



Schools and Libraries (E-Rate)

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LATEST NEWS

News Archive

USAC's News Archive gives you access to all announcements related to the Schools and Libraries Program as they were made throughout the years. The archives will be updated as new announcements are made.

Select a Year:

12/30/2016 – Request EPC Training Site Login Credentials for Conducting FCC Form 486 Demonstrations

You can now request training site login credentials for the purpose of conducting FCC Form 486 demonstrations. Please [email us](#) to request a special FCC Form 486 login for an independent school, an independent library, or one of each.

12/23/2016 – EPC Outage Due to System Maintenance: Friday, December 23, 2016-Saturday, December 24, 2016

The [E-rate Productivity Center](#) (EPC) and the EPC Training Site will be unavailable from Friday, December 23, 2016 at 9:00 PM ET – until completion of system maintenance on Saturday, December 24, 2016 at 1:00 AM ET. During this time, users will be unable to log in, or to file, certify, and search for certain forms via the EPC. We apologize for any inconvenience.

12/20/2016 – Ombudsman Inquiries Now Must Be Submitted to CSB or through EPC

Effective December 21, 2016, USAC is discontinuing the E-rate Program's Ombudsman@usac.org email account and will now accept all customer service inquiries directly through the Client Service Bureau (CSB). Program inquiries and concerns may also be submitted to USAC through a customer service case in the [E-rate Productivity Center](#) (EPC). If you have submitted an inquiry to the Ombudsman account before December 21, 2016, a member of the Ombudsman Office will contact you.

CSB can assist with status updates on your E-rate applications, invoice requests, and address questions regarding the E-rate Program. Contact CSB at (888) 203-8100 between 8:00 AM and 8:00 PM ET. Please have any relevant entity and application numbers readily available when you call.

To create a customer service case in [EPC](#) :

Log in to the EPC Portal.

Click on the "Actions" icon on the blue menu bar and chose the "Contact Us" selection.

Complete the case information and upload any supporting documents (if applicable).

Submit the customer service case and a member from CSB will review your case and then contact you.

12/12/2016 – EPC Training Site Outage Due to System Maintenance: Monday, December 19-23

The E-rate Productivity Center (EPC) Training Site will be unavailable from Monday, December 19 through Friday, December 23 for system maintenance. We apologize for any inconvenience.

12/8/2016 – E-rate Productivity Center (EPC) Outage Due to System Maintenance: Sunday, December 11

The [E-rate Productivity Center](#) (EPC) and the EPC Training Site will be unavailable from 7:00-10:00 PM ET, Sunday, December 11 for monthly system maintenance. During this time, users will be unable to log in, or to file, certify, and search for certain forms via the EPC. We apologize for any inconvenience.

11/22/2016 – E-rate Client Service Bureau Closed: Thursday, November 24 and Friday, November 25

In observance of the Thanksgiving holiday, the Schools and Libraries Program's Client Service Bureau (CSB) will be closed on Thursday, November 24 and Friday, November 25. CSB will reopen Monday, November 28 for the regular hours of 8:00 AM to 8:00 PM ET.

11/10/2016 – E-rate Productivity Center (EPC) Outage Due to System Maintenance: Sunday, November 13

The [E-rate Productivity Center](#) (EPC) and the EPC Training Site will be unavailable from 7:30-10:30 PM ET, Sunday, November 13 for monthly system maintenance. During this time, users will be unable to log in, or to file, certify, and search for certain forms via the EPC. We apologize for any inconvenience.

11/8/2016 – E-rate Client Service Bureau Closed: Friday, November 11

In observance of the Veterans Day holiday, the Schools and Libraries Program's Client Service Bureau (CSB) will be closed on Friday, November 11, 2016. CSB will reopen Monday, November 14 for regular hours of 8:00 AM to 8:00 PM ET.


11/4/2016 – UPDATE: Known Issues with Website Display and Certain Applications

We have resolved the majority of the issues with the website and applications. We are continuing to work on residual issues. If you encounter critical problems, please contact [Website Feedback](#) . Thank you for your patience.

11/2/2016 – E-File Password Reset Requests

On Saturday, October 29, 2016, we upgraded our [E-File](#) login platform to provide identity management, single sign-on, and mobility management for our applications. As a result of this action, [online password reset](#) requests will result in an email to the user with further instructions for changing their password. It may take up to 10 minutes for this email to be delivered to you. We apologize for any inconvenience.

10/28/2016 – FCC Extends Deadline for E-rate Participants to Request Invoice Deadline Extensions

Today, the FCC released a Public Notice ([DA 16-1234](#) ) extending the deadline for E-rate participants with an October 28, 2016 invoice deadline for Funding Year 2015 to request an extension of the invoice deadline due to technical problems that might have prevented parties from filing. You should submit your Funding Year 2015 extension request using the [Invoice Extension Deadline Tool](#) or the [Submit a Question](#) feature no later than **Monday, October 31, 2016 at 11:59 PM ET**.

10/28/2016 – Invoice Deadline Extension Tool and Submit a Question Outages Resolved

This morning, USAC experienced a technical issue with the Invoice Deadline Extension Tool and a brief outage with the [Submit a Question](#) feature. You may have been unable to request an invoice extension for your FCC Form 472 (BEAR Form) or FCC Form 474 (SPI Form). Both tools are working and now available for your use. If you were unsuccessful previously, please [file your invoice extension](#) for your FCC Form 472 (BEAR Form) or FCC Form 474 (SPI Form) now.

