

**FCC Reporting in Customer Master
Pop-Up Training
6/15/2021-6/17/2021**

HUBB Reporting

- Program Overview
 - Administered by USAC, requires reporting of High Cost Universal Broadband under the Connect America Fund Phase II, Alternative Connect America Cost Model, Connect America Fund, Rural Broadband Experiments and Alaska Plan.
 - Report due March 1.
 - Reporting on: SAC, Latitude/Longitude, Deployment Date, Maximum Download/Upload Speeds, Download/Upload Tier Number, Address including City, State, and Zip, Number of Units, and Carrier Location ID.
- Information needs to be populated on the Internet Deployment tab of the Network Address at Maintenance|Common|Address. Can be completed manually with each address or if like information needs to be populated on multiple address, you can use the mass edit tool from the address editor.

The screenshot shows the 'Address Editor' window. The 'Type' is set to 'Network'. 'Address 1' is '1435 ADAMS ST'. 'City' is 'BLAIR' and 'State' is 'NE'. 'ZIP' is '68008'. 'Deployment Date' is '1/5/2016'. 'Max Download Speed (mbps)' is '25' and 'Max Upload Speed (mbps)' is '5'. The 'Internet Deployment' tab is active, showing 'SAC' as '124701' and 'Plant Key' as an empty field. Other tabs include 'Auto-Assigned Values', 'Serving Equipment', 'Premise Equipment', 'Serving Terminals', 'E911', and 'Comments'.

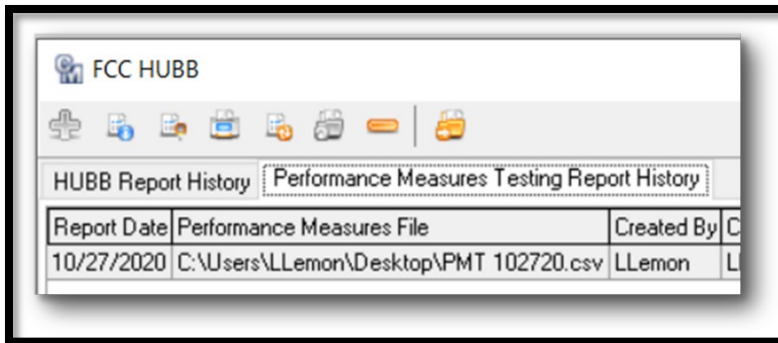
- Speed Tier is a combination of the Download and Upload Speeds.
- Carrier Location ID = system generated number based on the Address ID.
- HUBB File Creation is very similar to the Form 477 report. Once data has been loaded in the report grid, data rows can be added, deleted or edited. But remember to update the CM Address Maintenance Table with the same information. Tabs along the bottom of the HUBB Internet Deployment Editor will show all deleted and edited records.

The screenshot shows the 'New HUBB Report' dialog box. 'Report Date' is '12/2/2019'. Under 'Main Report Area Options', 'All Areas' is selected. There is a 'Select One Area' dropdown menu. There are checkboxes for 'Include Inactive Addresses' (unchecked). At the bottom, there are 'Create Report' and 'Cancel' buttons.

- After all editing has been completed, to create the file click on the Export icon to create the report in .CSV and save it in a location on your network. Then upload to USAC website, <http://usac.org/hc/tools/hub.aspx>. Validation will take place and errors returned. List of error description is located on the USAC website to help you understand why the address errored out.

Performance Measures Testing (PMM)

- Program Overview
 - Pretesting began for CAF Phase II, RBE, Alaska Plan. CAF- BLS, A-CAM I, A-CAM I Revised, and A-CAM II companies in January 2020.
 - Testing Start Date for CAF Phase II companies was January 1, 2021. Alaska Plan, A-CAM, and A-CAM I Revised is scheduled for January 1, 2022. A-CAM II, CAFBLS and rest of Alaska Plan companies not currently required to file HUBB reports, is scheduled for January 1, 2023.
- New tab on the FCC HUBB Report screen to create a data file of all active broadband customers with their HUBB data elements.



