



# **E-Rate Service Provider Webinar**

E-Rate Program Participant Webinar

June 26, 2025

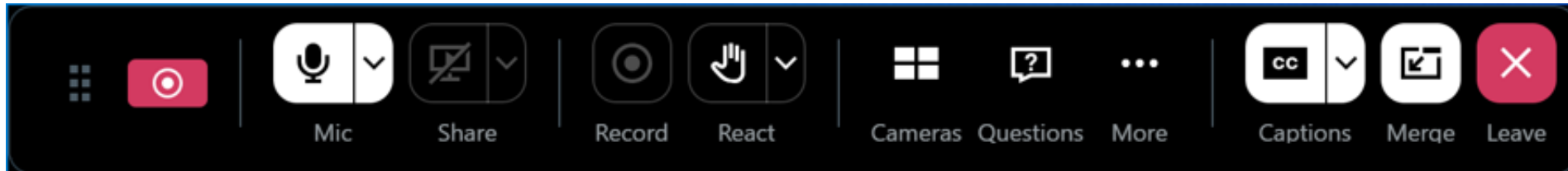
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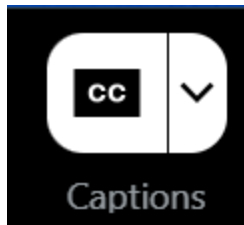
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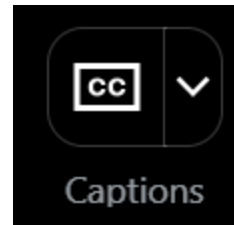
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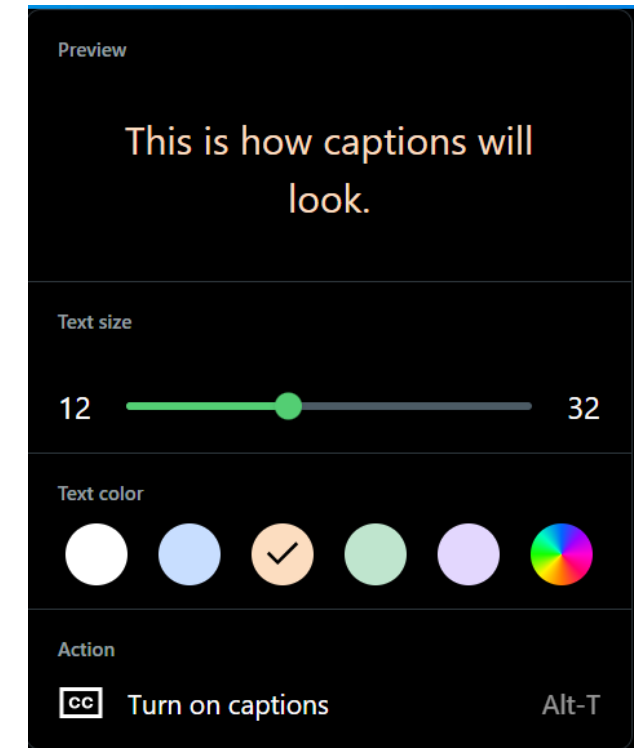
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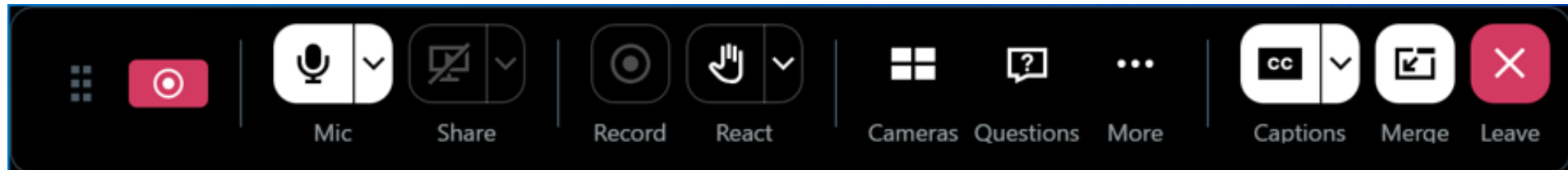
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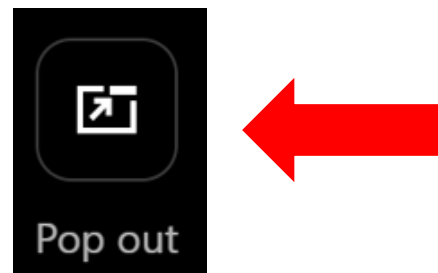
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 **Materials**

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Questions

×



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# E-Rate Customer Service Center (CSC)



**Call us at (888) 203-8100**

Monday – Friday 8 a.m. to 8 p.m. ET



**Create a customer service case**

1. Log in to the [E-Rate Productivity Center \(EPC\)](#)
2. Select the **Contact Us** link from the upper right menu on the landing page.



