

## Your E-Rate Administration Solution



Barb Berkenpas, JD  
5418 240<sup>th</sup> Street  
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Phone: 712-724-6104  
Fax: 866-390-7185  
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1212 Keokuk Street  
Knoxville, IA 50138  
Phone: 641-842-4285  
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Erin@eratecomplete.com

May 22, 2013

RE: CC Docket No. 02-6  
Request for Waiver of a Deadline and  
Request for a Review

Contact: Barb Berkenpas, Consultant  
5418 240<sup>th</sup> Street  
Ashton, Iowa 51232  
PH: 712-724-6104  
Fax: 866-390-7185  
Email: [barb@eratecomplete.com](mailto:barb@eratecomplete.com) and/or [erin@eratecomplete.com](mailto:erin@eratecomplete.com)

Appellant: Waubun School District 435  
Applicant: Waubun School District 435  
Applicant BEN: 134006  
Service Provider SPIN: 143007314  
471 Number: 747903  
FRN: 2018942  
Contact at school: Brandon Lunak, Superintendent

We are requesting a waiver of the deadline for a service substitution as there are special circumstances that warrant a waiver of the deadline. The waiver of the deadline for service substitution would allow time to submit the BEAR for reimbursement as the products were installed within the time allowed.

The last date to invoice for this FRN is July 5, 2013. If the request is not approved before that date, we'll also request a waiver of that rule and request extension of the deadline to invoice.

The Applicant relied on the service provider's representation that it had requested the Service Substitution. As soon as the applicant was made aware that the Service Provider had not done so, Waubun immediately began trying to resolve the situation. (See enclosed documentation). As the documents show, several representations by the Service Provider were not accurate.

## **Your E-Rate Administration Solution**

The missed deadlines were not the fault of Waubun but due to reliance on the representations of the service provider.

We are also asking that the Request for Review of the Administrators Decision be granted. The decision states that we had not requested a service delivery extension so they denied the service substitution request. We didn't request a service delivery extension because the Service had been delivered well within the time allowed.

The error was (1) procedural, (2) granting the request would not lead to any undue funding and (3) the services were delivered by the service provider. Accordingly we believe there are special circumstances existing to justify the waiver of the rules and procedures.

The documents show that Waubun has continuously attempted to resolve this FRN issue with the service provider before exhausting all avenues and resorting to an appeal. The appeal is being submitted within the 60 days of the final decision of the Administrator.

Waubun is asking the Commission to reconsider USAC's decision and restore the badly needed funding for this FRN based on precedent and public interest. Waubun is asking that the service substitution be granted along with extending the deadline for submitting the BEAR for reimbursement should that be necessary.

Sincerely,



Barbara E. Berkenpas, JD  
Consultant

ENCLOSED

Letter from ERate Complete, LLC

Letter of Agency

Letter from Superintendent of Schools – Waubun, Minnesota

Attachments A thru P as referenced in the letter from the Waubun Superintendent

April 9, 2013 Denial Letter

**Your E-Rate Administration Solution**

Fax - 1-712-724-6150



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Erin@eratecomplete.com

**E-RATE COMPLETE, LLC  
LETTER OF AGENCY**

**For all work pertaining to E-Rate Funding Years 2009 through 2013  
And the remainder of Program Year 2008**

I authorize Erin Johnson and Barb Berkenpas, representatives of E-Rate Complete, LLC, to prepare the E-Rate Forms 470, 471, 486, 479, 500 and 472 (BEAR form), and other forms requested by the Schools and Libraries Division of the USAC on behalf of our school system.

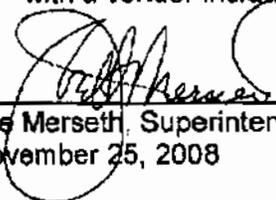
Name of School: Waubun School District  
BEN: 134006

As such, they are authorized to conduct the following on our behalf:

- Prepare all paperwork requested by the Schools and Libraries Division ("SLD") of USAC using the information we provide
- Act as our agent in working with representatives of SLD to resolve any questions or problems with applications

As such, they are not authorized to conduct the following on our behalf:

- Assist with the drafting of the technology plan other than furnishing general information as to the SLD requirements
- Participate in vendor selection other than to advise if a vendor is not authorized by SLD as a vendor for the service that is being applied for or other known problems with a vendor including but limited to bankruptcy, etc.

  
\_\_\_\_\_  
Joe Merseth, Superintendent  
November 25, 2008

**WAUBUN – OGEMA – WHITE EARTH COMMUNITY SCHOOLS***"ALWAYS STRIVING FOR EXCELLENCE"*

INDEPENDENT SCHOOL DISTRICT #435

1013 THIRD STREET

WAUBUN, MN 56589

Brandon Lunak  
SuperintendentTravis Nagel  
K - 4 PrincipalEric Martinez  
5 - 12 PrincipalWaubun School (218) 473-6173  
Ogema School (218) 473-6174

February 18, 2013

1023

**APPEAL OF ADMINISTRATOR'S DECISION ON SERVICE SUBSTITUTION REQUEST****1. Name, address, phone, fax and email of person who can most readily discuss the appeal**

Name: Barb Berkenpas, Consultant  
Address: 5418 240<sup>th</sup> Street, Ashton, IA, 51232  
Phone: 712-724-6104  
Fax: 866-390-7185  
Email: [barb@eratecomplete.com](mailto:barb@eratecomplete.com)

**2. This is a letter of appeal of the administrator's decision to deny a service substitution**

Appellant: Waubun School District 435  
Applicant: Waubun School District 435  
Applicant BEN: 134006  
Service Provider SPIN: 143007314  
471 Number: 747903  
FRN: 2018942  
Name of Letter and Funding Year:  
Letter: Administrator's Decision on Service Substitution – Not Approved  
Funding Year: 2010  
Dated: January 7, 2013

Exact Text of Decision: We are appealing the decision to not allow the service substitution: "You are not authorized to make the changes identified in your submission.".... "Your request is not approved for the following reason(s): The service substitution request was received or postmarked after the deadline for submitting requests – which is the last day to receive service for the FRN – i.e., June 30 of the relevant Funding Year for recurring services."

**3. Basis for our appeal.**

A. The denial letter says that the last day to request a service substitution is June 30<sup>th</sup> of the relevant year. This isn't a valid reason since the 2010-2011 Funding Year was unique in that the FCDLs didn't go out until well after the June 30<sup>th</sup> date as stated above. The FCDL for this FRN was dated September 21, 2011 which is well after the June 30, 2011 date. Applicant had 120 days to make a decision as to whether they were going to proceed as the applicant has 120 days to submit the Form 486. How could the applicant be expected to submit a service substitution before they were required to know if they were going to proceed with the project?

B. The denial refers to this as being for recurring services. That obviously is in error since this FCDL was one of several issued nationwide to schools that had applied for Priority Two funding (Internal Connections) thus it is NOT a recurring service.

C. The main basis for our appeal is the lack of cooperation on the part of the service provider. This prohibited the applicant from submitting a request within SLD's deadline. A string of inconsistent, inaccurate and inefficient responses from vendor are included in this appeal. The applicant tried unsuccessfully for several months to get the service provider to cooperate in providing service substitution information/documentation once applicant finally received an invoice and saw that the original quote and invoice did not match. To best explain the process, please see the key chronological order of relevant events as listed below.

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#### Chronological Order of Relevant Events

9/21/2011 FCDL issued.

12/20/2011 486 submitted after decision was made to proceed with the project

12/22-29/2011 Installation of project

12/31/2011 Invoice date for project

3/14/2012 first time we RECEIVED service providers invoice (See Attachment A) an email from applicant with questions regarding the invoice

3/16/2012 contact with Jeff Coley (Service Provider Representative) advising of the necessity of reconciling the original quote to the actual invoice (See Attachment B)

3/22/2012 First response from vendor (See Attachment C)

4/3/2012 Our email asking again for them to rectify the quote to the invoice and submit service substitution and SPI (See Attachment D)

4/4/2012 After requesting that the sales person get management involved, a conference call was scheduled to discuss the need to rectify the quote and statement discrepancy, the need for a service substitution to be submitted once that was done, etc., we received an email canceling the call. (Attachment E)

4/6/2012 Service provider was supposed to call on April 6<sup>th</sup>. (Attachment F)

4/10/2012 We didn't receive the call on the 6<sup>th</sup> we emailed vendor again. (Attachment G)

4/18/2012 Call Nora Jaramillo in accounting as we were told that she is familiar with the ERate Program and the processes. Nora said she understood the need for the quote and invoice to be rectified before a service substitution could be submitted and she said she also was familiar with the SPI process and would take care of it. (Attachment H)

9/20/2012 We received notification from Jeff Coley (vendor representative) that "ERate" was refusing to pay the vendor invoice. (See Attachment I). The assumption was that the service substitution and SPI had been submitted as requested by applicant in March.

10/2/2012 We received an email from Jeff's supervisor that there had been no communication with SLD. (Attachment J)

10/3/2012 Email to the school telling her that we were receiving mixed messages from the provider. Advised her that we were still having difficulty getting the provider to reconcile the original quote to the actual invoice. (Attachment K)

11/14/2012 We FINALLY received letter from provider with copy of service substitution submitted by provider. (Attachment L)

11/19/2012 In order to be sure that the service substitution had been submitted, we submitted one on the applicants behalf as well. (Attachment M)

(J) Denial (Attachment N)

(K) Second submission 1/3/2013 (Attachment O)

(L) Second Denial Letter from USAC (Attachment P)

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Based on discussions with the Corporate Office in April, we were of the understanding that the Service Substitution had been completed and the SPI was submitted. This assumption was reinforced with the email in September 2012, from Vendor stating that "ERate" was refusing to pay. Several days later we learned that this representation was not true. A supervisor informed us that nothing had been sent to USAC by the vendor.

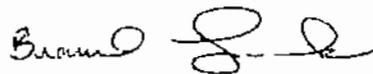
We finally received the statements from the Service Provider that they claimed showed "old" and "new" meaning what was bid and what was substituted. We had received an email earlier stating that they made the substitution based on information from the supplier.

As soon as the service substitution document was received from the provider, applicant submitted the first service substitution request which was denied. Applicant then submitted a Form 500 which extended the contract date which was approved. Once the contract date was approved, the applicant submitted another service substitution request which was denied.

Our position is that the school (applicant) did everything possible to try to rectify this in a timely manner. We had extreme difficulty in getting accurate, complete and concise information from the provider.