A	B	C	D	E	F	G	H	I	
Study Area Code	Latitude	Longitude	Address	State	Speed Tier	# of Units	Carrier Location ID	HUBB Location ID	Subscriber ID
124701	41.48174052	-96.34530654	100 ELKHORN OAKS CIR	NE	3	1	2929		3195550123; 3195551053;
124701	41.55254208	-96.1289623	1080 ADAMS ST #10	NE	5	1	1048		
124701	41.5541122	-96.15004431	1152 STILLMEADOW CIR	NE	7	1	3021		
124701	41.54914379	-96.13129892	1300 JACKSON ST	IL	3	1	3002		3195550101; 3195550107;
124701	41.55257824	-96.13403932	1430 ADAMS ST	NE	5	1	911		3195551184; 3195551190;
124701	41.55252428	-96.13407813	1435 ADAMS ST	NE	5	1	904		(319)555-1; 3195550110; 3
124701	41.55171186	-96.15980085	3122 COLLEGE DR	NE	5	1	3013		
124701	41.43901354	-96.11785464	4152 PARKVIEW DR	NE	7	1	3017		DSL4445566
124701	41.46627365	-96.11896734	6060 HIDDEN VALLEY LN	NE	5	1	3019		
124701	41.49639967	-96.16545558	8170 COTTAGE LN	NE	7	1	3011		

NLAD (National Lifeline Accountability Database)

- Program Overview
 - Allows service providers to enroll Lifeline eligible consumers in the program and manage their Lifeline subscribers. NLAD opt-out states of California, Oregon and Texas. Consumer must be approved by the National Verify database (NV).
 - Service providers must update NLAD within 10 business days of receiving any change to the subscriber's information- example: change of address. De-enrollments must be submitted within 1 business day.
- Setup
 - Enable NLAD at Tools|Options|Service Order Options
 - 6-digit numeric Study Area Codes will need to be added to Maintenance|Common|SAC.
 - The SAC will need to be added to each Report Area for Telephone, Cellular and Internet service.
 - RAD ID (Representative ID) will need to be update on all employees that will be working with the NLAD records. Maintenance|Common|Employee

- Update the Tier Status Editors at Maintenance|Service Order|Tier Status to enable de-enrollment of NLAD records on Disconnect Tier Statuses.
 - Setup Lifeline USP Codes with the lifeline indicator for Telephone, Cellular and Internet services. Maintenance|Common|USP Code
 - In Enterprise Control, enable National Verifier and NLAD- REP ID Parameter Value fields to Y.
 - Verify Transmission table location to save the NLAD files. File|Preferences|Transmission\MACC tab.
- To Access the NLAD information
 - Click on the heart icon on the Telephone, Cellular or Internet node in the Service Order.
 - Enter all required data fields to save the lifeline record. Phone Number in NLAD field required for enrollments of Telephone and Cellular. Not required for Broadband enrollments, but required for all other transaction types of change or delete.
 - As of 12/2021- voice only (Telephone) will no longer be supported for Lifeline reimbursement.

The screenshot shows a 'Lifeline' form with the following fields and values:

- Approved Lifeline: SAC: 124701 Sent Date: [dropdown]
- First Name: KAYE Transaction Type: enroll
- Last Name: ADDISON Transaction Date: 11/5/2019
- DOB: 1/1/1998 TPIV Eligible Program: E2
- Last 4 of SSN: 0000 Tribal Benefit Service Type: VO
- Tribal ID: [empty] Initialization Date: 11/5/2019
- Phone # in NLAD: (319)555-1021 Reverification Date: [dropdown]
- Lifeline ID: [empty] Link-Up Service Date: [dropdown]
- USAC Rep: LEMON
- Benefit Qualifying Person (with sub-fields for name, DOB, SSN, Tribal ID)
- Independent Economic Household (with sub-fields for Certification Date, Recertification Date)
- Subscriber Address Options (with sub-fields for Rural Address, Tribal Address, Temporary Address, Address Confidentiality Program)
- View Subscriber Primary (Network) Address View Subscriber Mailing (Account) Address
- Address 1: 999 9TH ST
- Address 2: [empty]
- City: BLAIR State: NE Zip: 68000

- File Creation at Tools|Mass Processing|Lifeline\Create and Upload NLAD File
 - Once file has been created, click on the NAP icon to sign into USAC with your Username and Password. You can upload your file in the portal, as well as retrieve any errors in the file that you uploaded by refreshing your browser. The Error File will be appended with a number and 'reject' in from of the original file name. Once you have downloaded the error file, click on Import Error Log and select that file to import into CM. The Lifeline NLAD Error Log will be populated and allow you to view the detail and error information for each account.
- Reports that can be used to verify and reference your NLAD Lifeline customers
 - Billed Lifeline Audit .CSV
 - Lifeline Grid Report
 - Account Research Report
 - Current Tier Service Reports

