



## 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:

#### 12/22/2018 – News Brief Issued

The [12/22/2018 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.

#### 12/21/2018 – Special Edition News Brief - FY2019 Application Filing Window Opens January 16, 2019

A [Special Edition issue of the News Brief \(12/21/2018\)](#) 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.

#### 12/21/2018 – Online Applicant Training Series Now Available

Today, we launched the first of a [new online training series](#) which provides an online, self-paced learning option for those program participants who were unable to attend our fall training events or who want a refresher.

The online applicant training series is now available in our [Online Learning Library](#). A service provider training series will be available in 2019. We encourage you to view the offerings in this series and let us know what you think by using the evaluation at the end of each training module.

#### 12/20/2018 – E-rate Client Service Bureau Closed: December 24-25

In observance of the Christmas holiday, the Schools and Libraries (E-rate) Program's Client Service Bureau (CSB) will be closed on Monday, December 24, 2018 and Tuesday, December 25, 2018. CSB will reopen Wednesday, December 26, 2018 for the regular hours of 8:00 a.m. to 8:00 p.m. ET.

#### 12/20/2018 – Legacy System Outage Due to System Maintenance - December 20

The Schools and Libraries (E-rate) Program legacy systems will be unavailable from 6:00-11:00 p.m. ET on Thursday, December 20 for system maintenance. During this time, users will be unable to file invoices and use some of the search tools. The BEAR training site will also be unavailable. We apologize for any inconvenience.

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

#### 12/20/2018 – Call Center Holiday Hours

In observance of the Christmas and New Year's Day holidays, the High Cost and Rural Health Care call center and the E-rate Client Service Bureau (CSB) will be closed on **Monday, December 24, Tuesday, December 25, and Tuesday, January 1**. Normal operating hours will resume following these dates from 8 a.m. to 8 p.m. ET.

The Lifeline Support Center will be closed **Tuesday, December 25 and Tuesday, January 1**. Normal operating hours will resume following these dates from 9 a.m. to 9 p.m. ET.

#### 12/17/2018 – Preparing for FY2019 - Webinar Recording Now Available

If you missed the [Preparing for Funding Year \(FY\) 2019](#) webinar on December 12, 2018, you can [use this link](#) to register and watch a recording. This webinar was designed to help applicants and service providers prepare for the Funding Year 2019 application filing window.

**Recommended for:** Applicants and service providers

**E-rate Experience Level:** All levels

#### 12/14/2018 – Focus on Participant Experience

USAC is continuing its ongoing efforts to better serve E-rate participants by adding extra applicant and service provider support and implementing enhancements to improve the experience for the E-rate community. As the end of the calendar year approaches, while we are committed to addressing as many open participant issues as possible before 2019, we appreciate the E-rate community's patience and cooperation as we work open cases.

Some of these open cases may require a change in reviewers once USAC transitions to its new vendor for E-rate business process operations later this month. All review activities, including program integrity assurance (PIA), appeals, funding commitment waves and payments, will continue during the transition.

USAC will reach out to E-rate participants that have active applications, invoices or post-commitment requests, to share additional information about any changes related to the transition to the new vendor. We will continue to share information with affected participants by email, especially if the transition to the new vendor will impact those participants' open E-rate activities. For example, beginning in January, all open forms and requests (including invoices, appeals and post-commitment requests) will be assigned to new reviewers.

USAC is aware that some E-rate participants have open, inactive forms and requests pending with the program. These items will also transition to the new team and participants will receive outreach at a later time.

We appreciate the support and cooperation of the E-rate community as we work with our new vendor on these adjustments.

#### **12/14/2018 – News Brief Issued**

The [12/14/2018 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.

#### **12/13/2018 – Legacy System Outage Due to System Maintenance - December 13**

The Schools and Libraries (E-rate) Program legacy systems will be unavailable from 6:00-9:00 p.m. ET on Thursday, December 13 for system maintenance. During this time, users will be unable to file invoices and use some of the search tools. The BEAR training site will also be unavailable. We apologize for any inconvenience.

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

#### **12/12/2018 – Focus on Participant Experience**

In 2018, USAC improved the E-rate Program's operational efficiency by refining EPC to process applications more quickly and adjust to large volumes. As we look toward 2019, we will build on those advances with a steady focus on strengthening the E-rate participant experience.

We will serve participants better by adding extra applicant and service provider support, transitioning our E-rate business process operations and implementing enhancements to create a better experience for the E-rate community. USAC has expanded our participant support teams to ensure a smooth and orderly transition process with minimal impacts on the E-rate community.

E-rate participants with open applications, invoices or post-commitment requests will receive additional information to help guide them through the transition. USAC is working hard to address as many open participant issues as we can before the end of the year, and we appreciate the E-rate community's patience as we analyze and work open cases.

Most participants will not notice any changes in their E-rate experience during the transition and will see customer service improvements when it is complete.

#### **12/12/2018 – E-rate Productivity Center (EPC) Outage Due to System Maintenance: December 16-17**

The E-rate Productivity Center (EPC) and the EPC training site will be unavailable from Sunday, December 16 at 7:00 p.m ET through Monday, December 17 at 1:00 a.m. ET for monthly system maintenance. During this time, users will be unable to log in to and use EPC. We apologize for any inconvenience.

#### **12/7/2018 – News Brief Issued**

The [12/7/2018 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.

#### **11/30/2018 – News Brief Issued**

The [11/30/2018 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.

#### **11/29/2018 – Legacy System Outage Due to System Maintenance - November 29**

The Schools and Libraries (E-rate) Program legacy systems will be unavailable from 6:00-8:00 p.m. ET on Thursday, November 29 for system maintenance. During this time, users will be unable to file invoices and use some of the search tools. The BEAR training site will also be unavailable. We apologize for any inconvenience.

