



Administrative Office

SOUTH PLAINS COMMUNITY ACTION ASSOCIATION, INC.

411 Austin Street • P.O. Box 610 • Levelland, Texas 79336 • (806) 894-6104

(806) 894-6104

FAX: (806) 894-5349

WEBPAGE: www.spcaa.org

June 24, 2008

Marlene H. Dortch, Secretary
Federal Communications Commission
Office of the Secretary
445 12th Street, SW
Washington, DC 20554

Dear Ms. Dortch:

Please reference CC Docket No. 02-6. This letter is a waiver request in regards to an E-rate Form 471 Funding Year 2008-2009 postmarked outside of window:

South Plains Community Action Association Head Start
BEN: 16040041
Application Number: 638747
Contact Person: William D. Powell
Contact Phone: 806-894-6104
Contact Fax: 806-894-5349
Contact E-Mail: bill.powell@spcaa.org

We are a Head Start program serving 1,372 preschool age children. Our service area spans 12,000 sq miles. The ability to utilize E-rate funds will have a tremendous effect on our ability to change the lives of these young children. We would like to have our application considered with other applications that were 'in window'.

During the application process, we encountered several obstacles that contributed to our application being filed 'out of window.' I have attached e-mail correspondence between our Head Start program and the SLD Client Service Bureau. Several phone conversations were also held between our Head Start employees and the Client Service Bureau.

We encountered a technological glitch in Block 5 on the Form 470 interview. We also had trouble obtaining our entity number. After many days, the technological issue was not solved. We then discovered that an electronic application could not be filed, due to the timing of our filing. We filed a paper copy as soon as we discovered that an electronic copy could not be filed.

We appreciate the opportunities that USAC and the FCC have given us to help change the lives of the children we serve.

Thank you,

A handwritten signature in black ink, appearing to read "W. D. Powell, Jr.", written over a white background.

W. D. Powell, Jr.
Executive Director



Universal Service Administrative Company
Schools & Libraries Division

Administrator's Decision on Appeal – Funding Year 2008-2009

June 13, 2008

Bill Powell
South Plains Community Action Associates, Inc.
411 Austin Street
PO Box 610
Levelland, TX 79336

Re: Applicant Name: SOUTH PLAINS CAA HEAD START
Billed Entity Number: 16040041
Form 471 Application Number: 638747
Funding Request Number(s): 1767330, 1767331, 1767332, 1767333, 1767334,
1767335
Your Correspondence Dated: June 09, 2008

The Universal Service Administrative Company (USAC) received your request for a waiver of the Application Filing Deadline for Funding Year 2008 of the Schools and Libraries Universal Service Support Mechanism.

Federal Communications Commission (FCC) rules do not permit USAC to consider requests for waivers. If you believe there is a basis for further examination of your request, you may file a waiver request with the FCC. You should refer to CC Docket No. 02-6 on the first page of your waiver request to the FCC. If you are submitting your waiver request via United States Postal Service, send to: FCC, Office of the Secretary, 445 12th Street SW, Washington, DC 20554. Further information and options for filing a waiver request with the FCC can be found in the "Appeals Procedure" posted in the Reference Area of the SLD section of the USAC website or by contacting the Client Service Bureau. We strongly recommend that you use the electronic filing options.

Schools and Libraries Division
Universal Service Administrative Company

Nicole Williams

From: sldcaseattachments@sl.universalservice.org
Sent: Friday, January 18, 2008 8:52 AM
To: Nicole Williams
Subject: SLD Inquiry #: 21-681418 Received

Thank you for sending an email inquiry to the SLD. This message serves as a receipt confirmation.

You indicated in your request that you wish to send an attachment. To do this please reply to this message and add your attachment to the reply.

Please note that you may also refer to the SLD website (www.sl.universalservice.org) for program information and view WebEx sessions regarding key E-rate topics, listed below.

Your case number is 21-681418.

Please refer to this number in subsequent contacts with the Client Service Bureau regarding this specific issue. Please do not resubmit this case number if your inquiry pertains to a different issue with respect to the same FRN.

We may need to request additional information from you in order to completely answer your question or fulfill your request.

Here is the information you submitted:

*[FirstName]=Nicole [LastName]=Williams [JobTitle]=Finance Manager
[EmailAddress]=nicole.williams@spcaa.org [WorkPhone]=8068912156 [FaxPhone]=
[PreviousCaseNumber]=0 [FormType]=470 [Owner]=TCSB [DateSubmitted]=1/18/2008 9:48:50 AM
[AttachmentFlag]=Y[ApplicantFormID]=ERATE O8 [ApplicationNumber]=995890000663441
[FundingYear]=FY11 (07/01/2008 - 06/30/2009) [Question2]=When I try to complete block 5 in the Form 470
interview, my computer browser becomes "not responding" and the program will not register my response. I
think it is probably a glitch in the system... I have been trying for two days and the program is non-responsive at
the end of Block 5 each time.*

YOUR REPLY IS ONLY FOR TRANSMITTING YOUR ATTACHMENT.

