

# Broadband Reimbursement Program

## SY26-27 Guide for Federal and State Broadband funding programs

This guide describes all prerequisites required for Idaho LEAs to receive funding from **Idaho's Broadband Reimbursement Program** for School Year 2026-2027 (E-Rate Funding Year 2026, or 07/01/2026 – 06/30/2027) The portions in this guide regarding E-Rate requirements will refer to the source information available at <https://www.usac.org/e-rate/applicant-process/>. Up-to-date information about the state program can be found at <https://boardofed.idaho.gov/k-12-education/broadband-and-e-rate-services/>.

Administrators participating in the Broadband Reimbursement Program should ensure they have an ISEE contact code for ERBC. Successful participation in the Idaho Broadband Reimbursement Program requires:

- Successful participation in the federal E-Rate program.
- Providing ongoing contract and invoice documentation.
- Reporting bandwidth utilization data (bandwidth traffic speed only).

### PREREQUISITES TABLE: FEDERAL AND STATE SY26-27

| Step in Process                 | Funding Source | Detail                                                                                        | Window            | Page |
|---------------------------------|----------------|-----------------------------------------------------------------------------------------------|-------------------|------|
| <b>1. Training/Review Rules</b> | -              | Refresh program rules and state reimbursement limits                                          | All Year          | -    |
| <b>2. Form 470</b>              | Federal        | Solicit bids new contracts as needed.                                                         | Jul - Jan         | 5    |
| <b>3. Administrative Window</b> | Federal        | Update district information in EPC                                                            | Sept - Dec        | 7    |
| <b>4. Form 471</b>              | Federal        | Funding request for next school year                                                          | Jan - Mar         | 8    |
| <b>5. Send Contracts</b>        | State of Idaho | Send contract/addendums to OSBE                                                               | Jan - Jun         | 11   |
| <b>6. Receive FCDL</b>          | Federal        | Funding Commitment Decision Letter                                                            | April - Jul       | 11   |
| <b>7. Form 486</b>              | Federal        | Confirm services received<br>CIPA certification                                               | Varies: see notes | 12   |
| <b>8. Bandwidth Reporting</b>   | State of Idaho | Setup bandwidth reporting with OSBE                                                           | All Year          | 13   |
| <b>9. Form 472 BEAR</b>         | Federal        | File for E-Rate reimbursements. Not applicable if service provider discounts invoice.         | All Year          | 14   |
| <b>10. Upload invoices</b>      | State of Idaho | Each LEA is provided with a one-way upload link to submit all pages of Internet/WAN invoices. | All Year          | 15   |

## STEP 1. TRAINING/REVIEW RULES

Schools (Local Education Agencies, or “LEAs”) should stay informed on program rules and requirements. This portion will include the basics of each funding program and provide external links to seek current and authoritative information.

### About the Federal E-Rate Program

The Schools and Libraries Universal Service Program is known as “E-Rate.” The E-Rate program was created by the 1996 Telecommunications Act to provide advanced telecommunications services for educational purposes. The federal agency responsible for program rulemaking is the Federal Communications Commission (FCC). To implement E-Rate program rules, and other Universal Service programs, the FCC created the Universal Service Administrative Company (USAC). All E-Rate forms are submitted to and reviewed by USAC.

USAC commits E-Rate funding one school year at a time (July 1 – June 30), and is referred to as a “Funding Year”. The Funding Year is dated based on the first possible date of service delivery: July 1. *For example*, services to be used during School Year 27-28 would be referred to as “Funding Year 2027.”

The tasks required to receive benefits for each Funding Year may overlap during certain parts of the year. *For example*: in December, schools may be filing reimbursement requests to claim Funding Year 2026 benefits, but may also be preparing to update their enrollment data used to determine Funding Year 2027’s discount percentage.

All FCC Forms and funding disbursements are administered by the Universal Service Administrative Company (USAC). Most applications are numbered based on the Funding Year they are intended to be used. *For example*, forms to start the competitive bidding process for services that start Funding Year 2027 are formatted “27xxxxxx.”

*Read more about the E-Rate Program on USAC.org. Explore the E-Rate Learning Resource page to sign up for “The E-Rate News Brief” email newsletter, practice forms with eLearning Modules, and watch webinars.*

**Link:** [Get Started - Universal Service Administrative Company](#)

### What Is Eligible for E-Rate Funding?

E-Rate funds 20-90% of the Broadband services and hardware listed on the Eligible Services List. Prior to the annual application season, the FCC updates the [Eligible Services List](#) to confirm what services and hardware is eligible for the upcoming Funding Year.