Emergency Broadband Benefit Program

- Program overview:
 - New temporary program administered by USAC to help low-income households pay for broadband service and connected internet devices during the COVID-19 pandemic. Congress appropriated \$3.2 billion through the Consolidated Appropriations Act of 2021. Program will end when funds have been exhausted or six months after the Department of Health and Human Services declares the end of the COVID-19 health emergency, whichever is first.
 - Eligible customer can receive up to \$50.00 per month discount for broadband service and associated rental equipment, up to \$75.00 per month discount for broadband service and associated rental equipment on tribal lands, and a one-time discount up to \$100 for a laptop, desktop computer or tablet supplied through participating provider (consumer co-pay of more than \$10 and less than \$50 is required.)
 - Program setup is very similar to NLAD in Customer Master.
- Setup
 - New EBB SAC ID's must be obtained from USAC and entered into the SAC maintenance table at Maintenance|Common|SAC. Please clearly label the new SAC as EBB to not cause confusion with your NLAD SAC ID's. Add then to each Internet and Cellular report are that you will be providing broadband services in.
 - Remember to set up the new electronic directory for EBB in File|Preferences|Transmission\MACC tab.
- Access the EBB information
 - Through a Service Order at the Broadband node, you will find a new EBB icon. It is located next to the Lifeline/heart icon.
 - This EBB screen is very similar to Lifeline and you will enter all the required information into the date field to enroll the subscriber into the EBB program. In the Expected Rate fields, please use a maximum of 2 or 3 digits (50 or 100, do not include decimal points and cents) to indicate the amount of the benefit the consumer will be receiving.

Emergency Broadband Benefits Program

Subscriber ID: [] SAC: 890123 Sent Date: []

First Name: ANITA Transaction Type: enroll

Last Name: LOWE Transaction Date: 6/3/2021

DOB: 2/13/1995 Certification Service Type: DSL

Last 4 of SSN: 0000 Tribal Benefit Initialization Date: 6/3/2021

Tribal ID: [] Expected Rate: 50

Phone # in EBBP: () - [] Dup Address Exception

Consumer Email: [] Alternative Verification Process Exception

USAC Rep: [] Eligible Program: []

AMS Failure Exception

Latitude: [] Longitude: []

Benefit Qualifying Person

First Name: JAMES

Last Name: LOWE

DOB: 6/1/2005

Last 4 of SSN: 1234

Tribal ID: []

School

District Name: BLAIR

Lunch Certification Lunch Exception

Device

Reimbursement Date: 6/3/2021

Type: Laptop

Make/Model: DELL

Expected Rate: 100

View Subscriber Primary (Network) Address View Subscriber Mailing (Account) Address

Address 1: 2003 NEBRASKA ST

Address 2: []

City: BLAIR State: NE Zip: 68008 - []

File Creation

- Once the service order is completed and applied, the record will be ready to be included in the next EBB file.
- At Tools|Mass Processing|Emergency Broadband Benefit\Create and Upload EBBP File, users will create their EBBP file with all records since the last time the file create was completed. Once file is created, users can upload it to USAC by clicking on the USAC icon in the toolbar and login into USAC with their username and password. Remember to retrieve your error log to view any records that received error responses.
- Reporting
 - New EBBP grid report is available to reference all EBBP accounts.
 -

Form 477 Reporting

- **Program Overview**
 - Started in May 2000, the Form 477 has been used by the FCC to determine which providers are servicing which areas. The information reported using the form is categorized by US census tract and block, and it is the government's main source of data used for identifying underserved areas of opportunity.
 - Form 477 must be filed twice each year, by March 1 (reporting data collected as of December 31 of the previous year), and September 1 (reporting data collected as of June 30 of the current year)
- **Setup**
 - Broadband Subscription Types and Broadband Deployment Types need to be established, as well as Broadband Deployment Rules. Subscription Types are the services that you are delivering to your customers and the Deployment Types are the services that you are capable of delivering, bases on the Census Block. Deployment Rules are the service types and speeds that your company is capable of delivering. These tables can be found at Maintenance|Internet|Broadband.
 - The FCC 477 tab on the USP code will populated with the connection type, download and Upload speeds. If Telephone related USP Codes are to be included in the reporting, flag the Include on Form 477 option and select either VGE, VoIP or Not Applicable. Maintenance|Common|USP Code
 - Whenever you have updated the 477-related USP Codes, you will want to run the Mass Update tools at Tools|Mass Processing|FCC 477.
 - Utilize the Address Geocoding tool at Tools|Mass Processing|Address Geocoding to populate the Latitude, Longitude, Census Tract and Census Block on all addresses.
- **Populating 477 values**
 - When a USP code with associated 477 values is selected, the 477 information will automatically populate on the appropriate Telephone or Internet node.
- **File creation**
 - To create the file at Packages|Internet|FCC Form 477. Click on the Insert icon to create the next report. Report Date will auto-populate with the last day of the current reporting period.
 - Missing Data Reports can be used to review the data and help with any cleanup needed before the file is created.
 - Each Tab represents a specific report, so you will see several tabs across the top of the window. Many of these reports can be edited as well as exported. When exporting the reports, each will require an Export DBA (Doing Business As) Name. Editing can be completed with the grids.
 - Report 2- Fixed Broadband Deployment
 - Report 6-Fixed Broadband Subscription
 - Report 7- Mobile Wireless Broadband Subscription

