

E-RATE Funding Year 2011-2012
Important URLs, Telephone Numbers and Addresses

SLD Client Service Bureau

Submit question: www.slforms.universalservice.org/EMailResponse/EMail_Intro.aspx

Fax: 1-888-276-8736

Telephone: 1-888-203-8100

SLD Home Page <http://usac.org/sl>

Reference Area <http://www.usac.org/sl/tools/reference-area.aspx>

SLD Training Site <http://www.usac.org/sl/about/outreach-training.aspx>

Apply Online <http://www.sl.universalservice.org/menu.asp>

Forms & Instructions <http://www.usac.org/sl/tools/required-forms.aspx>

FCC Orders about

Schools and Libraries www.fcc.gov/wcb/tapd/universal_service/schoolsandlibs.html

FCC Search Tools www.fcc.gov/searchtools.html

Address for Submitting

Forms (Regular Mail)

SLD-Form _____ <insert form number>

P.O. Box 7026

Lawrence, KS 66044-7026

Address for Submitting

Forms (Express delivery

Services or USPS

Return Receipt

SLD Forms

ATTN: SLD Form _____

3833 Greenway Drive

Lawrence, KS 66046

1-888-203-8100

E-Rate Coordinators

Public Libraries

SCSL Website

Nancy Rosenwald – 803-784-8645 (nrosenwald@statelibrary.sc.gov)

www.statelibrary.sc.gov (Go to services to Libraries/Funding)

Schools

Valarie Byrd – 803-896-0323 (vdbyrd@cio.sc.gov)

Petra Turner – 803-896-0360 (pturner@cio.sc.gov)

E-Rate Website

<https://sck12techinit.sc.gov/node/27>

NAME	TITLE	AREA OF RESPONSIBILITY
Mel Blackwell	Vice President, Schools & Libraries Division, USAC	Mel has overall responsibility for all aspects of the Schools & Libraries Division of USAC.
Wayne Scott	Vice President, Internal Audit Division, USAC	Wayne has overall responsibility for all aspects of the Internal Audit Division of USAC.
Catriona Ayer	Senior Director, Program Integrity Assurance (PIA)	Catriona has overall responsibility for the review of applications for funding, including all heightened scrutiny reviews. She also works with a wide variety of stakeholders on specific and general Schools & Libraries issues.
Leslie Frelow	Director, Post-Commitment Operations	Leslie is the Director of Post-Commitment Operations. She oversees Appeals, COMAD, Audit Response, and Compliance Support reviews for the E-Rate program.
John Noran	Senior Manager of Customer Service	John oversees the Customer Service function of the Schools & Libraries Division, Form Development, Outreach and Training, Website Content, and the NewsBrief.
Eric Flock	Manager of PIA Operations	Eric is in charge of the appeals process and determining what technology services are eligible based on the FCC's rules. He also ensures that the PIA reviewers are properly evaluating the services and products being requested.
Mackenzie Howard	Assistant Program Manager of Customer Service	Mackenzie works with the Customer Service team providing outreach to applicants through outreach calls, the Helping Applicants to Succeed (HATS) initiative, and training and development activities.

State E-Rate Coordinator

- Sandra Wilkie (State E-Rate Coordinator)
Division of State IT
E-mail: swilkie@cio.sc.gov
Telephone: (803) 896-0334
Fax: (803) 896-0099
4430 Broad River Rd.
Columbia, SC 29210

- Valarie Byrd (Program Coordinator)
Division of State IT
E-mail: vdbyrd@cio.sc.gov
Telephone: (803) 896-0323
E-Fax: (803) 896-0440
Mailing Address:
4430 Broad River Rd.
Columbia, SC 29210

- Petra Turner
Division of State IT
E-mail: pturner@cio.sc.gov
Telephone: (803) 896-0360
E-Fax: (803) 896-0360
Mailing Address:
4430 Broad River Rd.
Columbia, SC 29210

Library Systems

- Nancy Rosenwald (Information Strategies Director)
South Carolina State Library
E-mail: nrosenwald@statelibrary.sc.gov
Telephone: (803) 734-8645
Fax: (803) 734-8676
1500 Senate Street
Columbia, SC 29211

School Districts

- Dee Appleby (Director – Office of eLearning)
South Carolina Department of Education
E-mail: dappleby@ed.sc.gov
Telephone: (803) 734-7169
Fax: (803) 734-8029
3701 Landmark Square, Ste. 301
Columbia, SC 29204

- Ashleigh Bartlett (Office of eLearning)
South Carolina Department of Education
E-mail: abartlet@ed.sc.gov
Telephone: (803) 734-8041
Fax: (803) 734-8029
3710 Landmark Square, Ste. 301
Columbia, SC 29204

S.C. Department of Education

- Gary West (Director)
South Carolina Department of Education
E-mail: gwest@ed.sc.gov
Telephone: (803) 734-8395
Fax: (803) 734-8661
1429 Senate Street, Rm. 401
Columbia, SC 29201

- The Office of School Food Services
Telephone: (803) 734-8195

S.C. Information and Sharing Analysis Center (SC-ISAC)

- James MacDougall (Chief Security Officer)
Division of State IT
E-mail 1: macdoug@cio.sc.gov
E-mail 2: sc-isac@cio.sc.gov
Telephone: (803) 896-1650
4430 Broad River Road
Columbia, SC 29210



To learn more about the HATS Outreach Initiative, please visit:

www.usac.org/si/about/hats-outreach

To ask questions or to volunteer for HATS, call the Client Service Bureau at:

1-888-203-8100

HATS

Helping Applicants to Succeed

About USAC

The Universal Service Administrative Company (USAC) is a not-for-profit corporation selected as the administrator of the federal Universal Service Fund (USF). Across the nation, consumers, rural health care facilities, schools, and libraries are provided affordable access to modern telecommunications services through the USF programs.

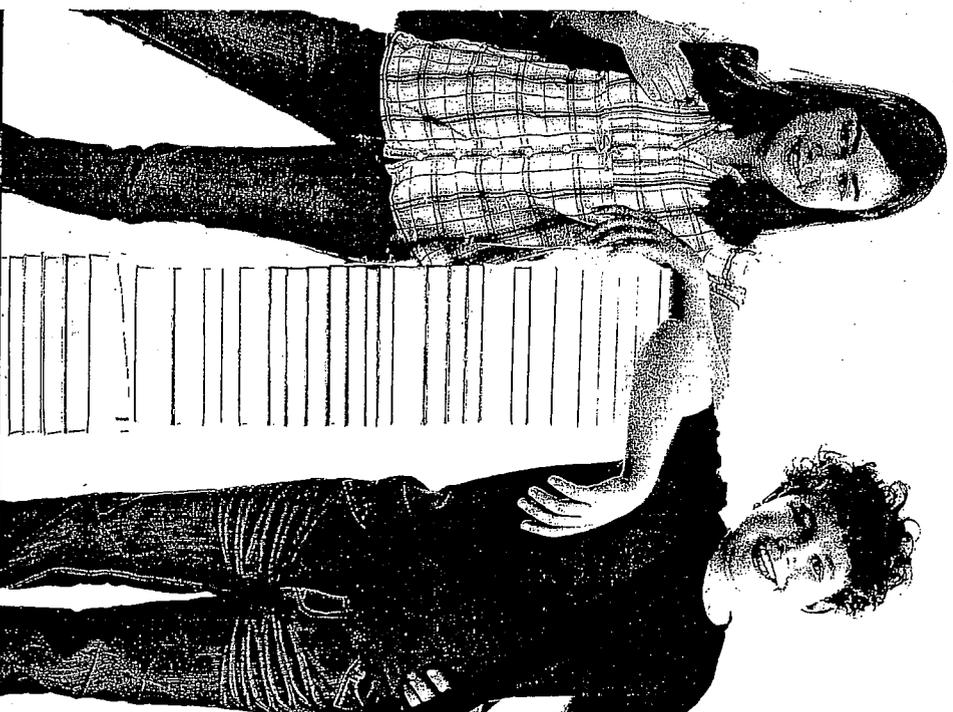
The Schools and Libraries Program

The Schools and Libraries Program of the Universal Service Fund, commonly known as "E-Rate," is administered by USAC under the direction of the Federal Communications Commission (FCC), and provides discounts to assist most schools and libraries in the United States to obtain affordable telecommunications and Internet access.

Contact Us

Universal Service Administrative Company
2000 L Street NW, Suite 200
Washington, DC 20036

www.usac.org



USAC
Universal Service Administrative Company

www.usac.org/si

Helping Applicants to Succeed (HATS)

The HATS Outreach Initiative contacts participants who have faced challenges with the Schools and Libraries program and provides targeted training to help them become more successful in the future. HATS also provides USAC with the opportunity to collect valuable feedback to improve the program for all participants.

A HATS Specialist—the Schools and Libraries Division staff member conducting the HATS visit—will customize the outreach provided during your visit by reviewing your history with the E-Rate program to determine the program areas where assistance would be most helpful. Limited or no advance preparation is required.

AM I ELIGIBLE FOR HATS?

HATS is designed to assist applicants from schools and libraries who are new to the E-Rate program or who have experienced one or more of the following:

- Reduced or denied funding
- Adverse audit findings
- Unsuccessful appeal(s)
- Invoicing issues

WHAT HAPPENS DURING A VISIT?

The HATS Specialist covers:

- Individual issue(s) that led to previous funding obstacles
- Common process errors and misconceptions
- Recent program changes
- Successful application practices and ways to avoid application pitfalls

HATS VISITS ARE NOT AUDITS.

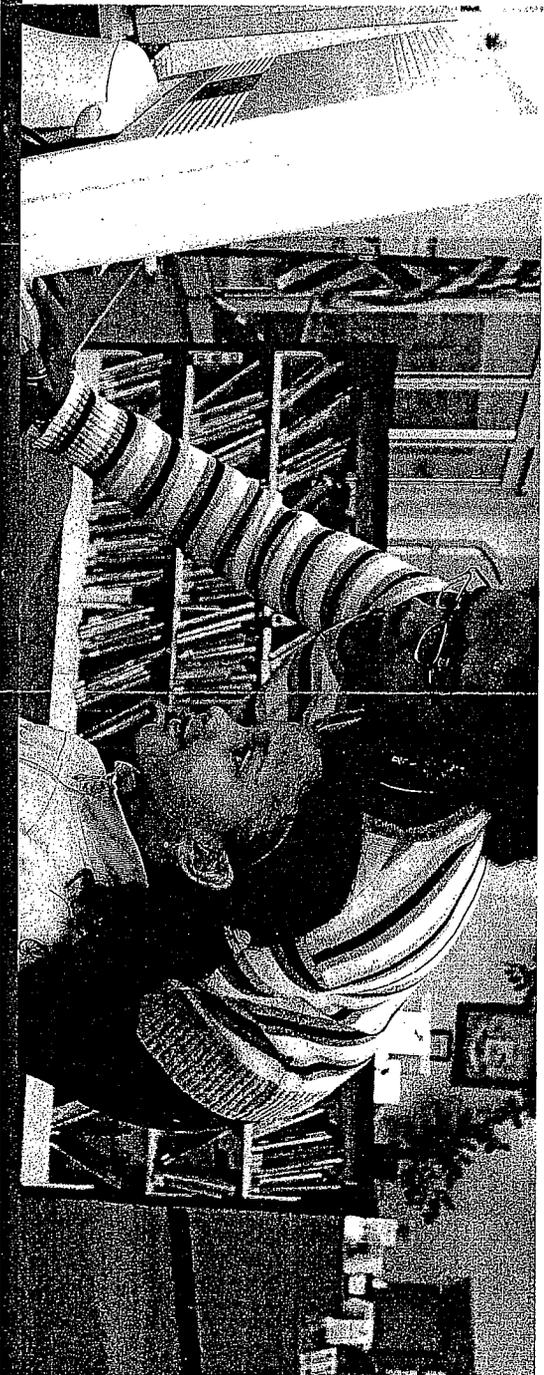
HATS visits are not audits or compliance visits. They are visits to solve applicant problems and to provide information.

