Universal Service Administrative Co.

Schools and Libraries (E-Rate)

USAC Home | Schools and Libraries Program | **Latest News**

LATEST NEWS 📶

11/8/2019 – Legacy System Outage Due to System Maintenance: November 11 & 12
The Schools and Libraries (E-rate) Program legacy systems will be unavailable on November 11, 2019 from 6:00 p.m. through 10:00 p.m. ET for system maintenance. On November 12, 2019, E-rate legacy systems will be unavailble from 6:00 p.m. through 10:00 p.m. ET for additional 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.

11/8/2019 – Coming November 11: Updated USAC Website
On Monday, November 11, 2019, USAC will launch an updated version of the USAC website. The updated site features design and functionality changes to help users find the information they need, when they need it. The site's new program homepages put key dates and resources front and center. Information will be updated throughout the year to reflect each program's lifecycle.

While most of the site's content hasn't changed, expanded menus make it easy to navigate to the information you need and improved search functionality makes it easier to find answers. For example, updated FAQs allow users to search by topic or specific keywords.

The site responds to mobile devices and all operating systems and meets 508 accessibility standards.

With the migration to the updated website, not all USAC URLs will be maintained. This means that any hyperlinks or bookmarks to USAC web content that are not maintained, including PDFs and CSV templates, will redirect users to USAC's updated landing page, USAC.org, where they can use the improved search functionality to navigate to the content they seek.

USAC's updated website will go live on Monday, November 11. For more information on USAC's new website, go to USAC.org on November 11 for a brief video highlighting some of the site's new features. We will continue to provide updates about the website in the SL News Brief, and the Client Service Bureau (888-203-8100) is available Monday through Friday, 8:00 a.m. to 8:00 p.m. ET, to help stakeholders with additional questions.

11/8/2019 – News Brief Issued
The 11/8/2019 issue of the SL 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.

11/1/2019 – News Brief Issued
The 11/1/2019 issue of the SL 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.

10/25/2019 – News Brief Issued
The 10/25/2019 issue of the SL 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.

10/21/2019 – Update FCC Form 498 by Oct. 31
In the August 16 SL News Brief , we notified program participants with approved FCC Forms 498 that an entry is required in the new Business Type field. We also sent a reminder by email to those applicants and service providers who have not yet chosen an entry from the drop-down menu for this field and recertified their form.

Your update should be completed by October 31, 2019.

For more information about this requirement, you can refer to the email you received or the August 16 SL News Brief .

10/18/2019 – News Brief Issued
The 10/18/2019 issue of the SL 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.

10/17/2019 – Legacy System Outage Due to System Maintenance: October 18-19
The Schools and Libraries (E-rate) Program legacy systems will be unavailable from 9:00 p.m. EDT on Friday, October 18 through noon EDT on Saturday, October 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.

10/16/2019 – E-rate Productivity Center (EPC) Outage Due to System Maintenance: October 19
The E-rate Productivity Center (EPC) and the EPC training site will be unavailable all day on Saturday, October 19 for system maintenance. During this time, users will be unable to log in to and use EPC. We apologize for any inconvenience.

10/16/2019 – E-rate Productivity Center (EPC) Outage Due to System Maintenance: October 20-21
The E-rate Productivity Center (EPC) and the EPC training site will be unavailable from Sunday, October 20 at 7:00 p.m EDT through Monday, October 21 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.

10/11/2019 – News Brief Issued
The 10/11/2019 issue of the SL 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.

10/11/2019 – The EPC Administrative Window is Open
Review and update your E-rate Productivity Center (EPC) profiles now. Each year, USAC updates applicant profiles in EPC using the reviewed and approved profile information from their current year FCC Forms 471. We do this so that applicants can start the application process for the upcoming funding year with information in their profiles that is accurate as of the date of their Funding Commitment Decision Letter (FCDL).

USAC has now completed this process for applicants that had updates in advance of the Funding Year (FY) 2020 application cycle. All applicants can now review their profiles and make any additional updates for changes that occurred after USAC's review of their FY2019 FCC Forms 471.