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

#### **11/28/2018 – 2018 E-rate Service Provider Training - December 3-5**

USAC's annual service provider trainings will take place at USAC's office located at **700 12th Street NW, Suite 900, Washington, DC 20005** on December 3-5, 2018. For those of you joining us at USAC next week, here are a few tips and reminders to help you prepare for the training. December 3 and December 5 are identical full-day trainings designed for participants of all proficiency levels; attendees should be registered for only one of these two trainings. December 4 is a half-day afternoon training specifically for beginner participants who want the very basics of the program. Attendees must attend the session(s) for which they are confirmed as registered. To reiterate, training dates and times are:

**Monday, December 3:** 9:00 a.m.- 4:30 p.m. (general session for all proficiency levels)

**Tuesday, December 4:** 12:30 p.m.- 4:30 p.m. (beginner session covering program basics)

**Wednesday, December 5:** 9:00 a.m.- 4:30 p.m. (repeat of general session for all proficiency levels)

**Registration:** Registration opens 30 minutes before the day's training as noted above. Please bring a photo ID. The name on USAC's registration records must match the name of the person who attends the training. We are at full capacity and will not be able to accommodate walk-in registrations.

#### **Check-in Process:**

1. Enter the 12th Street lobby at **700 12th St. NW, Washington, DC 20005**.
2. Go to USAC's registration desk in the lobby to check in and receive your name badge and training agenda.
3. Then, go to the security desk in the lobby to receive your security pass.
4. A USAC representative by the elevators will guide you to the training event.

**NOTE:** If you are attending two days of training, you will need to check in with USAC and receive a security pass at the beginning of each day.

**Download the Training Materials:** [Training materials are available on our website.](#) We will be going paperless this year, and will not have printouts. Please plan accordingly.

**Food:** Attendees should make their own arrangements for meals. USAC will provide recommendations for nearby breakfast and lunch options within short walking distance, of which there are many.

We look forward to seeing you next week. For more information on our fall training events, please reference our [2018 Applicant & Service Provider Trainings](#) page.

#### **11/26/2018 – E-rate Productivity Center (EPC) \*TRAINING SITE\* Outage Due to System Maintenance: November 26**

The E-rate Productivity Center (EPC) \*TRAINING SITE\* will be unavailable on Monday, November 26 from 3:00 p.m. - 5:00 p.m. ET for system maintenance. During this time, users will be unable to log in to and use the training site. We apologize for any inconvenience.

#### **11/20/2018 – Updating Applicant Profiles - Webinar Recording Now Available**

If you missed the **Updating Applicant Profiles** webinar on November 20, 2018, you can [use this link](#) to register and watch a recording. This webinar was designed to help applicants update their E-rate Productivity Center (EPC) profiles in preparation for the Funding Year 2019 application filing window. The presentation provides an introduction to entity profiles, including information about what profile data should be updated during the administrative window.

**Recommended for:** New applicants and applicants that want to review the basic elements of entity profiles and administrative window updates

**E-rate Experience Level:** Beginner

#### **11/20/2018 – December Webinar - Registration is Now Open**

Join USAC for the [monthly E-rate Program webinar](#). In December, we will discuss how to prepare for the Funding Year (FY) 2019 application filing window.

**Preparing for FY2019 – December 12, 2018 at 3:00 p.m. ET – [Register Today](#)**

This webinar is designed to help applicants and service providers prepare for the FY2019 application filing window.

**Recommended for:** Applicants and service providers

**E-rate Experience Level:** All levels

#### **11/19/2018 – E-rate Client Service Bureau Closed: Thursday, November 22 and Friday, November 23**

In observance of the Thanksgiving holiday, the Schools and Libraries (E-rate) Program's Client Service Bureau (CSB) will be closed on Thursday, November 22 and Friday, November 23. CSB will reopen Monday, November 26 for the regular hours of 8:00 AM to 8:00 PM ET.

#### **11/16/2018 – News Brief Issued**

The [11/16/2018 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.

#### **11/16/2018 – FCC Releases FY2019 Eligible Services List**

On November 16, 2018, in Public Notice [DA 18-1173](#) , the FCC released the Eligible Services List (ESL) for Funding Year (FY) 2019. Appendix A contains a list of commenters, and Appendix B contains the ESL itself.

#### **11/16/2018 – Legacy System Outage Due to System Maintenance - November 16-17**

The Schools and Libraries (E-rate) Program legacy systems will be unavailable from 9:00 p.m. ET on Friday, November 16 through 10:00 a.m. ET on Saturday, November 17 for system maintenance. During this time, users will be unable to file invoices and use some of the search tools. The BEAR training site will also be unavailable. NOTE: The E-rate Productivity Center (EPC) will not be affected by this outage. We apologize for any inconvenience.

#### **11/14/2018 – E-rate Productivity Center (EPC) Outage Due to System Maintenance: November 18-19**

The E-rate Productivity Center (EPC) and the EPC training site will be unavailable from Sunday, November 18 at 7:00 p.m ET through Monday, November 19 at 1:00 a.m. ET for monthly system maintenance. During this time, users will be unable to log in to and use EPC. We apologize for any inconvenience.

#### **11/9/2018 – News Brief Issued**

The [11/9/2018 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.

#### **11/9/2018 – E-rate Productivity Center (EPC) Outage Due to System Maintenance: November 9-10**

The E-rate Productivity Center (EPC) will be unavailable from Friday, November 9 at 8:00 p.m ET through Saturday, November 10 at 2:00 a.m. ET for system maintenance. During this time, users will be unable to log in to and use EPC. We apologize for any inconvenience.