ANY INFORMATION IN THE BODY OF YOUR REPLY MESSAGE WILL BE DISREGARDED.

IF YOU WISH TO SUBMIT ADDITIONAL INFORMATION, PLEASE DO SO USING THE **ASK A QUESTION** FORM AVAILABLE ON THE SLD WEBSITE.

SLD TRAINING PRESENTATIONS

SLD Training Presentations are available on the topics listed below at
<http://www.sl.universalservice.org/reference/Presentations2004.asp>.

Nicole Williams

From: sldcaseattachments@sl.universalservice.org
Sent: Thursday, January 17, 2008 3:12 PM
To: Nicole Williams
Subject: SLD Inquiry #: 21-681268 Received

Thank you for sending an email inquiry to the SLD. This message serves as a receipt confirmation.

You indicated in your request that you wish to send an attachment. To do this please reply to this message and add your attachment to the reply.

Please note that you may also refer to the SLD website (www.sl.universalservice.org) for program information and view WebEx sessions regarding key E-rate topics, listed below.

Your case number is 21-681268.

Please refer to this number in subsequent contacts with the Client Service Bureau regarding this specific issue. Please do not resubmit this case number if your inquiry pertains to a different issue with respect to the same FRN.

We may need to request additional information from you in order to completely answer your question or fulfill your request.

Here is the information you submitted:

*[FirstName]=Nicole [LastName]=Williams [JobTitle]=Finance Manager
[EmailAddress]=nicole.williams@spcaa.org [WorkPhone]=8068912156 [FaxPhone]=
[PreviousCaseNumber]=0 [FormType]=Entity Number [Owner]=TCSB [DateSubmitted]=1/17/2008 4:11:03
PM [AttachmentFlag]=Y [ApplicantType]=school [Address1]=1303 Houston [City]=Levelland [State]=Texas
[Zip]=79336 [Question2]=I only need an entity number*

YOUR REPLY IS ONLY FOR TRANSMITTING YOUR ATTACHMENT.

ANY INFORMATION IN THE BODY OF YOUR REPLY MESSAGE WILL BE DISREGARDED.

IF YOU WISH TO SUBMIT ADDITIONAL INFORMATION, PLEASE DO SO USING THE **ASK A QUESTION** FORM AVAILABLE ON THE SLD WEBSITE.

SLD TRAINING PRESENTATIONS

SLD Training Presentations are available on the topics listed below at <http://www.sl.universalservice.org/reference/Presentations2004.asp>.

WEBEX RECORDINGS/LIVE SLD TRAINING SESSIONS

Nicole Williams

From: sldnoreply@sl.universalservice.org
Sent: Thursday, March 13, 2008 12:43 PM
To: Nicole Williams
Subject: RE: Initial Contact, Case #21-718523

Thank you for your inquiry. The paper application may be found in the Required Forms area of our website www.usac.org/sl.

If you have any further questions, please feel free to contact our Schools and Libraries Helpline at 1-888-203-8100. Please remember to visit our website for updates:
<http://www.sl.universalservice.org>

Thank you,
Schools and Libraries Division
Universal Service Administrative Company

-----Original Message-----

From: nicole.williams@spcaa.org
Subject: Initial Contact

[FirstName]=Nicole
[LastName]=Williams
[JobTitle]=Finance Manager
[EmailAddress]=nicole.williams@spcaa.org
[WorkPhone]=8068946104
[FaxPhone]=
[PreviousCaseNumber]=0

[FormType]=Other
[Owner]=TCSB
[DateSubmitted]=3/13/2008 9:16:06 AM
[AttachmentFlag]=N[Question2]=I was told that I can submit a paper application "out of window." Where do I find the paper application?

Nicole Williams

From: sldnoreply@sl.universalservice.org
Sent: Monday, March 10, 2008 3:05 PM
To: Nicole Williams
Subject: RE: Initial Contact, case# 21-716635

Thank you for your inquiry. If the Online 471 does not allow you to submit, you can still send in a paper copy, the online version does stop accepting applications after a certain date.

If you have any further questions, please feel free to contact our Schools and Libraries Helpline at 1-888-203-8100. Please remember to visit our website for updates:
<http://www.sl.universalservice.org>

Thank you,
Schools and Libraries Division
Universal Service Administrative Company

-----Original Message-----

From: nicole.williams@spcaa.org
Subject: Initial Contact

[FirstName]=Nicole
[LastName]=Williams
[JobTitle]=Finance Manager
[EmailAddress]=nicole.williams@spcaa.org
[WorkPhone]=8068946104
[FaxPhone]=8068945349
[PreviousCaseNumber]=0

[FormType]=Other
[Owner]=TCSB

[DateSubmitted]=3/10/2008 1:49:09 PM

[AttachmentFlag]=N[Question2]=My agency missed the filing window. I was told that we could file the Form 470 (filed Jan 29), and that it would be considered "out of window." I began working on our Form 471, but received an error message that I could not file the form. Will my agency be unable to submit a form 471?

