



## 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:

#### 12/27/2017 – E-rate Client Service Bureau Closed: Monday, January 1

In observance of the New Year's Day holiday, the Schools and Libraries (E-rate) Program's Client Service Bureau (CSB) will be closed on Monday, January 1, 2018. CSB will reopen Tuesday, January 2 for regular hours of 8:00 AM to 8:00 PM ET.

#### 12/22/2017 – News Brief Issued

The [12/22/2017 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.

#### 12/20/2017 – E-rate Client Service Bureau Closed: Friday, December 22 and Monday, December 25

In observance of the Christmas holiday, the Schools and Libraries (E-rate) Program's Client Service Bureau (CSB) will be closed on Friday, December 22 and Monday, December 25. CSB will reopen Tuesday, December 26 for the regular hours of 8:00 AM to 8:00 PM ET.

#### 12/15/2017 – News Brief Issued

The [12/15/2017 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.

#### 12/15/2017 – Legacy System Outage Due to System Maintenance - December 15

The Schools and Libraries (E-rate) Program legacy systems will be unavailable from 7:00-11:00 PM ET on Friday, December 15 for system maintenance. We apologize for any inconvenience.

NOTE: The E-rate Productivity Center (EPC) will not be affected by this maintenance.

#### 12/14/2017 – Special Edition News Brief - FY2018 Application Filing Window Opens January 11, 2018

A [Special Edition issue of the News Brief \(12/14/2017\)](#) 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.

#### 12/8/2017 – News Brief Issued

The [12/8/2017 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.

#### 12/1/2017 – News Brief Issued

The [12/1/2017 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.

#### 11/30/2017 – E-rate Productivity Center (EPC) Outage Due to System Maintenance: Sunday, December 3

The E-rate Productivity Center (EPC) will be unavailable from 7:00-11:00 PM ET, Sunday, December 3 for monthly system maintenance. During this time, users will be unable to log in to and use EPC. We apologize for any inconvenience.

#### 11/17/2017 – News Brief Issued

The [11/17/2017 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.

#### 11/16/2017 – Legacy System Outage Due to System Maintenance - November 17-18

The Schools and Libraries (E-rate) Program legacy systems will be unavailable from 6:00 PM ET on Friday, November 17 through 10:00 AM ET Saturday, November 18 for system maintenance. During this time, users will be unable to file invoices and use some of the search tools. We apologize for any inconvenience.

NOTE: The E-rate Productivity Center (EPC) will not be affected by this maintenance.

#### 11/10/2017 – E-rate Productivity Center (EPC) Outage Due to System Maintenance: Saturday, November 11

The E-rate Productivity Center (EPC) will be unavailable from Saturday, November 11 at 8:00 PM-12:00 AM ET, Sunday, November 12 for system maintenance. During this time, users will be unable to log in to and use EPC. We apologize for any inconvenience.

#### 11/10/2017 – News Brief Issued

The [11/10/2017 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.

#### 11/9/2017 – Special Edition News Brief - E-rate Hurricane Relief

A [Special Edition issue of the News Brief \(11/9/2017\)](#) 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.

#### 11/7/2017 – Special Edition News Brief Issued

A [Special Edition issue of the News Brief \(11/7/2017\)](#) 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.

#### 11/3/2017 – News Brief Issued

The [11/3/2017 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.

#### 11/3/2017 – E-rate Productivity Center (EPC) Supported Web Browsers

On Sunday, November 5, 2017, the E-rate Productivity Center (EPC) will be down for scheduled maintenance. After this update is complete, EPC will not be accessible with certain web browsers. Please refer to the [list of supported browsers](#).

#### 11/2/2017 – E-rate Productivity Center (EPC) Outage Due to System Maintenance: Sunday, November 5

The [E-rate Productivity Center](#) (EPC) and the EPC Training Site will be unavailable from 7:00-11:00 PM ET, Sunday, November 5 for monthly system maintenance. During this time, users will be unable to log in to and use EPC. We apologize for any inconvenience.

#### 11/1/2017 – C2 Budget Tool Outage Due to System Maintenance - November 2

The [Category Two \(C2\) Budget Tool](#) in the Schools and Libraries (E-rate) Program legacy system will be unavailable from 6:00-9:00 PM ET on Friday, November 2 for system maintenance. During this time, users will be unable to access the C2 Budget Tool. We apologize for any inconvenience.