We are requesting that you reconsider the request for a service substitution and allow us to submit an invoice to SLD for reimbursement.

Sincerely,



Brandon Lunak  
Superintendent

A 184

**Barb Berkenpas**

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**From:** Michelle Heisler <Michelleh@waubun.k12.mn.us>  
**Sent:** Wednesday, March 14, 2012 3:30 PM  
**To:** Barb Berkenpas; Erin Johnson  
**Subject:** Invoice for Reimb  
**Attachments:** Corporate Technologies Upgrade Phone System Bill.pdf  
  
**Importance:** High  
  
**Follow Up Flag:** Follow up  
**Flag Status:** Flagged

I will call you regarding questions on this.

Thank you.

*Michelle Heisler  
Business Manager  
Waubun-Ogema-White Earth Community Schools  
JSD#435  
1013 3rd Street  
Waubun, MN 56589  
Ph: 218-473-6171*

**\*\* CREDIT INVOICE \*\*** *A2034*



Please remit payment to:  
 Wells Fargo Business Credit  
 Dept. 1494, fbo: Corporate Technologies, LLC  
 Denver, CO. 80291-1494

WPS004

INVOICE #	262854	DATE	03/02/12
SALESPERSON	JCOLEY		

Waubun Public School #435  
 Brian Norman  
 1013 3rd Street  
 PO Box 98  
 Waubun, MN 56589

Waubun Public School #435  
 1013 3rd Street  
 PO Box 98  
 Waubun, MN  
 Brian Norman  
 (218)473-6187

CREDIT COMMENTS	PURCHASE ORDER REFERENCE
	crt inv 263681

QTY	MASTER #	PART / ALT #	DESCRIPTION	UNIT PRICE	TOTAL PRICE
-3.00	120479	C3KX-NM-1G= CISC-J120479	(RMA) CATALYST 3K-X 1G NETWORK MODULE	\$292.50	\$-877.50

TERMS OF SALE: Acceptance of these goods herein constitutes acceptance of terms and agreement to pay the total invoice.  
 Invoices not paid within the specified terms will carry a late payment charge of 1.50% per month, which is an annual rate of 18%.  
 RETURN POLICY: 1-15 DAYS: will receive full credit if unopened  
 16-30 DAYS: Purchase price less 25% restocking fee.  
 NO RETURNS ACCEPTED beyond 30 days, open or incomplete, software, or special order items.

SUB TOTAL	\$-877.50
TAX	\$0.00
TOTAL	\$-877.50

**THANK YOU**

Please call 800-733-0366 or email [billing@gocorpotech.com](mailto:billing@gocorpotech.com) if you have any questions regarding this invoice or your account.

A3074



**INVOICE**

Please remit payment to:  
 Wells Fargo Business Credit  
 Dept. 1494, fbo: Corporate Technologies, LLC  
 Denver, CO. 80291-1494

WPS004

Waubun Public School #435  
 Brian Norman  
 1013 3rd Street  
 PO Box 98  
 Waubun, MN 56589

INVOICE # 253681  
 INVOICE DATE 12/31/11  
 DUE DATE 01/15/12  
 SALESPERSON JCOLEY  
 PO:

SHIPPED TO: Waubun Public School #435  
 1013 3rd Street  
 PO Box 98  
 Waubun, MN  
 Brian Norman

**CALL NO: 76896      CALL DATE: 10/14/11      CALLER: Brian Norman**

Installation of Cisco Call Manager

TECH	DATE	NOTES	HOURS	RATE	TOTAL
DKIRK	12/22/11	12-22-11 DJK Unboxed and configured c200 server. Installed cuem, unity connections and presence.	4.00	\$120.00	\$480.00
DKIRK	12/23/11	12-23-11 DJK Finished setting up the cuem config info and worked on getting licensing set up for the server. Set up the 2911 voice gateway and set up import templates.	2.00	\$120.00	\$240.00
DKIRK	12/27/11	12-27-11 DJK Worked on licensing the cuem and unity connections servers and registered the presence licensing and installed them. I finally had to get temporary licenses for connection and cuem as the UCSS contract is not valid yet.	2.00	\$120.00	\$240.00
DKIRK	12/28/11	12-28-11 DJK Drove to Waubun and back to Fargo	3.00	\$120.00	\$360.00
DKIRK	12/28/11	12-28-11 DJK Brought equipment on site and swapped in the new core switch. Rack mounted the new c200 server and voice gateway. Connected existing closets to the new core switch and tested. Connected the new server to the core and had access once the web filter was adjusted. Imported the phones but the excel sheet was incorrect.	9.00	\$120.00	\$1,080.00
DKIRK	12/29/11	12-29-11 DJK Onsite imported all the phones and added voicemail boxes. I had to redo the import as the previous info was off by one row. Associated the phones with the users and set up directory info. Installed the fxo modules in the routers and tested outbound calls. Installed the fxs/dld module and tested DID calls. We ran into an issue with the 7902 phones and called TAC. The 7902 phones are not supported with 8.6.2 but we downloaded newer firmware that allows them to work. Brian is going to reset the phones on Friday and switch over the analog lines for cutover.	9.00	\$120.00	\$1,080.00
DKIRK	12/29/11	12-29-11 DJK Drove to Waubun and back to Fargo	3.00	\$120.00	\$380.00

**ORDER #: 325017      ORDER DATE: 12/27/11      PO:**

MASTER / MFG# / SERIAL	DESCRIPTION	QTY	UNIT PRICE	TOTAL
240537 VIC2-4FXO	4PORT VOICE INTERFACE CARD FXO	3.00	\$420.00	\$1,260.00

**ORDER #: 320592      ORDER DATE: 10/26/11      PO: 8907**

MASTER / MFG# / SERIAL	DESCRIPTION	QTY	UNIT PRICE	TOTAL
115077 LWL-UPG-CM+	UPG FROM UCM+UNITY TO STD	125.00	\$46.00	\$5,750.00
118474 C2901-CME-3R 9FTX1041A21B	2901 VOICE BUNDLE W/ PVDM3-16 FL-CME-SRST-25	1.00	\$1,837.13	\$1,837.13
10379A CON-ESW-SMS	OPERATE SVS ESSENTIAL SW-SMS SVCS	2,625.00	\$0.80	\$2,100.00

A 4 of 4

126340	985167		SC/SC Coupler Multi Mode	1.00	\$31.00	\$31.00
245555	CON-SNT-SMS-		SMARTNET SMS SVCS 8x5xNBD	745.00	\$0.80	\$596.00
124964	CP-8945-K9#	SPXN1530XBL6	8945 UNIFIED IP PHONE PHANTOM GREY STANDARD	1.00	\$301.88	\$301.88
122847	WB-C3750X-24	SFD0153821BJ	CATALYST 3750X 24PORT DATA LAN BASE	1.00	\$3,042.00	\$3,042.00
125479	C3KX-NM-1G#		CATALYST 3K-X 1G NETWORK MODULE	4.00	\$292.50	\$1,170.00
243777	V6C2P101M		FIBER JUMPER, MM, LC/SC 1M	4.00	\$10.00	40.00
111782	UCSS-UWL-ST		ACAD GOVT 1YR UWL STD UCSS	125.00	\$20.13	\$2,516.25
125682	UCS-C200M2-V		Bare Metal UCS C200M2 Svr., 2xE5506 CPU, 24GB	1.00	\$6,602.73	\$6,602.73
123848	VMW-UC-STD-		VMWARE ESXI 4.0 STANDARD 2CPU 1YR SUPPORT	1.00	\$1,713.50	\$1,713.50
123849	CON-ISO1-VSS		US ONLY 1YR 24X7 ISV VMWARE VSPHERE STD 1CPU	2.00	\$360.00	\$720.00
118421	C2911-CME-SR	SFTX1543AJ1Q	2911 VOICE BUNDLE W/ PVDM3-16 FL-CME-SRST-25	1.00	\$2,239.63	\$2,239.63
124964	CP-8945-K9#	SPXN1530XBA0	8945 UNIFIED IP PHONE PHANTOM GREY STANDARD	1.00	\$301.88	\$301.88
124964	CP-8945-K9#	SPXN1530XBBM	8945 UNIFIED IP PHONE PHANTOM GREY STANDARD	1.00	\$301.88	\$301.88
124964	CP-8945-K9#	SPXN1530XBAJ	8945 UNIFIED IP PHONE PHANTOM GREY STANDARD	1.00	\$301.88	\$301.88
124964	CP-8945-K9#	SPXN1530XBA7	8945 UNIFIED IP PHONE PHANTOM GREY STANDARD	1.00	\$301.88	\$301.88
239285	GLC-SX-MM#		GE SFP LC CONNECTOR SX TRANSCEIVE	3.00	\$292.50	\$877.50
116094	VIC3-4FXS/DID#		4PORT VOICE INTERFACE CARD FXS AND DID	1.00	\$580.00	\$580.00

TERMS OF SALE: Acceptance of these goods herein constitutes acceptance of terms and agreement to pay the total invoice amount. Cisco Technologies LLC may add a monthly finance charge of 1.5% of the amount invoiced or \$25 dollars, whichever is greater, to any invoice not paid by the due date.  
 Return Policy:

1 - 10 Days: Unopened boxes\* will be returned for full credit. 15 - 30 Days: Unopened boxes\* will be returned for full credit minus 25% of purchase price.  
 31 - 90 Days: No returns accepted.  
 91 - 365 Days: No returns accepted. Software and Licenses: No opened software returns accepted. Licenses will vary depending on product.

Defective units must be returned within 15 days of invoice date and upon verification the item is defective.

Defective units and packaging(s) MUST be received in excellent condition with no tape, tears, broken seals, markings, writing, stickers, or other damage.

Damage or any other markings on the return will be rejected.

Please call 800-733-0386 or email [billing@gocorpstech.com](mailto:billing@gocorpstech.com) if you have any questions regarding this invoice or your account.

SUB TOTAL \$36,3425.14  
 TAX \$0.00  
 TOTAL \$36,425.14

**Barb Berkenpas**

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**From:** Michelle Heisler <Michelleh@waubun.k12.mn.us>  
**Sent:** Friday, March 16, 2012 12:32 PM  
**To:** Barb Berkenpas  
**Cc:** Brian Norman; Erin Johnson  
**Subject:** RE: Invoice for Reimb

What was his response? Were they willing to do that?

