

## E-RATE PROGRAM

Universal Service Administrative Company  
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If you request more than basic telephone service (e.g., local, cellular, and long distance telephone service) and/or voice mail, FCC rules require you to have an approved technology plan. For example, if you request discounts for a PBX system or a T-1 line, Internet access, or internal connections, you must have a plan that has been approved by a USAC-certified technology plan approver.

A technology plan designed to improve education or library services should cover the entire funding year (July 1 to June 30) but not more than three years.

The technology plan must:

- be written before you submit the Description of Services Requested and Certification Form (Form 470);
- cover the entire period of discounted services that you request; and
- be approved before you file the Receipt of Service Confirmation Form (Form 486) or before discounted services begin, whichever is earlier.

A technology plan should establish explicit connections between the technology and the strategies that will lead to educational goals, specific curriculum reforms, or library service improvements. FCC rules require that technology plans contain the following:

1. clear goals and realistic strategies for using telecommunications and information technology to improve education services;
2. professional development strategies to ensure that staff know how to use these new technologies to improve education services;
3. assessment of the telecommunication services, hardware, software, and other services that will be needed to improve education services;
4. sufficient budget to acquire and support the non-discounted elements of the plan: the hardware, software, professional development and other services that will be needed to implement the strategy; and
5. evaluation process that enables the school to monitor progress toward the specified goals and make mid-course corrections in response to new developments and opportunities and they arise.