NOTE: The E-rate Productivity Center (EPC) will not be affected by this maintenance.

#### 11/1/2017 – E-rate Productivity Center (EPC) Unavailable November 1, 2017 between 12:00 pm ET and 1:00 pm ET

The E-rate Productivity Center (EPC) will be unavailable November 1, 2017 between 12:00 pm ET and 1:00 pm ET. All EPC users should log-out of the system by 12:00 pm ET. The system will be available for use again at 1:00 pm ET. We apologize for the inconvenience.


#### 10/27/2017 – News Brief Issued

The [10/27/2017 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.

#### 10/25/2017 – EPC Outage Tonight Due to System Maintenance

The E-rate Productivity Center (EPC) will be unavailable from 11:00 PM ET tonight, October 25, to 3:00 AM ET tomorrow morning, October 26, for system maintenance. During this time, users will be unable to log in to and use EPC. We apologize for any inconvenience.

#### 10/20/2017 – New EPC Terms of Service

All EPC users must accept [new Terms of Service](#)  before they can access – or continue to access – the functions and features of EPC. These new terms are posted on the USAC website, and they will also be presented each time a user logs in to EPC until the terms are accepted.

If you are a new user –

When your user account is created – either by your account administrator or by the Client Service Bureau (CSB) – follow these steps:

Go to the [EPC login screen](#).

Click the **Accept** button.

Enter your username (your email address) and click the **Reset Password** link.

You will receive an email with a link to log in with your username and create a password.

Use your new password to log in to EPC.

You will be taken to a screen in the Tasks menu that has a task that features a large check mark in a box and the caption **Complete Terms and Conditions**. Click on the task.

Read the **Terms of Service** and click the **Accept** button at the bottom of the screen.

You will now be able to access your EPC user account and your organization's account.

If you are an existing user –

Go to the [EPC login screen](#).

Click the **Accept** button.

Enter your username (your email address) and password.

You will be taken to the new **Terms of Service** page. Read the terms of service and click **Accept**. You must complete this task before you can access any other features of EPC.

**10/20/2017 – News Brief Issued**

The [10/20/2017 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.

**10/19/2017 – E-rate Productivity Center (EPC) Outage Due to System Maintenance: Thursday, October 19, 2017**

The E-rate Productivity Center (EPC) will be unavailable from 9:35 -1:35 AM ET on Thursday, October 19 for system maintenance. During this time, users will be unable to log in to and use EPC. We apologize for any inconvenience.

**10/18/2017 – E-rate Productivity Center (EPC) Outage Due to System Maintenance: Sunday, October 22**

The E-rate Productivity Center (EPC) will be unavailable from 7:00-11:00 PM ET, Sunday, October 22 for system maintenance. During this time, users will be unable to log in to and use EPC. We apologize for any inconvenience.

**10/13/2017 – News Brief Issued**

The [10/13/2017 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.

**10/9/2017 – FCC Releases Hurricane Relief Order**


On October 6, 2017, the Federal Communications Commission (FCC) issued an order to assist Universal Service Fund (USF) participants who have been affected by Hurricanes Harvey, Irma and Maria.

The [order](#)  waives certain rules and deadlines for E-rate, Rural Health Care (RHC), and Lifeline and USF contributors located in affected areas. You can find more information [here](#).

**10/6/2017 – News Brief Issued**

The [10/06/2017 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.

**10/6/2017 – FCC Releases FY2018 Eligible Services List**

On October 5, 2017, in Public Notice [DA 17-973](#) , the FCC released the Eligible Services List (ESL) for Funding Year (FY) 2018. Appendix A contains a list of commenters, and Appendix B contains the ESL itself.

**10/6/2017 – 2017 E-rate Training - Register Today!**

The USAC Schools and Libraries Division will hold a training sessions for E-rate Program participants this fall. During the training you'll have the opportunity to ask questions and hear directly from members of the USAC Schools and Libraries team on key topics important to successfully participating in the program.

USAC will be conducting in-person E-rate training sessions at the following locations:

October 10, 2017: Washington DC area

October 24, 2017: Charlotte, NC

November 2, 2017: [Minneapolis, MN](#)

November 14, 2017: [Portland, OR](#)

Program participants can register for the training sessions in the [Upcoming Events](#) section of the Trainings and Outreach page on the USAC website. Please note that attendees will make their own arrangements for hotel accommodations and meals.

