

Broadband Florida Q2 2014 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 the second quarter of 2014, the E-rate Assistance Team continued providing clarifying information to Universal Service Administration Company (USAC) Program Integrity Assurance (PIA) review and selective review staff for funding year 2013-14. The team also began PIA and selective review on the 100 individual applications and one statewide consortium application that the Department of Management Services (DMS) filed on behalf of Florida schools and libraries for funding year 2014-15.

During the upcoming quarter, the team will continue responding to USAC inquiries regarding the funding year 2014-15 applications it filed and also will be assisting schools and libraries, who filed their own applications, to respond to USAC application review inquiries. The team is scheduled to conduct a limited number of site visits to provide one-on-one training and assistance, learn about how the schools and/or libraries are using E-rate support, and determine current and future education technology challenges. The team will continue working on other projects jointly with DMS and external stakeholder agencies.

FY 2014-2015 State Master Contract Filing Process

During the funding year 2014-15 filing window, the E-rate Assistance Team filed 100 applications and 171 individual funding requests for \$9,134,987.16 of support on behalf of Florida schools and libraries using State Master Contract services. In the second quarter, the team responded to subsequent PIA review inquiries related to 58 of the 100 applications. In response to a pending legislative mandate the team filed a statewide consortium E-rate application to support increased district bandwidth requirements for 3,467 K-12 schools across 68 Florida school districts, totaling \$26,492,273.85. This application was canceled based on the outcome of the pending mandate. The team submitted further corrections and modifications via USAC PIA review and Receipt Acknowledgement Letter (RAL) change requests that reduced requested funding by an additional \$99,349.10. In the second quarter, USAC committed \$6,181,149.76 of the corrected \$9,035,638.06 requested funds.

Post-Discount Annual Funding by Category of Service

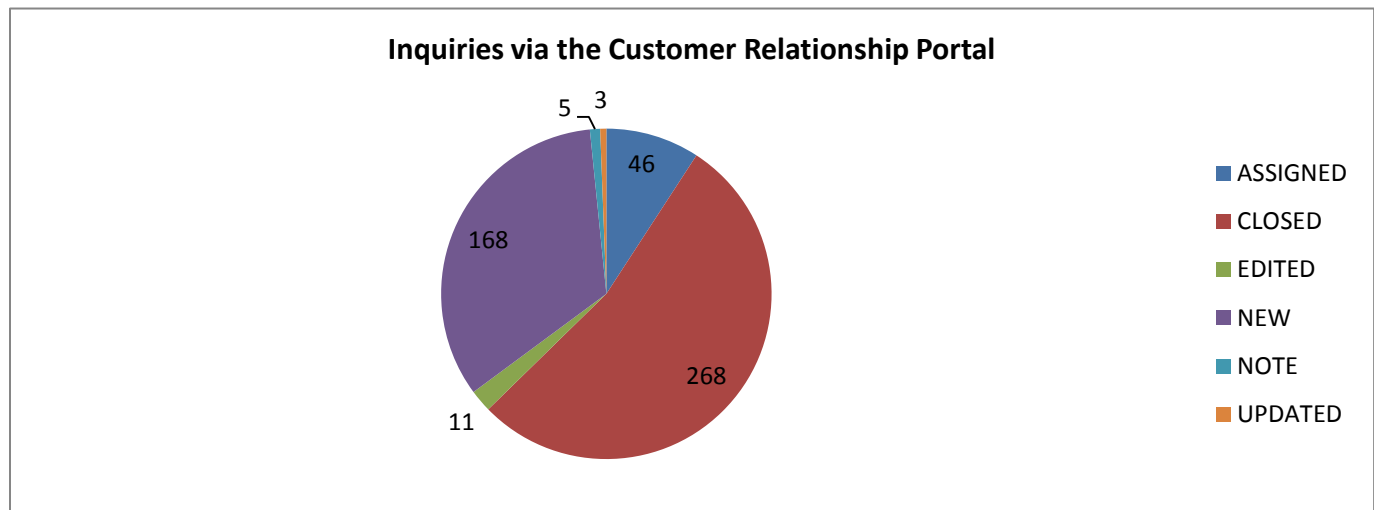
Service	Original Request	Adjusted Request *	Committed Funding as of July 1, 2014
INTERNET ACCESS	\$29,674,460.06	\$3,083,125.06	\$2,850,598.17
TELCOMM SERVICES	\$5,952,801.00	\$5,952,513.00	\$3,330,551.58
Grand Total	\$35,627,261.06	\$9,035,638.06	\$6,181,149.76

*The Adjusted Request column indicates requested funding after RAL changes, modifications during PIA review, and cancellations applied.

