

**Broadband Florida Q3 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 Q3 2013, the E-Rate Assistance Team completed the processing of Forms 471 Receipt Acknowledgement Letters (RALs), and filed necessary corrections with the Universal Service Administration Company (USAC). The Department of Management Services (the Department or DMS) also coordinated training on the use of the newly purchased E-Rate monitoring tool for various internal stakeholders. The team continued working with internal IT staff to develop a Communications Service Authorization and Billing System application that will accommodate E-Rate ordering, application, and billing requirements. 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). The E-Rate assistance team continued to monitor all USAC activity in regards to over 20 filing corrections and cancellations that were filed 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:
 - One hundred one cases were directed to staff from the E-Rate Assistance portal.
 - Of those cases, 87 were resolved and closed and 14 remain open. Topics addressed in resolved cases included:
 - Responses to 2nd Day correspondence from Schools & Libraries reviewers
 - Issues that arise during Selective, Special Compliance & PIA reviews, such as NSLP and entity verification and DMS contract questions and due date reminders to applicants.
 - 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.

- ✓ Registration questions regarding upcoming E-rate team training events
- 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 50-62 totaling over \$3.008M in funding and 24 funding requests (statewide).
- E-Rate FY2013/14: The team tracked FY2013/14 USAC funding waves 7-19 totaling over \$18.538M in funding and 437 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 National Student Free and Reduced Lunch Program (NSLP) statistics and technology plan review and approval. During Q3 2013, we continued to function as a liaison between USAC and the DOE regarding Program Integrity Assurance questions pertaining to eligible entities and NSLP information for FY 2013-14.

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 the Florida Legislature requests for E-Rate information and analysis.

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 third quarter of this year the team continued to work on procurements for services such as long distance telephone services, FIRM Amendments and MyFloridaNet2 data service offerings.

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

The E-Rate Team continues to work with internal DMS staff to design a new billing and USAC invoicing processes for state master contract customers.

Other E-rate 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 Team continued conducting 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.

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 Educational Data Systems (FAEDS) Conference in Orlando, Florida in September of 2013.