

Schools and Libraries (E-rate) Customer Service Center IVR Options

(888) 203-8100

- 1 – If you are an applicant or a consultant calling on behalf of an applicant, press 1
 - 1.1 To hear Frequently Asked Questions, press 1
 - 1.1.1 If you need help resetting your EPC password, press 1
 - 1.1.2 For help locating the status of a submitted form, press 2
 - 1.1.3 For information on the invoice review process, press 3
 - 1.1.4 For information on how to file an appeal with USAC, press 4
 - 1.1.5 For FCC Form 486 early filing requirements, press 5
 - 1.2 If you need assistance with system errors, PINs, or form statuses, press 2
 - 1.3 If you have questions about program forms or invoicing, press 3
 - 1.3.1 For questions about a submitted Form 498, press 1
 - 1.3.2 For questions about invoices, press 2
 - 1.3.3 For questions about all other forms, press 3
 - 1.4 For technical issues related to EPC, press 4

- 2 – If you are a service provider, press 2
 - 1.1 To hear Frequently Asked Questions, press 1
 - 1.1.1 If you need help resetting your EPC password, press 1
 - 1.1.2 For information on how to get started as an E-rate Service Provider, press 2
 - 1.1.3 For information on the invoice review process, press 3
 - 1.2 If you need assistance with system errors, PINs, or form statuses, press 2
 - 1.3 If you have questions about program forms or invoicing, press 3
 - 1.3.1 For questions about a submitted Form 498, press 1
 - 1.3.2 For questions about invoices, press 2
 - 1.3.3 For questions about all other forms, press 3
 - 1.4 For technical issues related to EPC, press 4

- 3 – To report suspected misuse of program funds or a violation of program rules, press 3

Rural Health Care Customer Service Center IVR Options

(800) 453-1546

- 1 – If you are a health care clinic or consultant, press 1
 - 1.1 If you have general questions about the Rural Health Care program, press 1
 - 1.2 If you have questions about forms or the status of your form, press 2
 - 1.3 To speak to a customer service representative, press 0

- 2 – If you are a service provider, press 2
 - 1.1 If you have general questions about the Rural Health Care program, press 1
 - 1.2 If you have questions about forms or the status of your form, press 2
 - 1.3 To speak to a customer service representative, press 0

- 3 – To report suspected misuse of program funds or a violation of program rules, press 3

High Cost Customer Service Center IVR Options

(844) 357-0408

- 1 – If you have questions about the High Cost program, including the Connect America Fund, press 1

- 2 – If you need support with the Form 498 or a disbursement status, press 2

- 3 – To report suspected misuse of program funds or a violation of program rules, press 3