**10/5/2017 – E-rate Productivity Center (EPC) Outage Due to System Maintenance: Sunday, October 8**

The [E-rate Productivity Center](#) (EPC) and the EPC Training Site will be unavailable from 7:00-11:00 PM ET, Sunday, October 8 for monthly system maintenance. During this time, users will be unable to log in to and use EPC. We apologize for any inconvenience.

**9/30/2017 – Special Edition News Brief - EPC Has a New Look**

The [09/30/2017 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.

**9/29/2017 – News Brief Issued**

The [09/29/2017 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.

**9/27/2017 – E-rate Productivity Center (EPC) \*TRAINING SITE\* Outage Due to System Maintenance: September 29-30**

The E-rate Productivity Center (EPC) **\*TRAINING SITE\*** will be unavailable from 11:00 AM ET on Friday, September 29 through noon ET Saturday, September 30 for system maintenance. During this time, users will be unable to log in to and use the training site. We apologize for any inconvenience.

**9/27/2017 – E-rate Productivity Center (EPC) Outage Due to System Maintenance: September 29-30**

The E-rate Productivity Center (EPC) will be unavailable from 9:00 PM ET on Friday, September 29 through noon ET Saturday, September 30 for system maintenance. During this time, users will be unable to log in to and use EPC. We apologize for any inconvenience.

**9/22/2017 – News Brief Issued**

The [09/22/2017 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.

**9/22/2017 – Legacy System Outage Due to System Maintenance - September 22-23**

The Schools and Libraries (E-rate) Program legacy systems will be unavailable from 6:00 PM ET on Friday, September 22 through 10:00 AM ET Saturday, September 23 for system maintenance. During this time, users will be unable to file invoices and use some of the search tools. We apologize for any inconvenience.

NOTE: The E-rate Productivity Center (EPC) will not be affected by this maintenance.

#### **9/22/2017 – E-rate Productivity Center (EPC) Outage Due to System Maintenance: September 23-24**

The E-rate Productivity Center (EPC) will be unavailable from 10:00 PM ET on Saturday, September 23 through 2:00 AM ET Sunday, September 24 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.

#### **9/15/2017 – News Brief Issued**

The [09/15/2017 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.

#### **9/8/2017 – News Brief Issued**

The [09/08/2017 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.

#### **9/7/2017 – E-rate Productivity Center (EPC) Outage Due to System Maintenance: Sunday, September 10**

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

#### **8/25/2017 – News Brief Issued**

The [08/25/2017 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.

#### **8/24/2017 – FCC Form 472 (BEAR) Training Site Now Available**

Applicants can now train on or practice filing and certifying an [FCC Form 472](#), Billed Entity Applicant Reimbursement (BEAR) Form on the [BEAR Training Site](#).

#### **8/24/2017 – E-rate Productivity Center (EPC) \*TRAINING SITE\* Outage Due to System Maintenance: August 24**

The E-rate Productivity Center (EPC) **\*TRAINING SITE\*** will be unavailable from 3:00-4:30 PM ET, Thursday, August 24 for system maintenance. During this time, users will be unable to log in to the training site. We apologize for any inconvenience.

#### **8/22/2017 – Special Edition News Brief - FY2018 FCC Form 470 Drop-down Options for Eligible Services**

The [08/22/2017 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.

#### **8/18/2017 – News Brief Issued**

The [08/18/2017 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.

#### **8/18/2017 – Legacy System Outage Due to System Maintenance - August 18-19**

The Schools and Libraries (E-rate) Program legacy systems will be unavailable from 6:00 PM ET on Friday, August 18 through 10:00 AM ET Saturday, August 19 for system maintenance. During this time, users will be unable to file invoices and use some of the search tools. We apologize for any inconvenience.

NOTE: The E-rate Productivity Center (EPC) will not be affected by this maintenance.

#### **8/14/2017 – E-rate Productivity Center (EPC) Service Restored**

The E-rate Productivity Center (EPC) service is restored and available for use.

#### **8/14/2017 – E-rate Productivity Center (EPC) is Currently Unavailable**

The E-rate Productivity Center (EPC) is not accessible at this time. This message will be updated when the system is available.

#### **8/11/2017 – News Brief Issued**

The [08/11/2017 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.

#### **8/10/2017 – E-rate Productivity Center (EPC) Outage Due to System Maintenance: Sunday, August 13**

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

#### **8/4/2017 – News Brief Issued**

The [08/04/2017 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.

