



**WAIVER REQUEST - CC Docket No. 96-45 and CC Docket No. 02-6**

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

Dear Secretary Dortch,

I am requesting a waiver on the Form 471 Erate application windows for funding year 2010-2011, on behalf of the Susquehanna County Library Association. Our filing information is:

**SUSQUEHANNA COUNTY LIB ASSOC - Billed Entity Number 126033**  
2 MONUMENT SQ, MONTROSE PA 18801  
**Form 471 application number: 769395**

My contact information is: **Susan Stone**, Administrator/Librarian (same address as above)  
Telephone: **570-278-1881** Fax: **570-278-9336** Email: **dirsusqcolib@stny.rr.com**

The circulation system for our four locations across Susquehanna County, which is administered by HLSC in Philadelphia, PA, had a server meltdown on January 4th 2010. All of our circulation transactions from December 30th, 2009 onwards were lost, and the system was down for an entire week. This required significant extra time and effort from myself and all staff, both during the outage, and for the two weeks succeeding as we attempted to retrieve data and manually enter thousands of transactions. Unfortunately, this happened at a time of year when year-end statistics need to be assembled and calculated (as close to January 1st as possible). The result was that I inadvertently missed the Form 470 filing deadline needed to allow for timely filing of the 471, and did not realize it until January 28th. We originally filed a waiver request with your office in relation to the 470 (application number: 390680000817306), but we were told that our request needed to be made after the 471 had been filed and rejected by the USAC.

Our Form 470 is very short as we only request month-to-month and tariffed services (basic telecommunications and Internet), which made it easier to forget that it had not already been filed. As soon as I realized that we had not submitted the 470, I filed it immediately, but of course this resulted in the late filing of the 471. I apologize for the oversight, and sincerely hope that you will **consider instructing the USAC to accept our 471 immediately rather than "holding the application pending final review," as indicated in the letter.**

Denial of this waiver would result in a significant financial burden to our library during a time of reductions in state funding for public libraries in Pennsylvania and decreased revenue from other sources during the economic recession. Additionally, in our rural and poor county, denial of the waiver would impact a large population who rely on our services. Our four libraries are the only locations across the county where individuals can access computer services and Internet connections at no charge--crucial for economic development, education, and job searching.

I will ensure that this oversight will never be repeated. Thank you for your consideration.

Sincerely,

Susan Stone, Administrator/Librarian  
Susquehanna County Library