



# CARSONVILLE – PORT SANILAC SCHOOLS

"WORKING TOGETHER TODAY FOR SUCCESSFUL CITIZENS TOMORROW"



SUPERINTENDENT  
ANN BINIENDA

HIGH SCHOOL PRINCIPAL  
SCOTT BULAR

ELEMENTARY SCHOOL PRINCIPAL  
JENNIFER RICHMOND

**WAIVER REQUEST of Deadline of Extension-**  
**LETTER of APPEAL on Administrator's Decision on**  
**Implementation Extension Request**  
**Per CC Docket No. 02-6**

December 21, 2012

Contact Appellant Name: Nancy Rich  
School District: Carsonville Port Sanilac District  
Address: 100 N. Goetze Road  
Carsonville, MI 48419  
Phone: 810-657-9393 ext 112 or 810-710-4768  
Fax Number: 810-657-  
E-Mail Address: nrich@carsonvilleportsanilac.com

471 Application Number : 761844  
Funding Request Number: 2077075  
Billed Entity Number (BEN) 131017  
SPIN: 143005588  
Request for Extension: 22-418547

**WAIVER REQUEST for Deadline of Extension - This Letter is an APPEAL of**  
**Administrator's Decision on Implementation Extension Request , per CC Docket No. 02-6**

Decision on Appeal: Denied in full  
Request received after the FCC deadline for implementation Deadline Extension requests which was 09/30/2012.

**Explanation for the Appeal:**

I had a very difficult time submitting the request online, I kept getting script errors from the USAC request website when I submitted online the Extension Request and kept trying at different times still errors, I was told it may be busy since others were trying to submit and try later. The deadline date was Sunday on a weekend, which I still received errors when submitting. I finally was able to submit Monday, after a few more submit attempts. I have included the various submits that finally went through on Monday and were confirmed to me with my difficulty when submitting my request. I had to wait until the deadline since the items were a special order from the manufacturer and wanted to make sure I didn't receive them before the deadline. The UPS model were approved from the original spin vendor and I ordered the



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2010 model in 2012 since the vendor found that they could still get them but they would be a special order and shipping would be delayed. I thought this would be less of a process to wait for the units instead of going through all the forms of Service Substitutions, etc.

Please accept this explanation for our waiver appeal and grant the Deadline Extension Request, as we value the opportunity to receive this funding and our school district can greatly utilize this equipment. These are the first internal connection funds that our district has ever received and are very distraught at the possibility of losing this funding for our school district.

Sincerely,

Nancy Rich, IT Coordinator  
Carsonville Port Sanilac Schools

Ann Binienda, Superintendant  
Carsonville Port Sanilac Schools

**Administrator's Decision on Implementation Extension Request**

November 27, 2012

Nancy Rich  
Carsonville- Port Sanilac District  
100 N Goetze Road  
Carsonville, MI 48419

471 Application Number: 761844  
Funding Request Number(s): 2077075  
Your Correspondence Dated: September 24, 2012

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 implementation extension request. This letter explains the basis of USAC's decision. The date of this letter begins the 60-day time period for appealing this decision to the Federal Communications Commission (FCC). If your request included more than one Form 471 Application, please note that for each application you will receive a separate determination letter.

Decision on Appeal: **Denied in full**

Request received after the FCC deadline for Implementation Deadline Extension requests which was 9/30/2012.

In accordance with the FCC Report and Order (FCC 01-195) released on June 29, 2001, the Administrator may grant an extension of time for the implementation of non-recurring services if the implementation is delayed for circumstances beyond the named service provider's control. You have been unable to establish such circumstances.