Generally, the services and hardware eligible for E-Rate funding fall into one of two categories (see Table 2 below). Schools may submit multiple requests for bids and multiple funding

applications each year for multiple services and hardware are necessary.

| <b>Category 1</b><br>Broadband access to the school(s)<br><i>Eligible for state reimbursements</i>                                                                                                                                                                                                                                                                      | <b>Category 2</b><br>Broadband access within the school(s)<br><i>Not eligible for state reimbursements</i>                                                                                                                                                                                                                                                                                              |
|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <ul style="list-style-type: none"> <li>• Internet Access</li> <li>• Monthly costs, one-time costs and special construction for new fiber infrastructure.</li> <li>• Data Transmission (Wide-area network; WAN), including Dark Fiber or Self-Provisioned networks</li> <li>• Network hardware required for to operate service or transmit between buildings.</li> </ul> | <ul style="list-style-type: none"> <li>• Internal Connections (switches, routers, basic firewalls, access points, cabling, etc).</li> <li>• Managed Internal Broadband Services (MIBS): Hardware or third-party services that help manage the network.</li> <li>• Basic Maintenance of Internal Connections (BMIC): Upkeep of existing equipment, such as physical or technical maintenance.</li> </ul> |

Link: [Eligible Services List - Universal Service Administrative Company](#)

### What is my School's Discount Percentage?

Discount percentages are validated each Funding Year using the percentage of total students eligible for a Free or Reduced Lunch. That percentage is used in conjunction with the school or district's "Rural" status (based on the most recent census data) and applied to the following discount matrix:

| Percentage of students eligible for Free/Reduced Lunch equals... | Urban                    | Rural |
|------------------------------------------------------------------|--------------------------|-------|
| Less than 1%                                                     | 20%                      | 25%   |
| 1% to 19%                                                        | 40%                      | 50%   |
| 20% to 34%                                                       | 50%                      | 60%   |
| 35% to 49%                                                       | 60%                      | 70%   |
| 50% to 74%                                                       | 80%                      | 80%   |
| 75% to 100%                                                      | 90% for Cat 1, 85% Cat 2 |       |

*For example*, if a Rural district has 1,000 total enrolled students, and 450 of those students are eligible for free or reduced lunch, then that district is eligible for a 70% E-Rate discount. If, in the following school year, the number of eligible students increased from 450 to 500, then the district would be eligible for an 80% discount.

Schools that utilize CEP will instead use the current “Identified Student Percentage” and multiply it by 1.6 before applying the percentage to the USAC discount matrix above. CEP schools retain their Identified Student Percentages for four years, and are subject to fewer discount validations by USAC.

**Link:** [Calculating Discounts](#)

**Link:** [Code of Federal Regulations – Universal Service Support for Schools and Librarians](#)

## State of Idaho’s Broadband Reimbursement Program

The Idaho Broadband Program was established under the Education Opportunity Resource Act, codified in Idaho Code § 33-56. Administered by the Office of the State Board of Education (OSBE) and overseen by the Education Opportunity Resource Committee (EORC), the program provides funding to reimburse the non-discounted portion of eligible Internet access costs. This means if a school receives a 70% discount for Internet services from E-Rate, then the Program will reimburse the remaining 30% of state-eligible costs.

**Note:** State reimbursements are issued every six-months. The **Mid-Year reimbursement** is typically released each December/January, and the **Year-End reimbursement** is typically released each May/June.

The primary goal of the program is to support and sustain reliable, high-speed digital infrastructure across all Idaho public school districts and public charter schools. By offsetting critical connectivity costs, the state ensures that all Idaho students—regardless of geographic location or district size—have equitable, uninterrupted access to the robust digital learning environments, online assessment platforms, and administrative resources necessary to succeed.