# MEET THE TEAM



**Cedric Watkins**

Outreach | E-Rate



**Samantha Jones**

Invoicing | E-Rate



**Devent Carter**

Post-Commitment | E-Rate



**Shawn Jensen**

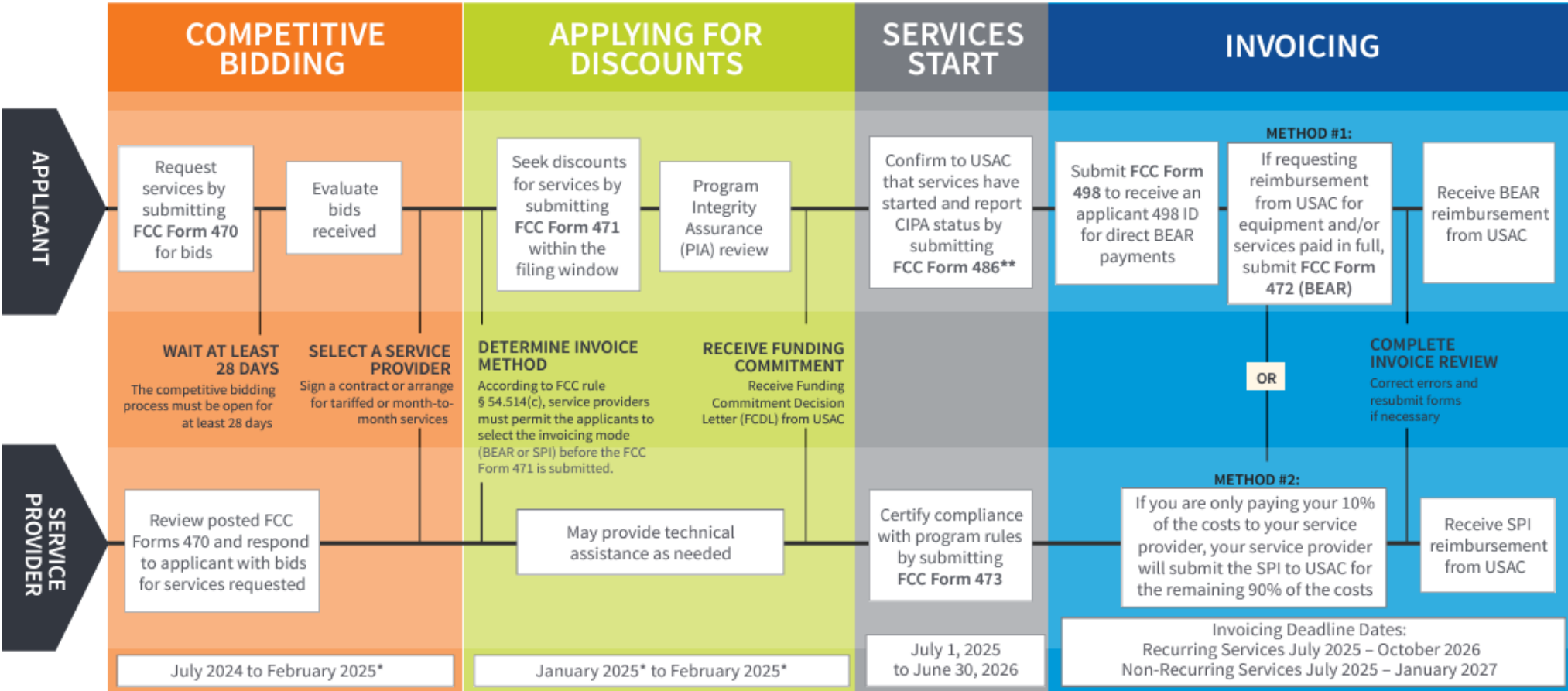
Pre-Commitment | E-Rate

# Agenda

- Understand the E-Rate Program
- Obtain a Service Provider Identification Number
- Work With the Applicant
- Certify Compliance
- Invoice USAC
- Appeal a USAC Decision
- Resources

