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# E-rate & You

**HELPING CLIENTS GET THE FUNDING THEY NEED – HELPING STUDENTS ACHIEVE THEIR POTENTIAL!**

## PIA Review Process

Program Integrity Assurance (PIA) is the process used by USAC to review applications for compliance with program rules and policies. During this process, USAC reviews the information on your FCC Form 471 and may contact you with additional questions on specific items.

The reviewers at USAC will check your application to ensure that:

- The schools/libraries on your application are eligible for the E-rate Program,
- The products/services you requested are eligible according to the 2017 eligible services list,
- Your discounts were calculated properly,
- Your contracts follow competitive bidding rules, and
- You conducted a fair and open competitive bidding process.

Receiving questions (inquiries) from PIA reviewers is a normal part of the application process. Most, but not all, applicants will get an inquiry from a PIA reviewer. If your PIA reviewer has a question, s/he will post it in your EPC account and send you an email prompting you to log in.

**Monitor your email so that you will know when PIA attempts to contact you.**

You are required to respond to questions from PIA reviewers within 15 days – but the sooner you respond to information requests, the faster USAC can process your application and issue a funding decision. If you need more time, you can also ask your PIA reviewer for a 7-day extension.

If there is a problem with your application, USAC will contact you to  
*(cont'd)*



**Got Questions?**  
**We are Here to HELP!**

As E-rate Consultants since 2006, we are able to help guide your school or library through this oftentimes complicated and confusing process. Contact us TODAY!

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# PIA Review Process (cont'd)

answer questions, correct the error, adjust your funding request if needed, and continue on to issue the funding commitment decision letter.

If the reviewer finds that 30% or more of the services on a funding request (FRN) are not eligible for Erate Funding, the funding request can be denied (30% rule). If your PIA reviewer discovers this, s/he will first give you the opportunity to remove the ineligible items

or transfer them to a new funding request.

**Answer all questions promptly and completely.**

Certain applications may be chosen for selective review, a more detailed version of the PIA review process, where your reviewer asks for more comprehensive responses. For example, your reviewer might ask for documentation of how you competitively bid and chose your service provider.

If your application is selected, you will receive an email explaining how to proceed, and you can contact your assigned PIA reviewer if you need help responding to the selective review questions.

- From "What to Expect During PIA Review", USAC SLD, File Along With Erate, 1997-2016

**NOTE:** There is no set schedule/timetable for the review process to begin or end.

## Outsourcing Your E-rate

### Is it right for you?

Is Erate confusing? Do you find the process complicated and frustrating? It doesn't have to be!

- We specialize in the Erate process – so you don't have to.
- We let educators do what they do best – teach!
- We develop strategies to help ensure that you get the maximum benefit from the program.
- We work with you and the SLD throughout the entire review process.
- Our fees are based on the amount of funding you receive/use.

**Contact Us  
TODAY!**

*"Full access to telecommunications and information resources makes possible the rich teaching and learning that take place in schools and libraries. For these institutions to provide the high level of service necessary for their students and patrons, the costs can be great." (Universal Service SLD, 1997)*



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