#### **7/28/2017 – News Brief Issued**

The [07/28/2017 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.



**7/25/2017 – New Videos Now Available in the Online Learning Library**

The following videos have been added to the [Online Learning Library](#) :

**[FCC Form 470 Video Series](#)**

How to File an FCC Form 470

How to Search for FCC Forms 470

**[Program Rules and Requirements](#)**

[Gift Rules](#)

**[Webinar Recordings](#)**

July 18, 2017 - How to File FCC Form 470

**7/25/2017 – Legacy System Outage Due to System Maintenance - July 28-29**

The Schools and Libraries (E-rate) Program legacy systems will be unavailable from 6:00 PM ET on Friday, July 28 through 10:00 AM ET Saturday, July 29 for system maintenance. During this time, users will be unable to file invoices and use some of the search tools. We apologize for any inconvenience.

NOTE: The E-rate Productivity Center (EPC) will not be affected by this maintenance.

**7/21/2017 – News Brief Issued**

The [07/21/2017 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.

**7/14/2017 – News Brief Issued**

The [07/14/2017 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.

**7/13/2017 – E-rate Productivity Center (EPC) Outage Due to System Maintenance: Sunday, July 16**

The [E-rate Productivity Center](#) (EPC) and the EPC Training Site will be unavailable from 7:00-10:00 PM ET, Sunday, July 16 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.

**7/7/2017 – News Brief Issued**

The [07/07/2017 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.

**7/3/2017 – Incorrect Date on June 30 SL News Brief**

The copy of the SL News Brief that went out by email last Friday was incorrectly dated April 28, 2017. The date should have been June 30, 2017. If you would like to print or save a copy for your records, the version posted to the [SL News Brief page](#) and also in the News feed in your EPC account featured the correct date.


**6/30/2017 – News Brief Issued**

The [06/30/2017 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.

**6/30/2017 – E-rate Productivity Center (EPC) System Maintenance: Friday, June 30**

[E-rate Productivity Center](#) (EPC) account users may experience system slowness from 9:00-11:00 PM ET, Friday, June 30 during planned system maintenance. We apologize for any inconvenience.

**6/30/2017 – New User Guide: Filing Appeals in the E-rate Productivity Center (EPC)**

[EPC User Guide: Appeals](#)  is now available to help you file [appeals](#) in the E-rate Productivity Center (EPC). If you wish to appeal a Schools and Libraries Program decision, you must file an appeal with USAC before you can file one with the FCC.

**6/23/2017 – News Brief Issued**

The [06/23/2017 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.

**6/22/2017 – Legacy System Outage Due to System Maintenance - June 23-24**

The Schools and Libraries (E-rate) Program legacy systems will be unavailable from 8:00 PM ET on Friday, June 23 through 2:00 AM ET Saturday, June 24 for system maintenance. During this time, users will be unable to file invoices and use some of the search tools. We apologize for any inconvenience.

NOTE: The E-rate Productivity Center (EPC) will not be affected by this maintenance.

**6/22/2017 – FCC Issues Public Notice on Draft ESL for FY2018**

On June 21, 2017, the FCC released a Public Notice ([DA 17-602](#) ) establishing the comment period for the Funding Year (FY) 2018 Eligible Services List (ESL).

Comments on the draft ESL, which is attached to the Public Notice, are due to the FCC on or before July 21, 2017. Reply comments are due to the FCC on or before August 7, 2017. For information on filing comments with the FCC, please refer to the Public Notice.

### 6/19/2017 – FY2018 FCC Form 470 Now Available

Applicants can now complete and certify an FCC Form 470 for FY2018.

To start an FY2018 FCC Form 470, log in to EPC and click the FCC Form 470 link at the top of your landing page.

### 6/16/2017 – News Brief Issued

The 06/16/2017 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.

### 6/15/2017 – E-rate Productivity Center (EPC) Outage Due to System Maintenance: Sunday, June 18

The [E-rate Productivity Center](#) (EPC) and the EPC Training Site will be unavailable from 7:00-10:00 PM ET, Sunday, June 18 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.

### 6/13/2017 – 2017 Service Provider Training Announced

USAC's Schools and Libraries Division will hold its [annual training](#) for E-rate Program service providers at a single site – on Tuesday, July 25, 2017 in Dallas, Texas. This training is exclusively for service providers who have direct involvement and day-to-day management of the E-rate program for their organizations.