10/27/2016 – RESOLVED - USAC Phone System Outage

RESOLVED - USAC is currently experiencing a phone system outage affecting our Customer Operations call center, the Rural Health Care Help Desk, and employee phones. We are working to resolve this issue as soon as possible. This outage does not affect the E-rate Program's Client Service Bureau (CSB). We apologize for any inconvenience.

10/21/2016 – Request an Invoice Deadline Extension with This New Tool

The deadline to submit invoices for **FY2015 recurring services** is **October 28, 2016**, for most applicants and service providers. This is also the deadline to request an invoice deadline extension.

New Way to Request an Extension

Both applicants and service providers can now request an immediate extension of their invoice deadlines by using a new tool in the online BEAR Form or E-File system, respectively.

Applicants

Here is how to request an invoice extension:

1. Log in to the [online BEAR Form](#) .
2. Click the **Deadline Extension** tab at the top of the screen.
3. Enter the first Funding Request Number (FRN) for which you want to request a deadline extension. You can only request an extension for one FRN at a time. The screen will display the details of the FRN so that you can verify that you entered the correct FRN.
4. Click **Submit** to request a deadline extension.

You will receive an automatic approval or denial message on your screen and also an email with the same message, and, if your request is approved, the [FRN Extension Table](#) will update immediately with your extended deadline.

Service Providers

Here is how to request an invoice extension:

1. Log in to [E-File](#) .
2. Click on the **472 Online BEAR** link.
3. Choose your SPIN and click **Set**. (If you have more than one SPIN, you must choose the appropriate SPIN from the dropdown list).
4. Click the **Deadline Extension** tab at the top of the screen.
5. Enter the first Funding Request Number (FRN) for which you want to request a deadline extension. You can only request an extension for one FRN at a time. The screen will display the details of the FRN so that you can verify that you entered the correct FRN.
6. Click **Submit** to request a deadline extension.

You will receive an automatic approval or denial message on your screen and also an email with the same message, and, if your request is approved, the [FRN Extension Table](#) will update immediately with your extended deadline.

NB: The automatic response email will come from the sender "no-reply" and the domain "solixinc.com," so the email may be blocked if you do not add this information to your safe senders list.

10/18/2016 – E-rate Productivity Center (EPC) Outage Due to System Maintenance: Wednesday, October 19

The [E-rate Productivity Center](#) (EPC) and the EPC Training Site will be unavailable from 3:30 - 6:00 AM ET on Wednesday, October 19, for system maintenance. During this time, users will be unable to log in, or to file, certify, and search for certain forms via the EPC. We apologize for any inconvenience.

10/4/2016 – E-rate Applicant Training – Buena Vista Still Happening

The E-rate Applicant Training in Buena Vista this Thursday, October 6, 2016, will take place as scheduled. It has not been cancelled. Please visit our 2016 Applicant Training: Buena Vista web page for any updates on this event's status. We look forward to seeing you there!

9/30/2016 – E-rate Productivity Center (EPC) Outage Due to System Maintenance: Saturday, October 1

The [E-rate Productivity Center](#) (EPC) and the EPC Training Site will be unavailable from 6:00 AM ET – until completion of the System Maintenance,

Saturday, October 1 for system maintenance. During this time, users will be unable to log in, or to file, certify, and search for certain forms via the EPC. We apologize for any inconvenience.

9/26/2016 – E-rate Productivity Center (EPC) Outage Due to System Maintenance: Wednesday, September 28

The [E-rate Productivity Center](#) (EPC) and the EPC Training Site will be unavailable from 3:30 AM ET – until completion of the System Maintenance, Wednesday, September 28 for system maintenance. During this time, users will be unable to log in, or to file, certify, and search for certain forms via the EPC. We apologize for any inconvenience.

9/26/2016 – Sept. 27 Service Provider Webinar Canceled

The Schools and Libraries (E-rate) Program weekly webinar for service providers scheduled for Tuesday, September 27, 2016, is canceled. We apologize for the inconvenience.

9/22/2016 – Special Edition News Brief - Update on EPC Known Issues

The [09/22/2016 Special Edition](#) issue of the News Brief is now available. Receive E-rate Program tips, deadline reminders, and answers to your questions in this weekly newsletter. Subscribe to it and receive it each week in your inbox.

9/21/2016 – Resolved: FY2016 Wave 13 Data Not Yet Available in FRN Status Tool

Funding Year 2016 Wave 13 funding commitment data is not yet available in the [FRN Status Tool](#) . USAC is working to resolve this issue. We apologize for any inconvenience.

9/21/2016 – E-rate Productivity Center (EPC) System Issues

The E-rate Productivity Center (EPC) is intermittently unavailable due to known system issues. During this time, users may experience system slowness, be unable to log in, or to file, certify, and search for certain forms via EPC. USAC is currently working to resolve this issue. We apologize for any inconvenience.

9/20/2016 – USAC Unveils FRN Status Tool

USAC launched a new tool to display information about funding request numbers (FRNs) for FY2016 and future funding years.

See the tool! [Funding Request Number \(FRN\) Status Tool](#)

FRN Status [Tool instructions](#) 

The FRN Status Tool, has a look and feel similar to that of the [Data Retrieval Tool \(DRT\)](#) , but it provides more choices than the DRT of information that can be retrieved.

Functionality Roll-Out

This tool will be rolled out in two phases:

Phase I: "Standard Report": The first phase, which we just launched, follows the "Standard Report" format of the current DRT – a specific set of fields that is always returned based on the search criteria selected. This is the version of the FRN Status Tool that is available now.