*Michelle Heisler  
Business Manager  
Waubun-Ogema-White Earth Community Schools  
JSD#435  
1013 3rd Street  
Waubun, MN 56589  
Ph: 218-473-6171*

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**From:** Barb Berkenpas [<mailto:barb@eratecomplete.com>]  
**Sent:** Friday, March 16, 2012 11:04 AM  
**To:** Michelle Heisler  
**Cc:** Brian Norman; 'Erin Johnson'  
**Subject:** RE: Invoice for Reimb

Big 2

I finally was able to contact someone at Corporate Technologies and was able to get Jeff Coley's phone number.

I left a message for Jeff telling him that Corporate Technologies would have to submit an invoice to SLD for reimbursement for the eligible products/components. I also told him that they/he would have to go through the original quote and the current invoice and rectify it. Each item on the quote will have to match the appropriate item on the invoice.

Most likely, SLD will require a service substitution to be submitted and approved and also a Form 500 to extend the contract expiration date.

Thanks.  
Barb

Barbara E Berkenpas, JD  
Erin Johnson, MSAS  
E-Rate Complete, LLC  
Your E-Rate Administration Solution  
Members of E-MPA

Barb Berkenpas  
5418 240<sup>th</sup> Street  
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Phone: 712-724-6104  
FAX: 866-390-7185  
[barb@eratecomplete.com](mailto:barb@eratecomplete.com)

Erin Johnson  
1212 Keokuk Street  
Knoxville, IA 50138  
Phone: 641-842-4285  
FAX: 866-390-7185  
Cell: 605-670-2702  
[erin@eratecomplete.com](mailto:erin@eratecomplete.com)

B292

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**From:** Michelle Heisler [<mailto:Michelleh@waubun.k12.mn.us>]  
**Sent:** Wednesday, March 14, 2012 3:30 PM  
**To:** Barb Berkenpas; Erin Johnson  
**Subject:** Invoice for Reimb  
**Importance:** High

I will call you regarding questions on this.

Thank you.

*Michelle Heisler  
Business Manager  
Waubun-Ogema-White Earth Community Schools  
JSD#435  
1013 3rd Street  
Waubun, MN 56589  
Ph: 218-473-6171*

**From:** Jeff Coley [mailto:[jeff.coley@gocorpotech.com](mailto:jeff.coley@gocorpotech.com)]  
**Sent:** Thursday, March 22, 2012 3:57 PM  
**To:** [barb@eratecomplete.com](mailto:barb@eratecomplete.com)  
**Subject:** Waubun Schools, Phone System

C 1/8/1

Barb,

I just got back from a few days off and received your voicemails regarding Waubun schools. You mentioned that the quote looks different than what was invoiced....I would expect this, but my question to you is which specific quote are you looking at? There were several different quotes (and versions of quotes) going back and forth between us and the customer. Once I know that, I can begin to explain the differences to you. Also, you mentioned that you wanted us to invoice USAC....we do not do this for a couple of reasons. 1) As with all of our erate customers, we invoice the customer and it is their responsibility to get reimbursed from USAC. We cannot float hundreds of thousands of dollars for our public sector customers waiting to get paid by USAC. 2) Cisco will not allow their equipment and software to show invoiced to someone else. If the customer ever needed to show proof of purchase for support, they would not be able to do it. Cisco considers the "Bill-to" as the end-user customer.

Thanks,

--

Jeff Coley  
Account Manager  
Corporate Technologies  
(P) 701-893-4080  
(F) 701-277-0012

**Barb Berkenpas**

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**From:** Jeff Coley <jeff.coley@gocorpotech.com>  
**Sent:** Tuesday, April 03, 2012 2:04 PM  
**To:** Barb Berkenpas  
**Cc:** 'Erin Johnson'; 'Michelle Heisler'; Kevin Hankel; Justin Stansbury  
**Subject:** RE: Waubun Schools, Phone System

Barb,  
Again, We do not, and have never submitted to USAC for re-imbursement. We always bill our customers directly and then it is up to them to request their reimbursement from USAC. We have been doing this for 20+ years this exact same way.

Jeff Coley  
Account Manager  
Corporate Technologies  
(P) 701-893-4080  
(F) 701-277-0012

---

**From:** Barb Berkenpas [<mailto:barb@eratecomplete.com>]  
**Sent:** Tuesday, April 03, 2012 2:01 PM  
**To:** Jeff Coley  
**Cc:** 'Erin Johnson'; 'Michelle Heisler'  
**Subject:** RE: Waubun Schools, Phone System

We will have to have you go through the quote line item by line item and show on the invoice which item on the invoice is compatible with the quote or USAC will not pay it. They will request this when your company submits the SPI for reimbursement for the discounted billing and we will all need it for our files. It is possible, after invoice and quote are rectified and a service substitution for each item will have to be submitted asking for permission for the substitution.  
Thanks.  
Barb

Barbara E Berkenpas, JD  
Erin Johnson, MSAS  
E-Rate Complete, LLC  
Your E-Rate Administration Solution  
Members of E-MPA

Barb Berkenpas  
5418 240<sup>th</sup> Street  
Ashton, IA 51232  
Phone: 712-724-6104  
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[barb@eratecomplete.com](mailto:barb@eratecomplete.com)

Erin Johnson  
1212 Keokuk Street  
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Phone: 641-842-4285  
FAX: 866-390-7185  
Cell: 605-670-2702  
[erin@eratecomplete.com](mailto:erin@eratecomplete.com)

*02 of 3*

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**From:** Jeff Coley [<mailto:jeff.coley@gocorpstech.com>]  
**Sent:** Tuesday, April 03, 2012 1:47 PM  
**To:** Barb Berkenpas  
**Cc:** 'Erin Johnson'; Michelle Heisler  
**Subject:** RE: Waubun Schools, Phone System

It looks like option B was submitted. We ultimately changed the configuration per the manufacturer's suggestions, so that it why the invoice would have different line items than from this quote from 2 + years ago.

Jeff Coley  
Account Manager  
Corporate Technologies  
(P) 701-893-4080  
(F) 701-277-0012

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**From:** Barb Berkenpas [<mailto:barb@eratecomplete.com>]  
**Sent:** Tuesday, April 03, 2012 1:08 PM  
**To:** Jeff Coley  
**Cc:** 'Erin Johnson'; Michelle Heisler  
**Subject:** RE: Waubun Schools, Phone System

This is what was used for the Form 471. Please advise as to how to rectify this with the invoice.  
Thanks.  
Barb

Barbara E Berkenpas, JD  
Erin Johnson, MSAS  
E-Rate Complete, LLC  
Your E-Rate Administration Solution  
Members of E-MPA

Barb Berkenpas  
5418 240<sup>th</sup> Street  
Ashton, IA 51232  
Phone: 712-724-6104  
FAX: 866-390-7185  
[barb@eratecomplete.com](mailto:barb@eratecomplete.com)

Erin Johnson  
1212 Keokuk Street  
Knoxville, IA 50138  
Phone: 641-842-4285  
FAX: 866-390-7185  
Cell: 605-670-2702  
[erin@eratecomplete.com](mailto:erin@eratecomplete.com)

**From:** Jeff Coley [<mailto:jeff.coley@gocomptech.com>]  
**Sent:** Thursday, March 22, 2012 3:57 PM  
**To:** [barb@eratecomplete.com](mailto:barb@eratecomplete.com)  
**Subject:** Waubun Schools, Phone System

*03073*

Barb,

I just got back from a few days off and received your voicemails regarding Waubun schools. You mentioned that the quote looks different than what was invoiced....I would expect this, but my question to you is which specific quote are you looking at? There were several different quotes (and versions of quotes) going back and forth between us and the customer. Once I know that, I can begin to explain the differences to you. Also, you mentioned that you wanted us to invoice USAC....we do not do this for a couple of reasons. 1) As with all of our erate customers, we invoice the customer and it is their responsibility to get reimbursed from USAC. We cannot float hundreds of thousands of dollars for our public sector customers waiting to get paid by USAC. 2) Cisco will not allow their equipment and software to show invoiced to someone else. If the customer ever needed to show proof of purchase for support, they would not be able to do it. Cisco considers the "Bill-to" as the end-user customer.

Thanks,

--  
Jeff Coley  
Account Manager  
Corporate Technologies  
(P) 701-893-4080  
(F) 701-277-0012

**Barb Berkenpas**

---

**From:** Barb Berkenpas <barb@eratecomplete.com>  
**Sent:** Tuesday, April 03, 2012 2:11 PM  
**To:** 'Jeff Coley'  
**Cc:** 'Erin Johnson'; 'Michelle Heisler'; 'Kevin Hankel'; 'Justin Stansbury'  
**Subject:** RE: Waubun Schools, Phone System

Please send me the information for you legal department or billing and/or your manager.



The program has only been in existence for fourteen years. We are just entering the fifteen year.

Thanks.  
Barb

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FAX: 866-390-7185  
Cell: 605-670-2702  
[erin@eratecomplete.com](mailto:erin@eratecomplete.com)

---

**From:** Jeff Coley [mailto:[jeff.coley@gocorpotech.com](mailto:jeff.coley@gocorpotech.com)]  
**Sent:** Tuesday, April 03, 2012 2:04 PM  
**To:** Barb Berkenpas  
**Cc:** 'Erin Johnson'; 'Michelle Heisler'; Kevin Hankel; Justin Stansbury  
**Subject:** RE: Waubun Schools, Phone System

Barb,  
Again, We do not, and have never submitted to USAC for re-imburement. We always bill our customers directly and then it is up to them to request their reimbursement from USAC. We have been doing this for 20+ years this exact same way.

Jeff Coley

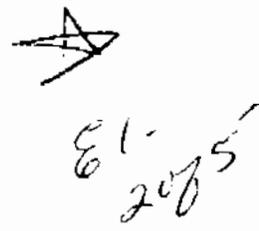
Account Manager  
Corporate Technologies  
P) 701-893-4080  
T) 701-277-0012

---

**From:** Barb Berkenpas [<mailto:barb@eratecomplete.com>]  
**Sent:** Tuesday, April 03, 2012 2:01 PM  
**To:** Jeff Coley  
**Cc:** 'Erin Johnson'; 'Michelle Heisler'  
**Subject:** RE: Waubun Schools, Phone System

We will have to have you go through the quote line item by line item and show on the invoice which item on the invoice is compatible with the quote or USAC will not pay it. They will request this when your company submits the SPI for reimbursement for the discounted billing and we will all need it for our files. It is possible, after invoice and quote are rectified and a service substitution for each item will have to be submitted asking for permission for the substitution.