- Report 8- Mobile Local Telephone Subscription
- Report 9- Local Exchange Telephone Subscription
- Report 11- Voice Telephone Subscription Detail

Block	Technology	Technology Description	Consumer	Con Downst	Con Upstrea	Bus/Gov
310399729001282	10	Asymmetric xDSL	<input checked="" type="checkbox"/>	5	2.5	<input checked="" type="checkbox"/>
310539638001155	10	Asymmetric xDSL	<input checked="" type="checkbox"/>	5	2.5	<input checked="" type="checkbox"/>
311770501011004	10	Asymmetric xDSL	<input checked="" type="checkbox"/>	7	3	<input checked="" type="checkbox"/>
311770501011005	10	Asymmetric xDSL	<input checked="" type="checkbox"/>	25	5	<input checked="" type="checkbox"/>
311770501011009	10	Asymmetric xDSL	<input checked="" type="checkbox"/>	25	5	<input checked="" type="checkbox"/>
311770501011015	10	Asymmetric xDSL	<input checked="" type="checkbox"/>	25	5	<input checked="" type="checkbox"/>
311770501011018	10	Asymmetric xDSL	<input checked="" type="checkbox"/>	25	5	<input checked="" type="checkbox"/>
311770501011022	10	Asymmetric xDSL	<input checked="" type="checkbox"/>	5	2.5	<input checked="" type="checkbox"/>
311770501012006	10	Asymmetric xDSL	<input checked="" type="checkbox"/>	25	5	<input checked="" type="checkbox"/>
311770501012011	10	Asymmetric xDSL	<input checked="" type="checkbox"/>	25	5	<input checked="" type="checkbox"/>
311770501012012	10	Asymmetric xDSL	<input checked="" type="checkbox"/>	25	5	<input checked="" type="checkbox"/>
311770501012018	10	Asymmetric xDSL	<input checked="" type="checkbox"/>	25	5	<input checked="" type="checkbox"/>
311770501012021	10	Asymmetric xDSL	<input checked="" type="checkbox"/>	25	5	<input checked="" type="checkbox"/>
311770501012022	10	Asymmetric xDSL	<input checked="" type="checkbox"/>	7	3	<input checked="" type="checkbox"/>
311770501012053	10	Asymmetric xDSL	<input checked="" type="checkbox"/>	5	2.5	<input checked="" type="checkbox"/>

- Reports
 - Network Master Listing
 - Line Count- All Listings
 - Internet-FCC 477
 - Telephone- FCC 477

Form 502 Report

- Overview
 - Rural carriers completing forms U2 or U4 report utilization at the NXX level. For each NXX in which your company has numbering resources, must report the NPA-NXX and the quantity of Assigned, Intermediate, Reserved, Aging and Administrative numbers. Provide one entry for each NXX in your territory.
 - Report are due twice a year, on or before February 1 for the preceding 6 month reporting period ending on December 31, and on or before August 1 for the preceding 6 month reporting period ending on June 30.
- Report
 - FCC Form 502 is located at Tools | Reports | Network.
 - Report will show breakout of each number block and the breakout of assigned, intermediate, reserved, aging, administrator, total available and the percentage utilized.
 - The report will mark the block as donated if 90% of the working TN's are marked as ported out.