## Recommended Bandwidth For LEA's by User Count

Automatic state reimbursement to LEAs for Category 1 Internet Access is based upon the following:

| User Count (Students + Staff) | Recommended Minimum | Recommended Maximum                                                                                                          |
|-------------------------------|---------------------|------------------------------------------------------------------------------------------------------------------------------|
| 499 Users or below            | 100 Mbps            | Up to 1 Gbps if the monthly cost is:<br>1) equal to or less than \$2,000/mo, AND<br>2) equal to or less than \$2.00 per Mbps |
| At least 500                  | 1 Gbps              | 1 Gbps                                                                                                                       |
| At least 1,500                | 1 Gbps              | 2 Gbps                                                                                                                       |
| At least 3,000                | 1 Gbps              | 5 Gbps                                                                                                                       |
| At least 6,000                | 1 Gbps              | Up to 10 Gbps, or 1Mbps/User                                                                                                 |
| At least 15,000               | 1 Gbps              | Up to 20 Gbps, or 1 Mbps/User                                                                                                |
| At least 35,000               | 1 Gbps              | Up to 40 Gbps, or 1 Mbps/User                                                                                                |

This chart applies only to Direct Internet Access and does not apply to Wide-Area Network (WAN) or Data Transmission service. The chart is maintained by EORC and was last updated July 2022. By reporting bandwidth utilization, EORC may continue analyzing modern bandwidth usage and make updates to this chart.

### Appeals

To request reimbursement for bandwidth that exceeds the Recommended Maximum must submit an appeal to EORC. A template EORC appeal form can be found on the OSBE program webpage.

### Non-recurring Category 1 Costs

Non-recurring costs (NRC) for Category 1 services are eligible for state reimbursement, including installation costs and transmission equipment. If the state portion is greater than \$5,000, a reimbursement request will need to be submitted to EORC for approval. A template form can be found on the OSBE program webpage.

## STEP 2. FORM 470

[Competitive Bidding](#) is the most important aspect of E-Rate. With limited exception, all services and hardware funded by E-Rate must be competitive bid and prove to be the most high-scoring and cost-effective bid. The bidding process is run by the school, including the scoring categories for evaluation, however the category with the greatest number of points must be “Cost of services.” This way, the lowest received price is not automatically the winning bid. Through the Form 470 process, schools demonstrate that the bidding process was open, fair, and that all potential bidders had access to the same information as the others.

***This is not an annual requirement unless your contracts are only 12-months long.***  
***New and recurring E-Rate requests must be established with an FCC Form 470 number.***  
***Contracts past their service terms/renewal terms are not eligible for funding.***  
***An end of contract “month-to-month” clause may only be E-Rate funded for one year.***

Creating an RFP is your opportunity to make the first draft of your ideal contract. An RFP should include an evaluation rubric to award the highest points to the bid that most closely matches your ideal contract, is the most cost-effective in upfront costs and all manner of operations, and most technically feasible. Be specific with how to award points to ensure the bids are fairly compared against each other. If needed, schools may reach out to bidders if a clarifying detail is needed to accurately award points.

This process culminates in awarding the contract to the winning bidder. Schools may engage the winner in determining and signing a final contract. For E-Rate funding, schools are required to sign a final contract before proceeding to the FCC Form 471 (Step 4 in this document).

### Exceptions to Competitive Bidding/establishing a Form 470:

- Recurring services cost less than \$3,600/yr (Category 1 only). Referred to as the “CABIO” exception.

Link: [Competitive Bidding](#)

***IMPORTANT: Competitive Bidding starting on or after July 1, 2027 must take place through a Bidding Portal under development by USAC. This date is subject to change at the discretion of the FCC. Subscribe to the USAC News Brief for updates about the USAC bidding portal.***

### STEP 3. ADMINISTRATIVE WINDOW

During the annual application season, E-Rate entity profiles are locked and cannot be edited. The [Administrative Window](#) is the time when profiles are unlocked and may be freely edited. This time period typically begins each Fall and closes prior to the January application window.

Some of the most important pieces of information to update:

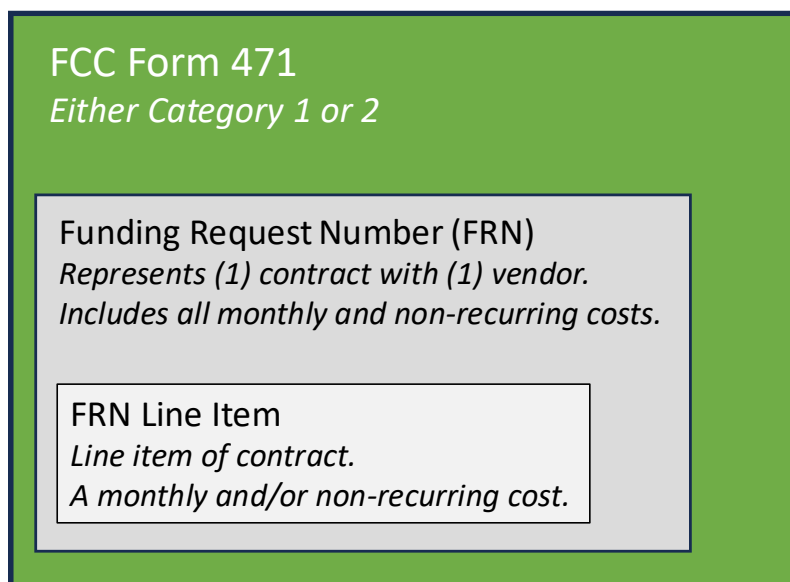
- Current staff roles and contact information
- Student enrollment data (for calculating discount percentages)
- Consider if any new schools, locations, or other non-instructional facilities are anticipated to be opened in the next year.