Thanks.  
Barb



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FAX: 866-390-7185  
Cell: 605-670-2702  
[erin@eratecomplete.com](mailto:erin@eratecomplete.com)

---

**From:** Jeff Coley [<mailto:jeff.coley@gocorpotech.com>]  
**Sent:** Tuesday, April 03, 2012 1:47 PM  
**To:** Barb Berkenpas  
**Cc:** 'Erin Johnson'; Michelle Heisler  
**Subject:** RE: Waubun Schools, Phone System

It looks like option B was submitted. We ultimately changed the configuration per the manufacturer's suggestions, so that it why the invoice would have different line items than from this quote from 2 + years ago.

Jeff Coley  
Account Manager  
Corporate Technologies  
(P) 701-893-4080

(F) 701-277-0012

---

**From:** Barb Berkenpas [<mailto:barb@eratecomplete.com>]  
**Sent:** Tuesday, April 03, 2012 1:08 PM  
**To:** Jeff Coley  
**Cc:** 'Erin Johnson'; Michelle Heisler  
**Subject:** RE: Waubun Schools, Phone System

This is what was used for the Form 471. Please advise as to how to rectify this with the invoice.  
Thanks.  
Barb

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Phone: 641-842-4285  
FAX: 866-390-7185  
Cell: 605-670-2702  
[erin@eratecomplete.com](mailto:erin@eratecomplete.com)

---

**From:** Jeff Coley [<mailto:jeff.coley@gocorpstech.com>]  
**Sent:** Thursday, March 22, 2012 3:57 PM  
**To:** [barb@eratecomplete.com](mailto:barb@eratecomplete.com)  
**Subject:** Waubun Schools, Phone System

Barb,

I just got back from a few days off and received your voicemails regarding Waubun schools. You mentioned that the quote looks different than what was invoiced....I would expect this, but my question to you is which specific quote are you looking at? There were several different quotes (and versions of quotes) going back and forth between us and the customer. Once I know that, I can begin to explain the differences to you. Also, you mentioned that you wanted us to invoice USAC....we do not do this for a couple of reasons. 1) As with all of our erate customers, we invoice the customer and it is their responsibility to get reimbursed from USAC. We cannot float hundreds of thousands of dollars for our public sector customers waiting to get paid by USAC. 2) Cisco will not allow their equipment and software to show invoiced to someone else. If the customer ever needed to show proof of purchase for support, they would not be able to do it. Cisco considers the "Bill-to" as the end-user customer.

Thanks,

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Account Manager

Corporate Technologies

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(F) 701-277-0012

8-5  
48

**Barb Berkenpas**

---

**From:** Justin Stansbury <Justin.Stansbury@gocorpotech.com>  
**Sent:** Wednesday, April 04, 2012 1:21 PM  
**To:** Barb Berkenpas  
**Cc:** 'Erin Johnson'; Michelle Heisler; Brian Norman  
**Subject:** RE: Pre meeting information

I am sorry Barb.

We have to do this call tomorrow. will that be a problem?

thanks  
js

Ep - 2  
1 of 1

---

**From:** Barb Berkenpas [<mailto:barb@eratecomplete.com>]  
**Sent:** Wednesday, April 04, 2012 12:12 PM  
**To:** Justin Stansbury  
**Cc:** 'Erin Johnson'; Michelle Heisler; Brian Norman; [barb@eratecomplete.com](mailto:barb@eratecomplete.com)  
**Subject:** Pre meeting information

I am sending the quote that was used for the ERate application and the invoice received. I'm thinking that might be useful for you in preparing for our phone conversation this afternoon.

Thanks.  
Barb

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Cell: 605-670-2702  
[erin@eratecomplete.com](mailto:erin@eratecomplete.com)

**Barb Berkenpas**

---

**From:** Justin Stansbury <Justin.Stansbury@gocorpotech.com>  
**Sent:** Wednesday, April 04, 2012 1:21 PM  
**To:** Barb Berkenpas  
**Cc:** 'Erin Johnson'; Michelle Heisler; Brian Norman  
**Subject:** RE: Pre meeting information

I am sorry Barb.

We have to do this call tomorrow. will that be a problem?

thanks  
js

F 10/1

---

**From:** Barb Berkenpas [<mailto:barb@eratecomplete.com>]  
**Sent:** Wednesday, April 04, 2012 12:12 PM  
**To:** Justin Stansbury  
**Cc:** 'Erin Johnson'; Michelle Heisler; Brian Norman; [barb@eratecomplete.com](mailto:barb@eratecomplete.com)  
**Subject:** Pre meeting information

I am sending the quote that was used for the ERate application and the invoice received. I'm thinking that might be useful for you in preparing for our phone conversation this afternoon.

Thanks.  
Barb

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FAX: 866-390-7185  
Cell: 605-670-2702  
[erin@eratecomplete.com](mailto:erin@eratecomplete.com)

**Barb Berkenpas**

---

**From:** Barb Berkenpas <barb@eratecomplete.com>  
**Sent:** Tuesday, April 10, 2012 10:18 AM  
**To:** 'Justin Stansbury'  
**Cc:** 'Erin Johnson (Erin@eratecomplete.com)'; barb@eratecomplete.com; Michelle Heisler (Michelleh@waubun.k12.mn.us); Brian Norman (briann@waubun.k12.mn.us)  
**Subject:** RE: Pre meeting information

Just checking in to see when is going to be a good time to discuss regarding the ERate issue with the Waubun School District. I thought you were going to call Monday but didn't receive a call so am following up to see when we can discuss this.

Thanks.

Barb

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FAX: 866-390-7185  
Cell: 605-670-2702  
[erin@eratecomplete.com](mailto:erin@eratecomplete.com)

*D 10/3*

---

**From:** Justin Stansbury [<mailto:Justin.Stansbury@gocorptech.com>]  
**Sent:** Wednesday, April 04, 2012 1:27 PM  
**To:** Barb Berkenpas  
**Subject:** RE: Pre meeting information

Lets do 1:30 if that works

---

**From:** Barb Berkenpas [<mailto:barb@eratecomplete.com>]  
**Sent:** Wednesday, April 04, 2012 1:23 PM  
**To:** Justin Stansbury  
**Subject:** RE: Pre meeting information

Nope. That would be fine. What time do you suggest?

Thanks.

Barb

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FAX: 866-390-7185  
Cell: 605-670-2702  
[erin@eratecomplete.com](mailto:erin@eratecomplete.com)

*JS 2073*

---

**From:** Justin Stansbury [<mailto:Justin.Stansbury@gocorpotech.com>]  
**Sent:** Wednesday, April 04, 2012 1:21 PM  
**To:** Barb Berkenpas  
**Cc:** 'Erin Johnson'; Michelle Heisler; Brian Norman  
**Subject:** RE: Pre meeting information

I am sorry Barb.

We have to do this call tomorrow. will that be a problem?

thanks

js

---

**From:** Barb Berkenpas [<mailto:barb@eratecomplete.com>]  
**Sent:** Wednesday, April 04, 2012 12:12 PM  
**To:** Justin Stansbury  
**Cc:** 'Erin Johnson'; Michelle Heisler; Brian Norman; [barb@eratecomplete.com](mailto:barb@eratecomplete.com)  
**Subject:** Pre meeting information

I am sending the quote that was used for the ERate application and the invoice received. I'm thinking that might be useful for you in preparing for our phone conversation this afternoon.

Thanks.

Barb

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Erin Johnson, MSAS  
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**Members of E-MPA**

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7418 240<sup>th</sup> Street  
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[barb@eratecomplete.com](mailto:barb@eratecomplete.com)

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FAX: 866-390-7185  
Cell: 605-670-2702  
[erin@eratecomplete.com](mailto:erin@eratecomplete.com)

*13 of 3*

**Barb Berkenpas**

---

**From:** Barb Berkenpas <barb@eratecomplete.com>  
**Sent:** Monday, February 18, 2013 1:59 PM  
**To:** barb@eratecomplete.com  
**Subject:** FW: RE: Status update second request

---

**From:** Barb Berkenpas [mailto:barb@eratecomplete.com]  
**Sent:** Wednesday, April 18, 2012 4:54 PM  
**To:** Michelleh@waubun.k12.mn.us  
**Subject:** RE: Status update second request

*H 183*

I called Nora. She indicated that she is familiar with the ERate Program and the need for the quote and invoice to be rectified before the SPI is submitted. She is also familiar with the SPI process and will take care of it.

Thanks.  
Barb

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Phone: 641-842-4285  
FAX: 866-390-7185  
Cell: 605-670-2702  
[erin@eratecomplete.com](mailto:erin@eratecomplete.com)

---

**From:** Nora Jaramillo [mailto:nora.jaramillo@gocorpotech.com]  
**Sent:** Wednesday, April 18, 2012 3:31 PM  
**To:** Michelle Heisler  
**Cc:** Barb Berkenpas; Erin Johnson  
**Subject:** RE: Status update second request

i Michelle,

Thank you, I will contact him and find out the status.

*Nora*

---

**From:** Michelle Heisler [<mailto:Michelleh@waubun.k12.mn.us>]  
**Sent:** Wednesday, April 18, 2012 2:30 PM  
**To:** Nora Jaramillo  
**Cc:** Barb Berkenpas; Erin Johnson  
**Subject:** RE: Status update second request  
**Importance:** High

We are working with Justin Stansbury from your company on discounted billing thru the E-Rate/USAC program. I am not sure where we are at in the process. Please contact him with questions.

Thanks!