If you have a specific problem that you'd like to discuss with your HATS Specialist, it's helpful to bring any related documents.

WHAT TYPE OF HATS VISIT IS FOR ME?

USAC offers:

- Problem-solving devoted to a specific issue
- A full program overview for new applicants
- A targeted refresher course for the experienced applicant



To Learn More, Visit:
WWW.USAC.ORG

Additional Resources

For additional information about USAC and the four USF programs, visit www.usac.org or any of the specific program links below:

www.usac.org/hic (High Cost)

www.usac.org/li (Low Income)

www.usac.org/rhc (Rural Health Care)

www.usac.org/sl (Schools and Libraries)

The Federal Communications Commission website provides additional information about universal service: www.fcc.gov/wcb/universal_service

About USAC

The Universal Service Administrative Company is a not-for-profit corporation selected as the administrator of the Federal Universal Service Fund.

Across the nation, consumers, rural health care facilities, schools, and libraries are provided affordable access to modern telecommunications services through the USF programs.

Contact Us

SLD Client Service Bureau: (888) 203-8100
Customer Relations Management Center: (888) 641-8722

Universal Service Administrative Company
2000 L Street, N.W., Suite 200 • Washington, D.C. 20036
Phone: (202) 776-0200 • Toll Free: (888) 641-8722

Fax: (202) 776-0080

SLD Whistleblower Hotline: (888) 203-8100

www.usac.org



About the Schools and Libraries Program

The Schools and Libraries Program provides discounts to schools and libraries within the United States and territories for telecommunications and Internet access in order to make these services more affordable.

Discounts for applicants are based on the percentage of students eligible for the National School Lunch Program. Libraries and schools in low-income urban communities and rural areas qualify for the highest discounts to assure that every American, regardless of age, income, or location has access to the essential tools of the Information Age.

Funded at up to \$2.25 billion per program year by contributions from telecommunications companies, the Schools and Libraries Program provides discounts of 20% to 90% on the cost of telecommunications, Internet access, internal connections, and basic maintenance of internal connections for schools and libraries. The discounts are paid directly to the companies that provide libraries and schools with these technology services.

The Schools and Libraries Program is administered by the Schools and Libraries Division (SLD) of the Universal Service Administrative Company, a not-for-profit corporation overseen by the Federal Communications Commission to ensure that the benefits of universal service reach communities across the country.

Eligibility Requirements

For a School —

- All public schools, K-12
- All non-profit K-12 private and parochial schools with endowments not exceeding \$50 million
- Must meet the federal definition of an elementary or secondary school.

For a Library —

- All public libraries
- Many private, not-for-profit libraries accessible to the public
- Must meet the state LSTA requirements



WHAT SERVICES ARE FUNDED

■ Telecommunications services

■ Internet access

■ Internal connections,

including the wiring and network equipment needed to bring information directly to classrooms and library patrons

■ Basic maintenance of internal connections

Funds from the Schools and Libraries Program do not cover such things as desktop computers, learning software, or teacher/librarian training.

A Guide to the Application Process

SCHOOL OR LIBRARY DEVELOPS A TECHNOLOGY PLAN

A technology plan is required for discounts on any products or services other than basic telephone service (e.g., local, wire-less, and/or long distance). PBX or advanced telecommunication requires a technology plan. A plan must be written before Form 470 is filed.

APPLICANT FILES FCC FORM 470

Form 470 describes the products and/or services the applicant is seeking so that interested service providers can review and respond. Applicants must wait 28 days after the form is posted to the USAC website before selecting a service provider and signing a contract.

AFTER 28 DAYS, APPLICANT SELECTS SERVICE PROVIDER AND NEGOTIATES A CONTRACT, IF NECESSARY

The applicant receives a Receipt Notification Letter (RNL) from USAC upon successful posting of the Form 470. The RNL allows applicants to make allowable corrections to Form 470 without posting another form and indicates important dates and reminders.

APPLICANT FILES FCC FORM 471

Form 471 provides specific information on services ordered, quantities, from whom, and at what price. This form also includes the schools and libraries that will be receiving the services.

USAC REVIEWS REQUEST AND ISSUES FUNDING COMMITMENT DECISION LETTERS (FCDLs) TO THE APPLICANT AND SERVICE PROVIDERS

Program Integrity Assurance (PIA) tips—

- Provide information to PIA promptly
- Provide complete responses to PIA's questions.
- Be sure to have someone available to answer PIA inquiries.

APPLICANT FILES FCC FORM 486

Forms 486 must be postmarked or received by USAC no later than 120 days after the service start date or 120 days after the date of the FCDL, whichever is later. By this point, applicants must have their technology plan approved and, for services other than telecommunications, be in compliance with CIPA.

USAC REIMBURSES THE SERVICE PROVIDER FOR THE DISCOUNT PORTION

Invoices must be postmarked or received by USAC no later than 120 days after the last date to receive service or 120 days after the date of the Form 486 Notification Letter, whichever is later.



1 File Forms Early. File Forms Online.
By filing forms early:

- Applicants can correct many errors before the window closes.

- Applicants can file additional forms, if needed.

By filing forms online:

- Applicants can file and certify documents and receive immediate confirmation.

- The online system helps to prevent users from making errors when completing forms.



2 Keep All Documents Related to Applications Filed for Five Years After the Last Date of Service.

- Applicants should keep legible proof of the date of postmark or date of delivery for documents submitted on paper.
- Document retention is required in the program and helps applicants to answer any inquiries.

- For a list of documents that should be retained, visit www.usac.org/sl/about/andris/documentation-checklist.aspx.



3 Technology Plans Must be Approved by a USAC-Certified Technology Plan Approver.

- Applicants should retain a copy of the technology plan approval letter for their records.

- To locate a certified approver, visit www.usac.org/sl and use the Certified Technology Plan Approver tool.

- A technology plan must contain all five elements. For more information on technology plans, visit www.usac.org/sl/applicants/step02.



4 Wait 28 Days after the Form 470 is Posted to USAC's Website—or After Public Availability of the Request for Proposals (RFP), Whichever is Later—Before Selecting a Service Provider.

- Applicants must wait until after the 28-day bidding period to select a service provider for services, or to execute a contract for new contractual services.

- If applicants receive one bid or no bids during this period, then they must document this fact in their records.

- A service provider can only participate in the competitive bidding process as a bidder.

TIPS FOR SUCCESSFUL FILING



5 When Filing Forms 471, Complete Separate Forms for Priority 1 and Priority 2 Services.

- Combining funding requests for both Priority 1 and Priority 2 services on the same Form 471 may result in delayed funding commitments.

- Requests for Priority 1 services are funded first and the remaining program support is then applied to approved requests for Priority 2 services starting with the highest discount levels.



For more information, visit www.usac.org/sl



Schools and Libraries Tip Sheets

-  [Application Do's and Don'ts](#) [PDF, 36KB, last updated 10/6/2010]
-  [Common Errors that Lead to Denials](#) [PDF, 91KB, last updated 3/26/2010]
-  [Competitive Bidding Process](#) [PDF, 43KB, last updated 7/11/2007]
-  [Consortium Applications](#) [PDF, 34KB, last updated 7/11/2007]
-  [Contracts](#) [PDF, 28KB, last updated 7/11/2007]
-  [Cost Effectiveness](#) [PDF, 36KB, last updated 7/11/2007]
-  [Discount Calculation](#) [PDF, 29KB, last updated 7/11/2007]
-  [Invoice Processing Tips](#) [PDF, 35KB, last updated 7/11/2007]
-  [Non-instructional Facilities](#) [PDF, 37KB, last updated 7/11/2007]
-  [Quarterly Disbursement Report](#) [PDF, 34KB, last updated 7/11/2007]
-  [Receipt Acknowledgement Letter](#) [PDF, 35KB, last updated 7/11/2007]
-  [Service Substitutions](#) [PDF, 34KB, last updated 7/11/2007]
-  [Service Provider Number \(SPIN\) Change](#) [PDF, 26KB, last updated 7/11/2007]
-  [State Master Contracts](#) [PDF, 27KB, last updated 7/11/2007]
-  [Technology Plans](#) [PDF, 38KB, last updated 7/11/2007]
-  [Transfer of Equipment](#) [PDF, 27KB, last updated 7/11/2007]
-  ["Two In Five" Rule for Internal Connections](#) [PDF, 34KB, last updated 7/11/2007]

Last modified on 2/21/2008

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Calendar/Reminders

Schools and Libraries Timetable and List of Deadlines:

- **Funding Year**
July 1 through the following June 30 (non-recurring services through the following September 30).
- **Description of Services Requested and Certification Form (Form 470)**
Posted at least 28 days before the filing of the *Services Ordered and Certification Form* (Form 471), keeping in mind (1) the timeframe for compliance with all competitive bidding requirements, and (2) the Form 471 application filing window opening and closing dates.
- **Form 471 Window**
Early November to early February preceding the start of the Funding Year (exact dates for each funding year will be posted on USAC's website).
- **Services Ordered and Certification Form (Form 471)**
Received or postmarked no later than 11:59 p.m. EST on the day of the close of the Form 471 application filing window (exact date will be posted on our website).
- **Receipt of Service Confirmation Form (Form 486)**
Received or postmarked no later than 120 days after the date of the USAC Funding Commitment Decision Letter or 120 days after the service start date, whichever is later.
- **Billing Entity Applicant Reimbursement Form (Form 472) and Service Provider Invoice Form (Form 474)**
Received or postmarked no later than 120 days after the date of the Form 486 Notification Letter or 120 days after the last date to receive service, whichever is later.
- **Appeals**
Received or postmarked no later than 60 days after the date of USAC's decision letter.

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Step 1: Determine Eligibility

Federal and state laws determine eligibility of schools, school districts, and libraries.

Schools

In general, a school is eligible for Schools and Libraries support if it meets the following eligibility requirements:

- Schools must provide elementary or secondary education as determined under state law.
- Schools may be public or private institutional day or residential schools, or public charter schools.
- Schools must operate as non-profit businesses.
- Schools cannot have an endowment exceeding \$50 million.

In many cases, non-traditional facilities and students may be eligible.

- Eligibility of Head Start, Pre-Kindergarten, Juvenile Justice, and Adult Education student populations and facilities depends on state law definitions of elementary or secondary education.
- An Educational Service Agency, which may operate owned or leased instructional facilities, may be eligible for Schools and Libraries support if it provides elementary or secondary education as defined in state law.

Libraries

Libraries must meet the statutory definition of library or library consortium found in the 1996 Library Services and Technology Act (Pub. L. 104-208) (LSTA) to meet eligibility requirements for Schools and Libraries support.

- Libraries must be eligible for assistance from a state library administrative agency under that Act.
- Libraries must have budgets completely separate from any schools (including, but not limited to, elementary and secondary schools, colleges and universities).
- Libraries cannot operate as for-profit businesses.

Step 2 Develop a Technology Plan

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Step 1: Entity Numbers

USAC assigns a unique identifying number to each eligible entity that participates in the Schools and Libraries Program. An entity can be an individual school, a library outlet/branch, a bookmobile, a school district, or a library system, or it can be an administrative office or other Non-Instructional Facility. This number assigned by USAC is called an entity number.

If an entity pays the service provider for products and/or services delivered to eligible schools, libraries, and other eligible that entity is called a billed entity. USAC assigns this entity a Billed Entity Number or BEN. There is no visible difference between a number assigned as a BEN and a number assigned as an entity number. (An eligible entity that pays the bills and requests discounts does not need two numbers.) A billed entity is not required to be – but may be – an eligible entity. An ineligible entity, such as city or local government, may be assigned a BEN if it pays the bills to service providers for eligible services on behalf of eligible entities.