#### **11/2/2018 – News Brief Issued**

The [11/2/2018 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.

#### **10/26/2018 – News Brief Issued**

The [10/26/2018 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.

#### **10/25/2018 – 2018 Fall Webinars - Registration is Now Open**

Join USAC for our [live training webinars](#) this fall. Our upcoming webinars will provide guidance on basic E-rate Productivity Center (EPC) navigation for new applicants, how to update an applicant profile, and how all program participants can prepare for the upcoming application filing window.

**October Webinar: EPC 101 for Applicants – October 25, 2018 at 3:00 p.m. EDT**

This webinar is designed to help new applicants become familiar with EPC. [Click here to register](#) .

**November Webinar: Updating Applicant Profiles - November 20, 2018 at 3:00 p.m. ET**

This webinar is designed to help applicants update their EPC profiles in preparation for the Funding Year (FY) 2019 application filing window. [Click here to register](#) .

**December Webinar: Preparing for FY2019 - December 12, 2018 at 3:00 p.m. ET**

This webinar is designed to help applicants and service providers prepare for the FY2019 application filing window. [Click here to register](#) .

**10/24/2018 – E-rate Productivity Center (EPC) \*TRAINING SITE\* Outage Due to System Maintenance: October 25**

The E-rate Productivity Center (EPC) \*TRAINING SITE\* will be unavailable on Thursday, October 25 from 3:00 p.m. - 5:00 p.m. EDT for system maintenance. During this time, users will be unable to log in to and use the training site. We apologize for any inconvenience.

**10/19/2018 – News Brief Issued**

The [10/19/2018 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.

**10/18/2018 – Legacy System Outage Due to System Maintenance - October 19-20**

The Schools and Libraries (E-rate) Program legacy systems will be unavailable from 8:00 p.m. EDT on Friday, October 19 through 2:00 a.m. EDT on Saturday, October 20 for system maintenance. During this time, users will be unable to file invoices and use some of the search tools. The BEAR training site will also be unavailable. NOTE: The E-rate Productivity Center (EPC) will not be affected by this outage. We apologize for any inconvenience.

**10/17/2018 – E-rate Productivity Center (EPC) Outage Due to System Maintenance: October 21-22**

The E-rate Productivity Center (EPC) and the EPC training site will be unavailable from Sunday, October 21 at 7:00 p.m EDT through Monday, October 22 at 1:00 a.m. EDT for monthly system maintenance. During this time, users will be unable to log in to and use EPC. We apologize for any inconvenience.

**10/12/2018 – News Brief Issued**

The [10/12/2018 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.

**10/12/2018 – E-rate Productivity Center (EPC) \*TRAINING SITE\* Outage Due to System Maintenance: October 15**

The E-rate Productivity Center (EPC) \*TRAINING SITE\* will be unavailable on Monday, October 15 from 4:00 p.m. - 5:30 p.m. EDT for system maintenance. During this time, users will be unable to log in to and use the training site. We apologize for any inconvenience.

**10/11/2018 – 2018 E-rate Program Training Begins Next Week**

USAC's annual fall training starts on Monday, October 15, 2018 at USAC's office located at **700 12th Street NW, Suite 900, Washington, DC 20005**. For those of you joining us at USAC next week, here are a few tips and reminders to help you prepare for the training.

**Registration:** Please bring your registration confirmation with you along with a photo ID. We are at full capacity and will not be able to accommodate walk-in registrations. The name on the registration must match the name of the person who attends the training.

**There is a three-step check-in process in the building lobby:**

1. Go to the security desk in the lobby to receive your security pass.
2. *After you receive your security pass*, go to USAC's registration desk in the lobby to check in and receive your name badge and training agenda.
3. Find a USAC representative by the elevators to guide you to the training event.

**NOTE:** If you are attending both days of training, you will need to request a security pass and check in at the beginning of each day.

**Download the Training Materials:** [Training materials are available on our website](#). We will be going paperless this year, and will not have printouts. Please plan accordingly.

**Food:** Attendees should make their own arrangements for meals. USAC will provide recommendations for nearby breakfast and lunch options within walking distance.

We look forward to seeing you next week. For information on other fall training events, please reference our [2018 Applicant & Service Provider Trainings](#) page.

**10/10/2018 – October Webinar - Registration is Now Open**

Join USAC for the [monthly E-rate Program webinar](#) . In October, we will discuss the E-rate Productivity Center (EPC).

**E-rate Productivity Center (EPC) 101 for Applicants – October 25, 2018 at 3:00 p.m. EDT – Register Today**

This webinar is designed to help new applicants become familiar with the E-rate Productivity Center (EPC). EPC is the account and application management portal for the E-rate Program. Program participants use this tool to manage program processes, receive notifications and to contact customer service. In this webinar, you will learn about basic navigation in EPC, including logging in for the first time.

**10/5/2018 – News Brief Issued**

The [10/5/2018 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.

### 10/1/2018 – New Invoice Deadline Extension Tool Now Available in EPC

In last week's [SL News Brief](#), we noted that we were working on a new invoice deadline extension tool in the E-rate Productivity Center (EPC). The new EPC invoice extension deadline tool is now available. Applicants, consultants, and service providers will be able to request invoice deadline extensions for their Funding Request Numbers (FRNs) for Funding Year (FY) 2016 and forward by using the new tool. As a reminder, program participants will use the existing legacy tool (the tool that applicants and service providers can access through the online BEAR Form) to request invoice deadline extensions for FRNs from FY2015 and previous funding years. Visit the [Invoice Deadline Extensions](#) page for more information.