If needed, information can be changed after the administrative window as needed by contacting the E-Rate customer service center, or filing a help ticket through the EPC portal.

## 4. FORM 471

The [FCC Form 471](#) is the way to officially request funding for the upcoming school year. All federal and state funding calculations are determined each year with this form and its associated [Funding Request Numbers](#) (FRNs). The application is available for a limited time each year. The window is typically open from January through March. The dates are announced by January of each year.

Schools may file as many Form 471s as they need to. A single Form 471 is limited to a single Category (Category 1 or Category 2), but can contain as many individual FRNs as needed. Every Form 471 contains at least one Funding Request Number (FRN), and every FRN contains at least one FRN Line Item:



Link: [Applying for Discounts](#)

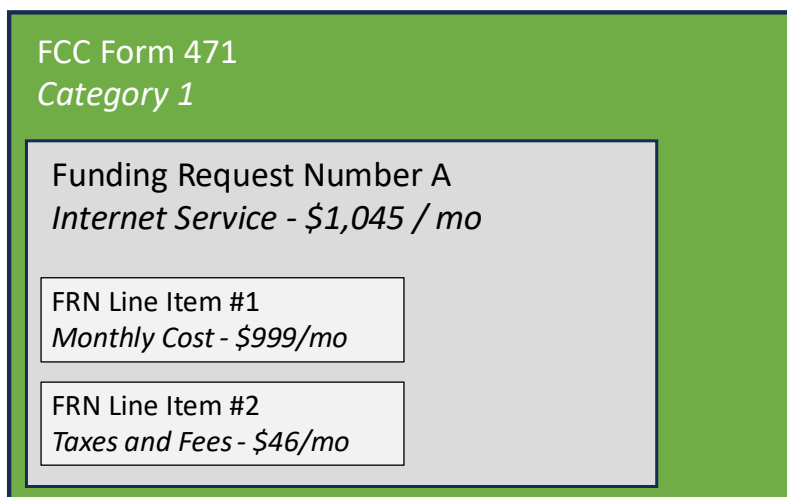
### Prerequisites

To complete and certify the Form 471, you will need the following for each FRN:

- Signed contract with vendor/service provider
- Establishing Form 470 #
- Bid evaluation materials that confirms the entity waited at least 28-Days or by their published Due Date prior to awarding the contract. This includes but is not limited to:
  - All bids received
  - Communications with vendors
  - Score sheet(s) and reviewer names/roles

## Funding Request Numbers (FRNs)

A single FRN represents a single contract or purchase agreement between the school and a vendor or Internet provider. Schools may choose to include all possible FRNs on a single Form 471 to reduce paperwork. Or a school may choose to submit multiple Form 471s to prevent one FRN from delaying approval of the other FRNs.



The diagram shows a green box representing the FCC Form 471, Category 1. Inside this box is a light gray box labeled "Funding Request Number A" with the description "Internet Service - \$1,045 / mo". Within this gray box are two smaller white boxes: "FRN Line Item #1" with "Monthly Cost - \$999/mo" and "FRN Line Item #2" with "Taxes and Fees - \$46/mo".