As in the past, the EPC administrative window will close – and the applicant profiles will be locked – shortly before the FY2020 application filing window opens. We will provide more information and reminders about profile updates in upcoming editions of the weekly SL News Brief to help participants get ready for the upcoming filing window.

10/4/2019 – News Brief Issued
The 10/4/2019 issue of the SL 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.

9/27/2019 – News Brief Issued
The 9/27/2019 issue of the SL 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.

9/25/2019 – Legacy System Outage Due to System Maintenance - September 26
The Schools and Libraries (E-rate) Program legacy systems will be unavailable from 9:00-10:00 p.m. EDT on Thursday, September 26 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.

9/24/2019 – Register for Fall Applicant Training
In last Friday's SL News Brief, we neglected to include that there is also space in the Atlanta, GA fall applicant training. Register here for the Atlanta session or any of the remaining training dates.

9/20/2019 – News Brief Issued
The 9/20/2019 issue of the SL 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.

9/18/2019 – E-rate Productivity Center (EPC) Outage Due to System Maintenance: September 22-23
The E-rate Productivity Center (EPC) and the EPC training site will be unavailable from Sunday, September 22 at 7:00 p.m EDT through Monday, September 23 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.

9/13/2019 – News Brief Issued
The 9/13/2019 issue of the SL 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.

9/13/2019 – 2019 Applicant Training at USAC - Week of September 16
The first sessions of USAC's annual applicant trainings will take place at USAC's office located at **700 12th Street NW, Suite 900, Washington, DC 20005** the week of September 16, 2019. For those of you joining us at USAC next week, here are a few reminders to help you prepare for the training.

Half-Day Beginners Training - Monday, September 16 and Thursday September 19: 12:30 p.m.- 5:00 p.m.
These identical, half-day afternoon trainings are specifically for beginner participants who want the very basics of the program.

Full-Day General Training - Tuesday, September 17 and Friday, September 20: 9:00 a.m.- 4:30 p.m.
These identical, full-day trainings are designed for participants of all proficiency levels.

Registration: 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 the security desk in the building lobby to receive your security pass.

3. Take the elevator to the 9th floor.

4. A USAC representative by the elevators will guide you to the training event.

5. Go to the registration desk in USAC's lobby to check in and receive your name badge and training agenda.

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 paperless again 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 2019 training events, please reference our 2019 Service Provider & Applicant Trainings page.

9/12/2019 – Legacy System Outage Due to System Maintenance: September 13-14
The Schools and Libraries (E-rate) Program legacy systems will be unavailable from 9:00 p.m. EDT on Friday, September 13 through 10:00 a.m. EDT on Saturday, September 14 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.

9/6/2019 – News Brief Issued
The 9/6/2019 issue of the SL 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.

9/5/2019 – Hurricane Dorian Impact on Customer Service
Hurricane Dorian's path has impacted USAC's call center. The E-rate Client Service Bureau, the Rural Health Care Support Center, and the High Cost Support Center will close at 6 p.m. Friday, September 6, 2019. Operations will re-open Monday as scheduled. We appreciate your patience.

8/30/2019 – News Brief Issued
The 8/30/2019 issue of the SL 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.

8/23/2019 – News Brief Issued
The 8/23/2019 issue of the SL 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.

8/21/2019 – E-rate Productivity Center (EPC) Outage Due to System Maintenance: August 25-26
The E-rate Productivity Center (EPC) and the EPC training site will be unavailable from Sunday, August 25 at 7:00 p.m EDT through Monday, August 26 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.

8/20/2019 – Legacy System Outage Due to System Maintenance - August 21
The Schools and Libraries (E-rate) Program legacy systems will be unavailable from 9:00-10:00 p.m. EDT on Wednesday, 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.

8/16/2019 – News Brief Issued
The 8/16/2019 issue of the SL 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.

8/9/2019 – News Brief Issued
The 8/9/2019 issue of the SL 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.

8/2/2019 – News Brief Issued
The 8/2/2019 issue of the SL 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.

8/2/2019 – 2019 Service Provider Training - Week of August 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** the week of August 5, 2019. For those of you joining us at USAC next week, here are a few reminders to help you prepare for the training.

Half-Day Beginners Training - Monday, August 5 and Thursday August 8: 12:30 p.m.- 4:30 p.m.