- The Form 470 applicant is not required to be the billed entity that will appear on the Form 471. However, all BENs that may be paying the service provider bills must be reported on the Form 470, Block 4, Item 17. If a billed entity is not eligible to receive discounted services it should also be listed in Form 470, Block 4, Item 18, if it is part of the project to be bid.
- The Form 471 requires the billed entity be listed in Block 1. If the billed entity is eligible and is requesting discounted services, it must also be listed in the Form 471, Block 4 worksheet. The Block 1 applicant of all other applicant forms must be the billed entity. Although you may have listed multiple BENs in Block 4 of your Form 470, each BEN must file its own Form 471.

USAC does validate the information provided when an entity number is created and that validation includes assignment of Block 1 authorization or billed entity status.

To review the information for an entity in USAC's database, go to the [Entity Number Search tool](#) and search for an entity using the criteria listed. If you find your entity, verify that the information listed is correct. If changes are necessary or if no entity number is found, contact our Client Service Bureau as shown below.

Information required to update an entity number

- Entity number for the entity being updated

Information required to create an entity number

- Entity's legal name
 - This field is limited to 64 characters – be prepared to provide abbreviations if needed.
- Street/physical address
 - The physical address cannot be a PO Box.
 - The field is limited to 49 characters.
 - Although a physical address is not required to create a new entity number, it will be required prior to invoice payment.
- Mailing address or PO Box, if different than physical address
- Telephone number
- Fax number
- If the entity provides non-traditional elementary or secondary education, indicate the appropriate category:
 - Head Start
 - Pre-kindergarten (Pre-K)
 - Juvenile justice
 - Adult education
 - Non-instructional facility
- Sector

- Public
- Private
- Religious

- County name
- E-mail address
 - This is the address for the entity itself, not for any specific person. For example, e-rate@k12.dc.edu, administration@charter.org, etc.

- For schools, the district entity number to link the school to the district

How to create or update an Entity Number

In general, CSB can process requests for up to three new entity numbers – new or existing – over the phone at 1-888-203-8100. If you need more than three new entity numbers, we encourage you to send your request using [Submit a Question](#) (choose "Entity Number" from the Topics menu and then choose "I need an entity number for a new entity") or by fax to 1-888-276-8736. Be sure to provide the information outlined above for each entity.

Step 2 Develop a Technology Plan

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Required Forms

Schools and Libraries Forms:

All Schools and Libraries forms are available for download, including [Service Provider Forms](#) (below). Files are available in [PDF](#) and may be printed.

Applicant Forms

Form 470

Description of Services Requested and Certification

Estimated Average Burden Hours: 4 hours

Download Form:  653kb

Download Instructions:  159kb

Form 471

Service Ordered and Certification

Estimated Average Burden Hours: 4 hours

Download Form:  153kb

Download Instructions:  233kb

Additional Resources:

- [Item 21 Attachments](#)

Form 479

Certification by Administrative Authority to Billed Entity of Compliance with the Children's Internet Protection Act

Estimated Average Burden Hours: 1.5 hours

Download Form:  89kb

Download Instructions:  58kb

Form 486

Receipt of Service Confirmation Form

Estimated Average Burden Hours: 1.5 hours

Download Form:  73kb

Download Instructions:  157kb

Form 500

Adjustment to Funding Commitment and Modification to Receipt of Service Confirmation

Estimated Average Burden Hours: 1.5 hours

Download Form:  93kb

Download Instructions:  692kb

Form 472 BEAR

Billed Entity Applicant Reimbursement Form

Estimated Average Burden Hours: 1.5 hours

[Submit BEAR online](#)

Download Form:  124kb

Download Instructions:  692kb

Service Provider Forms

Form 499-A

Telecommunications Reporting Worksheet

Form 498

Service Provider Identification Number and Contact Information Form

Form 472 BEAR

Billed Entity Applicant Reimbursement Form

[Certify BEAR online](#)

Form 473

Service Provider Annual Certification Form

Estimated Average Burden Hours: 1 hours

Download Form:  13kb

Download Instructions:  49kb

Form 474

Service Provider Invoice Form

Estimated Average Burden Hours: 1.5 hours

[Complete Form 474 Online](#) or

Download Form:  134kb

Download Instructions:  39kb

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Universal Service Administrative Company

Helping Keep Americans Connected

Schools & Libraries – Common Errors that Lead to Denials

Pre-Application Process and the Form 470

- Will your Technology Plan cover the entire upcoming funding year (July 1 to June 30)?
- Does your Technology Plan contain the five required elements?
 - Clear goals; Professional development strategy; Needs assessment; Evaluation process; Sufficient budget
- Do not allow a service provider to fill out your Form 470. A service provider that is a bidder cannot be involved in the preparation or certification of your Form 470.
- Did you identify the correct category of service? If you do not request the service, you cannot receive discounts on it.
- If you are requesting a multi-year contract, is this indicated on your Form 470 Item 7b?
- Did you certify your Form 470 prior to the close of the Form 471 application window?

Selecting a Service Provider and the Form 471

- Did you create a bid evaluation matrix for the consideration of bids you received? Does this matrix make price the primary factor in the selection of a service provider?
- If you only received one bid, did you document this in an email or dated memo?
- Did you retain all documentation associated with the competitive bidding and service provider selection processes?
- Did you wait at least 28 days from the posting date of your Form 470 to file your Form 471?
- Did you certify your Form 471 within the filing window?
- Did you review the current Eligible Services List and remove ineligible items from your requests?

Form 486 and Invoicing

- Was your Technology Plan approved prior to filing your Form 486 and the start of service?
- Did you file your Form 486 within 120 days of the date of your Funding Commitment Decision Letter (FCDL), or 120 days after your Form 486 Service Start Date, whichever is later?
- Did you file your Form 486 prior to submitting invoices?
- Did you invoice only for services that were approved on your Form 471 Item 21 Attachment?
- Can you provide invoices in support of the amounts claimed on the BEAR Form? Have you paid all invoices included on the BEAR Form in full? If your service provider is filing the SPI Form, have you paid your non-discount share?
- If you need more time to complete the delivery of services, or to invoice for the services delivered, did you file a service extension request or an invoice deadline extension request?

Appeals

- Did you postmark your appeal within 60 days of the date of your FCDL?
- Did you clearly state that your letter is an appeal? Did you include supporting documentation and a brief write-up summarizing the issue? Did you keep a copy of the entire appeal for your records?

For additional information, please use the USAC resources listed below:

Client Service Bureau: (888) 203-8100

Submit A Question: http://www.slforms.usac.org/EMailResponse/EMail_Intro.aspx



Universal Service Administrative Company

Helping Keep Americans Connected

Schools and Libraries Program Applicant Guide to Success

Pre-Application Process

- DO** create or write your technology plan before filing the Form 470. (This can be a draft.)
- DON'T** allow a service provider to help write your technology plan.
- DO** make sure your technology plan covers the complete entire upcoming funding year and contains the five required elements: Goals, Professional Development, Needs Assessment, Budget, and Evaluation Process.

Form 470 and Competitive Bidding

- DO** list your requested services on your Form 470 — and on your RFP if you have one.
- DO** list your requested services in the correct categories of service (Telecommunications Services, Internet Access, Internal Connections, or Basic Maintenance of Internal Connections).
- DO** mark the appropriate boxes in Block 2 for multi-year contracts and/or voluntary extensions.
- DO** ensure a fair and open competitive bidding process.
- DO** select the most cost-effective service provider, with the price of the eligible products and services as the primary factor in your bid evaluation.
- DO** keep ALL records relating to the bid evaluation process (correspondence with potential service providers, winning and losing bids, worksheets, evaluation criteria, contract, etc.)
- DO** note in a memo to your files if one bid – or no bids – are received.
- DO** remember to sign and date contracts before filing the Form 471.
- DON'T** allow a service provider that may bid on your services to fill out your Form 470.
- DON'T** sign a contract until after the Form 470 has been posted for 28 days.

Form 471

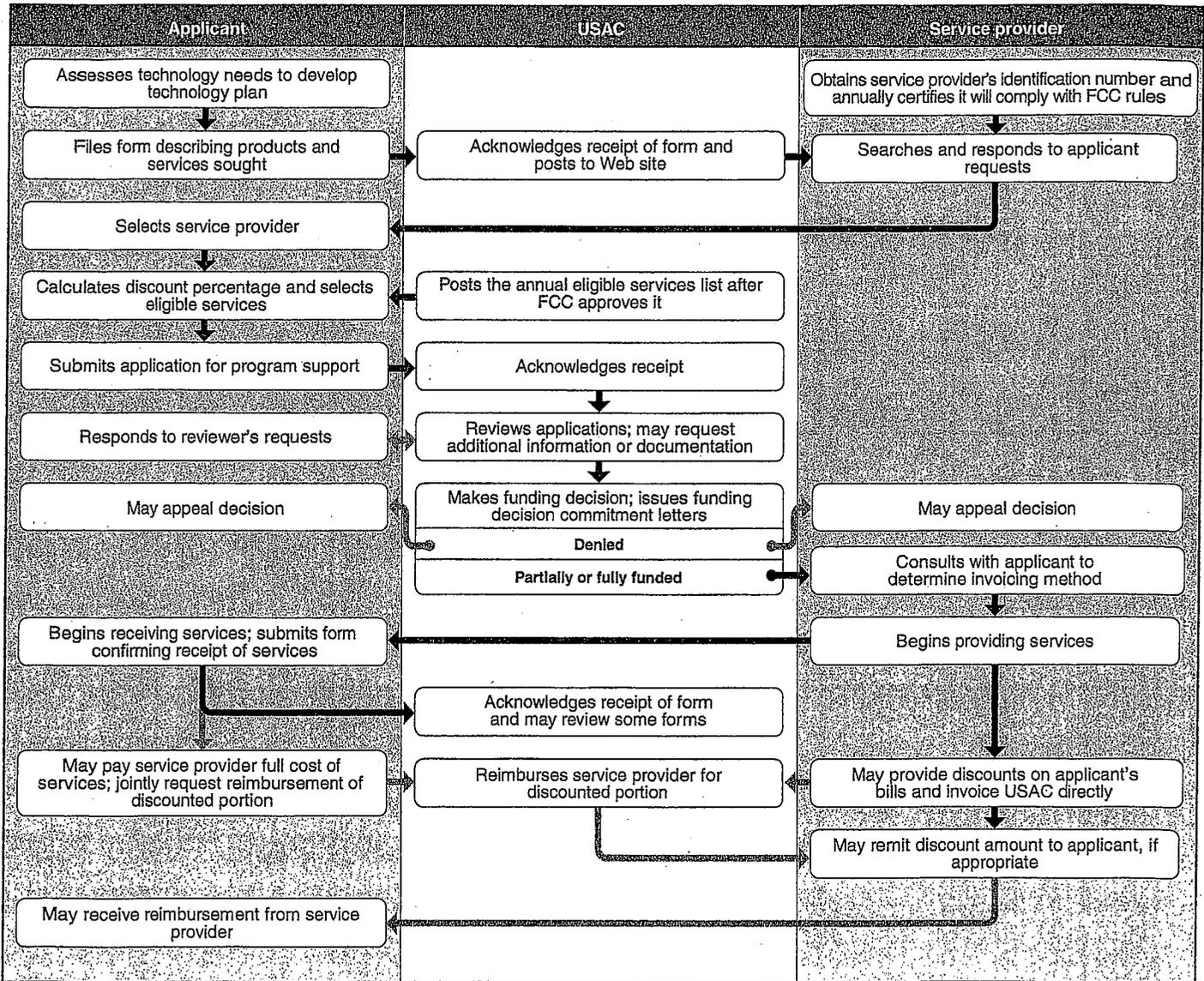
- DO** verify that the category of service featured on each Funding Request Number (FRN) on your Form 471 matches the category of service requested on the establishing Form 470.
- DO** review the Eligible Services List and request discounts only on eligible services.
- DO** complete your Item 21 Attachment – online if possible – when you file your Form 471.
- DO** check your math. The Form 471 and the Item 21 Attachment totals should match.
- DO** file electronically and **DO** certify online before the close of the window.
- DO** keep a record of postmark or electronic submission.