*Michelle Heisler*  
 Business Manager  
 Waubun-Ogema-White Earth Community Schools  
 JSD#435  
 1013 3rd Street  
 Waubun, MN 56589  
 Ph: 218-473-6171

*H 283*

---

**From:** Nora Jaramillo [<mailto:nora.jaramillo@gocorpotech.com>]  
**Sent:** Monday, April 16, 2012 4:34 PM  
**To:** Michelle Heisler  
**Subject:** Status update second request

Hi Michelle,

I need the status for the following invoices:

InvoiceNo:253184 Balance:580.00 DueDate:01/13/2012  
 InvoiceNo:253681 Balance:35354.14 DueDate:01/15/2012  
 InvoiceNo:252942 Balance:420.00 DueDate:01/12/2012  
 InvoiceNo:252946 Balance:51.00 DueDate:01/12/2012  
 InvoiceNo:252849 Balance:20.00 DueDate:01/12/2012

Thanks

*Nora Jaramillo*



Nora Jaramillo  
 Corporate Technologies/ Intermountain Technology Group  
 4795 Emerald St  
 Boise Idaho 83706  
[www.gocorpotech.com](http://www.gocorpotech.com)

Office Manager  
 Accounting - Accounts Receivable

[nora.jaramillo@gocorpotech.com](mailto:nora.jaramillo@gocorpotech.com)

Phone: 208-319-2757

Fax: 208-319-2716

13083

**Barb Berkenpas**

---

**From:** Jeff Coley <jeff.coley@gocorpotech.com>  
**Sent:** Thursday, September 20, 2012 11:24 AM  
**To:** 'Barb Berkenpas'  
**Cc:** 'Erin Johnson'; Michelle Heisler; Kevin Hankel; Justin Stansbury  
**Subject:** RE: Waubun Schools, Phone System

Barb/Michelle,  
E-Rate is refusing to pay the invoice for this project. We need your assistance in getting this paid asap.

Thank you,

--  
Jeff Coley  
Account Manager  
Corporate Technologies  
(P) 701-893-4080  
(F) 701-277-0012

---

**From:** Barb Berkenpas [<mailto:barb@eratecomplete.com>]  
**Sent:** Tuesday, April 03, 2012 1:08 PM  
**To:** Jeff Coley  
**Cc:** 'Erin Johnson'; Michelle Heisler  
**Subject:** RE: Waubun Schools, Phone System

This is what was used for the Form 471. Please advise as to how to rectify this with the invoice.  
Thanks.  
Barb

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Erin Johnson, MSAS  
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Cell: 605-670-2702  
[erin@eratecomplete.com](mailto:erin@eratecomplete.com)

**From:** Jeff Coley [<mailto:jeff.coley@gocorpotech.com>]  
**Sent:** Thursday, March 22, 2012 3:57 PM  
**To:** [barb@eratecomplete.com](mailto:barb@eratecomplete.com)  
**Subject:** Waubun Schools, Phone System

Barb,

I just got back from a few days off and received your voicemails regarding Waubun schools. You mentioned that the quote looks different than what was invoiced....I would expect this, but my question to you is which specific quote are you looking at? There were several different quotes (and versions of quotes) going back and forth between us and the customer. Once I know that, I can begin to explain the differences to you. Also, you mentioned that you wanted us to invoice USAC....we do not do this for a couple of reasons. 1) As with all of our erate customers, we invoice the customer and it is their responsibility to get reimbursed from USAC. We cannot float hundreds of thousands of dollars for our public sector customers waiting to get paid by USAC. 2) Cisco will not allow their equipment and software to show invoiced to someone else. If the customer ever needed to show proof of purchase for support, they would not be able to do it. Cisco considers the "Bill-to" as the end-user customer.

Thanks,

—  
Jeff Coley  
Account Manager  
Corporate Technologies  
(P) 701-893-4080  
(F) 701-277-0012



**Barb Berkenpas**

---

**From:** Kevin Hankel <kevin.hankel@gocorpotech.com>  
**Sent:** Tuesday, October 02, 2012 11:41 AM  
**To:** Barb Berkenpas; Jeff Coley  
**Cc:** Justin Stansbury  
**Subject:** RE: Waubun Schools, Phone System  
**Attachments:** Invoice\_253681.pdf

**Follow Up Flag:** Follow up  
**Flag Status:** Flagged

10/3

Hello Barb,

I have not had any communication with SLD. All I have is a copy of the invoice that remains unpaid.

Thanks,  
Kevin Hankel  
Corporate Technologies LLC

---

**From:** Barb Berkenpas [<mailto:barb@eratecomplete.com>]  
**Sent:** Thursday, September 20, 2012 11:44 AM  
**To:** Jeff Coley  
**Cc:** 'Erin Johnson'; 'Michelle Heisler'; Kevin Hankel; Justin Stansbury  
**Subject:** RE: Waubun Schools, Phone System

My concern is that too many changes were made to the product that was actually purchased and the information that was submitted. Send us whatever communications you have from SLD. I'm not hopeful that they will pay but we'll see what we can do.

Thanks.  
Barb

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Phone: 641-842-4285  
FAX: 866-390-7185

Cell: 605-670-2702  
[erin@eratecomplete.com](mailto:erin@eratecomplete.com)

---

**From:** Jeff Coley [<mailto:jeff.coley@gocorpotech.com>]  
**Sent:** Thursday, September 20, 2012 11:24 AM  
**To:** 'Barb Berkenpas'  
**Cc:** 'Erin Johnson'; Michelle Heisler; Kevin Hankel; Justin Stansbury  
**Subject:** RE: Waubun Schools, Phone System

Barb/Michelle,  
E-Rate is refusing to pay the invoice for this project. We need your assistance in getting this paid asap.

Thank you,

--  
Jeff Coley  
Account Manager  
Corporate Technologies  
(P) 701-893-4080  
(F) 701-277-0012

5 703

---

**From:** Barb Berkenpas [<mailto:barb@eratecomplete.com>]  
**Sent:** Tuesday, April 03, 2012 1:08 PM  
**To:** Jeff Coley  
**Cc:** 'Erin Johnson'; Michelle Heisler  
**Subject:** RE: Waubun Schools, Phone System

This is what was used for the Form 471. Please advise as to how to rectify this with the invoice.

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Barb

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FAX: 866-390-7185  
Cell: 605-670-2702  
[erin@eratecomplete.com](mailto:erin@eratecomplete.com)

---

**From:** Jeff Coley [<mailto:jeff.coley@gocorpotech.com>]  
**Sent:** Thursday, March 22, 2012 3:57 PM

To: [barb@eratecomplete.com](mailto:barb@eratecomplete.com)  
Subject: Waubun Schools, Phone System

Barb,

just got back from a few days off and received your voicemails regarding Waubun schools. You mentioned that the quote looks different than what was invoiced....I would expect this, but my question to you is which specific quote are you looking at? There were several different quotes (and versions of quotes) going back and forth between us and the customer. Once I know that, I can begin to explain the differences to you. Also, you mentioned that you wanted us to invoice USAC....we do not do this for a couple of reasons. 1) As with all of our erate customers, we invoice the customer and it is their responsibility to get reimbursed from USAC. We cannot float hundreds of thousands of dollars for our public sector customers waiting to get paid by USAC. 2) Cisco will not allow their equipment and software to show invoiced to someone else. If the customer ever needed to show proof of purchase for support, they would not be able to do it. Cisco considers the "Bill-to" as the end-user customer.

Thanks,

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Jeff Coley  
Account Manager  
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(P) 701-893-4080  
(F) 701-277-0012

J 303

**Barb Berkenpas**

---

**From:** Barb Berkenpas <barb@eratecomplete.com>  
**Sent:** Wednesday, October 03, 2012 1:52 PM  
**To:** Michelle Heisler (Michelleh@waubun.k12.mn.us)  
**Cc:** 'Erin Johnson'; barb@eratecomplete.com  
**Subject:** Corporate Technologies issue

**Importance:** High



Please call me when you get a chance: 712-724-6104.

I got an email from Justin at Corporate Technologies this morning asking if there was a time today we could discuss the ongoing issue. I asked that he call at 11:00. He hasn't called yet.

One thing that is making this more complicated and difficult is the mixed messages from them. Jeff stated in an email that ERate was refusing to pay anything on the invoice. I considered it progress that the company had submitted the invoice. I found out this morning that Jeff's statement wasn't true. The invoice has never been submitted by them.

I do think it is important that you pay something on the bill. I would suggest that you pay 20%, for sure. That way if we can get this resolved and get them to invoice SLD for the balance we can show a good faith effort on your part and have documentation that you paid the 20%. (You were at the 80% discount rate for that service).

The other big issue is I can't get them to reconcile the actual invoice to the original bid. That is a huge problem.

Thanks.  
Barb

Barbara E Berkenpas, JD  
Erin Johnson, MSAS  
E-Rate Complete, LLC  
Your E-Rate Administration Solution  
Members of E-MPA

Barb Berkenpas  
5418 240<sup>th</sup> Street  
Ashton, IA 51232  
Phone: 712-724-6104  
FAX: 866-390-7185  
[barb@eratecomplete.com](mailto:barb@eratecomplete.com)

Erin Johnson  
1212 Keokuk Street  
Knoxville, IA 50138  
Phone: 641-842-4285  
FAX: 866-390-7185  
Cell: 605-670-2702  
[erin@eratecomplete.com](mailto:erin@eratecomplete.com)

**Barb Berkenpas**

---

**From:** Justin Stansbury <Justin.Stansbury@gocorptech.com>  
**Sent:** Wednesday, November 14, 2012 2:27 PM  
**To:** Barb Berkenpas (barb@eratecomplete.com)  
**Subject:** Waubun revised block ERate invoice  
**Attachments:** Invoice\_298545.pdf; Invoice\_298559.pdf.pdf

**Follow Up Flag:** Follow up  
**Flag Status:** Flagged

Hey Barb,

How are you doing? Good I hope. Attached are the e-rate and non e-rate reconciled invoices to the original USAC PO. This was done by Brian Norman and Jeff Coley, could you please submit this to e-rate, so we can get funded by the end of the year? Thanks Barb, please let me know what else you need from me if anything.