### 9/28/2018 – News Brief Issued

The [9/28/2018 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.

### 9/25/2018 – Invoice Deadline Extension Tool Update

In last week's [SL News Brief](#), we noted that we were working on a new invoice deadline extension tool in the E-rate Productivity Center (EPC). The new EPC tool will be used to request invoice deadline extensions for Funding Request Numbers (FRNs) for funding years after Funding Year (FY) 2015. Over the weekend, we removed the legacy tool option for submitting extension requests for post-FY2015 FRNs.

The existing legacy tool (the tool accessed through the online BEAR Form) can be used to request invoice deadline extensions for FRNs from FY2015 and previous funding years.

**The new EPC tool will be available October 1.** You can submit an invoice deadline extension request by opening a customer service case in EPC this week, but we suggest that you wait for the new EPC tool. (We will not be able to process those requests until the new EPC tool becomes available.)

### 9/21/2018 – News Brief Issued

The [9/21/2018 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.

### 9/19/2018 – E-rate Productivity Center (EPC) Outage Due to System Maintenance: September 23-24

The E-rate Productivity Center (EPC) and the EPC training site will be unavailable from Sunday, September 23 at 7:00 p.m EDT through Monday, September 24 at 1:00 a.m. EDT for monthly system maintenance. During this time, users will be unable to log in to and use EPC. We apologize for any inconvenience.

### 9/17/2018 – Customer Service Operations Back to Normal

Thank you for your patience during Hurricane Florence. All of our customer service operations are back to normal.

### 9/14/2018 – News Brief Issued

The [9/14/2018 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.

### 9/14/2018 – \*UPDATE\* Hurricane Florence Impact on Customer Service

Now that Hurricane Florence has made landfall, our call centers are feeling the effects of the weather event. If you try contacting the E-rate Client Service Bureau, the Rural Health Care Support Center, or the High Cost Support Center today, you might experience longer than normal wait times. We are working as quickly as possible to answer your calls. We appreciate your patience.

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USAC's customer service operations are located in the projected path of Hurricane Florence. In the coming days, we anticipate service disruptions to USAC's phone and email support including the E-rate Client Service Bureau, the Rural Health Care Support Center and the High Cost Support Center. USAC is monitoring the storm and working to meet your customer service needs while ensuring the safety of our team.

As the storm moves inland, we are experiencing longer than normal wait times that may continue in the coming days. We appreciate your patience.

### 9/7/2018 – 2018 E-rate Training - Register Today!

The Schools and Libraries Program will hold 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 successful participation in the program.

#### REGISTER HERE

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

#### Applicant Trainings

October 15/16 – Washington, DC

October 18/19 – Washington, DC

October 22/23 – Palatine, IL (Chicago area)

November 1/2 – Sacramento, CA

November 13/14 – Omaha, NE

November 28/29 – Atlanta, GA

**Service Provider Trainings**

December 3 – Washington, DC

December 4/5 – Washington, DC

**9/7/2018 – News Brief Issued**

The [9/7/2018 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.

**8/31/2018 – News Brief Issued**

The [8/31/2018 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.

**8/30/2018 – E-rate Productivity Center (EPC) \*TRAINING SITE\* Outage Due to System Maintenance: August 30**

The E-rate Productivity Center (EPC) \*TRAINING SITE\* will be unavailable from Thursday, August 30 at 7:00 p.m. EDT through midnight for system maintenance. During this time, users will be unable to log in to and use the training site. We apologize for any inconvenience.

**8/29/2018 – E-rate Productivity Center (EPC) \*TRAINING SITE\* Outage Due to System Maintenance: August 29**

The E-rate Productivity Center (EPC) \*TRAINING SITE\* will be unavailable from Wednesday, August 29 at 7:00 p.m. EDT through midnight for system maintenance. During this time, users will be unable to log in to and use the training site. We apologize for any inconvenience.

**8/24/2018 – News Brief Issued**

The [8/24/2018 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.

**8/22/2018 – September Webinar - Registration is Now Open**

Join USAC for the [monthly E-rate Program webinar](#). In September, we will discuss the invoicing process.

**Navigating the E-rate Invoicing Process – September 19, 2018 at 3:00 p.m. EDT – Register Today**

This webinar is designed to help E-rate Program applicants and service providers understand the invoicing process. In this webinar, you will learn more about filing FCC Forms 472 (BEAR), FCC Forms 474 (SPI), electronic invoicing for service providers, invoice deadlines and more.

**8/22/2018 – Legacy System Outage Due to System Maintenance - August 24-25**

The Schools and Libraries (E-rate) Program legacy systems will be unavailable from 9:00 p.m. EDT on Friday, August 24 through 10:00 a.m. EDT on Saturday, August 25 for system maintenance. During this time, users will be unable to file invoices and use some of the search tools. The BEAR training site will also be unavailable. NOTE: The E-rate Productivity Center (EPC) may be affected by this outage. EPC users may experience related system slowness or intermittent outages during this maintenance window. We apologize for any inconvenience.

**8/22/2018 – E-File Outage Due to System Maintenance: August 24-25**

USAC's [E-File](#) system will be unavailable for all users from 9:00 p.m. EDT on Friday, August 24 through 10:00 a.m. EDT on Saturday, August 25 for system maintenance. During this time the E-file login page will be unavailable and users will be unable to file, certify, and search for FCC Forms 498 or 499. All online FCC forms for contributors, service providers, and eligible telecommunications carriers will not be accessible. NOTE: The E-rate Productivity Center (EPC) may be affected by this outage. EPC users may experience related system slowness or intermittent outages during this maintenance window. We apologize for any inconvenience.