Form 486 and Invoicing

- DO** have your technology plan approved by a USAC-certified technology plan approver before services start.
- DO** file your Form 486 no later than 120 days after the date of your Funding Commitment Decision Letter (FCDL) or 120 days after your Form 486 Service Start Date, whichever is later.
- DO** file your Form 486 prior to submitting invoices.
- DO** invoice only for services that were approved on your Form 471 Item 21 Attachment.

* While this is not an exhaustive list, the intent is to provide guidance on many of the most common activities that involve applicants.

Appendix II: E-rate Program Application, Funding, and Reimbursement Processes



— Always occurs
 - - - - - Occurs only under certain circumstances

Source: GAO analysis of FCC and USAC information.

E-RATE CENTRAL

Dedicated to Simplifying
the E-rate Program for
Schools and Libraries

- Home
- Services
- Application Tips**
- Forms
- Other Information
- Search
- Resources & Archives
- Contact Us

The E-rate Filing Process

Monday, July 26, 2010

Search Our Site

ANY word

Entire Site

Sort by:

date

relevancy

Help

In This Section

- [Ten Audit Tips](#)
- [Ten Rules for E-Rate Success](#)
- [Tech Plan](#)
- [Form 470](#)
- [Competitive Bid Response Documentation](#)
- [Form 471](#)
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- [Discount Rate Optimization](#)
- [Contract Timing Issues](#)
- [RALs](#)
- [Appeals](#)

In The Loop

Receive the E-rate Weekly Newsletter

E-rate Application Tips

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Process

Description of Services Requested
FORM 470



Posting and Contract Negotiation Period



Services Ordered Certification
FORM 471



Problem Resolution PIA Review



Funding Commitment Decision



Receipt of Services Notification
FORM 486
FORM 500



Reimbursement Calculation Invoice
FORM 472
"BEAR"



CHECK or CREDIT

Tips

See

[FORM 470 Application Tips](#)

See

[Contract Timing Issues](#)

[Competitive Bid Response Documentation](#)

See

[FORM 471 Application Tips](#)

[Discount Rate Optimization](#)

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[Record Keeping Checklist](#)

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[CIPA Policy Primer](#)

[FORM 486 Application Tips](#)

See

[FORM 472 Application Tips](#)

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Guide to E-Rate Binder Table of Contents

1. USAC Forms & Certifications

- 1.1. Form 470 & delivery confirmations
- 1.2. Form 471 & delivery confirmations
- 1.3. Form 472 & delivery confirmations
- 1.4. Form 479 (Consortium members & consortium leaders only)
- 1.5. Form 486 & delivery confirmations
- 1.6. Form 500 & delivery confirmations

2. USAC Letters

- 2.1. Form 470 Receipt Notification Letter (RNL)
- 2.2. Form 471 Receipt Acknowledgment Letter (RAL)
- 2.3. Form 471 Out Of Window Letter (OOW)
- 2.4. Funding Commitment Decision Letter (FCDL)
- 2.5. Form 486 Notification Letter
- 2.6. Form 500 Notification Letter
- 2.7. BEAR Notification Letter
- 2.8. Quarterly Disbursement Reports (QDR)
- 2.9. Other USAC letters

3. Technology Plan & Approval Letter

- 3.1. Written Technology Plan with Creation Date
- 3.2. Approved Technology Plan
- 3.3. Approved Technology Plan updates
- 3.4. Certified Technology Plan Approver Letter (or screen print if approval is maintained online)
- 3.5. Professional Development Training Log (**Sample Available**)
- 3.6. Technology Plan Training Sign In Sheet (**Sample Available**)

4. Competitive Bidding, Vendor Evaluation & Contracts

- 4.1. State and Local Procurement Regulations (printout or website reference)
- 4.2. RFP/ Public Notice/ Advertisement
- 4.3. All Vendor responses & Bids received (winning and losing)
- 4.4. Bid Evaluation criteria, Evaluation Matrix & Bid ratings (**Sample Available**)
- 4.5. Notice of Award letters
- 4.6. Miscellaneous documents (memorandums, board minutes, notes to file)
- 4.7. Signed and Dated Contracts/ Service Agreements/ Notice of Award Letters
- 4.8. Contract Amendments/Addendums/Extensions
- 4.9. State Master Contracts (printout or website reference)
- 4.10. Vendor Correspondence

5. PIA Review

- 5.1. Letter of Agency (LOA) consortium (**Sample Available**)
- 5.2. Consultant agreement or LOA
- 5.3. Responses to PIA inquiries (email, faxes, case numbers)
- 5.4. Entity eligibility documentation (state website printout, matching records, etc.)
- 5.5. Discount eligibility calculation documentation (**Sample Available**)
- 5.6. Item 21 Attachment (online or paper) (**Samples Available**)

There have been many requests for USAC to provide guidance with respect to what documents should be retained. Here is a guide that may be helpful. In addition, retaining this type of information will be very helpful if USAC requests this information in the future. This guide is not mandatory or intended to serve any other purpose than to respond to requests for guidance.

E-Rate Binder Table of Contents Guide

- 5.7. Product Service Eligibility (warranties, product descriptions, network diagrams etc.)
- 5.8. Budget (Final approved, Superintendent Letter, draft budget, Grant Letters)
- 5.9. Request to Cancel Services

6. CIPA (Children's Internet Protection Act)

- 6.1. Undertaking Actions to comply with CIPA (e.g., public notice, public meeting or hearing minutes, etc.)
- 6.2. Filtering Documentation (purchase, installation, use)
- 6.3. Internet Safety Policy.

7. Service Delivery & Inventory Management

- 7.1. Inventory/Asset Registry (Sample Available)
- 7.2. Schematic of equipment
- 7.3. Receipt of service/ product and installation log (work orders)
- 7.4. Replacement Log (replacement or upgrades)
- 7.5. Maintenance Log
- 7.6. Equipment transfer log

8. Invoicing & Payments

- 8.1. Customer Bills
- 8.2. Reconciliation Worksheet
- 8.3. Service Certifications
- 8.4. Proof of Payment of discount and non-discount amounts (cancelled checks, bank statements)
- 8.5. Reimbursement from vendor verification (BEAR only)
- 8.6. Miscellaneous (memos to vendors, notes to file, emails)

9. Change Requests & Appeals

- 9.1. Appeal Request (Checklist Available)
- 9.2. Appeals Delivery Receipt (proof of postmark, fax confirmation)
- 9.3. Service Substitution Request (Sample & Checklist Available)
- 9.4. SPIN Change Request (Checklist Available)
- 9.5. Documentation of Funds Returned to USAC
- 9.6. Invoice Deadline Extension Request
- 9.7. Service Deadline Delivery Request
- 9.8. Transfer of Equipment Notification

10. Miscellaneous

- 10.1 PIN mailer (For the authorized user)
- 10.2 Site Visit documentation
- 10.3 Audit documentation



Commonly Used Schools and Libraries Acronyms and Terms for Applicants and Service Providers

ACRONYM /TERM	DESCRIPTION
1 st Demand Letter	The 1 st Demand Letter is the initial letter sent by USAC to recover funds from applicants or service providers who have committed Program rule violations.
2 nd Demand Letter	The 2 nd Demand Letter is a follow-up letter to a 1 st Demand Letter sent by USAC in an attempt to recover funds from applicants or service providers who have committed Program rule violations.
ACD	The Allowable Vendor Selection/Contract Date is commonly referred to as Allowable Contract Date, or ACD. The ACD is the earliest date on which an applicant can sign a contract for contracted services or enter into an arrangement for tariffed (T) or month-to-month (MTM) services with a service provider. This date is always 28 days from the posting of the 470 and/or the public availability of the RFP (if one is issued), whichever is later.
Alternative Discount Mechanisms	Schools that choose not to use the National School Lunch Program (NSLP) participation numbers to calculate E-Rate discounts may use certain federally approved alternative mechanisms instead. These alternative discount mechanisms are based on—or do not exceed—the same measure of poverty established for the NSLP. http://www.universalservice.org/sl/applicants/step05/alternative-discount-mechanisms.aspx
AP	An applicant (AP) is a school, library, or consortium or other entity that files one or more Program forms.
Appeal	An appeal is a request to reconsider a USAC decision. Appeals can be made to either USAC or the FCC. Appeals must be filed within 60 days of the original USAC decision. Requests for waivers of rules must be filed directly with the FCC. http://www.universalservice.org/sl/about/appeals/
Audit	An audit is a review of documentation and resources that verifies the state of compliance with Program rules. http://www.universalservice.org/sl/about/audits/audit-fact-sheet.aspx
Basic Terminating Component	A basic terminating component, which is normally located on a customer's premises, is necessary to receive an end-to-end service because it provides translation of the digital transmission using the appropriate protocols. Equipment such as channel service unit/data service units (CSU/DSUs), network interface devices, cable modems, and gateways are considered basic terminating components.
BEAR - Form 472	See Form 472.
BEAR Notification Letter	The BEAR (Form 472) Notification Letter is sent to the service provider and the applicant after the BEAR has been processed by USAC. http://www.universalservice.org/sl/applicants/step11/form-472-notification-letter.aspx
BEN	The BEN (Billed Entity Number) is the unique number assigned by USAC to

ACRONYM /TERM	DESCRIPTION
	each Billed Entity – the entity that pays for services. See also Entity Number.
Bid	A Bid is a response from a service provider (bidder) to a Form 470 and/or RFP.
Block 4 Worksheet	Form 471 is divided into six blocks. In a Block 4 worksheet, the applicant lists the entities receiving services and establishes the appropriate discount level.
Block 5 (funding request)	Form 471 is divided into six blocks. In a Block 5 funding request, the applicant provides details about services requested, including service provider, category of service, and cost.
BMIC	BMIC (Basic Maintenance of Internal Connections) is one of the four categories of service. Basic maintenance ensures the necessary and continued operation of eligible internal connections at eligible locations.
CIPA	The Children’s Internet Protection Act (CIPA) is a law that mandates certain Internet Safety policy and filtering requirements for recipients of E-Rate discounts for services other than Telecommunications Services. http://www.universalservice.org/sl/applicants/step10/cipa.aspx
COMAD	Commitment Adjustment (COMAD) is the process by which a funding commitment is reduced because of Program rules. http://www.universalservice.org/sl/about/commitments-adjustments.aspx
Commitment Adjustment Letter	A Commitment Adjustment Letter (CAL) notifies both the applicant and the service provider of a COMAD. It contains a Funding Commitment Report which lists the Funding Request Numbers (FRNs) affected by the COMAD. http://www.universalservice.org/sl/about/commitments-adjustments.aspx
Common Carrier	A common carrier is an organization either specifically recognized by a regulatory authority (such as a state public utility commission) to provide telecommunications services to all requesting parties, or an organization that holds itself out to provide such services generally to the public for a fee. http://www.universalservice.org/sl/providers/step01/providers-telecommunications-services.aspx
Competitive Bidding Process	Filing a Form 470 opens a competitive bidding process. During this process, service providers respond to applicants based on the products and services requested in the Form 470/RFP. Applicants must ensure that the process is open and fair. http://www.universalservice.org/sl/providers/step02/default.aspx
Consortium	A consortium is a group of entities that band together for administrative efficiency or to obtain bulk pricing and/or to apply for E-Rate funding. http://www.universalservice.org/sl/applicants/step05/library-consortium-faq.aspx

