



E-rate Productivity Center (EPC)

GLOSSARY OF TERMS

RELEASE 1.2 JANUARY 2016

EPC Glossary of Terms R1.2

Term	Definition
Account Administrator	An EPC user who can manage users, permissions, and related entities for an organization such as a school, library, service provider, consortium, or consulting firm
Add or remove existing user	This process allows a user to add or remove an existing user to an organization, including adding a consultant as a user for an applicant entity
Annex	An annex is a classroom or facility that is part of a school or library which is geographically separate but maintained through the same entity and considered part of that entity by the state
Applicant Entity	A school or library, school district, library system, or consortium in the EPC system
Breadcrumbs	A list – usually presented horizontally at the top of a web page – that shows the user the path taken to arrive at the current page and how to return to a previous or higher-level page
Case	In EPC, a case is a customer service case, also known as an applicant question. If an applicant uses the Contact Us or Ask a Question features in EPC, a case will be created
Contact Us	The contact us button allows you to open a customer service case
Create FCC Form 470	This function allows you to create an FCC Form 470 for your entity
Create FCC Form 471	This function allows you to create an FCC Form 471 for your entity
Create FCC Form 498	This function allows you to create an FCC Form 498 for your entity
Create a Customer Service Case	This function allows you to submit a question about a form or topic, you can also submit a specific request and include an attachment
Create a New User	You can create a new user by adding phone, name, title and email information. The address for the user defaults to the address for the organization but you can modify it if necessary
E-rate Productivity Center (EPC)	EPC is the account and application management portal for the Schools and Libraries (E-rate) Program. Applicants, consultants, and service providers participating in the E-rate Program use this tool to manage program processes and to submit questions
[Form Buttons]	<p>Save and Continue - allows you to save your work thus far and continue to the next page of the form</p> <p>Discard Form - allows you to cancel the form</p> <p>Back - allows you to go back to the previous page of the form</p> <p>Add FRN - enter key information that describes your funding request</p> <p>Manage FRN Line Items – enter additional key information including cost describing your funding request</p> <p>Pricing Confidentiality – You are asked to identify any pricing confidentiality restrictions - Is there a statute, rule or other restriction which prohibits publication of the specific pricing information for this contract</p> <p>Category of Service:</p> <ul style="list-style-type: none"> Category 1 – Voice, Data Transmission and/or Internet Access Category 2 – Basic Maintenance of Internal Connections, Internal Connections, Managed Internal Broadband Services
Help	The help button links you to the EPC knowledge base center

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Knowledge Base Center	This area provides help documents and user guides for EPC users
[Left Hand Side Navigation]	<p>Depending on the form or specific EPC screen you are in, you will see the following left hand side navigation functions as options:</p> <p>Summary - this item contains information about the form or action in EPC you are working on</p> <p>News – the news feed provides you with statuses, notifications and next steps</p> <p>Related Actions - this provides you an option or another function related to what you are working on</p> <p>Funding Requests – this provides you an option to view or edit the funding requests you created</p> <p>Connectivity Information – this screen shows you a list of your schools or libraries and the answers to the connectivity questions you provided in your profile</p> <p>Entity Information – a list of the entities that are part of your organization (BEN)</p> <p>Eligible Entities - school or library entities that can receive discounted service</p> <p>Generated Documents – documents associated with an FCC Form 470 or 471 including original and current versions of a form</p> <p>Additional Information - menu item to display related entities including consortium members, consulting firms, and other entities (e.g. schools, school district)</p> <p>Discount Rate – this screen shows information about student and NSLP counts or library information and provides you with your Category 1, Category 2 and Voice discount rates.</p> <p>Contracts – this shows you the contracts you have associated with your organization</p> <p>Consortia Organizations – a list of the organizations that are part of your consortium</p> <p>Consulting Firms - consulting firms that are related to your entity –your account administrator can add consultants to your organization if they are existing users in EPC</p> <p>Modifications – this provides a list of modifications you have made or are making to a specific form or action</p> <p>FCC Forms – program forms that you must complete and submit as required under program rules as part of the application process</p>
Manage Annexes	This function allows you to add or remove an annex for an individual school or library
Manage Connectivity Questions	A mechanism for schools, libraries, school districts, and library systems to answer required connectivity questions before filing an FCC Form 471
Manage Organizations	This function allows you to update information about an entity or a BEN
Manage Organization Relationships	This is a process to relate an organization to your organization
Manage General Contact	This function allows you to designate the general contact for your entity – this information is required if you will be filing an FCC Form 498
Manage Users	This action allows you to create, modify, add or remove users to your organization and assign them user permissions. (Examples include

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	Modify Account Administrator and Manage General Contact)
Manage User Permissions	This process allows you to assign appropriate user permissions (rights) to each user in your organization.
Modify Account Administrator	This process allows you to transfer the account administrator function to another individual
My Landing Page	My landing page provides you with a specific list of your entities, FCC Forms, customer service cases and tasks assigned to you. It also includes several links to important information including reports, forms and USAC's website to locate additional information
Organization	An entity in EPC, such as a school, library, school district, library system, consortium, service provider, or consulting firm, that has users and participates in the E-rate Program
Rights (permissions)	<p>Access granted by the account administrator so users can view, create, and certify FCC Forms and edit organization information. There are three general types of rights, which can be general for all forms and actions or specifically assigned at a program form level :</p> <p>Full rights – A user with full rights can file and certify program forms and update organization information</p> <p>Partial rights – A user with full rights can file but not certify program forms and update organization information</p> <p>View-only rights – A user with view-only rights can view program forms and organization information but cannot change or modify anything</p>
[Tabs/Main Menu Items]	<p>There are five tabs at the top of each screen in EPC. Their names and functions are as follows:</p> <p>News – Organization users can post news items under the News tab. USAC also uses this tab to push out notifications, including letters that were formerly printed and mailed, application review questions, and other notifications.</p> <p>Tasks – These are actions that someone in the organization must take, such as completing a form, certifying a form, responding to a customer service case or answering application review questions.</p> <p>Records – Records are lists of organizations and documents in the system. You can use records to search for applicants, service providers, consultants, and certified program forms.</p> <p>Reports – Reports currently only show the landing page, but will eventually include reports of interest to the users in an organization.</p> <p>Actions – Actions are general actions a user can initiate, such as opening a customer service case and searching for certified forms.</p>
Upload Entity Profile Data	This function allows a school district to upload certain profile information for its child schools in bulk
User Profile	A user profile is a customizable collection of information in EPC specific to a user and includes contact information and the user's primary organization.