



Division
Public Utility

Director
Mark Argenbright

Frequently Asked Questions

TITLE 165. CORPORATION COMMISSION CHAPTER 59. OKLAHOMA UNIVERSAL SERVICE AND
OKLAHOMA LIFELINE

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Where can I find the current OAC 165:59 rules?

<https://oklahoma.gov/content/dam/ok/en/occ/documents/ajls/jls-courts/rules/2024/chapter-59-oklahoma-universal-service-eff%2009-01-2024.pdf>

Who can I contact if I have questions?

Please email questions to OUSF@occ.ok.gov and include "OUSF RULE CHANGE INQUIRY" in the subject line.

If I have recommendations or suggestions for the new processes, how do I communicate those?

The OUSF team is working through process development real-time. Our goal is to make this process more streamlined and easier on everyone, and we welcome and appreciate your input and suggestions. Please email them to OUSF@occ.ok.gov.

Requests for OUSF Funding

I have made a Request for OUSF Funding. Can I amend that Request?

Yes, Amended Requests for OUSF Funding may be considered at the discretion of the OUSF Administrator. *Please do not file an Amended Request for OUSF Funding without prior approval of the OUSF Administrator.* See OAC 165:59-3-68(e) and 59-3-70(d).

- **How do I seek prior approval to amend a Request for OUSF Funding?**

Please email OUSF@occ.ok.gov.

I have made a Request for OUSF Funding. When will my approved OUSF Funding start and how will I be notified?

The Determination will be filed within the ECF system and will include the date funding will start, provided there are no timely filed Requests for Reconsideration. After filing, a copy of the filed Determination is emailed to the Provider and the Beneficiary.

OUSF Administrative Preapproval Requests

I have filed an OUSF Administrative Preapproval Request. Can I amend that Request?

Yes, Amended Requests for OUSF Administrative Preapproval may be considered at the discretion of the OUSF Administrator. *Please do not file an Amended Request for OUSF Funding without prior approval of the OUSF Administrator.* See OAC 165:59-3-68(e) and 59-3-70(d).

- **How do I seek prior approval to amend an OUSF Administrative Preapproval Request?**

Please email OUSF@occ.ok.gov.

I do not agree with the Funding Letter for my OUSF Administrative Preapproval Request.

What can I do?

Any affected party may file a Request for Reconsideration of an OUSF Administrative Preapproval Letter within fifteen (15) days after the Funding Letter was filed.

Change Requests

What types of changes can I make via the Change Request Process?

Please utilize the Change Request dashboard in the Provider Portal to notify the OUSF Administrator of the following:

1. Change in **Bandwidth and/or Price**
2. Change in **OUSF Circuit End Date**
3. **Circuit Disconnection**
4. Change in **E-Rate Category 1 Percent**
5. Change in **approved USAC funding or receipt of alternate funding**
6. **Pause funding**
7. **Resume funding**
8. Change in **circuit location**

What documents are required for each type of Change Request?

After you've initiated a change request in the Provider portal, the portal will guide you on the required and optional documentation for each type of Change Request. The documents required for each type of Change Request are also provided below.

1. A request for a **change in Bandwidth and/or Price**. To support this this type of Change Request, the provider will be required to submit:

- Affidavit in Support of Preapproval or Request for Special Universal Services
- A copy of all relevant invoices
- A copy of the contract, agreement or service order
- Network diagram
- RFP if available
- FCC forms 470 and 471
- Other federal program documentation if appropriate
- Copies of all bids received
- Pre-Approval funding letter, if issued
- Additional supporting information may be included but is not required

Sample portal screenshot:


Required Documentation:

Please check each box below to confirm that the required documentation has been uploaded.

- 1. A copy of the beneficiary's Affidavit in Support of Preapproval or Request for Special Universal Services, available at <https://oklahoma.gov/occ/divisions/public-utility/ousf.html>, including all attachments. This Affidavit should be specific to the requested change (i.e., it should be updated to reflect bids for the changed bandwidth, changed price, or changed OUSF Funding End Date). It should not contain bids for services which are not being funded. This requirement may be waived, on a case-by-case basis, if the requested change was not the result of a competitive bidding process.
- 2. A copy of all relevant invoices. This includes the invoice immediately prior to the effective date of the change, the invoice containing the effective date of the change, and any later invoices containing service credits or adjustments related to the change.
- 3. A copy of the contract, agreement, or service order which governs the service, along with any amendments, addenda, or supplemental schedules.
- 4. Network diagram, including but not limited to: demarcation address, demarcation name, Circuit ID, and bandwidth. If multiple providers serve the School, please include all services in the diagram.
- 5. Copies of the following: RFP, if available, FCC Forms 470 and 471, and other federal funding program documentation, including applicable grants.
- 6. Copies of all bids received, including bids that were not considered, and all documents used in the evaluation process.

Additional Optional Comments:

Upload the required documentation as shown above:



Drag file(s) here

or

2. A request to **update or change the OUSF Circuit End Date**. To support this this type of Change Request, the provider will be required to submit:

- Affidavit in Support of Preapproval or Request for Special Universal Services
- A copy of all relevant invoices
- A copy of the contract, agreement or service order
- Network diagram
- RFP if available
- FCC forms 470 and 471
- Other federal program documentation if appropriate
- Copies of all bids received
- Pre-Approval funding letter, if issued
- Additional supporting information may be included but is not required

3. Notification to OUSF of a **disconnected circuit**. A brief explanation and service end date is required. Additional supporting documentation may be included but is not required.
4. Notification to OUSF of a **change in E-rate Category 1 Percent**. The new percentage will be required to be completed. Additional supporting documentation may be included but is not required.
5. Notification to OUSF of a **change in approved USAC funding or receipt of alternative funding**.
 - Additional supporting documentation is required.