ACRONYM / TERM	DESCRIPTION
Consultant	A consultant is a company or individual selected to perform certain activities on behalf of an applicant or service provider. A Letter of Agency (LOA) or consultant agreement must be in place before the consultant undertakes these activities.
Contract Award Date	The Contract Award Date (CAD) is the date the contract is awarded by the applicant to the service provider. http://www.usac.org/sl/applicants/step04/contract-guidance.aspx
Contract Expiration Date	The Contract Expiration Date (CED) is the date the contract between the applicant and service provider ends.
CSB	The Client Service Bureau (CSB) is a helpline available to assist applicants and service providers. You can reach the helpline using "Submit a Question" from our website, toll-free via fax at 1-888-276-8736, or toll-free via phone at 1-888-203-8100. http://www.slforms.universalservice.org/EMailResponse/EMail_Intro.aspx
Demarcation or Demarc	A demarcation refers to the point where a service provider's network ends and where an applicant's local area network (LAN) begins.
DRT	The Data Retrieval Tool (DRT) is a web based USAC tool used to access information related to applications, funding commitments, and disbursements. http://www.universalservice.org/sl/tools/search-tools/data-retrieval-tool.aspx
Discount	The discount on E-Rate eligible services for an entity or group of entities ranges from a low of 20% to a high of 90% and is based on a measure of poverty and urban/rural status. http://www.universalservice.org/sl/applicants/step05/discount-matrix.aspx
E-Cert or E-Certification	E-Cert is the electronic certification process applicants can use to electronically sign their online forms using a Personal Identification Number or PIN.
Eligible Entity	An eligible entity is <ul style="list-style-type: none"> • an elementary and/or secondary institution that meets the definition found in the No Child Left Behind Act of 2001, 20 U.S.C. § 7801(18) and (38), or • a library or library consortium that meets the definition found in the Library Services and Technology Act, 20 U.S.C. § 9121 <i>et seq.</i>, (1996) (LSTA) and is eligible for assistance from a state library administrative agency under that Act. http://www.usac.org/sl/applicants/step01/eligibility-requirements.aspx
Eligible Services	Eligible Services are products and services that are eligible for E-Rate support. Eligible Services are divided into two priorities and four categories: Priority 1 includes Telecommunication Services and Internet

ACRONYM /TERM	DESCRIPTION
	<p>Access; Priority 2 includes Internal Connections and Basic Maintenance of Internal Connections.</p> <p>http://www.universalservice.org/sl/applicants/step06/</p>
ESL	<p>The Eligible Services List (ESL) is a list of the products and services approved by the FCC for funding under the Schools and Libraries Program for a particular funding year.</p> <p>http://www.universalservice.org/sl/tools/eligible-services-list.aspx</p>
Entity Number	<p>An entity number is the unique number assigned by USAC to an entity that participates in the E-Rate Program.</p>
E-Rate	<p>"E-Rate" is a common term used in place of "the Schools and Libraries Program." E-Rate provides discounts to schools and libraries for eligible products and services.</p>
ESA	<p>An Educational Service Agency (ESA) is a regional public multi-service agency authorized by state statute to develop, manage, and provide services or programs to its component school districts. In some states, ESAs are called Educational Service Units (ESUs), Local Educational Agencies (LEAs), Board of Cooperative Educational Services (BOCES), or other similar designations.</p> <p>http://www.universalservice.org/sl/applicants/step01/esa-guidelines/</p>
FCC	<p>The Federal Communications Commission (FCC) is an independent United States government agency. The FCC oversees the E-Rate Program.</p> <p>http://www.fcc.gov/</p>
FCC RN	<p>The FCC Registration Number (FCC RN) is an identifying number assigned to Program participants by the FCC. It is associated with an entity's Taxpayer Identification Number (TIN).</p> <p>https://fjallfoss.fcc.gov/coresWeb/publicHome.do</p>
FCDL	<p>A Funding Commitment Decision Letter (FCDL) contains USAC's funding decisions on an applicant's funding requests.</p> <p>http://www.universalservice.org/sl/providers/step06/</p>
Form 470	<p>The Description of Services Requested and Certification Form 470 opens the competitive bidding process for services desired by applicants that are eligible for discounts under the E-Rate program.</p> <p>http://www.universalservice.org/sl/tools/required-forms/form470-instructions.aspx</p>
Form 471	<p>The Services Ordered and Certification Form 471 is used by the applicant to report services ordered and discounts requested for those services.</p> <p>http://www.universalservice.org/sl/providers/step06/</p>

ACRONYM /TERM	DESCRIPTION
Form 471 Filing Window	The Form 471 filing window is the period – generally between mid-November and mid-February prior to the start of the Funding Year – when forms filed are treated as having been received on the same day and are considered for funding before any forms filed after the window closes.
Form 472 or (BEAR) Form	The Billed Entity Applicant Reimbursement (BEAR) Form 472 is submitted by the applicant after paying for services in full to request reimbursement for the discount on those services. http://www.universalservice.org/sl/applicants/step11/form-472-information.aspx
Form 473 or (SPAC) Form	The Service Provider Annual Certification (SPAC) Form 473 is filed annually by the service provider to certify that the service provider will follow Program rules and guidelines. This must be filed before USAC will pay invoices. http://www.universalservice.org/sl/providers/step08/form473-filing-information.aspx
Form 474 or (SPI) Form	The Service Provider Invoice (SPI) Form 474 is submitted by the service provider to request reimbursement for discounts already provided to Billed Entities on customer bills. http://www.universalservice.org/sl/providers/step09/form474-filing-information.aspx
Form 486	The Receipt of Service Confirmation Form 486 is filed by the applicant to inform USAC that services have begun and provide the status of the applicant's technology plan approval and of CIPA compliance. http://www.universalservice.org/sl/applicants/step10/form486-deadlines.aspx
Form 486 Notification Letter	The Form 486 Notification Letter is issued to both the applicant and service provider to indicate that a Form 486 has been successfully processed. http://www.universalservice.org/sl/applicants/step10/form486-notification-letter.aspx
Form 498	The Service Provider Information Form 498 is completed by service providers to obtain a SPIN (see SPIN below) and to provide and update contact information. http://www.universalservice.org/fund-administration/forms/default.aspx
Form 499-A	The Annual Telecommunications Reporting Worksheet Form 499-A is completed by Program contributors – interstate telecommunications providers – to report annual revenues. http://www.universalservice.org/fund-administration/forms/default.aspx
Form 499-Q	The Quarterly Telecommunications Reporting Worksheet Form 499-Q is completed by Program contributors – interstate telecommunications providers – to report quarterly revenues. http://www.universalservice.org/fund-administration/forms/default.aspx

ACRONYM / TERM	DESCRIPTION
Form 500	The Adjustment to Funding Commitment and Modification to Receipt of Service Confirmation Form 500 is used by applicants to notify USAC of reductions to or cancellations of approved FRNs and/or changes to reported Service Start Dates or Contract Expiration Dates.
FRN	The Funding Request Number (FRN) is a number assigned by USAC to each Form 471 Block 5 Discount Funding Request.
Funding Year	Each Funding Year (FY) runs from July 1 to the following June 30.
HATS	<p>Helping Applicants to Succeed (HATS) is an outreach and training program established by USAC to help applicants and service providers by providing targeted, customized training and outreach.</p> <p>http://www.usac.org/sl/about/hats-outreach/default.aspx</p>
Head Start	Head Start is a comprehensive child development program that serves children from ages 3- 5 and their families.
Item 21 Attachment	<p>The Item 21 Attachment to Form 471 provides details on the products or services requested in FRNs that appear on the form.</p> <p>http://www.universalservice.org/sl/applicants/step07/form471-attachments.aspx</p>
LAN	A LAN (Local Area Network) is a voice, data, and/or video network that provides connections generally within an eligible school or library to other locations within the school or library.
LOA	<p>An LOA (Letter of Agency) authorizes (1) a consortium leader to apply for E-Rate discounts on behalf of each consortium member or (2) a consultant to conduct specified activities on behalf of an applicant or service provider.</p> <p>http://www.usac.org/sl/tools/reference/letters-of-agency.aspx</p>
LSTA	<p>LSTA stands for the Library Services and Technology Act 20 U.S.C. § 9121 <i>et seq.</i>, (1996)</p> <p>http://www.universalservice.org/sl/applicants/step01/eligibility-requirements.aspx</p>
Mini-bid	A mini-bid is an evaluation process used by applicants when a state files a Form 470 and signs state master contracts with more than one service provider as a result. The applicant cannot simply choose one of these service providers, but must evaluate all eligible state master contracts and demonstrate why the service provider it chooses is the most cost-effective solution.
Ministerial and Clerical Errors	<p>Ministerial and clerical errors are errors made in E-Rate forms that can be corrected after the forms are submitted to USAC.</p> <p>http://www.universalservice.org/sl/tools/reference/help-and-faqs.aspx</p>

ACRONYM / TERM	DESCRIPTION
News Brief	<p>The News Brief is a weekly newsletter that provides up-to-date Program information, including important dates and tips regarding the application process and other breaking news.</p> <p>http://www.universalservice.org/sl/tools/news-brief/news-briefs.aspx</p>
NIF	<p>A NIF (Non-Instructional Facility) is a school building without classrooms or a library building without public areas. Examples of school NIFs include administrative buildings, bus barns, and cafeteria facilities. Examples of library NIFs include administrative buildings, bookmobile garages, and interlibrary loan facilities.</p> <p>http://www.universalservice.org/sl/applicants/step05/non-instructional-facilities.aspx</p>
No Child Left Behind Act	<p>The No Child Left Behind Act provides the statutory definition of elementary and secondary schools.</p> <p>http://www.usac.org/sl/applicants/step01/eligibility-requirements.aspx</p>
Non-discount portion	<p>The non-discount portion of an FRN is the applicant's share of the cost, i.e., the cost of services not covered by the E-Rate discount.</p> <p>http://www.universalservice.org/sl/applicants/step11/obligation-to-pay.aspx</p>
NPRM	<p>An NPRM (Notice of Proposed Rulemaking) is used by the FCC to detail proposed changes to FCC rules and policies and seek public comment.</p> <p>http://www.fcc.gov/</p>
NSLP	<p>The NSLP (National School Lunch Program) provides school lunches to eligible students at a free or reduced rate.</p> <p>http://www.usac.org/sl/applicants/step05/</p>
OIG	<p>The OIG (Office of Inspector General) is a division of the FCC that provides independent and objective audits and investigations relating to agency programs and operations.</p> <p>http://www.fcc.gov/oig/</p>
OMB	<p>The OMB (Office of Management and Budget) is a component of the Executive Office of the President of The United States. It reviews and approves FCC forms and other means of data collection.</p> <p>http://www.whitehouse.gov/omb/</p>
Online BEAR	<p>The Online BEAR is the online version of Form 472.</p> <p>https://www2.sl.universalservice.org/bear/login.aspx</p>
On-premise Priority One Equipment	<p>On-premise Priority One Equipment is equipment owned by a service provider but located at an applicant site. This equipment can be funded as Priority 1 if it meets the conditions of the "Tennessee Test" (see below).</p> <p>http://www.universalservice.org/sl/applicants/step06/on-premise-priority1-equipment.aspx</p>

ACRONYM /TERM	DESCRIPTION
P1: Priority 1	Telecommunications and Internet Access services are known collectively as "Priority 1" since they are considered primary and funded first. http://www.universalservice.org/si/applicants/step06/educational-purposes.aspx
P2: Priority 2	Internal Connections Other than Basic Maintenance of Internal Connections and Basic Maintenance of Internal Connections are collectively known as "Priority 2" since they are funded after Telecommunications and Internet Access services, beginning with the applicants at the highest discount levels. http://www.universalservice.org/si/applicants/step06/educational-purposes.aspx
PIA	PIA (Program Integrity Assurance) is the compliance review process completed before funding commitments are made by USAC. http://www.universalservice.org/si/applicants/step08/default.aspx
PIN	A PIN (Personal Identification Number) is a code assigned to a specific authorized person at a specific Billed Entity to allow online form certification. http://www.universalservice.org/si/tools/search-tools/applicant-pin-fags.aspx
PN	A PN (Public Notice) is issued by the FCC to notify the public of an action taken, a change made, or an upcoming event. http://www.universalservice.org/si/tools/search-tools/applicant-pin-fags.aspx
Quarterly Disbursement Report	The Quarterly Disbursement Report is a report issued to the applicant detailing all invoicing activity (BEARs and SPIs) during the previous quarter.
RAL	The Receipt Acknowledgment Letter (RAL) is issued by USAC to both the applicant and service provider to indicate that a timely filed Form 471 has been received and certified. http://www.universalservice.org/si/applicants/step07/receipt-acknowledgement-letter.aspx
Red Light Rule	The Red Light Rule requires the FCC to withhold action on applications and other requests for benefits when the entity seeking benefits is delinquent in non-tax debts owed to the FCC or other federal governmental agencies, and to dismiss such applications or other request if the delinquency is not resolved. http://www.universalservice.org/fund-administration/contributors/understanding-your-invoice/important-invoicing-deadlines.aspx
Remand	A remand is an action by the FCC to return applications to USAC for further review.
RFCDL	An RFCDL (Revised Funding Commitment Decision Letter) is issued by USAC to applicants and service providers when changes to a funding

