

## BASIC MAINTENANCE ADVISORY

The Sixth Report and Order stated that basic maintenance is only eligible if it is conducted on a break/fix basis or other actions required to prevent network failure. This means that you will need to provide incident reports for each visit to an applicant's site to perform necessary maintenance

USAC will not pay for maintenance up-front but rather pay for repairs conducted after you have identified that an item is damaged, is malfunctioning in some way, or fails. The company would then send a technician to the applicant site to repair, or replace the piece of equipment that had failed.

The following is a list of the information that should be reported for each incident where the provider is called to the applicant site to perform maintenance:

### Service Incident Report:

Prepare a Service Incident Report immediately upon the completion of each maintenance service operation. Sign the report and obtain the signature of the person who requested the maintenance service to indicate that the work was completed satisfactorily. Leave a copy of the report with the person who requested the maintenance service. Each Service Incident Report should contain the following information:

- date and time the service request was received,
- date and time of Contractor's arrival at the service site,
- location of the equipment serviced,
- manufacturer, type, model and serial number(s) of each piece of equipment that was serviced or replaced,
- time spent performing the service,
- description of the cause of the malfunction,
- description of any repairs performed on parts or components that were not replaced,
- description of the cause of the malfunction, and
- the date and time that service was successfully completed.
- description of any part(s) or components that were replaced,
  - provide the following information regarding the replacement action
    - make, model and part number of the new equipment or cabling
    - make, model and part number of equipment being replace
    - method of disposition of damaged equipment or cabling  
(Remember that you cannot dispose of any equipment for anything of value if it was purchased through E-rate)

### Invoicing and Payment

Once the work is complete, the service provider should submit an invoice for payment

1. If SPI, an invoice for the applicants share
2. If BEAR, an invoice for the full amount for that incident

The applicant is expected to issue payment to the service provider for services rendered based on the reimbursement method used.

### Record Keeping

Both the service provider and the applicant are required to maintain all records related to repairs accomplished including Purchase Orders, cancelled checks/warrants, and all documents created as a part of the service agreement for a period of 5 years following last date of service.

*Additional information is contained in the Service Provider Study Guide for 2012-2013.*