**8/22/2018 – E-rate Productivity Center (EPC) Outage Due to System Maintenance: August 26-27**

The E-rate Productivity Center (EPC) and the EPC training site will be unavailable from Sunday, August 26 at 7:00 p.m. EDT through Monday, August 27 at 1:00 a.m. EDT for monthly system maintenance. During this time, users will be unable to log in to and use EPC. We apologize for any inconvenience.

**8/21/2018 – Legacy System Outage Due to System Maintenance - August 21**

The Schools and Libraries (E-rate) Program legacy systems will be unavailable from 6:00-8:00 p.m. EDT on Tuesday, August 21 for system maintenance. During this time, users will be unable to file invoices and use some of the search tools. The BEAR training site will also be unavailable. We apologize for any inconvenience.

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

**8/17/2018 – News Brief Issued**

The [8/17/2018 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.


**8/10/2018 – News Brief Issued**

The [8/10/2018 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.

**8/3/2018 – News Brief Issued**

The [8/3/2018 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.

**7/31/2018 – FCC Issues Public Notice on Draft ESL for FY2019**

On July 30, 2018, the Federal Communications Commission (FCC) released a Public Notice ([DA 18-789](#) ) establishing the comment period for the Funding Year (FY) 2019 Eligible Services List (ESL). Comments on the draft ESL, which is attached to the Public Notice, are due to the FCC on or before August 29, 2018. Reply comments are due to the FCC on or before September 13, 2018. For information on filing comments with the FCC, please refer to the Public Notice.

### **7/31/2018 – E-File Outage Due to System Maintenance: August 2**

USAC's E-File system will be unavailable for all users on Thursday, August 2, 2018, from 8:00-10:00 p.m. EDT, for system maintenance. During this time the E-file login page will be unavailable and users will be unable to file, certify, and search for FCC Forms 498 or 499. All online FCC forms for contributors, service providers, and eligible telecommunications carriers will not be accessible. The E-rate Productivity Center (EPC) will not be affected by this outage. We apologize for any inconvenience.

### **7/30/2018 – August Webinar - Registration is Now Open**

Join USAC for the [monthly E-rate Program webinar](#) . In August, we will discuss the competitive bidding process.

#### **Understanding Competitive Bidding – August 22, 2018 at 3:00 p.m. EDT – Register Today**

In this webinar, we will provide information for applicants and service providers about each step in the competitive bidding process including filing and searching for Funding Year 2019 FCC Forms 470, request for proposal (RFP) documents, responding to bids, and more.

### **7/27/2018 – News Brief Issued**

The [7/27/2018 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.

### **7/26/2018 – Legacy System Outage Due to System Maintenance - July 27-28**

The Schools and Libraries (E-rate) Program legacy systems will be unavailable from 9:00 p.m. EDT on Friday, July 27 through 10:00 a.m. EDT on Saturday, July 28 for system maintenance. During this time, users will be unable to file invoices and use some of the search tools. The BEAR training site will also be unavailable. We apologize for any inconvenience.

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

### **7/25/2018 – E-rate Productivity Center (EPC) Outage Due to System Maintenance: July 29-30**

The E-rate Productivity Center (EPC) and the EPC training site will be unavailable from Sunday, July 29 at 7:00 p.m EDT through Monday, July 30 at 1:00 a.m. EDT for monthly system maintenance. During this time, users will be unable to log in to and use EPC. We apologize for any inconvenience.

### **7/20/2018 – News Brief Issued**

The [7/20/2018 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.

### **7/20/2018 – E-rate Productivity Center (EPC) Outage Due to System Maintenance: July 22-23**

The E-rate Productivity Center (EPC) will be unavailable from Sunday, July 22 at 7:00 p.m EDT through Monday, July 23 at 1:00 a.m. EDT for system maintenance. During this time, users will be unable to log in to and use EPC. We apologize for any inconvenience.

### **7/19/2018 – Assistance with Filing the FCC Form 470**

We have posted a video series on how to file FCC Form 470 for Funding Year 2019, using a single FCC Form 470 as an example from the beginning to the end of the filing process. This video series is located in the [Online Learning Library](#) and includes the following:

[Starting Your FCC Form 470](#)



[Service Requests: Category One](#)

[Service Requests: Category Two](#)

[FCC Form 470 Technical Contact, Procurement Information, and Certification](#)

[Post an Additional RFP Document](#)

[How to Search for FCC Forms 470](#)

For step-by-step information on filing – including screenshots of each step in the process – we have also posted an [FCC Form 470 User Guide](#) . For a list with descriptions of the service type options in Category One, you can refer to the [Category One Services Drop-Down Menu Reference Table](#) .

### **7/13/2018 – News Brief Issued**

The [7/13/2018 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.

### **7/13/2018 – E-rate Productivity Center (EPC) Outage Due to System Maintenance: July 14-15**

The E-rate Productivity Center (EPC) and the EPC training site will be unavailable from Saturday, July 14 at 11:00 p.m EDT through Sunday, July 15 at 4:00 a.m. EDT for system maintenance. During this time, users will be unable to log in to and use EPC. We apologize for any inconvenience.

### **7/12/2018 – Legacy System Outage Due to System Maintenance - July 12**

The Schools and Libraries (E-rate) Program legacy systems will be unavailable from 6:00-8:00 p.m. EDT on Thursday, July 12 for system maintenance. During this time, users will be unable to file invoices and use some of the search tools. The BEAR training site will also be unavailable. We apologize for any inconvenience.

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

### **7/6/2018 – E-rate Productivity Center (EPC) Outage Due to System Maintenance: Friday, July 6th**

The E-rate Productivity Center (EPC) will be unavailable starting Friday, July 6th from 10:00 p.m. EDT through midnight EDT for monthly system maintenance. During this time, users will be unable to log in to and use EPC. We apologize for any inconvenience.