# Understand the E-Rate Program

# Program Overview

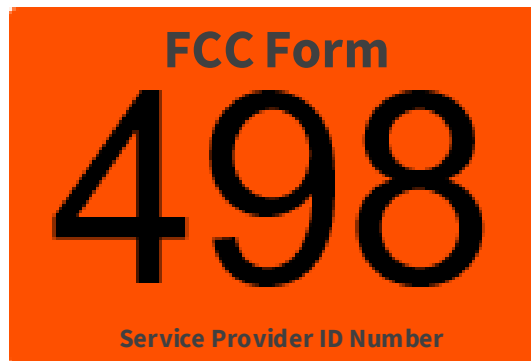


**FOR MORE INFORMATION:**

- Website: The application process is broken down in detail for both applicants and service providers on the Schools and Libraries Program website ([www.usac.org/sl](http://www.usac.org/sl)).
- Glossary of Terms: Definitions for program terms and acronyms.
- \*\*Consortium members report their CIPA status by submitting the FCC Form 479 to their consortium leader. The consortium leader then files the FCC Form 486.
- To adjust funding commitments and/or modify the dates for receipt of services after the FCDL is issued, file the FCC Form 500.

# E-Rate Forms

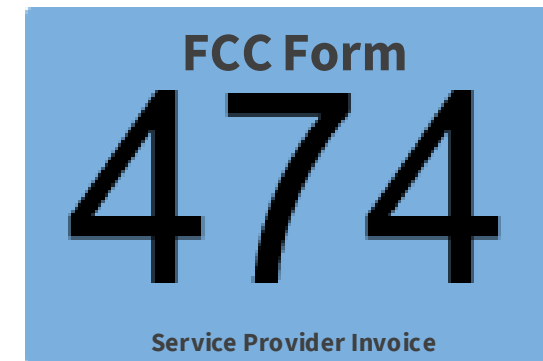
Service  
Provider Forms



**Get a SPIN**

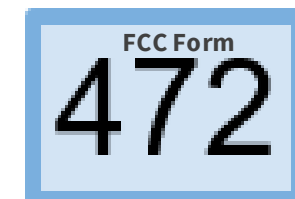
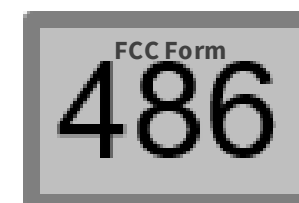
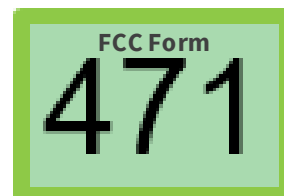
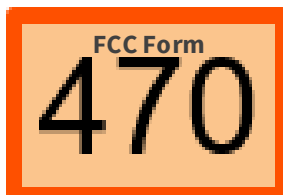


**Certify  
Compliance**



**Invoice USAC**

Applicant Forms



# Know Your Role

Applicants	Service Providers
<ul style="list-style-type: none"><li>• Determine services needed, file FCC Form 470 (and Request for Proposal (RFP), if desired).</li><li>• Run competitive bidding process.</li><li>• Select the most cost-effective bid.</li><li>• Respond to Program Integrity Assurance (PIA) review.</li><li>• File other applicant forms (FCC Forms 471, 486, 472, 500, etc.).</li><li>• Document compliance with FCC rules on an ongoing basis.</li><li>• Retain documentation for at least 10 years from last date of service delivery.</li></ul>	<ul style="list-style-type: none"><li>• Respond to FCC Form 470 and RFP.</li><li>• May assist with responding to Program Integrity Assurance on technical services questions (but not competitive bidding).</li><li>• File service provider forms (FCC Forms 473, 474, etc.).</li><li>• Document compliance with FCC rules on an ongoing basis.</li><li>• Retain documentation for at least 10 years from last date of service delivery.</li><li>• Contribute to the Universal Service Fund, even if not participating in the E-Rate Program. See the <a href="#">Service Providers</a> page on USAC's website.</li></ul>

# **Obtain a Service Provider Identification Number (SPIN)**

# Register Your Entity

- **Register on SAM.gov** to [obtain a Unique Entity Identifier \(UEI\)](#).
- **Register with USAC** to provide services to our applicants by [completing an FCC Form 498](#).
  - This results in the creation of your **SPIN ID/498 ID**.
  - USAC then sets your access to [the E-File System](#).
  - You receive an email letting you know you can create a password in the **E-Rate Productivity Center** (EPC).
- Keep all registration information current.
- View our [Service Provider Get Started Checklist](#) for further assistance.





# Bid on Services

The **applicant** starts the [competitive bidding process](#) by posting an FCC Form 470 and Request for Proposal documents, if applicable, to the USAC website.