These identical, half-day afternoon trainings are specifically for beginner participants who want the very basics of the program.

Full-Day General Training - Tuesday, August 6 and Friday, August 9: 9:00 a.m.- 4:30 p.m.

These identical, full-day trainings are designed for participants of all proficiency levels.

Registration: 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 the security desk in the building lobby to receive your security pass.

3. A USAC representative by the elevators will guide you to the training event.

4. Go to the registration desk in USAC's lobby to check in and receive your name badge and training agenda.

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 paperless again 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 2019 training events, please reference our 2019 Service Provider & Applicant Trainings page.

8/2/2019 – FCC Issues Public Notice on Draft ESL for FY2020
On August 2, 2019, the Federal Communications Commission (FCC) released a Public Notice (DA 19-738) establishing the comment period for the Funding Year (FY) 2020 Eligible Services List (ESL). Comments on the draft ESL, which is attached to the Public Notice, are due to the FCC on or before September 3, 2019. Reply comments are due to the FCC on or before September 18, 2019. For information on filing comments with the FCC, please refer to the Public Notice.

7/26/2019 – Legacy System Outage
The Schools and Libraries (E-rate) Program legacy systems are temporarily unavailable. During this time, users may experience intermittent system issues and may be unable to file invoices and use some of the search tools. We apologize for any inconvenience.

NOTE: The E-rate Productivity Center (EPC) is not affected by this outage.

7/26/2019 – News Brief Issued
The 7/26/2019 issue of the SL 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.

7/25/2019 – Legacy System Outage Due to System Maintenance: July 26-27
The Schools and Libraries (E-rate) Program legacy systems will be unavailable from 9:00 p.m. EDT on Friday, July 26 through 9:00 a.m. EDT on Saturday, July 27 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.

7/24/2019 – Resolved: E-rate Productivity Center (EPC) Outage Due to System Maintenance: July 26
The E-rate Productivity Center (EPC) and the EPC training site is back online. Thank you for your patience.

7/24/2019 – E-rate Productivity Center (EPC) Outage Due to System Maintenance: July 28-29
The E-rate Productivity Center (EPC) and the EPC training site will be unavailable from Sunday, July 28 at 7:00 p.m EDT through Monday, July 29 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.

7/19/2019 – EPC Training Site Funding Year Schedule

Trainers and other program participants can use USAC's E-rate Productivity Center (EPC) training site to practice filing forms, learn how to navigate the system, and train new users – all without affecting actual information and settings in the EPC production site.

USAC is currently in the process of expanding the training site offerings to include consortium accounts and accounts that allow the FCC Form 486 to be filed. We must periodically reset the training site to Funding Year (FY) 2019 to accomplish this.

Starting today, the EPC training site will be reset to FY2019 each week from 9:00 a.m. EDT Friday morning to 9:00 a.m. EDT Monday morning until further notice. When we are not working on creating FCC Form 486 filers, the training site will be reset to FY2020.

If you would like to conduct training or practice filing FY2020 FCC Forms 470, please schedule your training activities for Monday, Tuesday, Wednesday, or Thursday.

For more information on using the training site with the functionality that is currently available, you can refer to the EPC Training Site page.

7/19/2019 – News Brief Issued

The 7/19/2019 issue of the SL 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.

7/12/2019 – News Brief Issued

The 7/12/2019 issue of the SL 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.

7/12/2019 – FCC Issues NPRM on Category Two Budgets

The FCC has released a Notice of Proposed Rulemaking (NPRM) (FCC 19-58 , released July 9, 2019) that proposes to make the Category Two budget approach permanent, and also seeks comment on potential modifications that could simplify the budgets, decrease the administrative burden of applying for Category Two services, and thereby speed the deployment of Wi-Fi in schools and libraries across the country.

Comments on the NPRM are due 30 days after the publication of the NPRM in the Federal Register. Reply comments are due 45 days after publication of the NPRM in the Federal Register. To submit comments, follow the instructions in the *Filing Comments and Reply Comments* paragraph in the NPRM.