### **7/3/2018 – RESOLVED - E-rate, High Cost, Rural Health Care Temporary Phone Outage**

RESOLVED - The E-rate, High Cost, and Rural Health Care telephone lines are currently unavailable. This outage affects the following numbers:

(888) 203-8100

(844) 357-0408

(800) 453-1546

We are working on the issue and will provide an update once the issue is resolved. In the meantime, please submit any questions using the EPC ticketing system for E-rate and via email for High Cost and Rural Health Care. Thank you for your patience.

### **7/3/2018 – News Brief Issued**

The [7/3/2018 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.

### **6/29/2018 – News Brief Issued**

The [6/29/2018 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.

### **6/29/2018 – E-rate Productivity Center (EPC) Outage Due to System Maintenance: Saturday, June 30**

The E-rate Productivity Center (EPC) will be unavailable starting Saturday, June 30, from 10:00 p.m. EDT through midnight EDT for monthly system maintenance. During this time, users will be unable to log in to and use EPC. We apologize for any inconvenience.

### **6/28/2018 – E-rate Productivity Center (EPC) Outage Due to System Maintenance: Thursday, June 28**

The E-rate Productivity Center (EPC) will be unavailable starting Thursday, June 28, from 10:00 p.m. EDT through midnight EDT for monthly system maintenance. During this time, users will be unable to log in to and use EPC. We apologize for any inconvenience.

### **6/27/2018 – E-rate Productivity Center (EPC) Outage Due to System Maintenance: July 1-2**

The E-rate Productivity Center (EPC) and the EPC training site will be unavailable from Sunday, July 1 at 7:00 p.m EDT through Monday, July 2 at 1:00 a.m. EDT for monthly system maintenance. During this time, users will be unable to log in to and use EPC. We apologize for any inconvenience.

### **6/22/2018 – News Brief Issued**

The [6/22/2018 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.

### **6/18/2018 – Legacy System Outage Due to System Maintenance - June 18**

The Schools and Libraries (E-rate) Program legacy systems will be unavailable from 6:00-8:00 p.m. EDT on Monday, June 18 for system maintenance. During this time, users will be unable to file invoices and use some of the search tools. The BEAR training site will also be unavailable. We apologize for any inconvenience.

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

### **6/15/2018 – News Brief Issued**

The [6/15/2018 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.

### **6/8/2018 – News Brief Issued**

The [6/8/2018 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.

### **6/1/2018 – News Brief Issued**

The [6/1/2018 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.

### **6/1/2018 – E-rate Productivity Center (EPC) Outage Due to System Maintenance: June 3-4**

The E-rate Productivity Center (EPC) and the EPC training site will be unavailable from Sunday, June 3 at 7:00 p.m EDT through Monday, June 4 at 1:00 a.m. EDT for monthly system maintenance. During this time, users will be unable to log in to and use EPC. We apologize for any inconvenience.

### **5/31/2018 – FCC Form 471 Data Tools Outage Resolved**

The Schools and Libraries (E-rate) Program FCC Form 471 data tools are now available. We apologize for the inconvenience.

### **5/29/2018 – RESOLVED - E-rate CSB Temporary Phone Outage**

RESOLVED - The E-rate Client Service Bureau's (CSB) telephone line (888-203-8100) is currently unavailable. We are working on the issue and will provide an update once the issue is resolved. In the meantime, please submit any questions using the EPC ticketing system. Thank you for your patience.



#### **5/25/2018 – News Brief Issued**

The [5/25/2018 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.

#### **5/23/2018 – Legacy System Outage Due to System Maintenance - May 24**

The Schools and Libraries (E-rate) Program legacy systems will be unavailable from 6:00-9:00 p.m. EDT on Thursday, May 24 for system maintenance. During this time, users will be unable to file invoices and use some of the search tools. The BEAR training site will also be unavailable. We apologize for any inconvenience.

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

#### **5/21/2018 – E-rate Productivity Center (EPC) Outage Due to System Maintenance: Monday, May 21**

The E-rate Productivity Center (EPC) will be unavailable starting Monday, May 21, from 7:00 p.m. EDT through midnight EDT for monthly system maintenance. During this time, users will be unable to log in to and use EPC.

We apologize for any inconvenience.

#### **5/18/2018 – News Brief Issued**

The [5/18/2018 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.

#### **5/18/2018 – Legacy System Outage Due to System Maintenance - May 18-19**

The Schools and Libraries (E-rate) Program legacy systems will be unavailable from 8:00 p.m. EDT on Friday, May 18 through 2:00 a.m. EDT on Saturday, May 19 for system maintenance. During this time, users will be unable to file invoices and use some of the search tools. The BEAR training site will also be unavailable. We apologize for any inconvenience.

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

#### **5/11/2018 – News Brief Issued**

The [5/11/2018 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.

#### **5/10/2018 – E-rate Productivity Center (EPC) Outage Due to System Maintenance: May 11-12**

The E-rate Productivity Center (EPC) will be unavailable from Friday, May 11 at 7:00 p.m EDT through Saturday, May 12 at 11:00 a.m. EDT for system maintenance. During this time, users will be unable to log in to and use EPC. We apologize for any inconvenience.

#### **5/10/2018 – E-rate Productivity Center (EPC) \*TRAINING SITE\* Outage Due to System Maintenance: May 10-11**

The E-rate Productivity Center (EPC) \*TRAINING SITE\* will be unavailable from Thursday, May 10 at 7:00 p.m. EDT through Friday, May 11 at 10:00 a.m. EDT for system maintenance. During this time, users will be unable to log in to and use the training site. We apologize for any inconvenience.