**TO APPEAL THIS DECISION:**

If you wish to appeal a decision in this letter, your appeal must be received by USAC or postmarked within 60 days of the date of this letter. Failure to meet this requirement will result in automatic dismissal of your appeal. In your letter of appeal:

1. Include the name, address, telephone number, fax number, and e-mail address for the person who can most readily discuss this appeal with us.
2. State outright that your letter is an appeal. Include the following to identify the decision letter and the decision you are appealing:
  - Appellant name,
  - Applicant or Service Provider name,

- BEN and/or SPIN,
  - Form 471 and FRN,
  - Invoice number as assigned by SLD,
  - "Administrator's Decision on Implementation Extension Request" dated 11/27/2012
- AND**
- The exact text or the decision that you are appealing.
3. Please keep your letter to the point, and provide documentation to support your appeal. Be sure to keep a copy of your entire appeal, including any correspondence and documentation.
  4. If you are an applicant, please provide a copy of your appeal to the service provider(s) affected by USAC's decision. If you are a service provider, please provide a copy of your appeal to the applicant affected by USAC's decision.
  5. Provide an authorized signature on your letter of appeal.

To submit your appeal to USAC by email, send your appeal to [appeals@sl.universalservice.org](mailto:appeals@sl.universalservice.org). USAC will automatically reply to incoming emails to confirm receipt.

To submit your appeal to USAC by fax, fax your appeal to (973) 599-6542.

To submit your appeal to USAC on paper, send your appeal to:

Letter of Appeal  
Schools and Libraries Division – Correspondence Unit  
30 Lanidex Plaza West  
PO Box 685  
Parsippany, NJ 07054-0685

While we encourage you to resolve your appeal with USAC first, you have the option of filing an appeal directly with the Federal Communications Commission (FCC). You should refer to CC Docket No. 02-6 on the first page of your appeal to the FCC. Your appeal must be received by the FCC or postmarked within 60 days of the date of this letter. Failure to meet this requirement will result in automatic dismissal of your appeal. We strongly recommend that you use the electronic filing options described in the "Appeals Procedure" posted in the Reference Area of our web site. If you are submitting your appeal via United States Postal Service, send to: FCC, Office of the Secretary, 445 12th Street SW, Washington, DC 20554.

Schools and Libraries Division  
Universal Service Administrative Company

cc: Mark Ellis, CDW Government, LLC



Nancy Rich &lt;nrich@carsonvilleportsanilac.com&gt;

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**SLD Inquiry #: 22-418542 Received**

1 message

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**sldcaseattachments@sl.universalservice.org**

&lt;sldcaseattachments@sl.universalservice.org&gt;

To: nrich@carsport.k12.mi.us

Mon, Oct 1, 2012

at 2:28 PM

Thank you for using Submit a Question. This message serves as a receipt confirmation of your submission.

The case number for your submission is 22-418542.

Please refer to this case number in subsequent contacts regarding this issue. Note that we may need to ask you for additional information to completely answer your question or fulfill your request.

You indicated in your submission that you wish to send us an attachment. To submit an attachment, please reply to this message and attach your attachment to the reply. Any additional information you wish to provide should be included in the attachment, not added to the text of this email.

If you still have questions about this issue after you review our response, please call us at 1-888-203-8100. Please do not reply to this message or to our response, as replies go to an unattended mailbox.

If you have a new question or issue, please submit another question and we will create a new case number to address it.

If you need program information, you can visit the SLD web site at [www.usac.org/sl](http://www.usac.org/sl).

Thank you.

Here is the information you submitted:

*[FirstName]=Nancy [LastName]=Rich [JobTitle]=IT Coordinator  
[EmailAddress]=nrich@carsport.k12.mi.us [WorkPhone]=8106579393112 [FaxPhone]=  
[PreviousCaseNumber]=0 [FormType]=Inv Impl Ext Req [Owner]=DEADLINEEXTENSIONS  
[DateSubmitted]=10/1/2012 2:26:06 PM [AttachmentFlag]=Y[FRN]=2077075  
[ApplicationNumber]=761844*



Nancy Rich &lt;nrich@carsonvilleportsanilac.com&gt;

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**SLD Inquiry #: 22-418547 Received**

1 message

**sldcaseattachments@sl.universalservice.org**

Mon, Oct 1, 2012

&lt;sldcaseattachments@sl.universalservice.org&gt;

at 2:30 PM

To: nrich@carsport.k12.mi.us

Thank you for using Submit a Question. This message serves as a receipt confirmation of your submission.