During the training you'll have the opportunity to ask questions and hear directly from members of the USAC Schools and Libraries team on key topics important to service providers from competitive bidding to invoicing.

Space is limited. [Register Today!](#)

**Date and Time:** Tuesday, July 25, 2017 from 8:30 AM to 4:00 PM CT

**Location:** The Westin Galleria Dallas  
13340 Dallas Parkway  
Dallas, TX 75240

### 6/9/2017 – News Brief Issued

The 06/09/2017 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.

### 6/5/2017 – Summer Webinar Schedule Announced

Join USAC for our live training webinars provided for E-rate Program participants. We will share program updates and essential guidance to help participants learn about and successfully navigate the program. During each webinar, the audience will have the opportunity to take part in a live question and answer session with members of the Schools and Libraries (E-rate) Program team.

**Register here:** [How to File FCC Form 486](#)

Tuesday, June 20, 2017  
3:00 PM ET

**Register here:** [How to File FCC Form 470](#)

Tuesday, July 18, 2017  
3:00 PM ET

**Register here:** [E-rate Training for Beginners](#)

Tuesday, August 15, 2017  
3:00 PM ET

If you can't attend the live presentations, register for the webinars and we'll send you a link to the recording. The recordings will also be posted in the [Online Learning Library](#).

#### Equipment and Set-Up

To participate, you'll need:

-To meet the [minimum system requirements](#), Click the "FAQs and System Test" button on the event's registration page to determine whether your computer meets the requirements to see and hear the webinar.

-A computer or mobile device with an Internet connection.

-Computer speakers or headset.

#### Need Help?

If you have any questions about the webinar, please contact via [Submit a Question](#).

### 6/2/2017 – News Brief Issued

The 06/02/2017 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.

### 6/2/2017 – E-rate Productivity Center (EPC) \*TRAINING SITE\* Outage Due to System Maintenance: Friday, June 2

The E-rate Productivity Center (EPC) \***TRAINING SITE**\* will be unavailable from 12:00-2:00 PM ET, Friday, June 2 for system maintenance. During this time, users will be unable to log in to the training site. We apologize for any inconvenience.

### 5/26/2017 – News Brief Issued

The 05/26/2017 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.



### 5/19/2017 – News Brief Issued

The 05/19/2017 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.

**5/18/2017 – E-rate Productivity Center (EPC) Outage Due to System Maintenance: Sunday, May 21**

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

**5/17/2017 – Schools and Libraries FY2017 Demand Filing**

USAC's [estimate of demand](#)  for Schools and Libraries Universal Service Support Mechanism discounts for Funding Year (FY) 2017 (July 1, 2017 to June 30, 2018) is \$3.20 billion, of which \$2.296 billion is for Category 1 and \$904 million for Category 2. This estimate is based on total funds requested in FCC Form 471 applications received on or before May 11, 2017, the close of the FCC Form 471 filing window. For more information, please see our [cover letter](#) .

**5/17/2017 – E-rate Productivity Center (EPC) Outage Due to System Maintenance: Wednesday, May 17 9:00 PM ET**

The [E-rate Productivity Center](#) (EPC) will be unavailable from 9:00-9:15 PM ET, Wednesday May 17 for planned system maintenance. We apologize for any inconvenience.

**5/16/2017 – E-File Outage Due to System Maintenance: May 18**

USAC's [E-File](#) system will be unavailable for 498 and 499 users on Thursday, May 18, from 9:00-11:00 PM ET, for system maintenance. FCC Forms for contributors and service providers will not be accessible. During this time, users will be unable to file, certify, and search for FCC Forms 498 and 499 online.

EPC, HUBB, My Portal, NLAD, and High Cost/Lifeline forms will not be affected by this outage. We apologize for any inconvenience.

**5/15/2017 – Legacy System Outage Due to System Maintenance - May 15**

The Schools and Library legacy systems will be unavailable from 8:00-11:00 PM ET on Monday, May 15 for system maintenance. We apologize for any inconvenience.

NOTE: The E-rate Productivity Center will not be affected by this maintenance.

**5/12/2017 – News Brief Issued**

The [05/12/2017 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.

**5/10/2017 – E-rate Productivity Center (EPC) \*TRAINING SITE\* Outage Due to System Maintenance: Thursday, May 11**

The E-rate Productivity Center (EPC) TRAINING SITE will be unavailable from 4:00-8:00 PM ET, Thursday, May 11 for system maintenance. During this time, users will be unable to log in to the training site. We apologize for any inconvenience.