Phase II: "Select Data Points": The second phase will follow the "Select Data Points" format in the current DRT, which allows the user to select one, some, or all of the fields from a menu of specific fields – again, based on the search criteria selected. This version is currently under development and should be available in the near future.

Usefulness for Service Providers

Service providers can type in their 498 ID/SPIN and from there, will be able to see committed amounts and the FCC Form 486 service start dates. This information will be helpful for invoicing purposes. You can also find instructions on using the FRN Status Tool to perform a "Standard Report" on the USAC website. Note that the search results are always returned at the FRN level, one line per FRN. The tool instructions also include the list of FCC Form 471 review statuses together with their definitions.

9/16/2016 – E-rate Productivity Center (EPC) System Issues

The E-rate Productivity Center (EPC) is intermittently unavailable due to known system issues. During this time, users may be unable to log in, or to file, certify, and search for certain forms via EPC. USAC is currently working to resolve this issue. We apologize for any inconvenience.

9/15/2016 – RESOLVED: E-rate Productivity Center (EPC) Outage

RESOLVED: The E-rate Productivity Center (EPC) is currently unavailable due to a system outage. During this time, users will be unable to log in, or to file, certify, and search for certain forms via the EPC. USAC is currently working to resolve this issue. We apologize for any inconvenience.

9/12/2016 – FCC Releases FY2017 Eligible Services List

On Monday, September 12, 2016, the Federal Communications Commission issued an FCC Order ([DA 16-1023](#) ) releasing the Eligible Services List for Funding Year 2017.

8/30/2016 – Invitation to E-rate Program Applicant Trainings

Join USAC at an all-day [Applicant Training](#) for schools, libraries, and consortia that apply to the Schools and Libraries (E-rate) Program. Each training is identical; please select only one.

Register early to secure your spot - these complimentary events are very popular and have limited space.

8/18/2016 – E-rate Productivity Center (EPC) Outage Due to System Maintenance: Sunday, August 21

The [E-rate Productivity Center](#) (EPC) and the EPC Training Site will be unavailable from 7:00-10:00 PM ET, Sunday, August 21 for monthly system maintenance. During this time, users will be unable to log in, or to file, certify, and search for certain forms via the EPC. We apologize for any inconvenience.

8/12/2016 – Weekly Service Provider Webinars Begin August 16

Beginning August 16, 2016, USAC will host weekly webinars for service providers each Tuesday from noon to 1:00 PM ET.

These webinars replace the weekly Tuesday conference calls (currently held from noon to 1:00 PM ET) and the monthly webinars (currently held on the first Wednesday of the month from 3:00 to 4:00 PM ET).

First weekly webinar: [Register Now - Webinar on August 16](#)

All upcoming webinars: [E-rate Service Provider Weekly Webinars](#)

All service providers are invited to attend the weekly Tuesday webinars, which will cover E-rate Program updates and information relevant to service providers. Registration each week is complimentary, and required. We look forward to having you join us!

How to Register for a Webinar

Visit the [Service Provider Webinar](#) page on our website, or use the link in your reminder/agenda email to register. You must register separately for each week's webinar. Doing so will allow you to submit questions and receive the agenda in advance. If you don't have a question to submit in advance, you can simply register at the time that you log in and view the agenda at that time.

After you register, you will receive a confirmation email with information about joining the webinar, including a personalized URL. Please do not forward your confirmation email to others; the URL it contains is unique to you. To share the event with others, forward the entire reminder/agenda email from USAC or direct them to the Monthly Webinars web page.

Tips for Joining Your First Webinar

USAC recommends logging in a few minutes early for the first webinar to allow extra time to connect to the webinar service.

When you join for the first time, you'll be prompted to download and run a file called "CitrixLauncher.exe." After you download this file, it will be faster to join future webinars. For more details, visit instructions to [download the launcher file](#) on the GoToWebinar support website.

To join the webinar on your mobile device, download the free [GoToMeeting App](#) (available for iPhone, Android, and Windows) in advance for quick access.

8/12/2016 – Save the Date! E-rate Program Applicant Training

Mark your calendars! Registration will be opening soon for the E-rate Program Applicant Trainings. These full-day trainings are intended for schools, libraries, and consortia that apply to the Schools and Libraries (E-rate) Program.

More details and registration will be available soon in the [Training & Outreach](#) section of our website. To be notified when registration is available, make sure you're subscribed to the [SL News Brief](#).

2016 training locations and dates:

Washington, DC - Monday, September 26, 2016

Orlando, FL - Thursday, October 6, 2016

Houston, TX - Friday, October 14, 2016

Philadelphia, PA - Tuesday, October 18, 2016

Minneapolis, MN - Tuesday, November 1, 2016

St. Louis, MO - Thursday, November 10, 2016

Seattle, WA - Wednesday, November 16, 2016

Los Angeles, CA - Friday, November 18, 2016

8/11/2016 – E-rate Program Service Provider Updates

Starting today, all subscriber to the "E-rate Program Service Providers" list, will receive news updates and guidance for service providers from USAC in addition to the webinar reminders.

We hope you find the emails about the E-rate Program to be informative and helpful with your program participation!

8/8/2016 – Special Edition News Brief - Update on Invoicing and Payment Processes for FY2016

The [08/08/2016 Special Edition](#) issue of the News Brief is now available. Receive E-rate Program tips, deadline reminders, and answers to your questions in this weekly newsletter. Subscribe to it and receive it each week in your inbox.

7/29/2016 – Craig Davis to Lead Schools and Libraries Program

USAC is pleased to announce that [Craig Davis](#) will assume the role of Vice President of the Schools and Libraries (E-rate) Program. After a full search process with strong internal and external candidates, we are confident that Craig's background and experience will enable him to successfully lead the program and deliver upon its inspired mission.