Schools and Libraries (E-Rate)

USAC Home | Schools and Libraries Program | Latest News | **News Archive**

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: 2019 ▾   GO

7/26/2019 – Service Provider Invoice (SPI) Form Outage

The FCC Form 474 (SPI Form) is temporarily unavailable. During this time, users will be unable to file SPI invoices. We apologize for any inconvenience.

7/10/2019 – Legacy System Outage Due to System Maintenance - July 11

The Schools and Libraries (E-rate) Program legacy systems will be unavailable from 9:00-11:30 p.m. EDT on Thursday, July 11 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.

6/28/2019 – News Brief Issued

The 6/28/2019 issue of the SL 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.

6/26/2019 – E-rate Productivity Center (EPC) Outage Due to System Maintenance: June 30-July 1

The E-rate Productivity Center (EPC) and the EPC training site will be unavailable from Sunday, June 30 at 7:00 p.m EDT through Monday, July 1 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.

6/21/2019 – News Brief Issued

The 6/21/2019 issue of the SL 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.

6/21/2019 – USAC June IT Maintenance

USAC will perform June monthly IT maintenance beginning Friday, June 21 at 9 p.m. ET through Saturday, June 22 at 10 a.m. ET. During this time, users may experience service disruptions to USAC IT systems and program applications, and call centers may have limited ability to access program participant information.

6/19/2019 – Legacy System Outage Due to System Maintenance: June 21-22

The Schools and Libraries (E-rate) Program legacy systems will be unavailable from 9:00 p.m. EDT on Friday, June 21 through 2:00 a.m. EDT on Saturday, June 22 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.

6/18/2019 – Legacy System Outage Due to System Maintenance - June 18

The Schools and Libraries (E-rate) Program legacy systems will be unavailable from 8:00-11:00 p.m. EDT on Tuesday, 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.

6/18/2019 – Legacy System Outage

The Schools and Libraries (E-rate) Program legacy systems are temporarily unavailable. 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.

6/14/2019 – News Brief Issued

The 6/14/2019 issue of the SL 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.

6/12/2019 – Special Edition News Brief - Applicant and Tribal Training Announcement
A Special Edition issue of the News Brief (6/12/2019) 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.

6/7/2019 – News Brief Issued
The 6/7/2019 issue of the SL 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.

6/6/2019 – Legacy System Outage Due to System Maintenance - June 6
The Schools and Libraries (E-rate) Program legacy systems will be unavailable from 9:00-11:00 p.m. EDT on Thursday, June 6 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.

5/31/2019 – News Brief Issued
The 5/31/2019 issue of the SL 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.

5/29/2019 – E-rate Productivity Center (EPC) Outage Due to System Maintenance: June 2-3
The E-rate Productivity Center (EPC) and the EPC training site will be unavailable from Sunday, June 2 at 7:00 p.m EDT through Monday, June 3 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.

5/24/2019 – News Brief Issued
The 5/24/2019 issue of the SL 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.

5/23/2019 – Special Edition News Brief - Service Provider Training Announcement
A Special Edition issue of the News Brief (5/23/2019) 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.

5/23/2019 – Service Provider Training - Registration Now Open
Registration is now open for 2019 Service Provider Training . The training will take place at USAC in Washington, DC the week of August 5th. You can register here .
NOTE: These training sessions are targeted for service providers. Fall applicant training sessions, which contain material specifically for applicants, will be announced at a later time.

5/17/2019 – News Brief Issued
The 5/17/2019 issue of the SL 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.

5/17/2019 – Legacy System Outage Due to System Maintenance: May 17-18
The Schools and Libraries (E-rate) Program legacy systems will be unavailable from 9:00 p.m. EDT on Friday, May 17 through 1:00 p.m. EDT on Saturday, May 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.

5/17/2019 – E-File Outage Due to System Maintenance: May 17-18
USAC's E-File system will be unavailable for all users from 6:00 p.m. EDT on Friday, May 17 through 1:00 p.m. EDT on Saturday, May 18 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. We apologize for any inconvenience.

5/14/2019 – E-rate Productivity Center (EPC) Outage Due to System Maintenance: May 17-18
The E-rate Productivity Center (EPC) and the EPC training site will be unavailable from Friday, May 17 at 8:00 p.m EDT through Saturday, May 18 at 10:00 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.