**This maintenance is specific to the training site and will not impact filing FCC Forms 471 in the regular system.**

**5/10/2017 – E-rate Productivity Center (EPC) Outage Due to System Maintenance: Friday, May 12**

The [E-rate Productivity Center](#) (EPC) will be unavailable from 5:00-10:00 PM ET, Friday, May 12 for planned system maintenance. We apologize for any inconvenience.

**5/5/2017 – News Brief Issued**

The [05/05/2017 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.

**5/5/2017 – Extended CSB Hours May 5-11**

The Client Service Bureau (CSB) will be open additional hours starting this evening and running through the close of the filing window to assist applicants with any issues they may encounter. We strongly encourage you to call as soon as you know that you need our help.

You can reach CSB at **888-203-8100**.

<b>Date</b>	<b>CSB Open</b>	<b>CSB Close</b>
Friday, May 5	8:00 AM EDT	10:00 PM EDT
Saturday, May 6	9:00 AM EDT	6:00 PM EDT
Sunday, May 7	9:00 AM EDT	6:00 PM EDT
Monday, May 8	8:00 AM EDT	10:00 PM EDT
Tuesday, May 9	8:00 AM EDT	10:00 PM EDT
Wednesday, May 10	8:00 AM EDT	10:00 PM EDT
Thursday, May 11	8:00 AM EDT	12:30 AM EDT (May 12)

Generally, CSB has the highest call volumes during the following hours:

Weekday mornings from 11:00 AM through 12:00 PM EDT

Weekday afternoons from 2:30 PM through 3:30 PM EDT.

If you call during these hours and an agent is not able to answer, please use our callback service. You will be offered the option to leave your telephone number, and we will then return your call at our earliest convenience.

**5/4/2017 – FY2017 Application Filing Window Close Date Remains May 11, 2017**

Some applicants have received News feed items due to an FCC Form 470 posting that features an "application window close date" of 6/1/2017.

The application filing window close date of May 11, 2017 at 11:59 PM EDT has not changed. We are aware of the problem with the EPC News feed items and are working to correct it.

We apologize for any inconvenience.

**4/28/2017 – News Brief Issued**

The [04/28/2017 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.

**4/28/2017 – E-rate Productivity Center (EPC) Outage Due to System Maintenance: Friday, April 28 5:00 PM ET**

The [E-rate Productivity Center](#) (EPC) will be unavailable from 5:00-5:30 PM ET, Friday, April 28 for planned system maintenance. We apologize for any inconvenience.

**4/28/2017 – Legacy System Outage Due to System Maintenance - April 28-29**

The Schools and Libraries (E-rate) Program legacy systems will be unavailable from 8:00 PM ET on Friday, April 28 through 2:00 AM ET Saturday, April 29 for system maintenance. During this time, users will be unable to file invoices and use some of the search tools. We apologize for any inconvenience.

NOTE: The E-rate Productivity Center (EPC) will not be affected by this maintenance.

**4/27/2017 – E-rate Productivity Center (EPC) Training Site Outage Due to System Maintenance: April 27**

The E-rate Productivity Center (EPC) Training Site will be unavailable from 5:15-5:30 PM ET, Tuesday, April 27 for system maintenance. During this time, users will be unable to log in to the site. We apologize for any inconvenience.

**4/27/2017 – E-rate Productivity Center (EPC) Outage Due to System Maintenance: Sunday, April 30**

The [E-rate Productivity Center](#) (EPC) will be unavailable from 7:00-11:00 PM ET, Sunday, April 30 for planned system maintenance. During this time, users will be unable to log in to EPC. We apologize for any inconvenience.

**4/21/2017 – News Brief Issued**

The [04/21/2017 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.

**4/20/2017 – E-rate Productivity Center (EPC) Training Site Outage Due to System Maintenance: April 21**

The E-rate Productivity Center (EPC) Training Site will be unavailable from 1:00-2:00 PM ET, Tuesday, April 21 for system maintenance. During this time, users will be unable to log in to the site. We apologize for any inconvenience.

**4/20/2017 – E-rate Productivity Center (EPC) Outage Due to System Maintenance: Sunday, April 23**

The [E-rate Productivity Center](#) (EPC) and the EPC Training Site will be unavailable from 7:00-10:00 PM ET, Sunday, April 23 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.