FCC Form 471  
Category 1

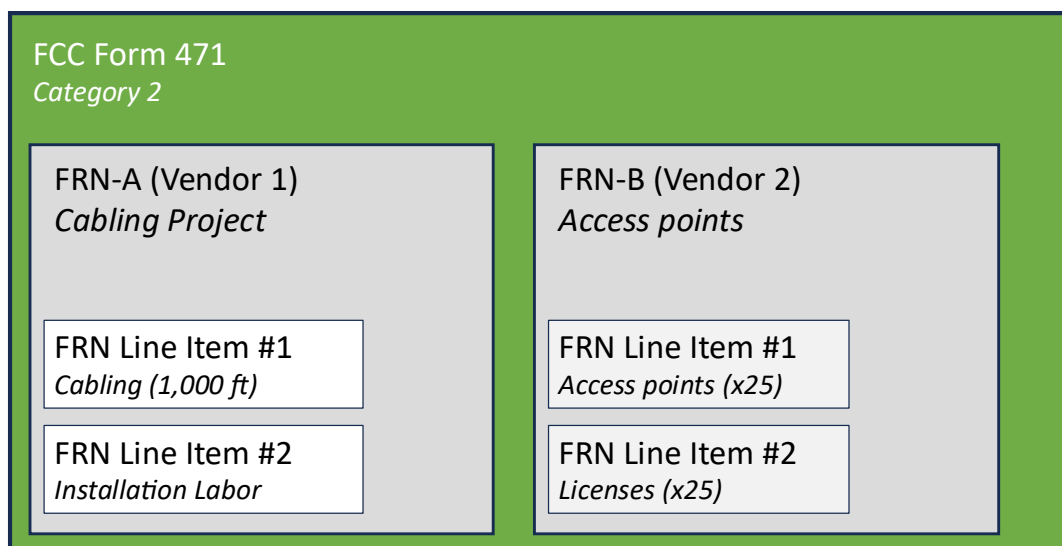
Funding Request Number A  
*Internet Service - \$1,045 / mo*

FRN Line Item #1  
*Monthly Cost - \$999/mo*

FRN Line Item #2  
*Taxes and Fees - \$46/mo*

### FRN Line Items

Each FRN contains at least one FRN Line Item. The price of the hardware or service is listed. FRNs may contain as many FRN Line Items as needed, and should mirror the same number of line items that appear on the contract or purchase agreement. Doing so will help USAC reviewers process the application.



The diagram shows a green box representing the FCC Form 471, Category 2. It contains two light gray boxes side-by-side. The left gray box is labeled "FRN-A (Vendor 1)" with the description "Cabling Project" and contains two white boxes: "FRN Line Item #1" with "Cabling (1,000 ft)" and "FRN Line Item #2" with "Installation Labor". The right gray box is labeled "FRN-B (Vendor 2)" with the description "Access points" and contains two white boxes: "FRN Line Item #1" with "Access points (x25)" and "FRN Line Item #2" with "Licenses (x25)".

FCC Form 471  
Category 2

FRN-A (Vendor 1)  
*Cabling Project*

FRN Line Item #1  
*Cabling (1,000 ft)*

FRN Line Item #2  
*Installation Labor*

FRN-B (Vendor 2)  
*Access points*

FRN Line Item #1  
*Access points (x25)*

FRN Line Item #2  
*Licenses (x25)*

## Program Integrity Assurance (PIA)

USAC will likely reach out to the school to process and validate parts of the request, including but not limited to:

- Number of students eligible for free/reduced lunch
- Number of students enrolled at school or district
- Eligibility of campus locations
- Eligibility of services and hardware
- Competitive bidding review

USAC reviewers may make changes to the application as necessary, or propose changes such as separating items into new FRNs. If USAC intends to deny a Funding Request, they will notify the applicant and provide an opportunity to a rebuttal.

**Link:** [Application Review Process](#)

## Funding Denials

If a Form 471 or FRN is denied for funding, schools have 60 days from the date of the FCDL to submit an Appeal to USAC. Appeals should directly address the reasons for denial as stated in the FCDL. Well-written appeals include summaries of the issues and easy-to-follow timelines describing the relevant events and when actions were taken (either by school staff or USAC). Appeals may include as many attachments as needed. USAC appeals can be created and submitted in EPC just like standard FCC Forms.

If an appeal is denied by USAC, the school may further appeal to the FCC. In some cases, such as when USAC does not hold the authority to change a program rule or deadline, it may be appropriate to appeal directly to the FCC. Schools have 60 days from the date of the USAC appeal decision to submit a further appeal to the FCC. For instructions on submitting appeals to the FCC, please refer to the guide created by E-Rate Central, or contact a program coordinator/[broadband@edu.idaho.gov](mailto:broadband@edu.idaho.gov).

**Link:** [E-Rate Program Appeals Guidelines](#)

## 5. SEND CONTRACT(S) FOR STATE REIMBURSEMENT

After you've certified the Form 471(s), send a copy of eligible Category 1 contracts or contract addendums to OSBE. This allows the Broadband Reimbursement Program to validate the term lengths of the contract and to recurring and non-recurring invoices. Contracts must be signed and may be supported with additional documentation as appropriate.