5/13/2019 – USAC Call Centers Capacity Restored
Capacity has been restored for the call centers for the High Cost, Rural Healthcare, and Schools and Libraries programs and the Lifeline Support Center.

5/13/2019 – E-rate Productivity Center (EPC) *TRAINING SITE* Outage Due to System Maintenance: May 17
The E-rate Productivity Center (EPC) *TRAINING SITE* will be unavailable on Friday, May 17 from 5:00 a.m. - 7:00 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.

5/10/2019 – News Brief Issued
The 5/10/2019 issue of the SL 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.

5/3/2019 – News Brief Issued
The 5/3/2019 issue of the SL 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.

5/1/2019 – E-rate Productivity Center (EPC) Outage Due to System Maintenance: May 5-6
The E-rate Productivity Center (EPC) and the EPC training site will be unavailable from Sunday, May 5 at 7:00 p.m EDT through Monday, May 6 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.

4/30/2019 – Legacy System Outage Due to System Maintenance - May 1
The Schools and Libraries (E-rate) Program legacy systems will be unavailable from 9:00-11:00 p.m. EDT on Wednesday, May 1 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.

4/27/2019 – Special Edition News Brief - FY2019 Wave 1 Issued
The 4/27/2019 issue of the SL 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.

4/26/2019 – News Brief Issued
The 4/26/2019 issue of the SL 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.

4/23/2019 – Legacy System Outage Due to System Maintenance - April 26-27
The Schools and Libraries (E-rate) Program legacy systems will be unavailable from 8:00 p.m. EDT on Friday, April 26 through 2:00 a.m. EDT on Saturday, April 27 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.

4/19/2019 – News Brief Issued
The 4/19/2019 issue of the SL 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.

4/12/2019 – News Brief Issued
The 4/12/2019 issue of the SL 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.

4/12/2019 – SL News Brief
Last week, USAC transitioned to a new email platform and email recipients of the SL News Brief may have noticed that links in editions issued before April 5, 2019 no longer work. These editions are still accessible with active links in the SL News Brief archive .

How to search the archive
Each newsletter published for the past two years is saved in the archive by topic(s) and by the date the newsletter was published. To view the newsletter in the archive,

1. Go to the SL News Brief archive .

2. Select the tab for **Topic** or **Date**.

3. Click the links provided to open a copy of the SL News Brief. The links are labeled by the date the newsletter was published.

If you are searching for a news brief that is not available in the archive, call our Client Service Bureau at (888) 203-8100 or submit a customer service case in the E-rate Productivity Center (EPC). To create a customer service case:

1. Log in to EPC .

2. Select the **Contact Us** link from the upper right menu on your landing page.

4/5/2019 – News Brief Issued
The 4/5/2019 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.

4/3/2019 – E-rate Productivity Center (EPC) Outage Due to System Maintenance: April 7-8
The E-rate Productivity Center (EPC) and the EPC training site will be unavailable from Sunday, April 7 at 7:00 p.m EDT through Monday, April 8 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.

4/2/2019 – Schools and Libraries FY2019 Demand Estimate
USAC's estimate of demand 📄 for Schools and Libraries Universal Service Support Mechanism discounts for Funding Year (FY) 2019 (July 1, 2019 to June 30, 2020) is $2.896 billion, of which $1.91 billion is for Category 1 services and $985 million is for Category 2 services. This estimate is based on total funds requested in FCC Form 471 applications received on or before March 27, 2019, the close of the FY2019 FCC Form 471 filing window.

3/29/2019 – News Brief Issued
The 3/29/2019 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.

3/27/2019 – BEAR and SPI Form Outage Due to System Maintenance - March 27
The Schools and Libraries (E-rate) Program's invoicing forms FCC Form 472 (BEAR) and FCC Form 474 (SPI) will be unavailable from 9:00-10:30 p.m. EDT on Wednesday, March 27 due to system maintenance. During this time, users will be unable to file invoices. We apologize for any inconvenience.

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

3/26/2019 – CSB Call Center Phone Line Outage
The Client Service Bureau (CSB) cannot be reached by telephone at the moment. We are actively working on this issue and will provide an update when we get more information. You can still submit a customer service case in the E-rate Productivity Center (EPC), as CSB is working cases as they come in. To submit a customer service case in EPC, click the **Contact Us** link from the upper right menu on your landing page. We apologize for any inconvenience.