Craig has an extensive track record of demonstrating stakeholder-driven success in his current role as Vice President of USAC's Rural Health Care Program (RHC). During the past two years with RHC, Craig and his team have seen dramatic increases in productivity, stakeholder engagement and satisfaction, and have reduced the number of appeals to single digits.

The similar structure of the E-rate and RHC programs gives Craig the benefit of operational familiarity, while still bringing a fresh perspective and a need and desire to learn from E-rate stakeholders about the opportunities to further improve USAC's delivery of the program.

Craig also understands and has managed the implementation of large-scale production level systems, which will be a much-needed asset as we continue to roll out and improve the performance of the EPC system and begin the process of considering more significant changes to fully achieve our shared goals for the applicant and service provider experience.

Before joining USAC in 2002, Craig worked for a variety of telecommunications companies, including a dark fiber provider, a wireless competitive local exchange carrier, and an operator services provider. Craig holds a Bachelor of Arts degree from George Washington University and a Juris Doctor from Syracuse University College of Law.

Craig will officially become the Vice President of the Schools and Libraries Program on August 1. Current Vice President Mel Blackwell will remain as an advisor to USAC and the program through the end of the year.

We look forward to working with all of you as we continue our efforts to realize the vision and grow the impact of the Schools and Libraries Program.

7/21/2016 – Reminder: Submit Complete Responses to PIA Questions

To prevent applicants from submitting incomplete responses to Program Integrity Assurance (PIA) questions, applicants must now complete all fields in their responses to submit. Specifically, you must fill in all text boxes. If you miss a text box, you will receive a message saying, "A value is required,"

and you will not be able to submit your response.

If you are responding to your questions and a text box does not apply to you, please enter "Does not apply" or "N/A" in that box. This will allow you to submit your response as long as the questions that do apply to you have all been answered and/or the appropriate documents have been uploaded.

For more information, you can refer to the final article in the [July 15 SL News Brief](#).

SPECIAL NOTE: Some applicants are receiving a message that begins "Error Evaluating UI Expression" when they try to access their PIA questions. We are working to fix this problem, and we should have that fix in place sometime next week. If you are getting close to your response deadline and you still cannot access your PIA questions, please request an extension on the Review Inquiries page (from the left-hand menu on your FCC Form 471 in EPC). Your first extension request will be granted automatically.

7/21/2016 – Special Edition News Brief - Children's Internet Protection Act (CIPA) Guidance for Libraries

The [07/21/2016 Special Edition](#) issue of the News Brief is now available. Receive E-rate Program tips, deadline reminders, and answers to your questions in this weekly newsletter. Subscribe to it and receive it each week in your inbox.

7/21/2016 – E-rate Productivity Center (EPC) Outage Due to System Maintenance: Sunday, July 24

The [E-rate Productivity Center](#) (EPC) and the EPC Training Site will be unavailable from 7:00-10:00 PM ET, Sunday, July 24 for monthly system maintenance. During this time, users will be unable to log in, or to file, certify, and search for certain forms via the EPC. We apologize for any inconvenience.

7/7/2016 – USAC Customer Operations and RHC Help Desk Closed: Monday, July 11

USAC's Customer Operations and RHC Help Desk will be closed on Monday, July 11 due to an office move. These customer service centers will re-open on Tuesday, July 12 at their normally scheduled times. This closure does not affect the Schools and Libraries (E-Rate) Client Service Bureau (CSB) or NLAD Technical Support.

6/30/2016 – RESOLVED: E-rate Productivity Center (EPC) Currently Unavailable

RESOLVED: The [E-rate Productivity Center](#) (EPC) is currently unavailable. We are working to resolve system issues users may encounter today. At this time, users may be unable to log in, or to file, certify, and respond to requests from the Reviews team via the EPC. We apologize for any inconvenience and will keep this space updated with additional updates as they become available. If you are still experiencing issues, please call the Client Service Bureau at (888) 203-8100.


6/23/2016 – E-rate Productivity Center (EPC) Outage Due to System Maintenance: Sunday, June 26

The [E-rate Productivity Center](#) (EPC) and the EPC Training Site will be unavailable from 7:00-10:00 PM ET, Sunday, June 26 for monthly system maintenance. During this time, users will be unable to log in, or to file, certify, and search for certain forms via the EPC. We apologize for any inconvenience.


6/16/2016 – Special Edition News Brief - USAC Releases First Funding Wave for FY2016

The [06/16/2016 Special Edition](#) issue of the News Brief is now available. Receive E-rate Program tips, deadline reminders, and answers to your questions in this weekly newsletter. Subscribe to it and receive it each week in your inbox.

6/8/2016 – USAC to Fully Fund All Eligible FY2016 Service Requests

The FCC issued a Public Notice ([DA 16-629](#) ) directing USAC to fully fund all eligible FY2016 category 1 and category 2 service requests. The FCC stated that there is sufficient funding available to fully meet the E-rate Program's estimated demand under the current FY2016 cap of \$3.939 billion and the \$1.9 billion in unused funds from previous funding years.

6/7/2016 – FY2016 Demand Estimate Filed with FCC

USAC's [FY2016 Demand Estimate](#)  for the E-rate Program is \$3.609 billion. Under this estimate, \$2.330 billion is for Category 1 services and \$1.279 billion for Category 2 services. This estimate is based on total funds requested during the first FCC Form 471 filing window, \$3.175 billion, and a projected amount of \$434 million for the second filing window. Funding Year 2016 runs from July 1, 2016 to June 30, 2017.