FY 2013-2014 State Master Contract Filing Process

The E-Rate Assistance Team continued to receive clarification requests from USAC staff related to PIA reviews and an agency-wide Selective Review concentrating on 15 State Master Contracts. The team collaborated with internal Department teams on billing and USAC invoicing procedures. The team began collecting invoicing information and filing Billed Entity Applicant Reimbursement (BEAR) forms on behalf of Florida schools and libraries. DMS continued receiving Funding Commitment Decision Letters and conducted subsequent applicant outreach for the Federal Communications Commission (FCC) Form 486 filing process.

Applicant Outreach



Inquiries via the Customer Relationship Portal

A total of 168 new cases were generated during the second quarter of 2014. Of those cases, all were reviewed by the team and action taken according to priority and message content. Actions taken include 46 cases assigned to a staff member, 19 updates, edits or notes added, and 268 cases resolved and closed. All other cases remain open pending responses and further staff review. Topics addressed in inquiries included:

- Responses to second Seven-Day Notice correspondence from Schools & Libraries reviewers
- Issues that arose during Selective, Special Compliance & PIA reviews, such as National Student Free and Reduced Lunch Program (NSLP), entity verification, and DMS contract questions
- Due date reminders to applicants
- Filed FCC form confirmation notices
- Program information questions from Florida schools and libraries, which covered:
 - Technology Plan certification
 - Eligible entity and discount verifications
 - Invoicing questions (GRID or BEAR forms)
 - Form 486 filing questions and responses
 - General E-rate questions on procurement and FCC Form 471 applications for funding year 2014-15
 - Registration questions regarding upcoming E-rate team training events
 - Use and operation of the new billing system by State Master Contract customers

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. Weekly E-rate LISTSERV notifications of funding status were monitored and tracked by the team.

- E-rate funding year 2012-13: The team tracked USAC funding waves 82-87, which totaled \$13,339,396.62 in funding for Florida schools and libraries (statewide)
- E-rate funding year 2013-14: The team tracked USAC funding waves 45-55, which totaled over \$345,384.38 in funding for Florida schools and libraries (statewide)
- E-rate funding year 2014-15: The team tracked USAC funding waves 1-10, which totaled over \$46,339,219.08 in funding and 2,901 funding requests for Florida schools and libraries (statewide)

Outreach to Other Stakeholder State Agencies

The team continues to work with the Florida Department of Education (DOE) staff directly responsible for NSLP statistics, technology plan review and approval, and continued to function as a liaison between USAC and the DOE regarding PIA questions pertaining to eligible entities and NSLP information.

Outreach Within the Department of Management Services

The E-rate team continues to work hand-in-hand with DMS product managers to ensure E-rate program compliance during DMS procurement processes and with resulting contracts. The team continued to advise DMS staff on procurements for services such as local & long distance telephone services, broadband contract amendments, and data service offerings. The team assisted in coordinating collection of data and documents requested by USAC.

The team continues to work with internal DMS staff to design and execute billing and USAC invoicing processes for State Master Contract customers and annual reconciliation of all broadband contract billing.

Other E-rate Assistance Team Outreach Efforts

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

- Individual Phone or Email contact
- Webinar when appropriate
- One-on-one assistance
- Improved outreach and event registration methodology

Training & Conferences

During the second quarter, the team participated in several internal training exercises and provided compliance advice and personal training on compliance topics with DMS staff.

In preparing training materials for the funding year 2015-16, the team has tracked pending E-rate program changes, known as E-rate 2.0. The team also began preparing for training events for fall 2014 through spring 2015, including the Fall SECA meeting in Washington D.C., the Train-the-Trainer event hosted by USAC in October 2015, and the Florida Educational Technology Conference in January 2015.