ACRONYM / TERM	DESCRIPTION
	commitment occur, usually as the result of a successful appeal.
RFP	<p>An RFP (Request For Proposal) is a form of solicitation for products or services that provides detailed information regarding those products or services and any additional details necessary for potential bidders to respond.</p> <p>http://www.universalservice.org/sl/applicants/step03/describe-services-requested.aspx</p>
RIDF	Recovery of Improperly Disbursed Funds (RIDF) is required when there has been a COMAD but funds have already been disbursed in excess of the revised commitment amount.
RNL	<p>The RNL (Form 470 Receipt Notification Letter) is a letter issued by USAC to notify applicants that the Form 470 has been successfully posted.</p> <p>http://www.universalservice.org/sl/applicants/step03/form470-filing-receipt-notification-letter.aspx</p>
Selective Review	<p>Selective Review is a detailed compliance review in addition to the normal PIA review that certain applicants must undergo before funding commitments can be issued.</p> <p>http://www.universalservice.org/sl/applicants/step08/undergo-selective-review/</p>
Service End Date	The Service End Date is the date that services will end for an FRN. USAC may adjust this date if a Program violation is identified or a deadline is missed.
Service Start Date	The Service Start Date is the date that services will start for an FRN. USAC may adjust this date if a Program violation is identified or a deadline is missed.
Shared Discounts	<p>Shared discounts are discounts calculated for a group of individual schools and/or libraries that will share a particular service. They may be simple averages or weighted averages of the discounts of the individual entities.</p> <p>http://www.usac.org/sl/applicants/step05/default.aspx</p>
Service Substitution	<p>A service substitution is a change in the products and/or services requested in an FRN.</p> <p>http://www.universalservice.org/sl/about/changes-corrections/service-substitutions/</p>
SLD	<p>The SLD (Schools and Libraries Division) is a division of USAC which administers the Schools and Libraries Support Mechanism – commonly known as E-Rate.</p> <p>http://www.usac.org/sl/default.aspx</p>
SP	A Service Provider is an entity that provides eligible products and services to

ACRONYM /TERM	DESCRIPTION
	eligible entities.
SPAC – Form 473	See Form 473
SPI – Form 474	See Form 474
SPIF – Form 498	See Form 498
SPIN	<p>A SPIN (Service Provider Identification Number) is the unique number assigned to each service provider participating in the Universal Service Fund (USF). See Form 498.</p> <p>http://www.universalservice.org/sl/providers/step01/default.aspx</p>
SRIR	<p>An SRIR (Selective Review Information Request) is the request for information sent to applicants when they have been chosen for Selective Review.</p>
State Master Contract	<p>A State Master Contract (SMC) is a contract implemented by a state government which can be used by eligible entities within the state to procure products and/or services.</p> <p>http://www.universalservice.org/sl/applicants/step04/state-replacement-contracts.aspx</p>
Technology Plan	<p>A technology (tech) plan is a plan prepared by a school or library that sets out how information technology and telecommunications infrastructure will be used to achieve educational goals, specific curriculum reforms, or library service improvements.</p> <p>http://www.universalservice.org/sl/applicants/step02/technology-planning/default.aspx</p>
Technology Plan Approval Date	<p>The technology plan approval date is the date that a USAC-certified Technology Plan Approver officially approves the technology plan (This is different from the technology plan creation date).</p>
Technology Plan Approval Letter	<p>The technology plan approval letter is issued by a USAC-certified Technology Plan Approver to approve an applicant's technology plan. Approvals may also be issued electronically or posted on a website.</p>
Technology Plan Creation Date	<p>The technology plan creation date is the date that a technology plan was first written or prepared. (It is not the date that the final version of the plan was approved.)</p>
Tennessee Test	<p>The term "Tennessee Test" comes from an FCC decision which specified the various conditions that an applicant must meet for on-premises equipment to be funded as Priority 1 services.</p> <p>http://www.universalservice.org/sl/applicants/step06/on-premise-priority1-equipment.aspx</p>

ACRONYM /TERM	DESCRIPTION
Tip Sheets	<p>Tip sheets are one-page documents that provide helpful information on specific E-Rate topics and best practices.</p> <p>http://www.usac.org/sl/about/tip-sheets.aspx</p>
TPA	<p>A (USAC) Certified Technology Plan Approver is an agency or organization that has been certified by USAC to approve technology plans.</p> <p>http://www.universalservice.org/sl/tools/search-tools/tech-plan-approver-locator.aspx</p>
Two-in-Five Rule	<p>The Two-In-Five Rule states that, beginning with FY 2005, eligible entities will only be able to receive E-Rate discounts for Internal Connections Other than Basic Maintenance two out of every five funding years.</p> <p>http://www.universalservice.org/sl/applicants/step06/two-out-of-five-rule.aspx</p>
USAC	<p>USAC (Universal Service Administrative Company) is the private, not-for-profit corporation responsible for administering the Universal Service Fund (USF).</p> <p>http://www.usac.org/about/</p>
USF	<p>The USF (Universal Service Fund) was established in 1983 to help ensure that all Americans can afford telephone service wherever they live and to provide for discounts on services for schools, libraries, rural health care facilities and high cost and low income areas.</p> <p>http://www.universalservice.org/about/universal-service/purpose-of-fund/</p>
VoIP	<p>VoIP (Voice over Internet Protocol) is a technology that allows users to make phone calls using the same line as an Internet connection.</p>
WAN	<p>A WAN (Wide Area Network) is a voice, data, and/or video network that provides connections from within an eligible school or library to other locations beyond the school or library.</p>
Wave	<p>A wave is the term used for a group of funding commitment notifications that USAC issues to applicants and service providers on a given date. Waves are usually issued weekly.</p>
Whistleblower Hotline "Code 9 Call"	<p>The Whistleblower Hotline allows members of the public to report suspected violations of Program rules to USAC. These reports can be made anonymously toll-free by calling 1-888-203-8100.</p> <p>http://www.universalservice.org/about/tools/whistleblower-hotline.aspx</p>

State Contracts and Form 470s for 2010-11 E-Rate Funding Year

Service	Category	Form 470 #	Bid/Contract #	ACD	Award Date	Contract Term	Svc Provider
Revised:	10/20/2010						* See Note
Telecom Services							
Local Service	Telecom	305290000640476	Contract# 08-S7647-A13594, 95, 96 Contract # 4400000688	12/18/2007	1/24/2008	2/01/2008 to 1/31/2013	*Multi-Vendor
Long Distance	Telecom	623670000703814	Bid # 5400000709	12/23/2008	2/3/2009	7/1/2009 to 6/30/2016	Spirit Telecom
Voice	Telecom/Internet	896730000595663	Contract# 07-S7338-A13684	12/25/2006	3/27/2008	3/27/2008 to 1/31/2013	Spirit Telecom
Ethernet-MPLS	Telecom	664140000519895	Contract# 05-S6797-A11699	1/7/2005	8/19/2005	8/19/2005 to 8/18/2012	Spirit Telecom
Ethernet- BVB	Telecom	797790000503809	Contract# 05-S6743	11/11/2004	1/27/2005	7/01/2005 to 6/30/2010	*Multi-Vendor
Cellular	Telecom/Internet	NONE - use your own	State contract	***	***	***	***
Internet Services							
Internet Services	Internet	556400000703766	Contract #4400000689 Bid # 5400000708	12/23/2008	2/3/2009	7/1/2009 to 6/30/2016	Spirit Telecom
Internal Connections - Network Products							
Network Products	IC/IC Maint	177880000544848	Contract# 5400000347 A.K.A 06-S6983	10/27/2005	11/14/2005	1/4/2007 to 11/13/2010 Need State Replacement Contract	*Multi-Vendor
Network Products - Basic Maintenance	IC/IC Maint	615060000602732	Contract# 5400000347 A.K.A 06-S6983	1/3/2007	1/4/2007	Application-Use SPIN#:143999999 since vendor hasn't been selected	*Multi-Vendor
The new Network Products award information can be found at the following link: http://webprod.cio.sc.gov/SCSolicitationWeb/solicitationSearch.do							
Network Products-Trapeze	IC/IC Maint	425530000827966	Bid # 5400001885	7/19/2010	9/10/2010	9/10/2010 to 9/9/2015	*Multi-Vendor
Network Products-Cisco	IC/IC Maint	428510000818607	Bid # 5400001882	2/27/2010	9/8/2010	9/08/2010 to 9/7/2015	*Multi-Vendor
Network Products-Enterasys	IC/IC Maint	163820000818608	Bid #5400001884	2/27/2010	9/8/2010	9/08/2010 to 9/7/2015	*Multi-Vendor
Network Products-H P	IC/IC Maint	327390000838609	Bid # 5400001883	2/27/2010	Will replace Contract# 06-S6983- No Contract has been Awarded	5/15/2006 to 5/14/2011	
Network Products-Avaya	IC/IC Maint	275720000827966	Bid # 5400001881	7/19/2010	Will replace Contract# 06-S6983- No Contract has been Awarded	5/15/2006 to 5/14/2011	
Storage (SAN) Products	IC/IC Maint	500860000583076	Contract # 5400000680	3/23/2006	5/15/2006	Need State Replacement Contract Application-Use SPIN#:143999999 since vendor hasn't been selected	*Multi-Vendor
Storage Products (SAN)	IC/IC Maint	233310000819506		3/23/2006	Will replace Storage (SAN) Products Contract# 06-S7115 -EO July 1, 2011		
Brocade Network Products	IC/IC Maint	501950000810581	Bid # 5400001179	2/9/2010	09/15/2010	09/26/2010 to 03/25/2015	*Multi-Vendor
Extreme Network Products	IC/IC Maint	862730000810690	Bid #5400001192	2/9/2010	3/26/2010	04/06/2010 to 04/05/2015	*Multi-Vendor
Foundary Network	IC/IC Maint	645590000692141	Bid # 5400000618	11/13/2008	11/25/2008	12/08/2008 to 12/07/2013	*Multi-Vendor
Aruba Network	IC/IC Maint	470180000698232	Bid # 5400000656	12/7/2008	1/23/2009	1/23/2009 to 1/22/2014	*Multi-Vendor
Juniper Network	IC/IC Maint	924120000698234	Bid # 5400000657	12/7/2008	1/23/2009	1/23/2009 to 1/22/2014	*Multi-Vendor
Websense Products	IC/IC Maint	104740000703799	Bid # 5400000689	12/23/2008	2/9/2009	3/27/2009 to 3/26/2014	*Multi-Vendor
Links to these contracts can be found at www.procurement.sc.gov under ITMO Solicitations - then select bid # OR look under ITMO Contracts for service type							
* Note MULTI-VENDOR : Contract #'s vary - please check the bid link as shown above to get the contract# for each vendor. USAC requires a mini-bid when using any of these contracts.							
**Note CABLE and WIRING : You must do your own Form 500 to extend the contract expiration date to 6/30/2011-New contract & Form 470 will be issued 7/1/2011							
REV 10/20/2010							

State Contracts and Form 470s for 2010-11 E-Rate Funding Year

Please contact Valarie Byrd (803-896-0323) or Sandra Wilkie (803-896-0334) for more information.