5/27/2016 – Notice to Consortia Filing FCC Forms 471

RESOLVED: Consortia that file an FCC Form 471 after May 26 will receive a popup message immediately after they certify their form telling them that the form is out of window. This message is incorrect, and we are working to get it fixed as soon as possible.

If you are filing for a consortium, you can verify in your EPC news feed or in your form display that the status of your form is "Certified In Window."

5/27/2016 – E-rate Productivity Center (EPC) Outage Due to System Maintenance: Sunday, May 29

The E-rate Productivity Center (EPC) will be unavailable from 3:00-6:00 AM ET on Sunday, May 29, for system maintenance. The USAC website, including other applications and tools that are not accessed through EPC will not be affected. We apologize for any inconvenience.

5/23/2016 – Extended CSB Hours This Week

The FCC Form 471 application filing window for schools and school districts closes this week at 11:59 PM EDT on Thursday, May 26. If you need assistance, call the Client Service Bureau (CSB) as soon as possible. Be mindful of the times they are busiest (see below).

Call: (888) 203-8100

Online: Submit a customer service case in [EPC](#) or [Submit a Question](#)

The Client Service Bureau (CSB) will be open the following hours during the last week of the window:

Saturday and Sunday, May 21-22, 9:00 AM to 6:00 PM EDT

Monday-Wednesday, May 23-25, 8:00 AM to 10:00 PM EDT

Thursday, May 26 at 8:00 AM through Friday, May 27 at 12:30 AM EDT

Remember that the following times are our busiest:

Weekdays from 11:00 AM to 12:30 PM and 2:30 to 4:00 PM EDT

We encourage you to call with questions as soon as possible so that we can provide answers promptly.

5/23/2016 – Special Edition News Brief - Tips for Last-minute Filers (Schools and School Districts)

The [05/23/2016 Special Edition issue](#) of the News Brief is now available. Receive E-rate Program tips, deadline reminders, and answers to your questions in this weekly newsletter. Subscribe to it and receive it each week in your inbox.

5/19/2016 – Apply Online Outage Due to System Maintenance: Friday, May 20

The Schools and Libraries Program's Apply Online portal, including Submit a Question, online forms, and most search tools will be unavailable from 8:00 PM ET May 20 - 2:00 AM ET May 21, 2016, for system maintenance. During this time, users may be unable to file, certify, and search for certain previous forms online.

This outage will not affect the E-rate Productivity Center (EPC). You will still be able to file, submit, and certify FCC Forms 470 and 471. We apologize for any inconvenience.

5/16/2016 – Changes to the EPC and Apply Online Pages

This week, USAC is rolling out some changes to the web content around application filing. Our team has heard from many of you that critical information is hard to find and that certain tasks that make sense to legacy users, such as "Apply Online," are very confusing to new users. So we've recreated the "E-rate Productivity Center" page as the ["Apply for E-rate"](#) page.

Now, you can access:

All previous and current funding year links from one page,

See the entire application process broken down into four easy steps, and

Access resources such as filing guides and videos associated with each step.

Explore the new [Apply for E-rate](#) page now.

We've also made some changes to the [FY2016 Filing Window](#) page. Go here to learn filing date updates, access all EPC filing guidance, and explore our blog.

We hope these improvements help you, but we also welcome any additional [feedback](#) you may have on these pages.

5/15/2016 – E-rate Productivity Center (EPC) Outage Due to System Maintenance: Tuesday, May 17

The E-rate Productivity Center (EPC) will be unavailable from 12:00 AM - 2:00 AM ET, Tuesday, May 17 for software maintenance. During this time, users will be unable to log in, or to file, certify, and search for certain forms via the EPC. We apologize for any inconvenience.

5/12/2016 – Can't Find Your Service Provider's SPIN/498 ID?

If you haven't been able to locate your service provider's SPIN (also known as a 498 ID), you can still complete your funding requests. There's now an interim SPIN available that you can use as a place holder for your service provider's actual SPIN. The interim SPIN is: 143666666. Enter this number in the SPIN (498 ID) field on the FCC Form 471.

If your service provider's actual SPIN becomes available **before** Program Integrity Assurance (PIA) review, you can submit a [RAL correction](#) through [your online account](#) to update the SPIN. Otherwise, you can update the SPIN during the Program Integrity Assurance (PIA) application review process.

4/27/2016 – E-rate Productivity Center (EPC) Outage Due to System Maintenance: Sunday, May 1

The [E-rate Productivity Center](#) (EPC) and the EPC Training Site will be unavailable from 7:00-10:00 PM ET, Sunday, May 1 for monthly system maintenance. During this time, users will be unable to log in, or to file, certify, and search for certain forms via the EPC. We apologize for any inconvenience.

4/27/2016 – Special Edition News Brief - New Process for Receiving and Answering PIA Questions

The [04/27/2016 Special Edition issue](#) of the News Brief is now available. Receive E-rate Program tips, deadline reminders, and answers to your questions in this weekly newsletter. Subscribe to it and receive it each week in your inbox.

4/27/2016 – Mel Blackwell, Vice-President of the Schools and Libraries Program, to retire from USAC July 1

See the letter from Mel Blackwell to the E-rate Program community [here](#) .