*Send contracts to either a program coordinator, or to [broadband@edu.idaho.gov](mailto:broadband@edu.idaho.gov).*

## 6. RECEIVE FUNDING COMMITMENT DECISION LETTER (FCDL)

Once the Form 471 application(s) are certified, they will be reviewed and processed by USAC. In most Funding Years, applications are processed on a "first come, first served," basis, though that is not always the case.

### Funding Commitment Decision Letter (FCDL)

Read this letter carefully to ensure the details of your funding commitment, including:

- Approved discount percentage.
- Approved funding commitment.
  - The amount committed will equal the total cost for the year, multiplied by the discount percentage. For example, a funding request for 12 months of Internet service at \$1,000/mo, with a 50% discount, will mean a commitment of \$6,000 ( $\$1,000 \times 12 \times 0.5$ ).
- Reviewer comments of funding commitment.
  - Each FRN will have its own page of details, including reviewer comments. If a funding request amount is modified during the review process, it will be noted here. Similarly, if a funding request is denied, the justification will be here.
- Service Delivery Deadline (deadline to install hardware or service).

## 7. FORM 486

The final FCC Form to complete before receiving E-Rate reimbursements (or invoice discounts) is the Form 486. This must be completed after receiving a funding commitment, but before USAC or Idaho will issue reimbursements, is the Form 486. This form establishes that the school is receiving the services or hardware that were funded, and that the network is compliant with the Children's Internet Protection Act (CIPA).

The due date for this form varies. The FCC Form 486 is due either (whichever is later):

- 120 days after the date of the FCDL (or revised FCDL).
- 120 days after the service or hardware on the FCDL was installed.

Link: [About the Form 486 Filing](#)

**Note:** Funding Year 2027 (services used between July 1, 2027 – June 30, 2028) will be the final year Form 486 is required. Beginning Funding Year 2028 (or, for FRNs formatted 28xxxxxxx and onward) will not require the Form 486 to receive reimbursements.

### Content Filter Certifications

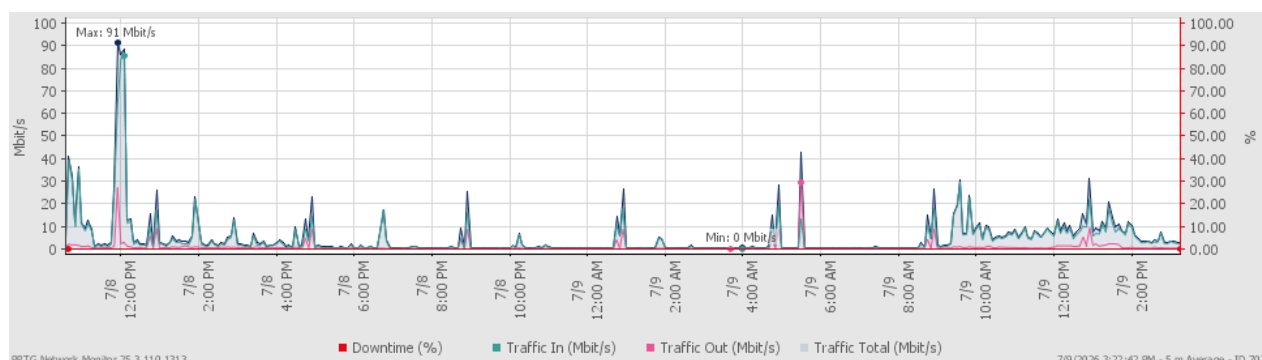
To demonstrate compliance with the Children's Internet Protection Act (CIPA), schools must retain documentation of the items below. Furthermore, Idaho § 33-132 requires all LEAs to implement a content filter as a part of their wireless Internet network.

- Internet safety policy.
- "Technology Protection Measure" on the E-Rate funded network (i.e. a content filter).
- Minutes of a public meeting where the Internet safety policy was reviewed.
  - Meeting minutes do not "expire" unless the Internet safety policy has substantially changed since the minutes were last recorded.

## 8. BANDWIDTH REPORTING

**Note:** Beginning in School Year 2027-28, State of Idaho will not process Broadband reimbursements to schools until bandwidth reporting has been established. This includes the Mid-Year, Year-End, or Related Services disbursements.