**4/17/2017 – Special Edition News Brief - Upcoming FCC Form 471 Webinar**

The [04/17/2017 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.

**4/14/2017 – News Brief Issued**

The [04/14/2017 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.

**4/12/2017 – E-rate Productivity Center (EPC) Outage Due to System Maintenance: April 13, 3:00 AM-6:00 AM ET**

The [E-rate Productivity Center](#) (EPC) will be unavailable from 3:00-6:00 AM ET, Thursday, April 13 for system maintenance. During this time, users will be unable to log in to the site. We apologize for any inconvenience.

**4/11/2017 – E-File Outage Due to System Maintenance: April 13**

USAC's [E-File](#) system (including My Portal) will be unavailable for all users on Thursday, April 13, from 9:00-11:00 PM ET, for system maintenance. All online FCC forms for contributors, service providers, eligible telecommunications carriers, and health care providers will not be accessible. During this time, users will be unable to file, certify, and search for FCC Forms 460, 461, 462, 463, 465, 466, 467, 473, 481, 497, 498, 499, 555, or 690. NLAD and EPC will not be affected by this outage. We apologize for any inconvenience.

**4/10/2017 – E-rate Productivity Center (EPC) Training Site Maintenance: Tuesday, April 11**

The E-rate Productivity Center (EPC) Training Site will be unavailable from 8:30-10:30 PM ET, Tuesday, April 11 for system maintenance. During this time, users will be unable to log in to the site. We apologize for any inconvenience.

**4/7/2017 – News Brief Issued**

The [04/07/2017 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.

**3/31/2017 – News Brief Issued**

The [03/31/2017 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.

**3/27/2017 – E-rate Productivity Center (EPC) Training Site Maintenance: Thursday, March 30**

The E-rate Productivity Center (EPC) Training Site will perform a scheduled maintenance from 3:00-6:00 PM ET, on Thursday, March 30. During this



time, users can still log in and practice filing forms as usual. If you do experience any issues, please contact the Client Service Bureau (CSB) at (888) 203-8100.

### 3/24/2017 – News Brief Issued

The [03/24/2017 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.

### 3/23/2017 – E-rate Productivity Center (EPC) Outage Due to System Maintenance: Sunday, March 26

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

### 3/22/2017 – Special Edition News Brief - Webinars: E-rate Program Overview for Beginners

The [03/22/2017 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.

### 3/17/2017 – EPC Temporary Outage - Service Restored

You can now access the E-rate Productivity Center. We apologize for any inconvenience.

### 3/17/2017 – News Brief Issued

The [03/17/2017 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.

### 3/17/2017 – EPC Temporary Outage - Update

We are still working on EPC access. We will provide an update in an hour if we have not been able to restore access during that time.

### 3/17/2017 – EPC Temporary Outage

The E-rate Productivity Center is currently unavailable for all users. We are working on the issue and expect to have access restored within the next two hours. Thank you for your patience.

### 3/17/2017 – Legacy System Outage Due to System Maintenance - March 17-18

The Schools and Library legacy systems will be unavailable from 8:00 PM ET on Friday, March 17 through 2:00 AM ET Saturday, March 18 for system maintenance. During this time, users will be unable to file invoices and use some of the search tools. We apologize for any inconvenience.

NOTE: The E-rate Productivity Center will not be affected by this maintenance.

### 3/16/2017 – Temporary Issues with FCC Form 471 in EPC

Some applicants are reporting difficulty in filing FCC Forms 471 today. Generally these applicants have lost contact with their form and the system has not created a task for them to return and continue their work.

- If you receive a message that your form is out of window, please contact our Client Service Bureau (CSB) at 1-888-203-8100 and provide your form number. We will contact you individually when your issue has been resolved.
- For all other issues, we should be able to locate and restore your FCC Form 471 within 24 hours. If you are still unable to locate your form after that time, please contact our Client Service Bureau (CSB) at 1-888-203-8100.

Please note the FCC Form 470 is not affected, and applicants can continue to file this form if they need to do so.

We apologize for any inconvenience.

### 3/14/2017 – Today's Service Provider Webinar Canceled

Due to inclement weather in the Washington DC area, today's service provider webinar has been canceled.

### 2/27/2017 – Special Edition News Brief - E-rate Funding Year 2017 Window Is Now Open

The [02/27/2017 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.

### 2/24/2017 – Extended CSB Hours This Weekend

The Client Service Bureau will have extended hours this weekend.