4/21/2016 – E-rate Program Service Provider Trainings Have Been Rescheduled from May to June

Due to the FY2016 filing window extension, the E-Rate Program trainings have been rescheduled from the original dates in May to the following dates in June. Note that the hotel venues have not changed:

June 20 in Los Angeles at the Westin Los Angeles Airport Hotel

June 30 in Atlanta at the Renaissance Concourse Atlanta Airport Hotel

USAC is sensitive to the inconvenience that this rescheduling may cause, and is aware that some participants will have to adjust travel plans. We apologize for this change and for the short notice. Our goal is to provide you with the most helpful information to ensure successful participation in the E-rate Program. To fulfill that goal, rescheduling the training was necessary.

By late June, we will be much better suited to provide:

Exact details on how the July 1 "BEAR transition" will work – what applicants have to do, when service providers can stop approving BEARs, and how service provider notifications will occur,

Helpful guidance on using EPC--SPI forms, visibility of BEAR forms, and other invoicing functions, and

Specific updates about the new platform for online search functions and capabilities, which service providers will use to get insight into FY2015 and FY2016 funding requests and commitments.

[A note to those who registered prior to April 21 for a training:](#)

If you registered prior to April 21 for a training, your registration has been automatically transferred to the new June date for the city you selected. You will receive information via email about this transfer. If you had already made your hotel reservations, your reservation will be transferred automatically; therefore, if you are unable to attend on the new date, please contact the hotel to cancel your room reservation.

If you have any follow-up questions or concerns, please contact [USAC Training](#).

4/20/2016 – Special Edition News Brief - Tips for Completing the Bulk Upload Templates

The [04/20/2016 Special Edition issue](#) of the News Brief is now available. Receive E-rate Program tips, deadline reminders, and answers to your questions in this weekly newsletter. [Subscribe](#) to it and receive it each week in your inbox.

4/19/2016 – Special Edition News Brief - Updated Connectivity Questions Worksheet Available Tomorrow

The [04/19/2016 Special Edition issue](#) of the News Brief is now available. Receive E-rate Program tips, deadline reminders, and answers to your questions in this weekly newsletter. [Subscribe](#) to it and receive it each week in your inbox.

4/15/2016 – FY2016 Window Extended

Today, USAC announced that the FY2016 application filing window is extended to allow applicants more time to submit their applications.

First, we are extending the window for all applicants by four weeks with a new closing date of **May 26, 2016**. With the recent deployment of bulk upload templates and additional updates and solutions coming over the next few weeks, we believe that the IT systems will be sufficiently stable to allow most applicants, and all schools and school districts, sufficient time to file their applications by May 26.

Second, when the window closes on May 26, we will open a second filing window for consortia and libraries, which will close on **July 21, 2016**. We recognize that consortia and libraries are unable to complete their applications until their member/related school district(s) finalize their discount rates in the system.

Please read the [special edition News Brief](#) for more information.

4/13/2016 – Apply Online Outage Due to System Maintenance: Friday, April 15

The Schools and Libraries Program's [Apply Online](#) page, including [Submit a Question](#), online forms, and most search tools will be unavailable beginning at 8:00 PM ET Friday, April 15 through 2:00 AM ET Saturday, April 16, for system maintenance. During this time, users may be unable to file, certify, and search for certain forms online. We apologize for any inconvenience. The E-rate Productivity Center (EPC) will not be affected by this outage.

4/11/2016 – Special Edition News Brief - Two EPC Improvements to the Online FCC Form 471

The [04/11/2016 Special Edition issue](#) of the News Brief is now available. Receive E-rate Program tips, deadline reminders, and answers to your questions in this weekly newsletter. [Subscribe](#) to it and receive it each week in your inbox.

4/9/2016 – Special Edition News Brief - Special Update for Educational Service Agencies

The [04/09/2016 Special Edition issue](#) of the News Brief is now available. Receive E-rate Program tips, deadline reminders, and answers to your questions in this weekly newsletter. [Subscribe](#) to it and receive it each week in your inbox.

4/7/2016 – E-rate Productivity Center (EPC) Outage Due to System Maintenance: Sunday, April 10

The [E-rate Productivity Center](#) (EPC) will be unavailable from 7:00-10:00 PM ET, Sunday, April 10 for system maintenance. During this time, users will be unable to log in, or to file, certify, and search for certain forms via the EPC. We apologize for any inconvenience.

4/5/2016 – Special Edition News Brief - FCC Form 471 Funding Request Bulk Upload Templates Available

The [04/05/2016 Special Edition issue](#) of the News Brief is now available. Receive E-rate Program tips, deadline reminders, and answers to your questions in this weekly newsletter. [Subscribe](#) to it and receive it each week in your inbox.

3/31/2016 – 2015 USAC Annual Report Now Available

USAC's [2015 Annual Report](#) highlights the strategic groundwork put in place to support the modernization orders from the FCC. USAC developed a strategy and approach to maximize program impact and amplify our dedication to the mission of universal service. The Annual Report demonstrates these strategic shifts and showcases detailed supporting numbers for each program area.

3/31/2016 – E-rate Productivity Center (EPC) Outage Due to System Maintenance: Sunday, April 3

The [E-rate Productivity Center](#) (EPC) and the EPC Training Site will be unavailable from 7:00-10:00 PM ET, Sunday, April 3 for monthly system maintenance. During this time, users will be unable to log in, or to file, certify, and search for certain forms via the EPC. We apologize for any inconvenience.

3/29/2016 – E-rate Productivity Center (EPC) Outage Due to System Maintenance: Wednesday, March 30

The [E-rate Productivity Center](#) (EPC) will be unavailable from 12:00-5:00 AM ET, Wednesday, March 30 for system maintenance. During this time, users will be unable to log in, or to file, certify, and search for certain forms via the EPC. We apologize for any inconvenience.

