



## Schools & Libraries – Service Substitutions

### **What is a service substitution?**

A service substitution is a change in the specific products or services indicated in the original Form 471 funding request.

### **What are the conditions for approval of a service substitution request?**

- The substituted products or services must have the same functionality as those contained in the original proposal.
- The substitution does not violate any contract provisions or state or local procurement laws.
- The substitution does not increase the amount of ineligible services or functions.
- The requested change is consistent with the FCC Form 470 and any RFP for the original service.

### **When can a service substitution request be made?**

A service substitution can be requested no sooner than the issuance of the Form 471 Receipt Acknowledgment Letter (RAL) and no later than the last day to receive service on the funding request (FRN) that references those services.

### **How do I request a service substitution?**

Requests should be submitted to USAC by letter, as explained on the USAC website. Requests should include a listing of the original products and services indicated on the Item 21 Attachment of Form 471 and a listing of the new products and services now being requested.

### **Additional options for service substitutions**

If a manufacturer or service provider is discontinuing a product or service for all customers, they may submit a “global service substitution” that indicates a replacement component. This option can allow invoices that specify the new component to be processed with minimal delay.

In addition, applicants who find that a different configuration has been provided to them than that indicated in the Item 21 Attachment of Form 471 can submit a “correcting service substitution.” Further information about options and features for service substitutions is available on the USAC website.

**For additional information, please use the USAC resources listed below:**

**Svc Substitutions:** <http://www.usac.org/sl/about/changes-corrections/service-substitutions/default.aspx>

**FAQs:** <http://usac.org/sl/about/changes-corrections/service-substitutions/frequently-asked-questions.asp>

**Examples:** <http://usac.org/sl/about/changes-corrections/service-substitutions/example-service-substitution.aspx>