The case number for your submission is 22-418547.

Please refer to this case number in subsequent contacts regarding this issue. Note that we may need to ask you for additional information to completely answer your question or fulfill your request.

You indicated in your submission that you wish to send us an attachment. To submit an attachment, please reply to this message and attach your attachment to the reply. Any additional information you wish to provide should be included in the attachment, not added to the text of this email.

If you still have questions about this issue after you review our response, please call us at 1-888-203-8100. Please do not reply to this message or to our response, as replies go to an unattended mailbox.

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If you need program information, you can visit the SLD web site at [www.usac.org/sl](http://www.usac.org/sl).

Thank you.

Here is the information you submitted:

*[FirstName]=Nancy [LastName]=Rich [JobTitle]=IT Coordinator  
[EmailAddress]=nrich@carsport.k12.mi.us [WorkPhone]=8106579393112 [FaxPhone]=  
[PreviousCaseNumber]=0 [FormType]=Inv Impl Ext Req [Owner]=DEADLINEEXTENSIONS  
[DateSubmitted]=10/1/2012 2:29:46 PM [AttachmentFlag]=Y[FRN]=2077075  
[ApplicationNumber]=761844*



Nancy Rich &lt;nrich@carsonvilleportsanilac.com&gt;

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**SLD Inquiry #: 22-418556 Received**

1 message

**sldcaseattachments@sl.universalservice.org**

Mon, Oct 1, 2012

&lt;sldcaseattachments@sl.universalservice.org&gt;

at 2:35 PM

To: nrich@carsport.k12.mi.us

Thank you for using Submit a Question. This message serves as a receipt confirmation of your submission.

The case number for your submission is 22-418556.

Please refer to this case number in subsequent contacts regarding this issue. Note that we may need to ask you for additional information to completely answer your question or fulfill your request.

You indicated in your submission that you wish to send us an attachment. To submit an attachment, please reply to this message and attach your attachment to the reply. Any additional information you wish to provide should be included in the attachment, not added to the text of this email.

If you still have questions about this issue after you review our response, please call us at 1-888-203-8100. Please do not reply to this message or to our response, as replies go to an unattended mailbox.

If you have a new question or issue, please submit another question and we will create a new case number to address it.

If you need program information, you can visit the SLD web site at [www.usac.org/sl](http://www.usac.org/sl).

Thank you.

Here is the information you submitted:

*[FirstName]=Nancy [LastName]=Rich [JobTitle]=IT Coordinator  
[EmailAddress]=nrich@carsport.k12.mi.us [WorkPhone]=8106579393112 [FaxPhone]=  
[PreviousCaseNumber]=0 [FormType]=Inv Impl Ext Req [Owner]=DEADLINEEXTENSIONS  
[DateSubmitted]=10/1/2012 2:34:12 PM [AttachmentFlag]=Y[FRN]=2077075  
[ApplicationNumber]=761844*



Nancy Rich <[nrich@carsonvilleportsanilac.com](mailto:nrich@carsonvilleportsanilac.com)>

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**Inquiry 22-435310 RE: Carsonville Port Sanilac Schools BEN 131017 471  
761844**

5 messages

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David LeNard <[dlenard@usac.org](mailto:dlenard@usac.org)>

Fri, Nov 9, 2012 at 4:50 PM

To: Nancy Rich <[nrich@carsonvilleportsanilac.com](mailto:nrich@carsonvilleportsanilac.com)>

Cc: "abinienda@carsonvilleportsanilac.com" <[abinienda@carsonvilleportsanilac.com](mailto:abinienda@carsonvilleportsanilac.com)>

Nancy,

Thank you for your inquiry to the Ombudsman group.