3/28/2016 – Funding Year 2016 FCC Form 470 Filing Deadline: Friday, April 1, 2016

Posting the [FCC Form 470](#) (Description of Services Requested and Certification Form) opens the E-rate Program competitive bidding process.

Friday, April 1, 2016, is the last day applicants can post an FY2016 FCC Form 470 in the E-rate Productivity Center (EPC) and meet the [28-day requirement](#) before filing the FCC Form 471 (due April 29). If you are [required to file](#) an FCC Form 470 but have not yet done so, please promptly file your form.

These resources are available to assist you:

FCC Form 470 [Filing Guide](#) 

FCC Form 470 [Video Series](#)

File Along with Me: Blog posts [#14: Decide on services and post for bids](#) and [#15: Starting your FCC Form 470](#)

Call the E-rate Program at (888) 203-8100 or [Submit a Question](#) online

3/23/2016 – Special Edition News Brief - Schools with Only Part-time Students

The [03/23/2016 Special Edition issue](#) of the News Brief is now available. Receive E-rate Program tips, deadline reminders, and answers to your questions in this weekly newsletter. [Subscribe](#) to it and receive it each week in your inbox.

3/18/2016 – E-rate Productivity Center (EPC) Outage Due to System Maintenance: Monday, March 21

The [E-rate Productivity Center](#) (EPC) and the EPC Training Site will be unavailable from 9:00 PM, Monday, March 21, through 2:00 AM ET, Tuesday, March 22, for system maintenance. During this time, users will be unable to log in, or to file, certify, and search for certain forms via the EPC. We apologize for any inconvenience.

3/17/2016 – Apply Online Outage Due to System Maintenance: Friday, March 18

The Schools and Libraries Program's [Apply Online](#) page, including [Submit a Question](#), online forms, and most search tools will be unavailable beginning at 8:00 PM ET Friday, March 18 through 2:00 AM ET Saturday, March 19, for system maintenance. During this time, users may be unable to file, certify, and search for certain forms online. We apologize for any inconvenience. The E-rate Productivity Center (EPC) will not be affected by this outage.

3/15/2016 – Special Edition News Brief - New Option for Answering Connectivity Questions for FY2016

The [03/15/2016 Special Edition issue](#) of the News Brief is now available. Receive E-rate Program tips, deadline reminders, and answers to your questions in this weekly newsletter. [Subscribe](#) to it and receive it each week in your inbox.

3/15/2016 – Limited Telephone Customer Support on Wednesday, March 16

Due to Metrorail's closure, USAC will have limited telephone customer support on Wednesday, March 16 for USAC Customer Operations and the Rural Health Care Program's RHC Help Desk. The Schools and Libraries Client Service Bureau (CSB) will not be affected. During this time we recommend that you submit all inquiries via [email](#). Thank you!

3/15/2016 – Multiple System Outages Due to Maintenance: March 15

Portions of USAC's NLAD System, High Cost and Lifeline forms in E-File, and certain tools for the High Cost, Lifeline, Rural Health Care, and Schools and Libraries Programs will be unavailable Tuesday, March 15, beginning at 9:00 PM through 1:00 AM ET, Wednesday, March 16, for system maintenance. Contributor forms, My Portal, and EPC will not be affected. We apologize for any inconvenience.

3/7/2016 – E-rate Productivity Center (EPC) Outage Due to System Maintenance: Monday, March 7

The [E-rate Productivity Center](#) (EPC) and the EPC Training Site will be unavailable from 6:00-9:00 PM ET, Monday, March 7, 2016 for system maintenance. During this time, users will be unable to log in, or to file, certify, and search for certain forms via the EPC. We apologize for any inconvenience.

3/3/2016 – E-rate Productivity Center (EPC) Outage Due to System Maintenance: Sunday, March 6

The [E-rate Productivity Center](#) (EPC) and the EPC Training Site will be unavailable from 7:00-10:00 PM ET, Sunday, March 6 for monthly system maintenance. During this time, users will be unable to log in, or to file, certify, and search for certain forms via the EPC. We apologize for any inconvenience.

2/25/2016 – Special Edition News Brief - EPC Improvements and Enhancements to the Online FCC Form 471

The [02/25/2016 Special Edition issue](#) of the News Brief is now available. Receive E-rate Program tips, deadline reminders, and answers to your questions in this weekly newsletter. [Subscribe](#) to it and receive it each week in your inbox.

2/17/2016 – Apply Online Outage Due to System Maintenance: Friday, February 19

The Schools and Libraries Program's [Apply Online](#) page, including [Submit a Question](#), online forms, and most search tools will be unavailable beginning at 8:00 PM ET Friday, February 19 through 2:00 AM ET Saturday, February 20, for system maintenance. During this time, users may be unable to file, certify, and search for certain forms online. We apologize for any inconvenience. The E-rate Productivity Center (EPC) will not be affected by this outage.

2/10/2016 – Edición Especial del Resumen de Noticias del Programa de Escuelas y Bibliotecas

The [02/10/2016 Special Edition issue](#) of the News Brief is now available. Receive E-rate Program tips, deadline reminders, and answers to your questions in this weekly newsletter. [Subscribe](#) to it and receive it each week in your inbox.

2/5/2016 – Webinar Registration Open! FCC Form 471 Walkthrough and E-rate Program Overview

Join USAC for a series of webinars about the FY2016 filing window, including an overview of the E-rate Program and a detailed walkthrough of how to complete a funding request (FCC Form 471) online in the E-rate Productivity Center.

View Events and Register: [All Upcoming Webinar Events](#)

Overview series begins February 16; FCC Form 471 series begins February 23

Can't make it to the webinars? Register anyway, and we'll send you a link to the recording after the live presentation. The recording will also be posted in the [Online Learning Library](#).

