecting one network from another untrusted network. The actual mechanism whereby this is accomplished varies widely, but in principle, the firewall can be thought of as a pair of mechanisms: one that blocks traffic and another that permits it. Firewalls are eligible only if provided as a component of the file server and there is no associated cost. Otherwise firewalls are ineligible.

⁹ Network Administration Software (different from network operating software), which provides for minimizing accidental reconfiguration and aiding control of client workstations, is not eligible for discount.

¹⁰ Network Management Software (different from network operating software) specializing in the management of automated hardware and software inventory, configuration management, software metering and auditing and extensive reporting and advanced scripting tools, is not eligible for discount.

¹¹ Web Site Construction Software is not eligible for discounts.