I have spoken to the responsible managers and confirmed that the SPIN Change Request and Deadline Extension Requests you filed in the below listed cases are under review, and wrapping up. You should see the responses within the next three weeks. I have requested they expedite the processing of these reviews.

You may find the following link helpful for further information regarding the Application Process and the Schools and Libraries Universal Service Fund. <http://www.universalservice.org/sl/about/outreach/default.aspx>

If you have any further questions, please feel free to contact us at [ombudsman@usac.org](mailto:ombudsman@usac.org).

Sincerely,  
Dave LeNard

David LeNard

Program Manager, Ombudsman

Universal Service Administrative Company

2000 L Street, NW, Suite 200

Washington, DC 20036

202-572-1678 Phone

202-776-0080 Fax

ombudsman@usac.org

www.usac.org

Information: difficulties with  
Processing FRN Requests  
Correspondences

**From:** Nancy Rich [mailto:nrich@carsonvilleportsanilac.com]  
**Sent:** Wednesday, November 07, 2012 3:19 PM  
**To:** Ombudsman  
**Cc:** abinienda@carsonvilleportsanilac.com; nrich@carsonvilleportsanilac.com  
**Subject:** Carsonville Port Sanilac Schools

Dear OMBUDSMAN Division,

It was recommended from the Help Desk that I inform your division of the processes that I am working through to receive our internal connections funding for the 2010 year.

We are a small school district and I am the only IT staff at the district and the one responsible for the erate technology forms and processes, plus the everyday technology needs and projects. It is very difficult to keep up with every procedure, dates and rules required for erate since they change so quickly. I have spend many hours working to receive our 2010 funding, which we were very excited about receiving and have yet completed all the processes for the funding to have final approval. The Erate Help Desk is a great asset to us at the school level, very helpful, although it is still very complex on determining what forms in WHICH order and dates are to be submitted without going through a correction or rejection and having to start over.

I am not aware on the processes that take place on the Erate end and sure everyone is concerned. It must be quite a job with the thousands of requests that are made each day to the erate department, but with my experience on my end and the delays in processes that I have experienced in approvals I would like to suggest the following. I feel if you do not get feedback, how are processes going to be changed or made aware of.

Would it be possible for approval requests be determined on the FRN first request process of approval (a FRN continued Case Number with requests using this date until the FRN is completed) and by erate year instead of each case number that is submitted for a request. For example, I have been trying for many months to get an FRN approved so we can complete the project but every time I am informed that I have to submit a form or an additional form, I get a new case number. I have to go to the back of the line again and wait, wait, wait. Again, I submitted a Service Substitution Request and Spin Change/Split at the same time. I was informed that my Spin Change was denied and to resubmit at a later date since the Service Substitution Request is needed first and it was still under review. I was informed by the help desk before submitting the requests that I needed both approval and it was their recommendation to send in both at the same time since both processes need to be completed. So, I waited and waited for the approval of the Service Substitution Request to get approved and then "Resubmit", new case number... the Spin Change Request but now the Service Extension is required also, new case number. Again, I am waiting for my case numbers to be processed. 22-415639, 22-415628. In the meantime our district is at a stand still with this technology project, which was 2010.

Another example, the 2010 Erate Internal connects FRN: UPS units models approved from the original spin vendor. I ordered the 2010 model in 2012 since the vendor could still get them but would be special order. I thought this would be less of a process instead of going through all the forms of Service Substitutions, etc. They continued to be on back order throughout the summer and I had already special ordered them so I couldn't cancel without a penalty. It comes to the end of the Service Install Date which was on a Sunday, no units yet. I filed a Service Extension since the product was still on back order and possibility a Service Substitution, now a week after I filed the Extension Request the items are now in stock but need to be accepted or they will not hold them. I cannot get my approval for this FRN since my case number is waiting for processing and I do not want to risk at the schools expense ordering without complete approval from erate. If I cannot get these after waiting all the time it will be frustrating because then I will have to start all over again with a Service Substitution and then continue with the whole process again, and who knows how long the approval time is. 22-418547