3/22/2019 – News Brief Issued
The 3/22/2019 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.

3/20/2019 – Responding to FRN Balance Verifications
Each year, USAC undergoes an audit – called an agreed-upon-procedures (AUP) engagement – to examine its operations. As part of this process, the firm performing the audit emails a number of balance verifications ("confirmations") to applicants and service providers to verify that the balances reported by USAC on specific Funding Request Numbers (FRNs) match the balances in the records of the applicants and service providers. Each confirmation features the balance reported by USAC on a specific FRN as of October 31, 2018.

The confirmations are being sent from **confirmations@pwc.com**. Please check your email and respond promptly if you receive a confirmation.

Applicants and service providers should review their records and respond by either:

Agreeing with the balance featured on the confirmation or

If it is different, noting the balance as of October 31, 2018 on their records and explaining how they determined that balance.

3/20/2019 – 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. 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.

You can contact CSB at (888) 203-8100. CSB's regular hours are 8:00 a.m. to 8:00 p.m. ET. In addition to those times, CSB will be open:

Date	CSB Open	CSB Close
Saturday, March 23	9:00 AM EDT	5:00 PM EDT
Sunday, March 24	9:00 AM EDT	5:00 PM EDT
Monday, March 25	8:00 AM EDT	10:00 PM EDT
Tuesday, March 26	8:00 AM EDT	10:00 PM EDT
Wednesday, March 27	8:00 AM EDT	12:30 AM EDT (Thursday, March 28)

Generally, CSB has the highest call volumes during noon to 4:00 p.m. EDT. If an agent is not able to answer when you call, please open a customer service case in EPC and we will respond as quickly as possible. To open a customer service case in EPC, click the **Contact Us** link from the upper right menu on your landing page.

3/15/2019 – News Brief Issued
The 3/15/2019 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.

3/11/2019 – E-rate Productivity Center (EPC) Outage Due to System Maintenance: March 12
The E-rate Productivity Center (EPC) will be unavailable Tuesday morning, March 12 from 12:00 a.m. to 5:00 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.

3/8/2019 – News Brief Issued
The 3/8/2019 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.

3/7/2019 – C2 Budget Tool Outage Due to System Maintenance - March 7
The Schools and Libraries (E-rate) Program Category Two (C2) Budget Tool will be unavailable from 6:00-8:00 p.m. ET on Thursday, March 7 for system maintenance. We apologize for any inconvenience.

3/6/2019 – E-rate Productivity Center (EPC) Outage Due to System Maintenance: March 10-11
The E-rate Productivity Center (EPC) and the EPC training site will be unavailable from Sunday, March 10 at 7:00 p.m EST through Monday, March 11 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.
*Daylight saving time goes into effect during this period.

3/1/2019 – News Brief Issued
The 3/1/2019 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.

2/28/2019 – E-rate Productivity Center (EPC) Outage Due to System Maintenance: March 1
The E-rate Productivity Center (EPC) and the EPC training site will be unavailable from 12:00 a.m.-4:00 a.m. ET on Friday, March 1 for system maintenance. During this time, users will be unable to log in to and use EPC. We apologize for any inconvenience.

2/27/2019 – Online Service Provider Training Series Now Available

Today, we launched fifteen new training modules as part of our online E-rate training series. The series 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 training series for service providers is now available in our Online Learning Library . 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.

2/22/2019 – Need a PIN? Please request it by COB Monday, February 25

Applicants who need a Personal Identification Number (PIN) to file an invoice are strongly encouraged to request their PIN before 8:00 p.m. EST on Monday, February 25. To file a request, complete a PIN request template 📊 and attach it to a customer service case in the E-rate Productivity Center (EPC). You can also find the template on the PIN guidance page.

If you have any questions, you can call the Client Service Bureau (CSB) at 888-203-8100. CSB is open from 8:00 a.m. to 8:00 p.m. EST Monday through Friday. We will do our best to process any requests received after that time.

