

## **E-Rate Questions - Application Process**

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## E-Rate FAQs- Application Process

### 1 Q: Where can I find an overview of the E-Rate application process?

**A:** The E-Rate Application Process Flow Chart provides Schools and Libraries staff with a brief overview of the E-Rate application process. If you need assistance contact following Arkansas E-Rate Coordinators: Schools - Wilma Toombs at 501-371-1944, email-[wilma.toombs@arkansas.gov](mailto:wilma.toombs@arkansas.gov); Libraries - Kathy Hunt at 501-682-2862, email- [khunt@asl.lib.ar.us](mailto:khunt@asl.lib.ar.us); or School and Libraries - Becky Rains at 501-682-4003, email- [becky.rains@arkansas.gov](mailto:becky.rains@arkansas.gov)

### 2 Q: What staff person(s) within my agency should be responsible for applying for E-Rate?

**A:** The person ultimately responsible is the person authorized to sign or certify the forms submitted to USAC/ SLD however E-Rate impacts several systems within schools and libraries. A consultant can be hired to submit forms on your behalf; however, USAC/SLD requires a letter of agency.

The authorized person on the Form 471 - the person whose signature appears in the Form 471 Item 38 - certifies that he or she is the person authorized to submit and certify to the accuracy of the application. This person must be authorized to represent any and all of the entities for which discounts are sought in the funding requests featured on the application. During its review of the Form 471, the SLD may require copies of the documentation that confirms this person's authorization to represent all of the entities featured on the Form 471.

The evidence that establishes this authorization - and therefore, that establishes the relationship between the authorized person and the entities featured on the form - is generally a Letter of Agency (LOA).

### 3 Q: What are the start and end dates for the E-Rate funding year?

**A:** The funding year begins July 1 and ends June 30 however there are exceptions to the end of the funding year.

### 4 Q: When should applications or forms for a funding year for E-Rate be submitted?

**A:** Applications are filed each year. Now is the time to learn, train, prepare, and begin work for 2009-2010.

- **Form 470** (Services Requested) (Oct-Jan) Form 470 must be filed at least 28 days prior to filing Form 471. The last date to file Form 470 for the 2008-2009 year will be January 10, 2008.

- **Form 471** (Services Ordered) (Nov-Feb) Each year a filing window for Form 471 generally begins mid November and continues through the first week in February prior to the start of a funding year. For funding year July 1, 2008 to June 30, 2009 the window for Form 471 was November 14, 2007 through February 8, 2008.

- **Form 486** (Services Confirmed) (July – June once services begin) Form 486 is filed once services begin usually in July. The Form 486 must be postmarked no later than: 120 days after the Service Start Date featured on the Form 486, or 120 days after the date of the Funding Commitment Decision Letter, whichever is later.

- **Forms 472/474** (Billed Entity Reimbursement/Service Provider Invoice) (July – June once services are received) Form 472 should be filed after services are received. Form 474 is an Invoice, submitted to USAC for the services you have received.

### 5 Q: How often must I apply for E-Rate?

**A:** Applicants must apply each year. The process requires applicants to file more than one form. The forms are filed over a period of more than a year. Applicants must also respond to letters and other correspondence from the SLD and their service providers.

**6Q: Where do I get the forms to apply for E-Rate?**

**A:** It is recommended you apply on-line. Applicants can use the USAC web site to file required forms, certify forms, and check application status. Paper copies of all the required forms may be downloaded from the USAC web site.

**7 Q: What is a Letter of Agency?**

**A:** The authorized person on the Form 471 - the person whose signature appears in the Form 471 Item 38 - certifies that he or she is the person authorized to submit and certify to the accuracy of the application. This person must be authorized to represent any and all of the entities for which discounts are sought in the funding requests featured on the application. During its review of the Form 471, the SLD may require copies of the documentation that confirms this person's authorization to represent all of the entities featured on the Form 471. The evidence that establishes this authorization - and therefore, that establishes the relationship between the authorized person and the entities featured on the form - is generally a Letter of Agency (LOA).

**8 Q: What is an entity number?**

**A:** An entity number is an identification number assigned by USAC/SLD for each address where services are received. Schools and Libraries who have not participated in E-Rate in previous years need to request an entity number from USAC/SLD.

**9 Q: How do I obtain entity numbers for my school/library?**

**A:** To obtain an entity number contact the Schools and Libraries Program at Universal Service Administrative Company Schools and Libraries Program  
P.O. Box 7026

Lawrence, KS 66044-7026

Toll-Free: (888) 203-8100

Fax Toll-Free: (888) 276-8736

[Via E-Mail Web site: http://www.universalservice.org/sl](http://www.universalservice.org/sl)

How you setup your entity numbers will impact your entire application. Before you request entity numbers get prepared. Know the type of applicant you are: (school, school district, consortium, or library). Be prepared to provide your legal name, type of agency, E-Rate point of contact, telephone numbers, addresses and contact information for each location/entity.

**10 Q: How many entity numbers does my School and Library program need?**

**A:** Entity numbers are assigned for each address where services are received. Each School, Library and Administrative Office where eligible services are received must have an entity number.

**11 Q: Do I need an entity number for each School/Library?**

**A:** Entity numbers are assigned for each address where services are received. Each School, Library and Administrative Office where eligible services are received must have an entity number.

**12 Q: What is a billed entity number (BEN)**

**A:** The BEN is the same as an entity number. An entity number is an identification number assigned by USAC/SLD for each address where services are received. The billed entity number is the entity number assigned to the entity that pays the bills. Each location will have an entity number. The term used to describe the entity number assigned to the location where the bills are processed and paid is called the BEN.