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Service	Category	Form 470 #	Bid/Contract #	ACD	Award Date	Contract Term	Sve Provider
Revised:	10/20/2010						* See Note
Internal Connections - Network Products							
SUN Microsystems	IC/IC Maint	729360000676354	Bid # 5400000549	9/15/2008	10/9/2008	10/21/2008 to 10/20/2013	*Multi-Vendor
Video Conf Equip	IC/IC Maint	793190000664911	Bid # 5400000309	4/7/2008	6/5/2008	6/16/2008 to 6/15/2013	*Multi-Vendor
Campus Wiring, Cabling, Inside Wiring	IC	988130000507789	Contract# 05-56828	12/6/2004	1/25/2006	1/25/2006 to 1/24/2011- **Contract extended to 06/30/2011	**DSIT Multi-Vendor Contract
Audio Visual Equipment	IC/IC Maint	326540000740816	Bid #5400000917	6/10/2009	7/22/2009	08/03/2009 to 08/02/2014	*Multi-Vendor
Servers - WSCA contracts	IC/IC Maint	443380000751275	SC WSCA Bid # 5400001124 WSCA Bid # 11741	8/7/2009	9/8/2009	9/08/2009 to 8/31/2014	*Multi-Vendor

Internal Connections - Security & Software Products

Barracuda Software	IC/IC Maint	661450000811161	Bid # 54000001505	2/9/2010	4/13/2010	4/13/2010 to 4/12/2015	*Multi-Vendor
Symantec Security Products	IC/IC Maint	8015100000810768	Bid # 54000001194	2/9/2010		*No contract has been awarded	
Checkpoint Firewall Products	IC/IC Maint	915150000811278	Bid # 54000001655	2/10/2010	4/20/2010	4/20/2010 to 4/19/2015	*Multi-Vendor
Juniper Firewall Products	IC/IC Maint	8596100000811151	Bid # 54000001653	2/9/2010	4/20/2010	4/20/2010 to 4/19/2015	*Multi-Vendor
Cisco Firewall Products	IC/IC Maint	858760000811124	Bid # 54000001654	2/9/2010	4/20/2010	4/20/2010 to 4/19/2015	*Multi-Vendor
Sonic Wall Security	IC/IC Maint	773490000692932	Bid # 5400000538	11/17/2008	12/3/2008	12/16/2008 to 12/15/2013	*Multi-Vendor
IronPort Security	IC/IC Maint	943330000693258	Bid # 5400000590	11/18/2008	11/25/2008	12/08/2008 to 12/07/2013	*Multi-Vendor
Sunbelt Security	IC/IC Maint	749040000698239	Bid # 5400000666	12/7/2008	12/19/2008	12/30/2008 to 12/29/2013	*Multi-Vendor
Microsoft Software Lic	IC	855010000668853	Bid # 5400000536	7/22/2008	10/9/2008	10/06/2008 to 10/07/2015	*Multi-Vendor
Blue Coat Security	IC/IC Maint	430740000732277	Bid # 5400000690	3/5/2009	3/6/2009	3/17/2009 to 3/16/2014	*Multi-Vendor
Sourcefire Security	IC/IC Maint	838710000733915	Bid # 5400000679	3/10/2009	3/16/2009	3/27/2009 to 3/26/2014	*Multi-Vendor
St. Bernard Security	IC/IC Maint	350270000736575	Bid # 5400000719	4/8/2009	4/8/2009	4/21/2009 to 4/20/2014	*Multi-Vendor
Cisco Video Products	IC/IC Maint	126400000736195	Bid # 5400000824	3/26/2009	4/12/2009	8/28/2009 to 9/7/2014	*Multi-Vendor
Novell Network Software	IC/IC Maint	755710000836506	Bid # 5400001915	8/20/2010	8/24/2010	8/25/2010 to 8/24/2015	*Multi-Vendor

Links to these contracts can be found at www.procurement.sc.gov under ITMO Solicitations - then select bid # OR look under ITMO Contracts for service type

* Note. MULTI-VENDOR: Contract #'s vary - please check the bid link as shown above to get the contract# for each vendor. USAC requires a mini-bid when using any of these contracts.

**Note CABLE and WIRING: You must do your own Form 500 to extend the contract expiration date to 6/30/2011-New contract & Form 470 will be issued 7/1/2011

Please contact Valarie Byrd (803-896-0323) or Sandra Wilkie (803-896-0334) for more information.

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REV 10/20/2010

**Private-Side LAN/WAN
Bandwidth Allocation Policy - Version 1
Effective July 1, 2010**

Background

This policy is intended to create an equitable method of determining how much private-side bandwidth is funded for each public school and library in SC. The following factors were considered in establishing this bandwidth allocation policy:

- 1. Establish new bandwidth baselines**
 - a. Schools - based on student headcount
 - b. Libraries - based on PC count at each site

- 2. Establish a new Private-Side Cost Share Formula for schools and libraries**
 - a. Applies to those who want additional bandwidth above what the new baseline provides
 - b. Provides Funded Baseline Cost based on the serving Local Exchange Carrier (LEC) rates to avoid penalty in high-cost areas
 - c. Uses the individual E-Rate Discount Matrix percentage for each District or Library System to calculate the amount of the Cost Share (rather than the statewide average discount percentage).

- 3. District/Library System Responsibilities**
 - a. All required E-Rate documents (CIPA & Technology Plans) must be current and on file with the Division of State IT (DSIT) and/or SC Department of Education (SDE)
 - b. District/Library must be in good financial standing with DSIT (no past due invoices).
 - c. Annual Block 4 Inventory Verification Documents submitted to DSIT by November 15 each year.
 - i. Any District/Library site not listed on this inventory will be direct billed to the District/Library until the start of the next funding year. (DSIT cannot be reimbursed for sites not listed in the Block 4 section of the statewide E-Rate Applications.)
 - ii. Districts/Libraries must notify DSIT of site disconnects as soon as possible. Failure to do so could result in a charge to the District/Library for 100% of the ineligible charges paid by DSIT for an inactive location plus any audit re-payments that may be required.

- iii. For school or library moves or replacements, the state can only fund one circuit; therefore, simultaneous services at both the old site and the new site will only be provided for a maximum of thirty days. After thirty days, the old site will be disconnected or direct billed to the school district or library.
4. **Optional Security Monitoring Available to Districts and Libraries**
See Section C. Security and Traffic Monitoring Activities to be performed by the SC Chief Security Officer's Staff. This Policy includes the functions and/or services that may be provided through the existing Intrusion Detection System (IDS) unit provided by the state at no cost to the district or library. The original purpose of the IDS is to continue to monitor Internet traffic and utilization; however, it can also be used to monitor the private-side network services at the request of the district or Library System.

A. Private-Side LAN/WAN Bandwidth Allocation Policy for Schools

1. Funded Bandwidth

For 2010 we will determine eligible bandwidth for each school based on student headcount (*from Free & Reduced Lunch data on the State Department of Education website posted in December before the start of the July 1 funding year*).

All schools will have a minimum of 10 Megabits (Mbs) bandwidth funded. Schools with more than 1700 students will have 20 Mbs circuits funded. Any multi-school complex site will be evaluated based on the total students served on one circuit.

Bandwidth at Hub/Aggregation Points will be determined by the DSIT Network Design group based on the technology available.

2. Unfunded Bandwidth

If a district/library wants more than the funded baseline bandwidth, they will be responsible for the difference in cost of that additional bandwidth. The amount paid by the district/library is referred to as the "Cost Share" and is calculated as described in Item 3 below.

No "grandfather clause" will apply under this policy; therefore, sites that already have more than their 2010 baseline bandwidth will begin paying the Cost Share for any bandwidth above their 2010 baseline on July 1, 2010.

3. Cost Share Calculations

The monthly Cost Share is the portion of the Total Cost of the bandwidth above the funded baseline for Private-Side Ethernet-type service that is not covered by ERate funding.

The Cost Share formula is:

$$\text{Cost of Requested Bandwidth} - \text{Cost of Funded Bandwidth} = \text{Cost Difference}$$

$$\text{Cost Difference} * \text{District Non-Discount \% (100\% - District \%)} = \text{Monthly Cost Share}$$

Example 1 - School A (90% District) is approved for 10 Mb & wants 20 Mb (and the increase is approved by the K-12 Technology Committee):

Current 20 Mb cost	\$1,410
Minus baseline 10 Mb cost	<u>\$873</u> (Spirit Avg for 10 Mb)
= Difference	\$537 difference
Times 10% (100%-90%)	\$53.70 Monthly Cost Share

Example 2 - School B (80% District) is approved for 10 Mb & wants 20 Mb (and the increase is approved by the K-12 Technology Committee):

Current 20 Mb cost	\$1,410
Minus baseline 10 Mb cost	<u>\$873</u> (Spirit Avg for 10 Mb)
= Difference	\$537 difference
Times 20% (100%-80%)	\$107.40 Monthly Cost Share

B. Private-Side LAN/WAN Bandwidth Allocation Policy for Library Systems

Since there is no student headcount that can be applied for libraries, an alternative basis is the number of personal computers (PCs) at each site. The State Library tracks the number of PCs for the Library Systems and has shared that information with the Division of State IT (DSIT).

1. Funded Bandwidth

For 2010, private-side bandwidth for Library Systems is based on the number of computers with Internet access at each site. Sites having up to 12 PCs are eligible for a T1 (1.544 Mbs). Those with more than 12 PCs are eligible for additional bandwidth based on 128 kilobits (kbs)/PC. Bandwidth at hub sites will be determined by the Network Design group at DSIT with consideration of PC counts as well as the bandwidths at each feeder/branch site.

The following chart shows the proposed bandwidths based on the number of PCs at a site:

<u>PC Count</u>	<u>Funded Bandwidth*</u>
0 to 12	T1
13 to 24	3 Mbs**
25 to 48	6 Mbs**
49 to 70	9 Mbs**
71 to 82	10 Mbs
83 to 160	20 Mbs
161 and above	30 Mbs

** Bandwidth for Hubs/Aggregation points considers total PC counts plus the bandwidth of feeder branches. This will be determined by the DSIT Network Design group based on the technology available. Any additional hardware and/or software required for the agreed upon network design will be the responsibility of the Library System.*

*** Note: 10 Mb Ethernet may be provided where it is more economical than multiple T1s.*

All requests for additional bandwidth will be evaluated by the K-12 Committee.

2. Unfunded Bandwidth

If a Library System wants more than the funded baseline bandwidth, they will be responsible for the difference in cost of that additional bandwidth. The amount paid by the library is referred to as the "Cost Share" and the process for determining if a Cost Share will apply is described in Item 2 of *Section A. Private-Side LAN/WAN Bandwidth Allocation Policy for Schools*.

No "grandfather clause" will apply under this policy; therefore, sites that already have more than their 2010 baseline bandwidth will begin paying the Cost Share for any bandwidth above their 2010 baseline on July 1, 2010.

3. Cost Share Calculations

Cost Share calculations for Library Systems will use the same formula as described in Item 3 of *Section A. Private-Side LAN/WAN Bandwidth Allocation Policy for Schools*.

C. Security and Traffic Monitoring Activities to be performed by the SC Chief Security Officer's Staff:

- Real-time Monitoring of District/Library Networks
 - Network Entry Point Monitoring Using an Intrusion Detection System (IDS) on the District Network
 - Internal & DMZ Monitoring

- Real-time Insight, Visibility and Control Over User Critical Data & Assets

- Real-time Identification of Threats and Patterns of Suspicious Activity

- Actual Threats Identified and Prevented from Impacting User Operation

- Visibility Into the Threats Facing User Databases

- Access to Information Security Professionals and Services
 - Consulting and Training
 - Security Implementation
 - Security Policy Management
 - Security Policy Review and Formulation
 - Security System Design and Planning
 - Network Scanning to Identify Unauthorized Access
 - Incident Consulting & Law Enforcement Coordination
 - Forensic Analysis & Reporting

Internet
Bandwidth Allocation Policy - Version 4
Effective July 1, 2010

Background

The K-12 Technology Committee has faced many challenges in the endeavor to meet the goal of economically funding legitimate educational traffic with appropriate and equitable bandwidth allocation for each public school District and Library System in South Carolina.

