

**Broadband Florida Q2 2013 PPR Report Details
Project Attachment – Technical Assistance (E-rate)**

Question 2. Describe your progress meeting each major activity/milestone approved in the Project Plan for this project; any challenges or obstacles encountered and mitigation strategies you have employed; planned major activities for the next quarter; and any additional project milestones or information.

The E-Rate Assistance Team continued to provide outreach, assistance, and training to Florida schools and libraries throughout the quarter in addition to conducting research and analysis of factors affecting success rates in the program.

During Q2 2013, the E-Rate Assistance Team received and processed Forms 471 Receipt Acknowledgement Letters (RALs), and filed necessary corrections with USAC. The team also conducted several site visits to Florida school districts and libraries. During these visits, the team provided individualized programmatic assistance, saw demonstrations of technology use by the visited institutions, and discussed their plans and challenges for future technology use. During this quarter, DMS purchased an online E-Rate monitoring tool and engaged in negotiations with the provider to customize the tool to meet internal requirements. The team coordinated training on the use of the tool for various internal stakeholders. The team also worked with DMS IT staff to develop a Communications Service Authorization and Billing System application that will accommodate E-Rate ordering, application, and billing requirements. In addition, the E-Rate Assistance Team is preparing a new Customer Relationship Management Tool (CRM) to better field Program Integrity Assurance (PIA) and other program questions.

During the third quarter of 2013, the E-Rate Assistance staff anticipates it will be responding to PIA review questions for the 107 applications they filed on behalf of SUNCOM state master contract customers. The team will continue working on the other projects jointly with the Division and external stakeholder agencies.

FY 2013-2014 State Master Contract Filing Process

- Received and reviewed 107 FCC Form 471 Receipt Acknowledgement Letters (RALs). Shared those letters with the relevant SUNCOM customers and filed twenty (20) filing corrections and cancellations via USAC's Ministerial & Clerical Errors corrections process.

Applicant Outreach

- E-Rate FY 2012-13 and FY 2013-2014: Inquiries via the Customer Relationship Portal:
 - 70 cases were directed to staff from the E-Rate Assistance portal
 - Of those cases, 50 were resolved and closed and 20 remain open. Topics addressed in resolved cases included:
 - Responses to 2nd Day correspondence from Schools & Libraries reviewers

- Issues that arise during PIA review, such as NSLP and entity verification and DMS contract questions.
- Program questions such as:
 - ✓ Technology Plan certification questions
 - ✓ Invoicing questions (GRID or Billed Entity Applicant Reimbursement (BEAR) forms)
 - ✓ General E-Rate questions regarding procurement and FCC Form 471 applications for FY2013-2014.
- The E-Rate Assistance Team continued its statewide outreach by issuing periodic reminders to advise E-Rate stakeholders of upcoming program deadlines, eligibility updates and best filing practices.
- E-Rate FY2012/13: The team tracked FY2012-13 USAC funding waves 37-49 totaling over \$24M in funding and 103 funding requests (statewide).
- E-Rate FY2013/14: The team tracked FY2013/14 USAC funding waves 1-8 totaling over \$4.1M in funding and 834 funding requests (statewide).
- Weekly E-Rate LISTSERV notifications of funding status were monitored and tracked by the team.

Outreach to Other Stakeholder State Agencies

Department of Education

The team continues to work with the Florida Department of Education (DOE) staff directly responsible for NSLP statistics and Technology Plan review and approval. During Q2 2013, we began functioning as a liaison between USAC and the FDOE regarding PIA questions pertaining to eligible entities and NSLP information for FY 2013-2014.

The E-Rate team and other Division staff continued an ongoing series of meetings with DOE representatives to discuss school bandwidth needs related to upcoming mandates regarding online student assessment and e-Book requirements. As part of that effort, E-Rate staff continues to respond to Florida Legislature requests for E-Rate information and analysis.

Department of Agriculture and Consumer Services

In April, the E-Rate Team was informed by the Florida Department of Agriculture and Consumer Services (DACS), which administers the National School Lunch Program (NSLP) for the state, that the USDA had approved Florida's participation in its Community Eligibility Option (CEO) program. The CEO program is an alternative means of complying with NSLP application requirements and eventually will be implemented nationwide. DACS requested our assistance in determining how the new program will work within the E-Rate program and to help communicate that information to schools and libraries.

Outreach Within the Department of Management Services

The E-Rate team continues to work hand-in-hand with DMS project managers to ensure E-Rate program compliance during DMS procurement processes and in resulting contracts. During the second quarter of this year the team continued to work on procurements for services such as local telephone service (Centrex), long distance telephone services, and various data service offerings.

The team also continues to work with the Division's Billing and Project Management group for the annual reconciliation of all FIRN contract billing that is undertaken with the service provider, AT&T. The team also continues to field questions regarding the USAC Service Provider Invoice (SPI) and Billed Entity Applicant Reimbursement (BEAR) invoicing processes.

The E-Rate Assistance Team has commenced working with internal DivTel staff to design a new billing and USAC invoicing processes for state master contract customers.

Other E-rate Assistance Team Outreach Efforts

The team issued weekly E-rate related bulletins via our customized LISTSERV and actively participated in weekly issues/news teleconferences with the State E-rate Coordinators' Alliance (SECA). It also conducted weekly monitoring of USAC weekly briefs and distributed these bulletins to our constituency as needed via:

- LISTSERV messages
- Individual Phone or Email contact
- Webinar when appropriate.
- One-on-one assistance

Training

The E-Rate Assistance Team began conducting a series of site visits and on-site training sessions to address general E-Rate information and the post commitment segment of the DMS master contract filing process. See Site Visits

Conferences

The E-Rate Assistance Team attended and made a presentation on potential upcoming changes to the E-rate program ("E-Rate2.0") and at the annual Florida Association of Management Information Systems (FAMIS) Conference in Tallahassee, Florida on June 24, 2013. The team also had one-on-one contact with representatives from various county school districts and Department of Education representatives to discuss their specific E-Rate questions and aspects of Senate Bill 1500.

Site Visits

The E-Rate Assistance Team met with representatives from Monroe County School District, Monroe County Library System, Miami Dade Public Schools, Miami-Dade Library System, Volusia County School District, and Columbia County School District to provide one-on-one assistance with their FY2013/14 E-

Rate application processes. These sessions also included FY2012/13 post commitment Billed Entity Application Reimbursement (BEAR) invoicing support and guidance on certain elements of competitive bid and vendor selection procedures. While there, we were given tours of Network Operations Centers (NOCs) and demonstrations of technology use in the classroom. Below are example photographs.