To receive ongoing State of Idaho reimbursements, schools must set up bandwidth reporting with the Broadband Reimbursement Program. This requirement comes from Idaho 33 5604 (3) and is important in ensuring the Program is supporting appropriate broadband speeds. Providing this data allows the Program's authorizing committee EORC to make changes to automatic reimbursement calculations in future years.



Schools will work with OSBE staff to install a software-based sensor ([PRTG](#)) onto their **network's head-end device or firewall** (primarily through SNMP). OSBE's server will ping the sensor for a reading and collect only the following data every 5 minutes:

- Traffic Speed in (Mbps).
- Traffic Speed out (Mbps).

No other information is accessed or collected, and schools may request a copy of their data from OSBE at any time.

For districts, data is not collected at the individual school level unless such school is serviced through a separate network connection/service provider than the other districts. This means that districts with individual ISP network connections per school will need to configure as many sensors as there are ISP network connections.

Schools may self-report their data utilization metric by configuring a report to automatically send utilization logs each month to [broadband@edu.idaho.gov](mailto:broadband@edu.idaho.gov). The monthly report must include traffic speed in/out in 5-minute intervals during school hours.

## 9. FORM 472 BEAR

*If you selected “SPI” for the FRN Invoicing Method, skip this section.*

To receive federal reimbursements, schools must complete [the FCC Form 472](#). It is also referred to as the “Billed Entity Applicant Reimbursement Form” or “BEAR Form.”

**Link:** [How to File FCC Form 472 in EPC](#)

Schools that are filing a BEAR form for the first time will need to set up their banking/routing information through the FCC Form 498. Setting up this payment information will require linking school’s Unique Entity Identifier (UEI) available on SAM.gov because E-Rate payments are processed via the U.S. Treasury.

Schools may include as many FRNs on a single BEAR Form as needed (for multiple one-time purchases, multiple months of recurring service, or a combination of both). After the BEAR form is certified, it will be reviewed by USAC reviewers. Schools may receive questions about specific line items. Questions must be responded to in the EPC portal.

If a BEAR is approved and processed, schools should receive a remittance letter confirming the amount reimbursed in relation to the specific FRN numbers included on the form. Schools can view a quarterly summary of reimbursements in EPC by clicking the “News” tab at the top of the page.

### Reimbursement Denials

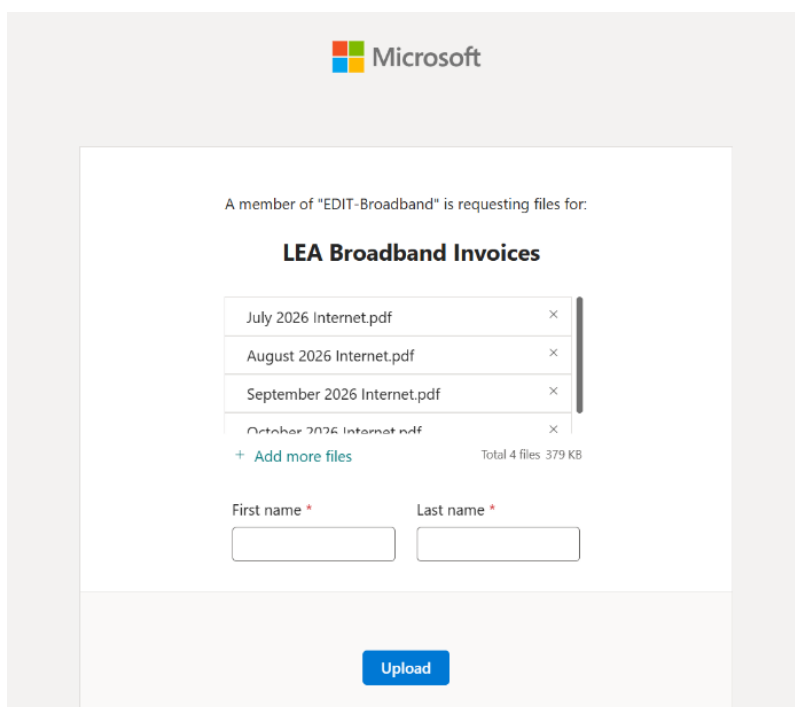
If funding is denied due to a technical issue, schools may resubmit the BEAR form with the corrected issues. Otherwise, schools may submit an appeal in the EPC portal within 60 days of the decision, and if needed may further appeal to the FCC.