Since the first Internet Policy was created and approved in 2007, the K-12 Technology Initiative Committee has updated this document each year to make changes and/or additions that provide equitable Internet services to all public schools and libraries in SC. The following are changes made in each version of the Internet Policy:

1. **Version 1** - The original document created in 2007 established bandwidth allocations for school districts based on student headcount and placed each district in one of four bandwidth tiers (10 Mbs, 20 Mbs, 50 Mbs or 100 Mbs).
2. **Version 2** was approved in 2008 to expand to ten tiers in 10 Mbs increments to provide more flexibility to meet the needs of districts in a more affordable manner. It also added the requirement for Security Monitoring for districts and large libraries before upgrades would be approved.
3. **Version 3** was approved in August 2009 to update the Internet rates used in Cost Share calculations when the new Direct Internet Access (DIA) contract started July 1, 2009.
4. **Version 4** is proposed to be effective July 1, 2010. The proposed updates in this revision are:
 - a. **Establish new bandwidth baselines**
 - i. School Districts - based on District student headcount with an expanded Tier structure with 10 Megabits (Mbs) increments from 10 Mbs to 200 Mbs.
 - ii. Library Systems - based on PC count for the Library System.
 - b. **Establish a new Internet Cost Share Formula for schools and libraries**
 - i. Applies to those who want additional bandwidth above what the new baseline provides
 - ii. Provides Funded Baseline Cost based on the serving Local Exchange Carrier (LEC) rates to avoid penalty in high-cost areas

- iii. Uses the individual E-Rate Discount Matrix percentage for each District or Library system to calculate the amount of the Cost Share (rather than the statewide average discount percentage).
- c. District/Library System Responsibilities
 - i. All required E-Rate documents (CIPA and Technology Plans) must be current and on file with the Division of State IT (DSIT) and/or SC Department of Education (SDE).
 - ii. District/Library must be in good financial standing with DSIT (no past due invoices).
 - iii. Annual Block 4 Inventory Verification Documents submitted to DSIT by November 15 each year.
 - 1. Any District/Library site not listed on this inventory will be direct billed to the District/Library until the start of the next funding year. (DSIT cannot be reimbursed for sites not listed in the Block 4 section of the statewide E-Rate Applications.)
 - 2. Districts/Libraries must notify DSIT of site disconnects as soon as possible. Failure to do so could result in a charge to the District/Library for 100% of the ineligible charges paid by DSIT for an inactive location plus any audit re-payments required.
 - 3. For school or library moves or replacements, the state can only fund one circuit; therefore, simultaneous services at both the old site and the new site will only be provided for a maximum of thirty days. After thirty days, the old site will be disconnected or direct billed to the school district or library
 - iv. Full cooperation with the DSIT Security Staff is required for any bandwidth upgrade.

A. Internet Bandwidth Allocation Policy for Schools

1. Tier Structure

For 2010 we will continue to use a "Tiered" approach based on student headcount in each district (*from Free & Reduced Lunch data on the State Department of Education website posted in November before the start of the next July 1 funding year*). We are expanding to twenty tiers in 2010 with 10Mb increments between tiers. Each Tier will have an eligible

baseline bandwidth provided at no cost to the district, when approved by the K-12 Technology Initiative Committee or under its designated authority.

The 2010 Tiers breakdown as follows:

Tier	SD Student Headcount	Baseline DIA BW	DIA Service Cost	
			AT&T	Spirit (Avg)
1	up to 2,999	10 Mbs	\$1,430	\$2,448
2	3,000 to 9,499	20 Mbs	\$2,145	\$3,198
3	9,500 to 11,999	30 Mbs	\$3,135	\$4,288
4	12,000 to 14,999	40 Mbs	\$3,960	\$4,992
5	15,000 to 16,999	50 Mbs	\$4,785	\$5,795
6	17,000 to 18,999	60 Mbs	\$5,280	\$6,173
7	19,000 to 19,999	70 Mbs	\$5,775	\$6,601
8	20,000 to 23,999	80 Mbs	\$6,160	\$7,009
9	24,000 to 27,999	90 Mbs	\$6,435	\$7,196
10	28,000 to 30,999	100 Mbs	\$6,490	\$7,207
11	31,000 to 32,999	110 Mbs	\$7,108	\$8,833
12	33,000 to 35,999	120 Mbs	\$7,722	\$9,163
13	36,000 to 38,999	130 Mbs	\$8,294	\$9,493
14	39,000 to 41,999	140 Mbs	\$8,778	\$9,823
15	42,000 to 46,999	150 Mbs	\$9,323	\$10,318
16	47,000 to 51,999	160 Mbs	\$9,856	\$10,835
17	52,000 to 55,999	170 Mbs	\$10,425	\$11,374
18	56,000 to 59,999	180 Mbs	\$10,940	\$11,737
19	60,000 to 66,999	190 Mbs	\$11,495	\$12,309
20	Over 67,000	200 Mbs	\$11,880	\$12,683

School districts are "eligible" for the bandwidth shown above based on student headcount; however, the bandwidth will not be implemented until approved by the K-12 Technology Committee, or by designated authority to the Bandwidth/Security sub-committee, according to the "Bandwidth Qualification Process" described in Section 2 below. School Districts may present their requests or appeal to the K-12 Committee at any time.

2. Bandwidth Qualification Process

Due to the continued critical budget constraints expected during the 2010-2011 fiscal year, the K-12 Technology Committee must confirm that districts/libraries are taking appropriate measures to filter and/or screen traffic so that only legitimate educational traffic is carried before granting approval for any bandwidth above 10 Mbs, regardless of

the eligible Tier level. Any district/library requesting more bandwidth must demonstrate the true need by undergoing a Security and Traffic Monitoring evaluation to be conducted by the SC Chief Security Officer. (See Section C for details.) The cost of this monitoring process will be covered through K-12 funds and at no expense to the schools and libraries.

No "grandfather clause" will apply under this policy; therefore, sites that already have more bandwidth than they are eligible for under the 2010 Internet Policy will begin paying the appropriate Cost Share on July 1, 2010.

This will be accomplished as follows:

- a. District provides written request for bandwidth upgrade evaluation to State ERate Coordinator (Valarie Byrd at vdbyrd@cio.sc.gov).
- b. State Coordinator submits a traffic monitoring request to the SC Chief Security Officer's staff.
- c. An Intrusion Detection System (IDS) will be installed on the district or library network (if not already in place), either by the SC Chief Security Officer staff or the district/library staff. Traffic monitoring will be performed by the SC Chief Security Officer's staff to provide reports on existing bandwidth utilization and recommendations for improvements, if any, to the district. No network changes will be made by the Security Staff unless approved by the District personnel. Full cooperation with the DSIT Security staff is required for any upgrade.
- d. The recommendations and any actions taken will be shared with the ERate Coordinator for reporting to the K-12 Technology Committee. The District will be notified of the date when their request will be reviewed and they are welcome to attend the meeting.
- e. The utilization reports and recommendations will be reviewed by the K-12 Technology Committee to determine if the request for additional bandwidth should be approved.
- f. The State ERate Coordinator will notify the District contact of the Committee's decision and take appropriate action if orders need to be processed.

3. Unfunded Bandwidth

If a district/library wants more than the funded baseline bandwidth in their Tier, they will be responsible for the difference in cost of that additional bandwidth. The amount paid by the District/Library is referred to as the "Cost Share" and is calculated as described in Item 4 below.

No "grandfather clause" will apply under this policy; therefore, Districts/Libraries that already have more than their 2010 baseline bandwidth for Internet will begin paying the Cost Share for any bandwidth above their 2010 baseline on July 1, 2010.

4. Cost Share Calculations

The monthly Cost Share is the portion of the Total Cost of the bandwidth above the funded baseline for DIA service that is not covered by ERate funding.

The Cost Share formula is:

$$\text{Cost of Requested Tier} - \text{Cost of Funded Tier} = \text{Cost Difference}$$

$$\text{Cost Difference} * \text{District Non-Discount \% (100\% - District \%)} = \text{Monthly Cost Share}$$

Example 1 - District A (90%) is in Tier 1 and approved for 10 Mbs DIA & wants 20 Mbs (and increase is approved by the K-12 Technology Committee):

Current 20 Mbs cost	\$3,198
Minus baseline 10 Mbs cost	<u>\$2,344</u> (Spirit Avg for 10 Mbs)
Difference	\$854 difference
Times 10% (100%-90%)	\$85.40 Monthly Cost Share

Example 2 - District A (80%) is in Tier 1 and approved for 10 Mbs DIA & wants 20 Mbs (and increase is approved by the K-12 Technology Committee):

Current 20 Mbs cost	\$3,198
Minus baseline 10 Mbs cost	<u>\$2,344</u> (Spirit Avg for 10 Mbs)
Difference	\$854 difference
Times 20% (100%-80%)	\$170.80 Monthly Cost Share

B. Internet Bandwidth Allocation Policy for Library Systems

The K-12 Technology Committee faces the same challenge for libraries that it has for schools in the attempt to economically fund legitimate educational traffic with appropriate and equitable bandwidth for each Library System in South Carolina.

Since we do not have headcount information for libraries, the only verifiable user component we could identify is the number of personal computers (PCs) for the Library Systems. The quantity of computers is reported by each Library System to the State Library and must be certified as an accurate count of PCs to be used for the Internet bandwidth calculations.

1. Funded Bandwidth

For 2010, DIA bandwidth for Library Systems is based on the number of computers with Internet access within the Library System. We will use 128 kilobits (kb) for each PC to calculate the total Internet bandwidth funded for each Library System.

The following chart shows the proposed bandwidths based on the number of PCs in the Library System:

<u>PC Count</u>	<u>Funded Bandwidth*</u>
0 to 12	T1
13 to 24	3 Mbs**
25 to 48	6 Mbs**
49 to 70	9 Mbs**
71 to 82	10 Mbs
83 to 160	20 Mbs
161 and above	30 Mbs

** Bandwidth for Hubs/Aggregation points considers total PC counts plus the bandwidth of feeder branches. This will be determined by the DSIT Network Design group based on the technology available. Any additional hardware and/or software required for the agreed upon network design will be the responsibility of the Library System.*

*** Note: 10 Mb Ethernet may be provided where it is more economical than multiple T1s.*

2. Bandwidth Qualification Process

Library Systems must follow the same process described in *Section A. Internet Bandwidth Allocation Policy for Schools* under *Item 2 - Bandwidth Qualification Process* for any bandwidth above 10 Mbs.

3. Unfunded Bandwidth

If a Library System wants more than the funded baseline bandwidth, they will be responsible for the difference in cost of that additional bandwidth. The amount paid by the library is referred to as the "Cost Share" and the process for determining if a Cost Share will apply is described in Item 3 of *Section A. Internet Bandwidth Allocation Policy for Schools*.

4. Cost Share Calculations

Cost Share calculations for Library Systems will use the same formula as described in Item 4 of *Section A. Internet Bandwidth Allocation Policy for Schools*.

C. Security and Traffic Monitoring Activities to be performed by the SC Chief Security Officer's staff:

- Real-time Monitoring of District/Library Networks
 - Network Entry Point Monitoring Using an Intrusion Detection System (IDS) on the District Network
 - Internal & DMZ Monitoring
- Real-time Insight, Visibility and Control Over User Critical Data & Assets
- Real-time Identification of Threats and Patterns of Suspicious Activity
- Actual Threats Identified and Prevented from Impacting User Operation
- Visibility Into the Threats Facing User Databases
- Access to Information Security Professionals and Services
 - Consulting and Training
 - Security Implementation
 - Security Policy Management
 - Security Policy Review and Formulation
 - Security System Design and Planning
 - Network Scanning to Identify Unauthorized Access
 - Incident Consulting & Law Enforcement Coordination
 - Forensic Analysis & Reporting