2/4/2016 – E-rate Productivity Center (EPC) Outage Due to System Maintenance: Sunday, February 7

The [E-rate Productivity Center](#) (EPC) and the EPC Training Site will be unavailable from 7:00-10:00 PM ET, Sunday, February 7 for monthly system

maintenance. During this time, users will be unable to log in, or to file, certify, and search for certain forms via the EPC. We apologize for any inconvenience.

2/3/2016 – Special Edition News Brief - Guidance Materials for the FY2016 Application Filing Window

The [02/03/2016 Special Edition issue](#) of the News Brief is now available. Receive E-rate Program tips, deadline reminders, and answers to your questions in this weekly newsletter. [Subscribe](#) to it and receive it each week in your inbox.

2/1/2016 – E-rate Productivity Center (EPC) Outage Due to System Maintenance: Monday, February 1

The [E-rate Productivity Center](#) (EPC) will be unavailable from 9:00-11:59 PM ET, Monday, February 1 for system maintenance. During this time, users will be unable to log in, or to file, certify, and search for certain forms via the EPC. We apologize for any inconvenience.

1/29/2016 – USAC Phone/Fax System Outage Due to System Upgrade - January 29 to February 1

USAC will be upgrading our phone system beginning at 6:00 PM ET Friday, January 29. This will impact USAC's Customer Service via (888) 641-8722, the RHC Help Desk via (800) 453-1546, the USAC main number, individual employee direct lines, and our fax lines. Calls and faxes to these numbers will not go through and callers will be unable to reach voicemail. Our phone system will be available again Monday, February 1 at 7:00 AM. The Schools and Libraries Client Service Bureau (CSB) will remain open during their normal operating hours.

1/28/2016 – E-rate Productivity Center (EPC) Outage Due to System Maintenance: Thursday, January 28

The [E-rate Productivity Center](#) (EPC) will be unavailable from 9:00-11:00 PM ET, Thursday, January 28 for system maintenance. During this time, users will be unable to log in, or to file, certify, and search for certain forms via the EPC. We apologize for any inconvenience.

1/26/2016 – Special Edition News Brief - Dates of the E-rate Funding Year 2016 Application Filing Window

The [01/25/2016 Special Edition issue](#) of the News Brief is now available. Receive E-rate Program tips, deadline reminders, and answers to your questions in this weekly newsletter. [Subscribe](#) to it and receive it each week in your inbox.

1/25/2016 – USAC Will Remain Closed on Monday, January 25 Due to Inclement Weather

Due to inclement weather, USAC will remain closed on Monday, January 25

This closure includes USAC's Customer Operations and the Rural Health Care Program's RHC Help Desk. The Schools and Libraries Client Service Bureau (CSB) will remain open during their normal operating hours.

1/22/2016 – USAC Will Close at 12:00 PM ET January 22 Due to Inclement Weather

Due to inclement weather, USAC will close at 12:00 PM ET on Friday, January 22.

This closure includes USAC's Customer Operations and the Rural Health Care Program's RHC Help Desk. The Schools and Libraries Client Service Bureau (CSB) will remain open during their normal operating hours.

USAC will re-open on Monday, January 25, 2016, with normal business hours and will respond to all inquiries at that time. Thank you!

1/21/2016 – E-rate Productivity Center (EPC) Outage Due to System Maintenance: Thursday, January 21

The [E-rate Productivity Center](#) (EPC) will be unavailable from 7:30-10:30 PM ET, Thursday, January 21, for system maintenance. During this time, users will be unable to log in, or to file, certify, and search for certain forms via the EPC. We apologize for any inconvenience.

1/14/2016 – E-rate Productivity Center (EPC) Outage Due to System Maintenance: Thursday, January 14

The [E-rate Productivity Center](#) (EPC) will be unavailable from 11:00 PM, Thursday, January 14 through 1:00 AM ET, Friday, January 15, for system maintenance. During this time, users will be unable to log in, or to file, certify, and search for certain forms via the EPC. We apologize for any inconvenience.

1/14/2016 – Schools and Libraries Client Service Bureau Closed: Monday, January 18

In observance of Martin Luther King Jr. Day, the Schools and Libraries Program's Client Service Bureau (CSB) will be closed on Monday, January 18. CSB will reopen Tuesday, January 19 for regular hours of 8:00 AM to 8:00 PM ET.

1/12/2016 – E-rate Productivity Center (EPC) Outage Due to System Maintenance: Tuesday, January 12

The [E-rate Productivity Center](#) (EPC) will be unavailable from 11:00 PM, Tuesday, January 12 through 1:00 AM ET, Wednesday, January 13, for system maintenance. During this time, users will be unable to log in, or to file, certify, and search for certain forms via the EPC. We apologize for any inconvenience.

1/7/2016 – Special Edition News Brief - Top Five Questions for the Client Service Bureau

The [01/06/2016 Special Edition issue](#) of the News Brief is now available. Receive E-rate Program tips, deadline reminders, and answers to your questions in this weekly newsletter. [Subscribe](#) to it and receive it each week in your inbox.

1/7/2016 – E-rate Productivity Center (EPC) Outage Due to System Maintenance: Sunday, January 10

The [E-rate Productivity Center](#) (EPC) and the EPC Training Site will be unavailable from 7:00-10:00 PM ET, Sunday, January 10 for monthly system maintenance. During this time, users will be unable to log in, or to file, certify, and search for certain forms via the EPC. We apologize for any inconvenience.