Nicole Williams

From: sldnoreply@sl.universalservice.org
Sent: Friday, January 18, 2008 11:22 AM
To: Nicole Williams
Subject: RE: Initial Contact case 21-681418

Thank you for your inquiry. Please contact your firewall administrator to have port 80 open to http traffic and port 443 open to https traffic, and have firewall settings changed to enable headers and cookies. They can even enable these only for the SLD site <http://www.usac.org/sl/>

There is also an "enable cookies" setting in browser software. In IE5, you can change the setting to enable cookies by:

- * going to the "tools" menu
- * select "internet options"
- * select the "security" tab
- * click the "custom level" button, then
- * scroll down to the cookies setting and
- * select "enable"

Cookies can be enabled for all sites or just for specific urls.

We suggest clearing your browser's cache. Instructions for doing this are available at: <http://www.microsoft.com/windows/ie/ie6/using/howto/customizing/clearcache.msp>.

The online forms work best when you use Internet Explorer Version 5.5 Service Pack 2, Internet Explorer 6 or 7. You should also check the Temporary Internet Files Settings. This can be done by choosing Internet Options under the Tools menu. Click on the Settings button under Temporary Internet Files. Select "Every visit to the page." Also, under the Content Tab, make sure the first button says "Enable." If this does not help, please provide us with the following:

Entity number that you are using:

Application number:

Security Code:

Form type:

Platform that you are using (IBM, IBM compatible, Macintosh):

Adobe version:

Type and version of browser that you are using:

Exactly where did the error occur (web page address is very helpful):

Error message (it is very helpful if you can copy and paste the error message here):

What you were attempting to do (i.e. go from Block 4 to Block 5, pressed the print preview button, etc.):

Time/date of error that occurred/problem and time zone you are located in (extremely important):

Were you unable to get to the SLD home page (www.sl.universalservice.org)? Error message?

Text from the showhttp refresh link (<http://www.sl.universalservice.org/showhttp.asp>):

Please provide a screenshot of the error. When the error occurs, press the Ctrl key and the Print Screen key at the same time. Place the cursor in the body of the message and then right click on your mouse and choose paste. This will paste the screen print into the body of the e-mail message.

If you have any further questions, please feel free to contact our Schools and Libraries Helpline at 1-888-203-8100. Please remember to visit our website for updates: <http://www.sl.universalservice.org>

Thank you,
Schools and Libraries Division
Universal Service Administrative Company

-----Original Message-----

From: nicole.williams@spcaa.org
Subject: Initial Contact

[FirstName]=Nicole
[LastName]=Williams
[JobTitle]=Finance Manager
[EmailAddress]=nicole.williams@spcaa.org
[WorkPhone]=8068912156
[FaxPhone]=
[PreviousCaseNumber]=0

[FormType]=470
[Owner]=TCSB
[DateSubmitted]=1/18/2008 9:48:50 AM
[AttachmentFlag]=Y[ApplicantFormID]=ERATE 08
[ApplicationNumber]=995890000663441
[FundingYear]=FY11 (07/01/2008 - 06/30/2009) [Question2]=When I try to complete block 5 in the Form 470 interview, my computer browser becomes "not responding" and the program will not register my response. I think it is probably a glitch in the system... I have been trying for two days and the program is non-responsive at the end of Block 5 each time.

Nicole Williams

From: sldnoreply@sl.universalservice.org
Sent: Thursday, January 17, 2008 4:33 PM
To: Nicole Williams
Subject: RE: Initial Contact, Case #21-681268

Thank you for your inquiry. Unfortunately, without more information we are unable to respond to your request. Please resubmit this question along with the following information which will generate a new case, as this case will be considered closed:

To create or to update an entity number for you, please provide the following information for the site itself and not a contact person:

Entity's Legal Name:
Street / Physical Address: (This cannot be a P.O. Box) Mailing / P.O. Box Address:
Telephone Number:
Fax Number:
Public, private, religious:
County:
Known Entity Number:
E-mail address: This address can only be for the entity itself and not a personal e-mail
District's entity number if the entity is for a school that needs to be linked to the district:

If you have any further questions, please feel free to contact our Schools and Libraries Helpline at 1-888-203-8100. Please remember to visit our website for updates:
<http://www.sl.universalservice.org>

Thank you,
Schools and Libraries Division
Universal Service Administrative Company

-----Original Message-----

From: nicole.williams@spcaa.org
Subject: Initial Contact

[FirstName]=Nicole
[LastName]=Williams
[JobTitle]=Finance Manager
[EmailAddress]=nicole.williams@spcaa.org
[WorkPhone]=8068912156
[FaxPhone]=
[PreviousCaseNumber]=0

[FormType]=Entity Number
[Owner]=TCSB
[DateSubmitted]=1/17/2008 4:11:03 PM
[AttachmentFlag]=Y[ApplicantType]=school
[Address1]=1303 Houston
[City]=Levelland
[State]=Texas
[Zip]=79336
[Question2]=I only need an entity number