

Dear FCC,

Today, I tried to fill out form 470 for my individual library. Each year, new frustrations await me with this e-rate filing, the task I MOST LOATH year after year because of technical frustrations. This year, I completed the process (for the second time, since the USAC software timed me out once) and went to the e-certification page. I could not fill out any of the boxes, EXCEPT for the one with the new PIN. The screen said I was done and certified, but I was concerned and called USAC. Well, it seems that I must have Adobe 5.0 or 6.0, that my Adobe 7.0 is NOT compatible with the form. How many thousands of applicants will have this same problem, since there is nothing prominent on the website to indicate this? Further, I am supposed to fax back my "invalid" form and start all over, for the 3rd time. There is NO EXCUSE for this technical incompetence. Congress did not intend for this process to be so onerous, frustrating, and time-consuming. I have written my senators and representatives year after year. I am calling on you now to simplify the process and get the technical aspect to work properly. I utterly resent my telecommunications taxes going to pay people to answer phones and tell me my computer is "too updated."

Eve Kirk, MLS

Cherry Valley Public Library District Director

e-rate filer for 6 years

problem # 21-346407