Thanks  
Js

✓  
185



Justin Stansbury  
General Manager  
Corporate Technologies, LLC  
2000 44th St. SW Suite 100  
Fargo, ND 58103  
[www.gocorptech.com](http://www.gocorptech.com)  
Phone: 701.893.4097  
Fax: 701.893.4197  
Email: [justin.stansbury@gocorptech.com](mailto:justin.stansbury@gocorptech.com)  
<http://gocorptech.com/it-solutions/business-it-management/>



# INVOICE

Please remit payment to:

Corporate Technologies LLC  
 PO Box 9022  
 Fargo, ND 58106-9022

*L 2015*

WPS004

Waubun Public School #436  
 Brian Norman  
 1013 3rd Street  
 PO Box 98  
 Waubun, MN 56589

INVOICE # 298559  
 INVOICE DATE 12/31/11  
 DUE DATE 01/15/12  
 SALESPERSON JCOLEY  
 PO: Non Erate Invoice

SHIPPED TO: Waubun Public School #436  
 1013 3rd Street  
 PO Box 98  
 Waubun, MN  
 Brian Norman

ORDER #:	ORDER DATE:	PO:				
MASTER / MFG# / SERIAL	DESCRIPTION		QTY	UNIT PRICE	TOTAL	
124964 CP-8945-K9= SPXN1530XBL6	8945 UNIFIED IP PHONE PHANTOM GREY STANDARD		1.00	\$301.88	\$301.88	
122847 WS-C3750X-24 SFDO153021BJ	CATALYST 3750X 24PORT DATA LAN BASE		1.00	\$3,042.00	\$3,042.00	
120479 C3KX-NM-1G=	CATALYST 3K-X 1G NETWORK MODULE		4.00	\$292.50	\$1,170.00	
239295 GLC-SX-MM= SAGM1522L11B	GE SFP LC CONNECTOR SX TRANSCIVE		1.00	\$292.50	\$292.50	
124964 CP-8945-K9= SPXN1530XBA0	8945 UNIFIED IP PHONE PHANTOM GREY STANDARD		1.00	\$301.88	\$301.88	
124964 CP-8945-K9= SPXN1530XB8M	8945 UNIFIED IP PHONE PHANTOM GREY STANDARD		1.00	\$301.88	\$301.88	
1964 CP-8945-K9= SPXN1530XBAJ	8945 UNIFIED IP PHONE PHANTOM GREY STANDARD		1.00	\$301.88	\$301.88	
1964 CP-8945-K9= SPXN1530XBA7	8945 UNIFIED IP PHONE PHANTOM GREY STANDARD		1.00	\$301.88	\$301.88	
239295 GLC-SX-MM= SFNS15300SFY	GE SFP LC CONNECTOR SX TRANSCIVE		1.00	\$292.50	\$292.50	
239295 GLC-SX-MM= SAGM1521L5GN	GE SFP LC CONNECTOR SX TRANSCIVE		1.00	\$292.50	\$292.50	
243777 V6C2P101M	FIBER JUMPER, MM, LC/SC 1M		4.00	\$10.00	\$40.00	
126340 985167	SC/SC Coupler Multi Mode		1.00	\$31.00	\$31.00	

TERMS OF SALE: Acceptance of these goods herein constitutes acceptance of terms and agreement to pay the total invoice. Corporate Technologies LLC may add a monthly finance charge of 1.5% of the amount invoiced or \$25 dollars, whichever is greater, to any invoice that has not been paid by the due date.

Return Policy:

1 - 15 Days: Unopened boxes\* will be returned for full credit. 15 - 30 Days: Unopened boxes\* will be returned for full credit minus 25% of purchase price restocking fee. Beyond 30 Days: No returns accepted.

Incomplete Returns: No returns accepted. Software and Licenses: No opened software returns accepted. Licenses will vary depending on manufacturer policy. Special Order and Registered Items: No returns accepted.

Defective Items: Complete packages will be exchanged or credited if returned within 15 days of invoice date and upon verification the item is defective.

\* The product(s) and package(s) MUST be received in excellent condition with no rips, tears, broken seals, markings, writing, stickers, compression damage or any other detaching marks, or the return will be rejected.

Please call 800-733-0386 or email [billing@gocorptech.com](mailto:billing@gocorptech.com) if you have any questions regarding this invoice or your account.

SUB TOTAL \$6,669.90  
 TAX \$0.00  
 TOTAL \$6,669.90



# INVOICE

Please remit payment to:

Corporate Technologies LLC  
 PO Box 9022  
 Fargo, ND 58106-9022

WPS004

Waubun Public School #435  
 Brian Norman  
 1013 3rd Street  
 PO Box 98  
 Waubun, MN 56589

INVOICE # 298545  
 INVOICE DATE 12/31/11  
 DUE DATE 01/15/12  
 SALESPERSON JCOLEY  
 PO: Erate Invoice

*L305*

SHIPPED TO: Waubun Public School #435  
 1013 3rd Street  
 PO Box 98  
 Waubun, MN  
 Brian Norman

ORDER #:	ORDER DATE:	PO:				
MASTER / MFG# / SERIAL			DESCRIPTION	QTY	UNIT PRICE	TOTAL
100886	LABOR	DKIRK	CallNo: 788896 - Installation of Cisco Call Manager with Cut Over Support	40.00	\$120.00	\$4,800.00
240537	VIC2-4FXO		4PORT VOICE INTERFACE CARD FXO	3.00	\$420.00	\$1,260.00
116077	UWL-UPG-CM+		UPG FROM UCM+UNITY TO STD	125.00	\$48.00	\$5,750.00
118474	C2801-CME-SR SFTX1541821B		2801 VOICE BUNDLE W/ PVDM3-16 FL-CME-SRST-25	1.00	\$1,837.13	\$1,837.13
103798	CON-ESW-SMS		OPERATE SVS ESSENTIAL SW-SMS SVCS	2,625.00	\$0.80	\$2,100.00
15555	CON-SNT-SMS-		SMARTNET SMS SVCS 8x5xNBD	745.00	\$0.80	\$596.00
1782	UCSS-UWL-ST		ACAD GOVT 1YR UWL STD UCSS	125.00	\$20.13	\$2,516.25
125882	UCS-C200M2-V		Bare Metal UCS C200M2 Svr, 2x E5506 CPU, 24GB	1.00	\$6,602.73	\$6,602.73
123848	VMW-UC-STD-		VMWARE ESXI 4.0 STANDARD 2CPU 1YR SUPPORT	1.00	\$1,713.50	\$1,713.50
123849	CON-ISV1-VSS		US ONLY 1YR 24X7 ISV VMWARE VSPHERE STD 1CPU	2.00	\$360.00	\$720.00
118421	C2911-CME-SR SFTX1543AJ1Q		2911 VOICE BUNDLE W/ PVDM3-16 FL-CME-SRST-25	1.00	\$2,239.63	\$2,239.63
118094	VIC3-4FXS/DID		4PORT VOICE INTERFACE CARD FXS AND DID	1.00	\$580.00	\$580.00

TERMS OF SALE: Acceptance of these goods herein constitutes acceptance of terms and agreement to pay the total invoice. Corporate Technologies LLC may add a monthly finance charge of 1.5% of the amount invoiced or \$25 dollars, whichever is greater, to any invoice that has not been paid by the due date.

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SUB TOTAL \$30,715.24  
 TAX \$0.00  
 TOTAL \$30,715.24

Please call 800-733-0368 or email [billing@gocorptech.com](mailto:billing@gocorptech.com) if you have any questions regarding this invoice or your account.

**Barb Berkenpas**

---

**From:** Kevin Hankel <kevin.hankel@gocorpotech.com>  
**Sent:** Wednesday, November 14, 2012 2:54 PM  
**To:** Justin Stansbury; Barb Berkenpas (barb@eratecomplete.com)  
**Subject:** RE: Waubun revised block ERate invoice  
**Attachments:** Document.pdf.pdf

L 485

**Follow Up Flag:** Follow up  
**Flag Status:** Flagged

Hello Barb,

The attached document should have been attached in Justin's email below.

Thanks,  
Kevin Hankel  
CTLCC

---

**From:** Justin Stansbury  
**Sent:** Wednesday, November 14, 2012 2:27 PM  
**To:** Barb Berkenpas (barb@eratecomplete.com)  
**Subject:** Waubun revised block ERate invoice

Hey Barb,

How are you doing? Good I hope. Attached are the e-rate and non e-rate reconciled invoices to the original USAC PO. This was done by Brian Norman and Jeff Coley, could you please submit this to e-rate, so we can get funded by the end of the year? Thanks Barb, please let me know what else you need from me if anything.

Thanks  
Js



Justin Stansbury  
General Manager  
Corporate Technologies, LLC  
2000 44th St. SW Suite 100  
Fargo, ND 58103  
[www.gocorpotech.com](http://www.gocorpotech.com)  
Phone: 701.893.4097  
Fax: 701.893.4197  
Email: [justin.stansbury@gocorpotech.com](mailto:justin.stansbury@gocorpotech.com)  
<http://gocorpotech.com/it-solutions/business-it-management/>

LS05

**Service Substitutions for Waubun Public Schools by Corporate Technologies, LLC.**

BEN#: 134006  
Form 471 Application #: 747903  
FRN#: 2018942  
Submitted by:  
Corporate Technologies  
Spin#: 143007314  
Jeff Coley-Account Manager  
701-893-4080

Please note that the line items on the attached invoice 298545 are mostly different than what was originally listed on quote 282358. These differences are because of hardware/software version changes from the time of the original quote, as a significant amount of time had passed from the time of quoting to the time that the funding was approved.

Thank You,  
Corporate Technologies, LLC  
11-14-12  
Jeff Coley-Account Manager

MFO

10/7

**Service Substitution Request**

Waubun School District 435

BEN: 134006

471: 747903

FRN: 2018942

FCDL: \$23,343.37

Submitter: Brandon Lunak

Title: Superintendent

Phone: 218-473-2171

Mailing address: Brandon Lunak, Supt.

1013 3<sup>rd</sup> Street

PO Box 98

Waubun, MN 56589

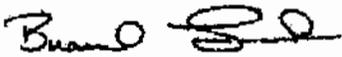
Email: [brandonl@waubun.k12.mn.us](mailto:brandonl@waubun.k12.mn.us)

A listing of the products originally approved for which changes are requested and a similar listing of products installed which were what were available at the time are attached.

I certify: that the substituted products or services have the same functionality as that contained in the original proposal, that the substitution does not violate any contract provisions or state or local procurement laws, that the substitution does not result in an increase in the percentage of ineligible services or functions, that the requested change is consistent within the scope of the establishing controlling FCC Form 470, including and Requests for Proposal for the original services."

This was a 2010 FRN that was funded very late. Because of that, the original products quoted were no longer available as per the vendor.