## 10. UPLOAD INVOICES

*Schools are strongly encouraged to upload their invoices monthly throughout the year. This reduces processing time during the Mid-Year and Year-End disbursement periods.*

To receive state reimbursements, schools will upload their invoices directly to the Broadband Reimbursement Program using a **unique link** for uploading files. The link is provided by Broadband Program staff and is hosted by Microsoft SharePoint. **This link does not require a login**, and can be shared with anyone in your organization that regularly receives and processes broadband invoices. The upload will require a user to enter their First and Last name. Users may upload as many files as needed at a time.

*To request the link, please contact the Program Coordinator or [broadband@edu.idaho.gov](mailto:broadband@edu.idaho.gov).*



The screenshot shows a Microsoft SharePoint file upload page. At the top is the Microsoft logo. Below it, a message states: "A member of 'EDIT-Broadband' is requesting files for:". The main heading is "LEA Broadband Invoices". There is a list of files being uploaded: "July 2026 Internet.pdf", "August 2026 Internet.pdf", "September 2026 Internet.pdf", and "October 2026 Internet.pdf". Each file has a close button (X) to its right. Below the list is a link to "+ Add more files" and a status "Total 4 files 379 KB". At the bottom, there are input fields for "First name \*" and "Last name \*", and a blue "Upload" button.

### State Disbursements

State disbursements are transmitted to schools directly through the SCO-based system. A confirmation letter is generated and transmitted for each disbursement. If you did not receive a confirmation, please contact the Program Coordinator.

For SY26-27, state reimbursements take place twice a year, or six-month increments:

- Mid-Year reimbursements, distributed by end of January 2027.
  - Reimburses services billed from July 2026 through December 2026

- Year-End reimbursements, distributed by end of June 2027
  - Reimburses services billed from January 2027 through June 2027

Schools that do not meet all requirements in time for the Mid-Year disbursements can receive it retroactively if they meet all requirements in time for the Year-End disbursement. Other situations where schools cannot meet all requirements should be in contact with the Program Coordinator for further details.

## Related Services Disbursement

This Related Services Distribution is intended to help cover costs related to broadband and network services used for the education of students. Allowable expenses may include but are not limited to, content filtering, cybersecurity measures, and E-Rate consulting services. No additional reporting is required to access these funds.

Pursuant to [Idaho § 33-5604](#), the Education Opportunity Resource Committee (EORC) is authorized to determine the allocation of funds under the Broadband Program. After confirming that all obligations for Internet access and WAN services have been met for the fiscal year, EORC authorize disbursements or potential disbursement opportunities.

## DOCUMENT RETENTION POLICY

The Broadband Reimbursement Program adheres to the same document retention policy as USAC does for E-Rate beneficiaries:

*All E-Rate program participants—applicants, service providers, and consortia—are required to maintain documentation that demonstrates compliance with the statutory or regulatory requirements for all E-Rate program purchases of equipment and services. The use of a consultant or other representative does not negate the responsibility of the school, library, consortia, or service provider to be in compliance with the Commission’s document retention rules. E-Rate participants must keep these records for a period of 10 years after the latter of the last day of the applicable funding year or the service delivery deadline for the funding request, whichever date is later.*

**Link:** [Document Retention](#)

## Audits

USAC may notify you that the school is selected or party to an audit related to E-Rate funding. Audits are authorized by the FCC, managed by USAC, and often involve third-party auditors.

contracted by USAC. The state E-Rate coordinator may be included in the notification. Legitimate outreach regarding an E-Rate audit will include points of contact with USAC.

**Link:** [Appeals and Audits](#)

### **Payment Quality Assurance Audit**

Any universal service fund payment is subject to improper payment testing. Under this initiative, USAC selects a statistically valid sample of payments to determine if these payments were made in accordance with FCC rules.

If any non-compliance is discovered during an assessment, the analyst will note it as an improper payment and the respective USF program may recover funds commensurate with the FCC rule violation. If any potential waste, fraud, or abuse is discovered during an assessment, the analyst will refer the matter to the FCC Office of Inspector General and the FCC Enforcement Bureau for additional action.

**Link:** [About Payment Quality Assurance \(PQA\)](#)

### **Audit: Beneficiary and Contributor Audit Program (BCAP)**

The Beneficiary and Contributor Audit Program (BCAP) is designed to assess universal service beneficiaries' and contributors' compliance with FCC rules.

**Link:** [Beneficiary and Contributor Audit Program \(BCAP\)](#)

## **FURTHER HELP**

**USAC Customer Service Center:** 888-203-8100

[Contact USAC - Universal Service Administrative Company](#)