**Call:** (888) 203-8100

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

The Client Service Bureau (CSB) will be open the following hours:

Saturday and Sunday, February 25-26, 9:00 AM to 6:00 PM EST

### 2/23/2017 – E-rate Productivity Center (EPC) Outage Due to System Maintenance: Sunday, February 26

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

### 2/22/2017 – E-rate Productivity Center (EPC) Outage Due to System Maintenance: February 23

The [E-rate Productivity Center](#) (EPC) and the EPC Training Site will be unavailable from 9:00-11:30 PM ET, Thursday, February 23 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.

#### **2/22/2017 – EPC Training Site Outage Due to System Maintenance: February 22**

The E-rate Productivity Center (EPC) Training Site will be unavailable on Tuesday, February 22 from 8:00-10:00 PM ET for system maintenance. We apologize for any inconvenience.

#### **2/21/2017 – E-rate Productivity Center (EPC) outage, Tuesday, February 21, 2017**

The E-rate Productivity Center (EPC) is currently experiencing an outage and users are unable to access the system. This message will be updated when the system is back on line. We apologize for the inconvenience.

#### **2/20/2017 – E-File Outage Due to System Maintenance: February 23**

USAC's [E-File](#) system (including My Portal) will be unavailable for all users on Thursday, February 23, from 9:00-11:00 PM ET, for system maintenance. All online FCC forms for contributors, service providers, eligible telecommunications carriers, and health care providers will not be accessible. During this time, users will be unable to file, certify, and search for FCC Forms 460, 461, 462, 463, 465, 466, 467, 473, 481, 497, 498, 499, 555, 690, or Telecommunications Program invoices online. NLAD and EPC will not be affected by this outage. We apologize for any inconvenience.

#### **2/9/2017 – E-rate Productivity Center (EPC) Outage Due to System Maintenance: Sunday, February 12**

The [E-rate Productivity Center](#) (EPC) and the EPC Training Site will be unavailable from 7:00-10:00 PM ET, Sunday, February 12 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.

#### **2/3/2017 – Special Edition News Brief - Dates of the E-rate Funding Year 2017 Application Filing Window**

The [02/03/2017 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.

#### **1/27/2017 – Please Disregard EPC Account Creation Email**

The EPC system has sent some applicants an email in error from the address [portal-int@usac.org](mailto:portal-int@usac.org) notifying them that they can create an account in EPC.

Please disregard this message, it was sent in error. We are working to resolve this issue as soon as possible.

Thank you for your patience.

#### **1/26/2017 – E-rate Productivity Center (EPC) Outage Due to System Maintenance: Sunday, January 29**

The [E-rate Productivity Center](#) (EPC) and the EPC Training Site will be unavailable from 7:00-10:00 PM ET, Sunday, January 29 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.

#### **1/18/2017 – USAC Customer Operations and RHC Help Desk Closed: Friday, January 20**

USAC's Customer Operations and RHC Help Desk will be closed on Friday, January 20, 2017 due to the Presidential Inauguration. These customer service centers will re-open on Monday, January 23, 2017 at their normally scheduled times. This closure does not affect the Schools and Libraries (E-Rate) Client Service Bureau (CSB) or NLAD Technical Support.

#### **1/13/2017 – E-rate Client Service Bureau Closed: Monday, January 16**

In observance of Martin Luther King Jr. Day, the Schools and Libraries Program's Client Service Bureau (CSB) will be closed on Monday, January 16. CSB will reopen Tuesday, January 17 for regular hours of 8:00 AM to 8:00 PM ET.

#### **1/13/2017 – E-rate Productivity Center (EPC) Outage Due to System Maintenance: Saturday, January 14**

The [E-rate Productivity Center](#) (EPC) and the EPC Training Site will be unavailable from 6:00-9:00 PM ET, Saturday, January 14 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.

#### **1/13/2017 – RESOLVED - E-rate Productivity Center (EPC) Currently Down**

RESOLVED - The [E-rate Productivity Center](#) (EPC) and the EPC Training Site is currently unavailable. USAC is working to resolve this service disruption and will provide an update when the issue has been resolved. We apologize for any inconvenience.

#### **1/5/2017 – E-rate Productivity Center (EPC) Outage Due to System Maintenance: Sunday, January 8**

The [E-rate Productivity Center](#) (EPC) and the EPC Training Site will be unavailable from 7:00-10:00 PM ET, Sunday, January 8 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.