Remember that, if you have received an invoice deadline extension request, the deadline to file invoices for FY2017 recurring services is 11:59 p.m. EST on Tuesday, February 26.

2/22/2019 – News Brief Issued

The 2/22/2019 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.

2/15/2019 – News Brief Issued

The 2/15/2019 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.

2/14/2019 – Register Today: Feb. 19 Data Office Hour Webinar

Registration is now open for the upcoming E-rate office hour webinar on February 19, 2019.

Date and Time	Topic	Level	Prerequisite Module
Tuesday, February 19 at 3:00 p.m. EST	Data	All levels	Data (11:43 min.)

Check the Webinars page for our current schedule . More events will be added soon.

2/13/2019 – Legacy System Outage Due to System Maintenance - February 13

The Schools and Libraries (E-rate) Program legacy systems will be unavailable from 6:00-8:00 p.m. ET on Wednesday, February 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.

2/8/2019 – News Brief Issued

The 2/8/2019 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.

2/6/2019 – E-rate Productivity Center (EPC) Outage Due to System Maintenance: February 10-11

The E-rate Productivity Center (EPC) and the EPC training site will be unavailable from Sunday, February 10 at 7:00 p.m ET through Monday, February 11 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.

2/5/2019 – Rescheduled: Advanced Eligible Services Webinar

Our upcoming E-rate Office Hour Webinar on Advanced Eligible Services is rescheduled for February 14, 2019 at 2:00 p.m. ET. The Webinars page will be edited soon to reflect the updated webinar schedule. We apologize for any inconvenience.

Please note that today's *beginner level* webinar will take place as scheduled.

February 5, 2019

Date and Time	Topic	Level	Module
Tuesday, February 5 at 2:00 p.m. ET	Eligible Services for Beginners	Beginner	Eligible Services

February 14, 2019 (NEW DATE)

Date and Time	Topic	Level	Module
Tuesday, February 14 at 2:00 p.m. ET	Advanced Eligible Services	Advanced	Advanced Eligible Services

2/1/2019 – News Brief Issued

The 2/1/2019 issue of the News Brief is now available. Receive E-rate Program tips, deadline reminders, and answers to your questions in this weekly newsletter. Subscribe to it and receive it each week in your inbox.

2/1/2019 – E-rate Office Hours - Register Today

Registration is now open for upcoming E-rate office hour webinars. Check the Webinars page for our current schedule. More events will be added soon.
Here is how the process will work:

> During the FY2019 application filing window, USAC will conduct a series of office hour webinars which will focus on specific E-rate topics covered in our online E-rate Program Training Series .

Each webinar will include the topic, the date and time, the recommended audience, the E-rate experience level (beginner, advanced, general) and the specific training module(s) that attendees should review in advance of the webinar. Note that we may hold more than one webinar on the same day.

If you are interested in attending, register for the webinar and watch the training module(s).

When the webinar starts, we will provide instructions on how to ask questions, go over a short summary of the module(s) you should have reviewed, and then open the floor for questions.

Attendees will use the webinar's chat function to ask questions. We will identify questions of general interest that come in through the chat function and read and respond to them verbally, and also answer more specific questions individually using the chat function. As with our regular webinars, we will give preference to questions about the topic under discussion.

February 5, 2019

Date and Time	Topic	Level	Module
Tuesday, February 5 at 2:00 p.m. EST	Eligible Services for Beginners	Beginner	Eligible Services
Tuesday, February 5 at 3:00 p.m. EST	Advanced Eligible Services	Advanced	Advanced Eligible Services

February 6, 2019

Date and Time	Topic	Level	Module
Wednesday, February 6 at 2:00 p.m. EST	Starting Funding Year (FY) 2019	Beginner	Starting FY2019
Wednesday, February 6 at 3:00 p.m. EST	Competitive Bidding for Beginners	Beginner	Competitive Bidding

1/28/2019 – E-rate Office Hours

During the FY2019 application filing window, USAC will conduct a series of office hour webinars which will focus on specific E-rate topics covered in our online E-rate Program Training Series .

Here is how the process will work:

We will post a list of the office hour webinars on the Webinars page on the USAC website soon. Each webinar will include the topic, the date and time, the recommended audience, the E-rate experience level (beginner, advanced, general) and the specific training module(s) that attendees should review in advance of the webinar. Note that we may hold more than one webinar on the same day.