#### **5/4/2018 – News Brief Issued**

The [5/4/2018 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.

#### **5/2/2018 – E-rate Productivity Center (EPC) Outage Due to System Maintenance: Sunday, May 6**

The E-rate Productivity Center (EPC) will be unavailable starting Sunday, May 6, from 7:00 p.m EDT through midnight EDT for monthly system maintenance. During this time, users will be unable to log in to and use EPC.

The EPC training site will also be unavailable during this time. We apologize for any inconvenience.

#### **4/27/2018 – News Brief Issued**

The [4/27/2018 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.

#### **4/26/2018 – Legacy System Outage Due to System Maintenance - April 27-28**

The Schools and Libraries (E-rate) Program legacy systems will be unavailable from 8:00 PM EDT on Friday, April 27 through 2:00 AM EDT on Saturday, April 28 for system maintenance. During this time, users will be unable to file invoices and use some of the search tools. The BEAR training site will also be unavailable. We apologize for any inconvenience.

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

#### **4/24/2018 – Special Edition News Brief Issued**

The [4/24/2018 Special Edition 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.

#### **4/20/2018 – News Brief Issued**

The [4/20/2018 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.

#### **4/19/2018 – Legacy System Outage Due to System Maintenance - April 20**

The Schools and Libraries (E-rate) Program legacy systems will be unavailable from 6:00-9:00 p.m. EDT on Friday, April 20 for system maintenance. During this time, users will be unable to file invoices and use some of the search tools. The BEAR training site will also be unavailable. We apologize for any inconvenience.

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

**4/13/2018 – News Brief Issued**

The [4/13/2018 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.

**4/9/2018 – E-File Outage Due to System Maintenance on Monday, April 9, 2018**

E-File will be unavailable from 4:00 PM-5:00 PM EDT on Monday, April 9, 2018, due to system maintenance. We apologize for any inconvenience.

**4/6/2018 – News Brief Issued**

The [4/6/2018 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.

**4/4/2018 – E-rate Productivity Center (EPC) Outage Due to System Maintenance: Sunday, April 8**

The E-rate Productivity Center (EPC) will be unavailable starting Sunday, April 8, from 7:00 p.m EDT through midnight EDT for monthly system maintenance. During this time, users will be unable to log in to and use EPC. We apologize for any inconvenience.

**4/2/2018 – Legacy System Outage Due to System Maintenance - April 2**

The Schools and Libraries (E-rate) Program legacy systems will be unavailable from 6:00-8:30 PM EDT on Monday, April 2 for system maintenance. During this time, users will be unable to file invoices and use some of the search tools. The BEAR training site will also be unavailable. We apologize for any inconvenience.

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

**3/31/2018 – 2017 USAC Annual Report Now Available**

USAC's [2017 Annual Report](#) details operations, activities, and accomplishments for the prior year, including information about participation in each of the universal service programs and administrative action intended to ensure program integrity.

**3/30/2018 – E-rate Productivity Center (EPC) Outage Due to System Maintenance: Saturday, March 31**

The E-rate Productivity Center (EPC) will be unavailable from 7:00 p.m. to midnight EDT on Saturday, March 31 for system maintenance. During this time, users will be unable to log in to and use EPC. We apologize for any inconvenience.

**3/30/2018 – News Brief Issued**

The [3/30/2018 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.

**3/23/2018 – News Brief Issued**

The [3/23/2018 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.

**3/23/2018 – Legacy System Outage Due to System Maintenance - March 23-24**

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

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

**3/19/2018 – E-rate Productivity Center (EPC) \*TRAINING SITE\* Outage Due to System Maintenance: March 19**

The E-rate Productivity Center (EPC) \*TRAINING SITE\* will be unavailable from 3:30-4:00 p.m. EDT on Monday, March 19 for system maintenance. During this time, users will be unable to log in to and use the training site. We apologize for any inconvenience.

**3/16/2018 – News Brief Issued**

The [3/16/2018 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.

**3/12/2018 – CSB Hours During the Last Week of the Filing Window**

While we encourage applicants to complete and certify their FCC Form 471 early, we realize that last-minute questions can arise. This year, we are publishing the extra hours the Client Service Bureau (CSB) will be open during the last week of the window to allow applicants to take advantage of the opportunity to get answers to those last-minute questions.

Date	CSB Open	CSB Close
Saturday, March 17	9:00 a.m. EDT	6:00 p.m. EDT
Sunday, March 18	9:00 a.m. EDT	6:00 p.m. EDT
Monday, March 19	8:00 a.m. EDT	10:00 p.m. EDT
Tuesday, March 20	8:00 a.m. EDT	10:00 p.m. EDT
Wednesday, March 21	8:00 a.m. EDT	10:00 p.m. EDT
Thursday, March 22	8:00 a.m. EDT	12:30 a.m. EDT (Friday, March 23)

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

Weekday mornings from 11:00 a.m. through 12:30 p.m. ET

Weekday afternoons from 2:30 p.m. through 4:00 p.m. ET

If an agent is not able to answer when you call, please leave your telephone number at the prompt, and we will return your call as soon as possible.

**3/9/2018 – News Brief Issued**

The [3/9/2018 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.

**3/7/2018 – E-rate Productivity Center (EPC) Outages Due to System Maintenance: Sunday, March 11**

The E-rate Productivity Center (EPC) will be unavailable for two periods this Sunday, March 11 for maintenance – from 12:00 a.m. EST to 7:00 a.m. EDT (note that daylight saving time goes into effect during this period) and 7:00 p.m. to 8:00 p.m. EDT. During these times, users will be unable to log in to and use EPC. We apologize for any inconvenience.