Sincerely,



Brandon Lunak  
Superintendent

TRANSMISSION VERIFICATION REPORT

TIME : 11/20/2012 17:18  
NAME : ERATECOMPLETE  
FAX : 7127246150  
TEL : 7127246104  
SER. # : BR06J497733

DATE, TIME	11/20 17:16	<i>M40 207</i>
FAX NO./NAME	19735996526	
DURATION	00:01:32	
PAGE(S)	05	
RESULT	OK	
MODE	STANDARD	
	ECM	

Service Substitution Request *5 pages*

Waubun School District 435  
BEN: 134006  
471: 747903  
FRN: 2018942  
FCDL: \$23,343.37  
Submitter: Brandon Lunak  
Title: Superintendent  
Phone: 218-473-2171  
Mailing address: Brandon Lunak, Supt.  
1013 3<sup>rd</sup> Street  
PO Box 58  
Waubun, MN 56589  
Email: [brandonl@waubun.k12.mn.us](mailto:brandonl@waubun.k12.mn.us)

A listing of the products originally approved for which changes are requested and a similar listing of products installed which were what were available at the time are attached.

I certify: that the substituted products or services have the same functionality as that contained in the original proposal, that the substitution does not violate any contract provisions or state or local procurement laws, that the substitution does not result in an increase in the percentage of ineligible



TRANSMISSION VERIFICATION REPORT

TIME : 01/03/2013 15:06  
NAME : ERATECOMPLETE  
FAX : 7127246150  
TEL : 7127246104  
SER. # : BRO66J497733

DATE, TIME	01/03 15:04
FAX NO./NAME	19735996526
DURATION	00:01:34
PAGE(S)	05
RESULT	OK
MODE	STANDARD ECM

*m40*  
*307*

Service Substitution Request

*5 pages*

Waubun School District 435  
BEN: 134006  
471: 747903  
FRN: ZD18942  
FCDL: \$23,343.37  
Submitter: Brandon Lunak  
Title: Superintendent  
Phone: 218-473-2171  
Mailing address: Brandon Lunak, Supt.  
1013 3rd Street  
PO Box 98  
Waubun, MN 56589  
Email: [brandonl@waubun.k12.mn.us](mailto:brandonl@waubun.k12.mn.us)

A listing of the products originally approved for which changes are requested and a similar listing of products installed which were what were available at the time are attached.

I certify: that the substituted products or services have the same functionality as that contained in the original proposal, that the substitution does not violate any contract provisions or state or local procurement laws, that the substitution does not result in an increase in the percentage of ineligible

*Bum: P102*



2000 44th Street SW, Ste 100, Fargo, ND 58103  
Tel: (701) 893-4000 Fax (701) 277-0012

**Quotation 282358**

Rev. 13

*my 0  
1007*

BILL TO:		SHIP TO:	
COMPANY	Waubun Public School #435	COMPANY	Waubun Public School #435
ADDRESS	1013 3rd Street	ADDRESS	1013 3rd Street
	PO Box 98		PO Box 98
	Waubun, MN 56589		Waubun, MN 56589
CONTACT	Brian Norman	CONTACT	Brian Norman
PHONE	(218)473-6171	PHONE	(218)473-2173
		DATE	December 11, 08
		EXPIRY DATE	January 10, 10
		SALES REP	JCOLEY
		CURT NO	WPS004

PART NUMBER	ALT/MFG NUMBER	PART DESCRIPTION	QTY	UNIT PRICE	TOTAL PRICE
		<b>CISCO CALL MANAGER (OPTION A)</b>	0		
107513	CISC-P10751	UNIFIED CM BE 7828-H3 APPL 50 SEATS	1	\$5,747.12	\$5,747.12
		UNIFIED COM MGR BE 7.X SEAT LICENSES 50	2	\$2,158.25	\$4,312.50
		2911 VOICE BUNDLE W/ PVDM3-16 FL-CME-SRST-25 UC <i>Waubun SRST Failover</i>	1	\$2,239.62	\$2,239.62
		2901 VOICE BUNDLE W/ PVDM3-16 FL-CME-SRST-25 UC <i>Ogema SRST Failover</i>	1	\$1,837.12	\$1,837.12
117313	CISC-P11731	COMMUNICATION MANAGER EXPRESS OR SRST 25 SEAT <i>Additional failover licenses for Waubun</i>	1	\$316.25	\$316.25
245556	CISC-SNTE-S	SMARTNET ENHANCED MAINTENANCE SMS <i>3-Year 8X5X4 Support for Call Manager Server hardware and routers.</i>	5926	\$0.70	\$4,148.20
101188	LABOR	CONFIGURATION/INSTALLATION/AFTER-CUT SUPPORT	1	\$2,880.00	\$2,880.00
<b>CISCO CALL MANAGER (OPTION A) Total:</b>					<b>\$21,480.81</b>

		<b>CALL MNGR WITH UNIFIED MESSAGING (OPTION B)</b>	0		
107513	CISC-P10751	UNIFIED CM BE 7828-H3 APPL 50 SEATS	1	\$5,747.12	\$5,747.12
		UNIFIED COM MGR BE 7.X SEAT LICENSES 50	2	\$2,158.25	\$4,312.50
		CISCO UCS C200M1 RACK SERVER W/1PSU DVD W/O CPU	1	\$1,347.22	\$1,347.22
		Intel Xeon E5540 Quad-Core Processor (2.53GHz, 80W)	2	\$1,185.07	\$2,370.14
		4GB DDR3-1333MHz RDIMM/PC3-10600	8	\$215.05	\$1,720.40
		LSI MEGARAID SAS 870BEM2 PCIE RAID CONTROLLER	1	\$861.35	\$861.35
		BATTERY BACKUP FOR 6G BASED LSIMEGARAID CARD	1	\$161.57	\$161.57
		280GB SATA 7.2K RPM 3.5 IN HDD/HOT PLUG/C200 DRIVE	4	\$155.25	\$621.00
		650W power supply unit for UCS C200 M1 or C210 M1	2	\$322.00	\$644.00
		RAIL KIT FOR THE UCS 250 M1 RACK SVR	1	\$160.42	\$160.42
		POWER CORD 125VAC 13A NEMA 5-15PLUG NORTH	2	\$14.37	\$28.74
117522	MSFT-P11752	ACAD OLP EXCHGSVRSTD 2010 SNGL NL	1	\$166.00	\$166.00
117523	MSFT-P11752	ACAD OLP EXCHG STD CAL 2010 SNGL NL USER CAL	130	\$3.16	\$410.80
		2911 VOICE BUNDLE W/ PVDM3-16 FL-CME-SRST-25 UC <i>Waubun SRST Failover</i>	1	\$2,239.62	\$2,239.62
		2901 VOICE BUNDLE W/ PVDM3-16 FL-CME-SRST-25 UC <i>Ogema SRST failover</i>	1	\$1,837.12	\$1,837.12
117313	CISC-P11731	COMMUNICATION MANAGER EXPRESS OR SRST 25 SEAT <i>Additional failover licenses for Waubun</i>	1	\$316.25	\$316.25
245558	CISC-SNTE-S	SMARTNET ENHANCED MAINTENANCE SMS <i>3-Year 8X5X4 Support for Call Manager Server hardware and routers.</i>	5926	\$0.70	\$4,148.20

*From: Payroll 2*

*MNO  
507*

PART NUMBER	ALT / MFG NUMBER	PART DESCRIPTION	QTY	UNIT PRICE	TOTAL PRICE
		BX5 4HR WARRANTY PLUS SMS-1	146	\$0.70	\$102.20
		<i>3-Year BX5X4 support contract on Unified Messaging Hardware.</i>			
101188	LABOR	CONFIGURATION/INSTALLATION/AFTER-CUT SUPPORT	1	\$4,800.00	\$4,800.00
		<b>CALL MNGR WITH UNIFIED MESSAGING</b>			<b>\$31,994.85</b>

**COMMENTS**

CORPORATE TECHNOLOGIES SPIN # 143007314

SUBTOTAL: \$53,475.48

TAX: \$0.00

TOTAL: \$53,475.48

**TERMS AND CONDITIONS**

Terms are Net 15 days upon approved credit. Credit cards accepted. Tax, shipping and handling may not be accurately reflected on this quote. An accurate amount, if requested, will be provided at the time of order.

**Return Policy:**

1 - 15 Days: Unopened boxes\* will be returned for full credit. 15 - 30 Days: Unopened boxes\* will be returned for full credit minus 25% of purchase price restocking fee.

Beyond 30 Days: No returns accepted.

Incomplete Returns: No returns accepted. Software and Licenses: No opened software returns accepted. Licenses will vary depending on manufacturer policy.

Special Order and Registered Items: No returns accepted.

Defective Items: Complete packages will be exchanged or credited if returned within 15 days of invoice date and upon verification the item is defective.

\* The product(s) and package(s) MUST be received in excellent condition with no rips, tears, broken seals, markings, writing, stickers, compression damage or any other defacing marks, or the return will be rejected.

**QUOTE ACCEPTANCE**

Thank you for your inquiry.

To order, please sign and return this quotation via fax to your sales representative at: 701-893-4105

Name: *Michelle Anderson* Date: *Feb 5, 2010* P.O. #: \_\_\_\_\_

*Option B - Contingent erate funding.*



# INVOICE

Please remit payment to:

Corporate Technologies LLC  
 PO Box 9022  
 Fargo, ND 58106-9022

*mao  
09/17*

WP8004

*To: Eligible*

Waubun Public School #435  
 Brian Norman  
 1013 3rd Street  
 PO Box 98  
 Waubun, MN 56589

INVOICE # 298545  
 INVOICE DATE 12/31/11  
 DUE DATE 01/15/12  
 SALESPERSON JCOLEY  
 PO: Erate Invoice

SHIPPED TO: Waubun Public School #435  
 1013 3rd Street  
 PO Box 98  
 Waubun, MN  
 Brian Norman

ORDER #:	ORDER DATE:	PO:				
MASTER / MFG# / SERIAL			DESCRIPTION	QTY	UNIT PRICE	TOTAL
100888		DKIRK	CallNo: 768896 - Installation of Cisco Call Manager with Cut Over Support	40.00	\$120.00	\$4,800.00
240537		VIC2-4FXO	4PORT VOICE INTERFACE CARD FXO	3.00	\$420.00	\$1,260.00
115077		UWL-UPG-CM+	UPG FROM UCM+UNITY TO STD	125.00	\$48.00	\$5,750.00
118474		C2001-CME-SR SFTX1541021B	2901 VOICE BUNDLE W/ PVDM3-16 FL-CME-SRST-25	1.00	\$1,837.13	\$1,837.13
103798		CON-ESW-SMS	OPERATE SVS ESSENTIAL \$W-\$MS SVCS	2,625.00	\$0.80	\$2,100.00
6555		CON-SNT-SMS-	SMARTNET SMS SVCS 8x5xNBD	745.00	\$0.80	\$596.00
782		UCSS-UWL-ST	ACAD GOVT 1YR UWL STD UCSS	125.00	\$20.13	\$2,516.25
125882		UCS-C200M2-V	Bare Metal UCS C200M2 Svr.,2xE5506 CPU,24GB	1.00	\$6,602.73	\$6,602.73
123848		VMW-UC-STD-	VMWARE ESXI 4.0 STANDARD 2CPU 1YR SUPPORT	1.00	\$1,713.50	\$1,713.50
123849		CON-ISV1-VSS	US ONLY 1YR 24X7 ISV VMWARE VSPHERE STD 1CPU	2.00	\$360.00	\$720.00
118421		C2911-CME-SR SFTX1543AJ1Q	2911 VOICE BUNDLE W/ PVDM3-16 FL-CME-SRST-25	1.00	\$2,239.63	\$2,239.63
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 TAX \$0.00  
 TOTAL \$30,715.24