If you are interested in attending, register for the webinar and watch the training module(s).

When the webinar starts, we will provide instructions on how to ask questions, go over a short summary of the module(s) you should have reviewed, and then open the floor for questions.

Attendees will use the webinar's chat function to ask questions. We will identify questions of general interest that come in through the chat function and read and respond to them verbally, and also answer more specific questions individually using the chat function. As with our regular webinars, we will give preference to questions about the topic under discussion.

Because the first office hour webinars will be held this week, we are providing the details below. Remember to register using the appropriate link on the Webinars page once the full schedule is posted.

Date and Time	Topic	Level	Module
Thursday, January 31 at 2:00 p.m. EST	Basic Program Concepts	Beginner	Basic Concepts
Thursday, January 31 at 3:00 p.m. EST	Advanced Competitive Bidding	Advanced	Competitive Bidding

1/25/2019 – News Brief Issued

The 1/25/2019 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.

1/22/2019 – Extensions for Participants Affected by California Wildfires

On January 3, 2019, the Federal Communications Commission (FCC) released an order (DA 19-15 📕) that waives specific E-rate Program deadlines that occurred on or after October 8, 2017 for schools and libraries located in the areas affected by the Northern California wildfires that occurred in October 2017. The fires caused power outages and damage to communications services, affecting the participation of schools and libraries in the E-rate Program.

Program participants in the affected area 📗 have until **April 3, 2019** to submit the following filings to USAC:

Requests for review or waiver of decisions by USAC , directed to USAC or the FCC.

FCC Form 486 (Receipt of Service Confirmation and Children's Internet Protection Act Certification (CIPA) Form).

FCC Form 472 (Billed Entity Applicant Reimbursement (BEAR) Form) and FCC Form 474 (Service Provider Invoice Form). *By waiving the invoicing deadline, the FCC also extended the deadline to submit a Service Provider Identification Number (SPIN) change request.*

Next Steps for Affected Entities

To take advantage of the deadline extensions referenced in the Order you must notify USAC that an extension is needed.

The first step is to open a customer service case in the E-rate Productivity Center (EPC).

At the beginning of the case nickname, enter the code "**DA 19-15**" to assist us in locating and responding to your questions or request.

The following information should be included in your customer service case: Funding Request Number(s) (FRNs), Billed Entity Number (BEN), Billed Entity name, the type of request you are seeking (i.e., invoice deadline extension) and a description of the request.

USAC will process these customer service cases to ensure the relevant filing deadline is extended.

If you have questions about the waiver or next steps you can submit a customer service case or contact the Client Services Bureau (CSB) at 1-888-203-8100.

1/18/2019 – News Brief Issued - Corrected
The 1/18/2019 issue of the News Brief is now available. NOTE: The FCC form numbers have been corrected to reflect the accurate form count in the Funding Year (FY) 2019 Window Countdown section.

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.

1/15/2019 – Legacy System Outage Due to System Maintenance - January 15
The Schools and Libraries (E-rate) Program legacy systems will be unavailable from 6:00-8:00 p.m. ET on Tuesday, January 15 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.

1/11/2019 – News Brief Issued
The 1/11/2019 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.

1/11/2019 – E-rate Productivity Center (EPC) Outage Due to System Maintenance: January 14-15
The E-rate Productivity Center (EPC) and the EPC training site will be unavailable from Monday, January 14 at 8:00 p.m ET through Tuesday, January 15 at 1:00 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.

1/9/2019 – E-rate Productivity Center (EPC) Outage Due to System Maintenance: January 13-14
The E-rate Productivity Center (EPC) and the EPC training site will be unavailable from Sunday, January 13 at 7:00 p.m ET through Monday, January 14 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.

1/7/2019 – USAC Is Open for Business As Usual; All Deadlines Remain in Effect
During the government shutdown, USAC will remain open for business as usual and all universal service deadlines remain in effect. Disbursements will continue to be issued by USAC. USAC events such as conference calls and webinars will take place as scheduled.

1/4/2019 – News Brief Issued
The 1/4/2019 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.