Sample portal screenshot:

Change in Funding Details

Effective Date of Change:

For each circuit below, type a description of the change and what the impact is to the OUSF funding.

CIRCUIT ID	TOTAL INVOICE...	OUSF DETERMI...	FEDERAL PERC...	MONTHLY OUS...	DESCRIPTION OF CHANGE IN FU...
1	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]

Please upload any documentation which supports the change request:

or

6. **Pause funding**. This is commonly used when a Change Request is needed, but the specific type of change needed is unknown. This is also used when there is a billing issue that the Provider needs to investigate. A brief reason for the pause is required. Additional supporting documentation may be included but is not required. *Note: this allows the circuit to be viewable on the provider portal, but not funded until the OUSF receives direction from the Provider.*
 - Submission of any type of Change Request, or filing of a new Request for OUSF Funding, is sufficient to resume funding.
 - E.g., a Provider does not need to submit a Change Request to resume funding *and* a Change Request to update bandwidth. Funding to a paused circuit may be resumed by submission of a Change Request to update bandwidth only.

7. **Resume funding.** This can only be submitted on a paused circuit. A brief explanation and additional supporting documentation are required.
8. Notification to OUSF of a **Change in Circuit Location.** This is used when an address change, a demarc change, or a change in building name occurs. New Circuit location is required as well as a brief explanation. Additional supporting documentation may be submitted but is not required.

How long does it take Change Requests to be approved?

The OUSF team is working hard to improve Change Request review times as we get comfortable with the new Change Request process. Eventually, changes that do not require substantive review (including, but not limited to, requests to pause funding, resume funding, disconnect a circuit, etc.) will be approved more quickly, where changes that require substantive review (including, but not limited to, changes to price and/or bandwidth, extend OUSF funding end date, etc.) will likely need the full sixty days for approval.

We appreciate your patience with us as we're learning along with you! If you have questions or concerns about any submitted change requests, please email OUSF@occ.ok.gov.

I have a Circuit that has been disconnected and the disconnect date needs to be reported to the OUSF team. How do I do that?

A circuit disconnect should be reported using the Change Request dashboard in the provider portal. Before submitting a Change Request to disconnect a circuit, please ensure the disconnect date is correct.

Disconnected circuits will still appear in the provider portal if they have been disconnected within the past eighteen (18) months. If there is any doubt about the circuit disconnect date, OUSF recommends submitting a Change Request to pause funding, or waiting until disconnect date can be confirmed prior to submitting the Change Request.

I submitted a Change Request, but I made a mistake or submitted it in error. What can I do?

Change Requests may be withdrawn by the Provider in the provider portal.

I have multiple changes that need to be made for one circuit. Can I submit one Change Request that addresses all changes?

Yes, with limitations. Changes to pause funding, resume funding, and circuit disconnect may be combined into one Change Request. Please include enough detail in the comments box to ensure the OUSF team understands each type of change requested, and the effective dates of those changes.

- Example: Funding to a circuit has been paused for several months; since funding was paused, the beneficiary selected a new service provider and the circuit should be disconnected. A Provider may submit a Change Request to disconnect the circuit and include in the comments box the date funding should resume.

If your Change Request includes any other type of change (price or bandwidth, circuit end date, circuit location, etc.), please submit those Change Requests separately.

If you are unsure whether you may include multiple changes in your Change Request submission, please email OUSF@occ.ok.gov prior to submission.

I have an issue with a circuit that I want to investigate, but I'm continuing to receive monthly payments on this circuit. Can the OUSF stop funding that circuit temporarily?

Yes, you can submit a Change Request to pause funding via the provider portal. After that Change Request is approved, funding for that circuit will be paused until the OUSF Administrator is notified that funding should be resumed via submission of a Change Request or filing of a new OUSF Request for Funding.

Can I include non-recurring charges in my change request?

Yes, non-recurring charges may be considered in the change request process.

I submitted a Change Request for multiple circuits, but the Change Request Resolution does not address each circuit. Was my entire Change Request approved?

Change Request Resolutions ("CRRs") are filed in the 'parent' cause/case where funding was originally approved for that circuit (i.e., CRRs are filed in the cause/case with the original funding Determination for that circuit). If your Change Request includes circuits that were approved in multiple cases, there will be a CRR filed in each 'parent' case. Therefore, one Change Request may be addressed in two or more CRRs.

If, after reviewing all CRRs that were filed in response to your Change Request, you believe a circuit was omitted from a CRR, please email OUSF@occ.ok.gov immediately.

Monthly Payments

I logged into the provider portal to submit my monthly payment request. The action drop-down for New Monthly Payment Request is no longer there. How do I request my Monthly Payment?

The biggest change providers will likely notice is there is no requirement to affirm monthly payments. The provider portal looks similar. Automatically generated monthly payments are

available for review and download for providers. But there is no attestation and submission required. Payment will be automatically generated.

I have reviewed my monthly payment in the provider portal, and it is incorrect. How do I communicate with the OUSF team?

Like the provider portal options available before September 1, 2024, Providers will have the option to flag a circuit(s) as having a data discrepancy in the provider portal. Provider submission of data discrepancies in the provider portal will be reviewed by the OUSF team.

What if a prior period was paid via the monthly payment process and it should not have been or was incorrect?

True-ups / refunds / reimbursements will look like they do currently, there will just be more of them. The system and the OUSF team will calculate true-ups / refunds / reimbursements. To the extent a true-up / refund / reimbursement is due to the OUSF, that refund will automatically happen through the Monthly Payment process. Providers can see all true-up / refund / reimbursement adjustments at the circuit and service month level via the provider portal each month.