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# INVOICE

**Please remit payment to:**

Corporate Technologies LLC  
 PO Box 9022  
 Fargo, ND 58106-9022

*mao  
702/7*

WPS004

*To: Ineligible*

Waubun Public School #435  
 Brian Norman  
 1013 3rd Street  
 PO Box 98  
 Waubun, MN 56589

INVOICE # 298559  
 INVOICE DATE 12/31/11  
 DUE DATE 01/15/12  
 SALESPERSON JCOLEY  
 PO: Non Erate Invoice

SHIPPED TO: Waubun Public School #435  
 1013 3rd Street  
 PO Box 98  
 Waubun, MN  
 Brian Norman

ORDER #:	ORDER DATE:	PO:			
MASTER / MFG# / SERIAL	DESCRIPTION	QTY	UNIT PRICE	TOTAL	
124984 CP-8945-K9= SPXN1530XBLB	8945 UNIFIED IP PHONE PHANTOM GREY STANDARD	1.00	\$301.88	\$301.88	
122847 WS-C3750X-24 SFD01530Z1BJ	CATALYST 3750X 24PORT DATA LAN BASE	1.00	\$3,042.00	\$3,042.00	
120479 C3KX-NM-1G=	CATALYST 3K-X 1G NETWORK MODULE	4.00	\$292.50	\$1,170.00	
239295 GLC-SX-MM= SAGM1522L11B	GE SFP LC CONNECTOR SX TRANSCIVE	1.00	\$292.50	\$292.50	
124964 CP-8945-K9= SPXN1530XBA0	8945 UNIFIED IP PHONE PHANTOM GREY STANDARD	1.00	\$301.88	\$301.88	
124984 CP-8945-K9= SPXN1530XB8M	8945 UNIFIED IP PHONE PHANTOM GREY STANDARD	1.00	\$301.88	\$301.88	
124964 CP-8945-K9= SPXN1530XBAJ	8945 UNIFIED IP PHONE PHANTOM GREY STANDARD	1.00	\$301.88	\$301.88	
124964 CP-8945-K9= SPXN1530XBA7	8945 UNIFIED IP PHONE PHANTOM GREY STANDARD	1.00	\$301.88	\$301.88	
239295 GLC-SX-MM= SFSN15300SPY	GE SFP LC CONNECTOR SX TRANSCIVE	1.00	\$292.50	\$292.50	
239295 GLC-SX-MM= SAGM1521L5GN	GE SFP LC CONNECTOR SX TRANSCIVE	1.00	\$292.50	\$292.50	
243777 V8C2P101M	FIBER JUMPER, MM, LC/SC 1M	4.00	\$10.00	\$40.00	
128340 985187	SC/SC Coupler Multi Mode	1.00	\$31.00	\$31.00	

TERMS OF SALE: Acceptance of these goods herein constitutes acceptance of terms and agreement to pay the total invoice. Corporate Technologies LLC may add a monthly finance charge of 1.5% of the amount invoiced or \$25 dollars, whichever is greater, to any invoice that has not been paid by the due date.

**Return Policy:**

1 - 15 Days: Unopened boxes\* will be returned for full credit. 15 - 30 Days: Unopened boxes\* will be returned for full credit minus 25% of purchase price restocking fee. Beyond 30 Days: No returns accepted.

Incomplete Returns: No returns accepted. Software and Licenses: No opened software returns accepted. Licensee will vary depending on manufacturer policy. Special Order and Registered Items: No returns accepted.

Defective Items: Complete packages will be exchanged or credited if returned within 15 days of invoice date and upon verification the item is defective.

\* The product(s) and package(s) MUST be received in excellent condition with no rips, tears, broken seals, markings, writing, stickers, compression damage or any other defecting marks, or the return will be rejected.

Please call 800-733-0386 or email [billing@gocorptech.com](mailto:billing@gocorptech.com) if you have any questions regarding this invoice or your account.

SUB TOTAL \$6,669.90  
 TAX \$0.00  
**TOTAL \$6,669.90**



Universal Service Administrative Company

Schools and Libraries Division

**ADMINISTRATOR'S DECISION ON SERVICE SUBSTITUTION REQUEST**

November 26, 2012

Brandon Lunak  
Waubun School District 435  
1013 3<sup>rd</sup> Street  
Waubun, MN 56589

Form 471 Application Number: 747903

N 10/2

Dear Brandon Lunak,

This letter is your notification that the FCC Form 471, *Services Ordered and Certification Form* you submitted for **Minor Modifications** was received and is not approved. You are not authorized to make the changes identified in your submission.

FRN(s): 2018942

**Decision: Not Approved**

Your request is not approved for the following reason(s):

- The service substitution request was received or postmarked after the deadline for submitting requests – which is the **last day to receive service** for that FRN – i.e., June 30 of the relevant Funding Year for recurring services.

Please keep this letter for your records. This is the only notification you will receive indicating the processing of the above-submitted form.

If you have any questions regarding the above information, please write to us at "Schools and Libraries Division - Correspondence Unit, 30 Lanidex Plaza West, PO Box 685, Parsippany, NJ 07054-0685"

**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 (if available) email 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 letter and the decision you are appealing:
  - appellant name,
  - applicant or service provider name, if different than appellant,

- applicant BEN and service provider SPIN,
  - application or form number as assigned by the USAC
  - Funding Request Number(s) (FRNs) you are appealing if provided in the letter,
  - Name of letter and funding year – both are located at the top of the letter, 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(s) affected by USAC's decision.
  5. Provide an authorized signature on your letter of appeal.

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

To submit your appeal to us 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

For more information on submitting an appeal to USAC, please see the "Appeals Procedure" posted on our website.

You have the option of filing an appeal with USAC or directly with the Federal Communications Commission (FCC). You should refer to CC Docket No. 02-8 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 on our website. 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

**ADMINISTRATOR'S DECISION ON SERVICE SUBSTITUTION REQUEST**

January 7, 2013

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Brandon Lunak  
 Waubun School District 435  
 1013 3<sup>rd</sup> street  
 P.O. box 98  
 Waubun, MN 56589

Form 471 Application Number: 747903

Dear Brandon Lunak,

This letter is your notification that the FCC Form 471, *Services Ordered and Certification Form* you submitted for **Minor Modifications** was received and is not approved. You are not authorized to make the changes identified in your submission.

**FRN(s): 2018942**  
**Decision: Not Approved**

Your request is not approved for the following reason(s):

- The service substitution request was received or postmarked after the deadline for submitting requests – which is the **last day to receive service** for that FRN – i.e., June 30 of the relevant Funding Year for recurring services.

Please keep this letter for your records. This is the only notification you will receive indicating the processing of the above-submitted form.

If you have any questions regarding the above information, please write to us at "Schools and Libraries Division - Correspondence Unit, 30 Lanidex Plaza West, PO Box 685, Parsippany, NJ 07054-0685"

**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 (if available) email 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 letter and the decision you are appealing:
  - appellant name,

- applicant or service provider name, if different than appellant,
  - applicant BEN and service provider SPIN,
  - application or form number as assigned by the USAC
  - Funding Request Number(s) (FRNs) you are appealing if provided in the letter,
  - Name of letter and funding year – both are located at the top of the letter, and
  - the exact text of 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(s) affected by USAC's decision.
  5. Provide an authorized signature on your letter of appeal.

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

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To submit your appeal to us 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

For more information on submitting an appeal to USAC, please see the "Appeals Procedure" posted on our website.

You have the option of filing an appeal with USAC or 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 on our website. 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.

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Brian Norman  
Waubun School District 435  
1013 3rd Street  
Waubun, MN 56589

Billed Entity Number: 134006  
Form 471 Application Number: 747903  
Form 486 Application Number:



Universal Service Administrative Company  
Schools & Libraries Division

2013

**Administrator's Decision on Appeal – Funding Year 2010-2011**

April 09, 2013

Barbara Berkenpas  
E-Rate Complete  
5418 240th Street  
Ashton, IA 51232

Re: Applicant Name: WAUBUN SCHOOL DISTRICT 435  
Billed Entity Number: 134006  
Form 471 Application Number: 747903  
Funding Request Number(s): 2018942  
Your Correspondence Dated: February 18, 2013

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 USAC's Funding Year 2010 Administrator's Decision on Service Substitution Request for the Application Number indicated above. 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 Letter of Appeal included more than one Application Number, please note that you will receive a separate letter for each application.

Funding Request Number(s): 2018942  
Decision on Appeal: **Denied**  
Explanation:

- The Funding Commitment Decision Letter (dated September 21, 2011) indicated that the last allowable date for delivery and installation for the non-recurring services had been extended until September 30, 2012. Since you had not requested a Service Delivery Extension, your Service Substitution Request (dated January 3, 2013) was not reviewed as it was received after the September 30, 2012 deadline and was denied for this reason. It should be noted that your request for an Invoice Deadline Extension( dated January 29, 2013) was approved extending the date that invoices can be submitted until July 5, 2013. Your appeal, regarding USAC's decision to not review your Service Substitution Request (dated January 3, 2013) is denied.

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If your appeal has been approved, but funding has been reduced or denied, you may appeal these decisions to either USAC or the FCC. For appeals that have been denied in full, partially approved, dismissed, or canceled, you may file an appeal with the 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 or postmarked within 60 days of the date on this letter. Failure to meet this requirement will result in automatic dismissal of your appeal. 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. Further information and options for filing an appeal directly 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.

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

Schools and Libraries Division  
Universal Service Administrative Company