Thank you for your consideration,

Nancy Rich

IT Coordinator

Carsonville Port Sanilac Schools

810-710-4768

810-657-9393 x112

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The information contained in this electronic communication and any attachments and links to websites are intended for the exclusive use of the addressee(s) and may contain confidential or privileged information. If you are not the intended recipient, or the person responsible for delivering this communication to the intended recipient, be advised you have received this communication in error and that any use, dissemination, forwarding, printing or copying is strictly prohibited. Please notify the sender immediately and destroy all copies of this communication and any attachments.

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**Nancy Rich** <nrich@carsonvilleportsanilac.com>

Mon, Nov 12, 2012 at 11:42 AM

To: David LeNard <dlenard@usac.org>

Thank you very much for your help, it is greatly appreciated.

Nancy Rich

IT Coordinator

Carsonville Port Sanilac Schools

810-657-9393 x112

[Quoted text hidden]

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**Nancy Rich** <nrich@carsonvilleportsanilac.com>

Mon, Dec 10, 2012 at 12:04 PM

To: David LeNard <dlenard@usac.org>

Dave LeNard,

*\* Information on Request Deadline Waiver \**

Thank you for your help, although I am very frustrate at this point. I received a letter in the mail for FRN 2077075, 471 app 761844 that our request for an Deadline extension is Denied in full. I didn't receive any information before this letter to give a response on this matter.

I have been working very hard to complete our funding process and now find that we have been denied in full.

The letter states Request was received after the FCC deadline. I had a very difficult time submitting the request online, I kept getting script errors when I submitted and I thought I would try later since it was busy when others were trying to submit also. I had submitted my other request for a different FRN find. The deadline date was Sunday, which I tried that day also still errors, and that is on a weekend. I finally was able to submit Monday. After a few submits. I had to wait until the deadline since the items were on backorder and wanted to make sure I didn't receive them before the deadline.

Could you please contact me on this, I left you a voice my phone is 810-657-9393 ext 112. All we want to accomplish is to receive the funding that was awarded to us, that we are truly grateful for and can use. We have never received internal connections funds ever and the way the program is going probably will not receive it again because of the high percentages required, so we would really like to get through this process and utilize the funding we did receive.

Thank you for your help, agian it is greatly appreciated,  
Nancy Rich  
IT Coordinator  
Carsonville Port Sanilac Schools  
810-657-9393 ext 112

On Fri, Nov 9, 2012 at 4:50 PM, David LeNard <dlenard@usac.org> wrote:  
[Quoted text hidden]

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**David LeNard** <dlenard@usac.org>  
To: Nancy Rich <nrich@carsonvilleportsanilac.com>

Mon, Dec 10, 2012 at 2:39 PM

Nancy,

Thank you for checking in again.

I have researched the Service Delivery Deadline Extension request filed on FRN 2077075 and have the following to report. This request was properly denied as the request was filed October 1, 2012 and the deadline to file the request was September 30, 2012. This deadline is set by the FCC. Recently the FCC has granted waivers for deadlines missed, especially when the deadline was missed by only a few days.

I would encourage you to file a waiver request with the FCC. Guidance for filing a waiver request can be found here on the USAC website. <http://www.universalservice.org/si/about/program-integrity/appeals.aspx> Your waiver request can cite DA 11-741 where the FCC determined good cause existed to waive the FCC mandated deadline. [http://hraunfoss.fcc.gov/edocs\\_public/attachmatch/DA-11-741A1.pdf](http://hraunfoss.fcc.gov/edocs_public/attachmatch/DA-11-741A1.pdf)

If you have any further questions, please feel free to contact us at [ombudsman@usac.org](mailto:ombudsman@usac.org).