**3/2/2018 – News Brief Issued**

The [3/2/2018 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.

**3/1/2018 – Reminder on March 5, 2018 Invoice Deadline for Program Participants Impacted by the Hurricanes**

In order [DA 17-984](#), the Federal Communications Commission (FCC) provided certain relief from program deadlines for program participants impacted by Hurricanes Harvey, Irma, and Maria (Hurricanes).

Specifically, schools and libraries located in areas of Texas, Florida, Georgia, Puerto Rico, and the United States Virgin Islands that have been designated as Major Disaster Areas eligible for Individual Assistance for the purposes of federal disaster relief by the Federal Emergency Management Agency (FEMA) have a deadline of Monday, March 5, 2018 to submit invoices if they missed or will miss their regular invoice deadline due to damage or disruption caused by the Hurricanes.

While other program forms and requests are subject to this deadline as well, applicants are reminded that they need a Personal Identification Number (PIN) to file the FCC Form 472, Billed Entity Applicant Reimbursement (BEAR) Form. If you do not have a PIN, we will create and email you a PIN in time to file your invoice as long as we receive your request by noon EST tomorrow, March 2, 2018.

To request a PIN:

- Open a customer service case in EPC.
- Download the [PIN Template](#) from the [PIN page](#) on the USAC website, even if you only need one PIN.
- Complete a line on the template for each PIN you are requesting. Avoid adding a space at the beginning or end of each of your entries, and double-check your entries for accuracy.
- Attach the completed template to your customer service case and click Submit.

You can also call the Client Service Bureau (CSB) at 888-203-8100 for assistance.

**2/28/2018 – USAC Website Outage for Scheduled Maintenance on Friday, March 2**

USAC's website ([www.USAC.org](http://www.USAC.org)) will be unavailable due to scheduled website maintenance on **Friday, March 2 from 9 p.m. to 9:30 p.m. ET**.

During this outage, the entire site will be converted to Hypertext Transfer Protocol Secure (HTTPS).

After the deployment, users will notice that all [www.USAC.org](http://www.USAC.org) web pages are preceded by "HTTPS" in their URLs. Existing bookmarks to non-HTTPS addresses will continue to work but will automatically be redirected to the HTTPS address.

Please note, some USAC applications may not be available during the outage. We apologize for the inconvenience.

**Why are we making this change?**

HTTPS protects the integrity of the website by preventing intruders from tampering with communications between the website and users. It guards both visitors and websites by encrypting and securing the information being sent and received while improving performance through faster load times.

**Questions?**

If you have any questions about this, please contact us at [Outreach@usac.org](mailto:Outreach@usac.org).

**2/26/2018 – FY2016 Extended Invoice Deadline is February 27**

The [2/23/2018 issue of the News Brief](#) announced that the extended invoice deadline for FY2017 recurring services is February 27. In fact, this is the extended invoice deadline for **FY2016** recurring services. The online issue of the SL News Brief has been corrected.

**2/23/2018 – News Brief Issued**

The [2/23/2018 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.

**2/21/2018 – Legacy System Outage Due to System Maintenance - February 23-24**

The Schools and Libraries (E-rate) Program legacy systems will be unavailable from 6:00 PM ET on Friday, February 23 through 10:00 AM ET Saturday, February 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.

**2/16/2018 – News Brief Issued**

The [2/16/2018 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.

**2/9/2018 – RESOLVED: E-rate CSB Temporary Phone Outage**

RESOLVED - The E-rate Client Service Bureau's (CSB) telephone line (888-203-8100) is currently unavailable. We are working on the issue and will provide an update once the issue is resolved. Thank you for your patience.

**2/8/2018 – News Brief Issued**

The [2/9/2018 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.

### **2/7/2018 – E-rate Productivity Center (EPC) Outages Due to System Maintenance: Sunday, February 11**

The E-rate Productivity Center (EPC) will be unavailable from 3:00-7:00 a.m. and from 7:00-8:00 p.m. ET, Sunday, February 11 for monthly system maintenance. During this time, users will be unable to log in to and use EPC. We apologize for any inconvenience.

### **2/2/2018 – News Brief Issued**

The [2/2/2018 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.

### **1/26/2018 – News Brief Issued**

The [1/26/2018 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.

### **1/22/2018 – 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](#)

[FCC Form 471 Video Series](#)

### **1/19/2018 – News Brief Issued**

The [1/19/2018 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.

### **1/19/2018 – Legacy System Outage Due to System Maintenance - January 19-20**

The Schools and Libraries (E-rate) Program legacy systems will be unavailable from 6:00 PM ET on Friday, January 19 through 10:00 AM ET Saturday, January 20 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.

### **1/12/2018 – News Brief Issued**

The [1/12/2018 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.

### **1/9/2018 – E-rate Productivity Center (EPC) Outage Due to System Maintenance: Sunday, January 14**

The E-rate Productivity Center (EPC) will be unavailable from 7:00-11:00 p.m. ET, Sunday, January 14 for monthly system maintenance. During this time, users will be unable to log in to and use EPC. We apologize for any inconvenience.

### **1/8/2018 – Legacy System Outage Due to System Maintenance - January 10**

The following Schools and Libraries (E-rate) Program legacy systems will be unavailable from 6:00-10:00 p.m. ET on Wednesday, January 10 for system maintenance. We apologize for any inconvenience.

Category Two Budget Tool

Urban/Rural Lookup Tool

FCC Form 471 Display Tool (FY2015)

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

### **1/5/2018 – News Brief Issued**

The [1/5/2018 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.