All Rpt Areas CO # : 470 OCN # : 470a		FCC Form 502 Number Utilization Report SUCCESS TELEPHONE CO 21.1 PRODUCTION						Page 1 of 2 5/19/2021 1:54:10 PM LBayne			
NPA	NXX	X	Rate Center Abbreviation	Assigned	Intermediate	Reserved	Aging	Admin	Donated to Pool?	Available	Utilization
123	456	7		0	0	0	0	0	0	1000	0.00%
123 - 456 Totals:				0	0	0	0	0	0		
319	555	0	IOWA	77	0	0	0	1		922	7.80%
319	555	1	IOWA	445	100	0	14	4		437	56.30%
319	555	2	IOWA	21	0	0	0	0		979	2.10%
319	555	4	IOWA	0	0	0	0	0		1000	0.00%
319	555	5	IOWA	36	0	0	10	0		954	4.60%
319	555	6	IOWA	0	0	0	0	0		1000	0.00%
319	555	7	IOWA	2	0	0	0	1		997	0.30%
319	555	8	IOWA	11	0	0	0	13		976	2.40%
319	555	9	IOWA	42	0	0	1	24		933	6.70%
319 - 555 Totals:				634	100	0	25	43			
319	816	1	DO NOT USE!!!!!!!	1	0	0	0	0		999	0.10%
319 - 816 Totals:				1	0	0	0	0			
319	885	1		1	0	0	0	0		999	0.10%
319 - 885 Totals:				1	0	0	0	0			
402	426	1	DO NOT USE!!!!	4	0	0	0	0		996	0.40%
402	426	3	DO NOT USE!!!!	0	0	0	0	0		1000	0.00%
402 - 426 Totals:				4	0	0	0	0			
402	478	2	DO NOT USE!!!!!!!	0	1	0	0	0		999	0.10%
402	478	4	DO NOT USE!!!!!!!	0	1	0	0	0		999	0.10%
402 - 478 Totals:				0	2	0	0	0			
402	533	5	DO NOT USE!!!!!!!	1	0	0	0	0		999	0.10%
402 - 533 Totals:				1	0	0	0	0			

Reassigned Number Database

- Overview
 - FCC authorized the establishment of the Reassigned Number Database in December of 2018. The Reassigned Numbers Database is an important part of the FCC's approach to addressing the problem of unwanted calls. When a telephone number is reassigned, callers may inadvertently reach the new consumer, who now has the reassigned number and not the consumer that previously had that line number. These calls can be incredibly annoying to the recipients who do not want to receive the, and can subject callers to liability under the Telephone Consumer Protection Act (TCPA). The new Reassigned Number Database shall contain reassigned number information from each provider that obtains North American Numbering Plan U.S geographic numbers and toll-free numbers.
 - Callers may query this database to determine whether a telephone number has been permanently disconnected from the consumer they intended to reach, and allowing them to avoid calling consumers that have potentially been reassigned one of these line numbers.
 - Reports are due monthly by the 15th of the month.
- Setup
 - Company must register on www.reassigned.us website for their Company ID. This ID will be up to 10 characters.
 - At Maintenance | Telephone | Reassigned Numbers Company, users will select their company number from the drop down, enter the company's assigned Company ID and up to 5 company contact email addresses. The rekey email address field will validate the accuracy of the email address.
- Report
 - At Packages | Telephone | Reassigned Numbers Database, users will be able to create their file. The Seed file is the initial file of all numbers from January 27th, 2021 to the date of your first report submission. The monthly file option will create the report of all numbers that have been disconnected since the last time you created the report.
 - While running the report, the disconnected line numbers will be generated in the grid and users can filter the grid columns and remove any numbers that they do not wish to submit in the report, such as a line number that was disconnected for non-pay or snowbird disconnect.

Reassigned Numbers Database

Report Date: 4/3/2021

Filename: _____

Type: Seed Begin Date: 4/1/2020

Batch ID: 1 End Date: 4/3/2021 Update Grid

Account	Customer	Line Number	Disconnect Date	Tier Status	Changed By	Changed Date
1619	1576	3195559985	1/18/2021	DNP	JRiecken	4/3/2021 11:47:38 AM
874	848	3195551278	9/20/2020	DNP	JRiecken	4/3/2021 11:47:38 AM
355	351	3195551117	7/30/2020	DIS	JRiecken	4/3/2021 11:47:38 AM
397	386	3195551015	7/30/2020	DIS	JRiecken	4/3/2021 11:47:38 AM
435	425	3195551800	7/30/2020	DIS	JRiecken	4/3/2021 11:47:38 AM
466	455	3195551154	7/30/2020	DIS	JRiecken	4/3/2021 11:47:38 AM
470	459	3195551159	7/30/2020	DIS	JRiecken	4/3/2021 11:47:38 AM
472	461	3195551171	7/30/2020	DIS	JRiecken	4/3/2021 11:47:38 AM

72 Rows Changed Pending Change

- The report can be saved report in the required .CSV format by clicking on the Recreate Report file icon and uploading it to the www.reassigned.us website. Customer Master will save the file in the correct format.

CompanyID	SUCCESSTEL			
BatchID		1		
Additional Contacts	'LBayne@SUCCESSTEL.COM	SKlich@SUCCESSTEL.COM'		
Telephone Number List				
	3195550142		3/18/2021	

CompanyID	SUCCESSTEL			
BatchID		1		
Additional Contacts	'LBayne@SUCCESSTEL.COM	SKlich@SUCCESSTEL.COM'		
Telephone Number List				
	3195550142		3/18/2021	