- These include specific requirements for service providers to follow during the competitive bidding process.
- Use the [FCC Form 470 Tools](#) within Open Data to view and export requested services details.

**Service providers** [review the information and bid on the requested services](#).

- Submit bids, including all information requested by the applicant, using the method provided in the FCC Form 470 or RFP documents.
  - Can be found typically through an email or online form.
- The bid should include information on E-Rate eligibility percentage and category of service.
- The bid should be responsive to the services being requested.





# How to Find Applicant Requests

- [USAC's Open Data](#) platform allows users to view, search, filter, and manipulate FCC Form 470 information in each [dataset](#) and extract that data in a variety of formats.
- Use the [E-Rate FCC Form 470 Download Tool](#) to find entities with needs in your service areas and their points of contact.
  - This tool, in collaboration with USAC's Open Data sets, can also be utilized to discover potential unidentified service opportunities in areas that may often receive low quantities of bid responses.
  - The “E-Rate Request for Discount on Services: FRN Status (FCC Form 471 and Related Information)” dataset in USAC’s Open Data gives insight into the number of bids received in previous funding years for applicants.
- You can also use our [Entity Information Tools](#) within Open Data to narrow your search to specific types of entities, including Tribal entities or entities in underserved areas.




# How to Find Applicant Requests

## How to search for FCC Form 470 data:

- 1. Click on "More▼" on the bottom right of the *Filters* section below to display all filters.
- 2. Use any of the filters to search for the FCC Form 470 data that you need. For text filters, you can also search by using "CONTAINS" instead of the default "IS".
- 3. The data will be displayed in the data table section below the *Filters* section.
- 4. To view descriptions of the available columns in the data, you can click on the ":" icon on the top right of the data table section below and then click on "View Source Data"; the descriptions will be in the "Columns in this Dataset" section of the page.

**Note to Service Providers offering Lit Fiber service:** When offering bids for Lit Fiber services, Service Providers can respond to FCC Forms 470 applications that have as 'Function' either of the following: 'Internet Access and Data Transmission Service', 'Standalone Data Transmission Service', 'Services Provided Over Third-Party Networks' or 'Leased Lit Fiber'. This allows vendors offering equivalent services via other technologies to also submit bids.



Filters  
[Clear All](#)

Funding Year

Select...▼

Certified Date/Time

Select...▼

Billed Entity State

Select...▼

Billed Entity Zip Code

Select...▼

Service Category

Select...▼

More▼

Detailed FCC Form 470 Data Report

:

Application Number	Form Nickname	Form PDF	Service Request ID	Service Reque...	Request for Proposal Documents	Request for Proposal Upload Date/7
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The data will be displayed here

# View an FCC Form 470 Tool – Search Results

For more details about publicly available information via our tools, please view the [webinar](#) on Open Data.

**Filters (3)**  
Clear All

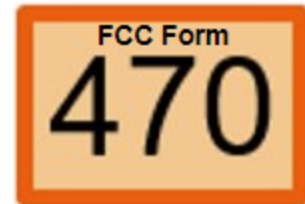
Funding Year: 2024  
Certified Date/Time: Select...  
Billed Entity State: Select...  
Billed Entity Zip Code: Select...  
Service Category: Category 1

Service Type: Select...  
Order Function: Category One Maintenance  
Applicant Type: Select...  
Application Number: Select...

Less ^

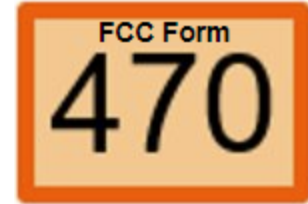
### Detailed FCC Form 470 Data Report

Application Number	Form Nickname	Form PDF	Service Request ID	Service Reque...	Request for Proposal Documents	Request for Proposal Upload Date/1
240025917	24-25 Cat 1	<a href="http://publicdata.usac.org/SL/Pr">http://publicdata.usac.org/SL/Pr</a>	1	0		
240025539	2024 FCC Form	<a href="http://publicdata.usac.org/SL/Pr">http://publicdata.usac.org/SL/Pr</a>	1	0		
240025747	BPHS 2024 Form	<a href="http://publicdata.usac.org/SL/Pr">http://publicdata.usac.org/SL/Pr</a>	1	0		
240025472	Fiber Service	<a href="http://publicdata.usac.org/SL/Pr">http://publicdata.usac.org/SL/Pr</a>	1	0		
240025618	Golden Plains Un	<a href="http://publicdata.usac.org/SL/Pr">http://publicdata.usac.org/SL/Pr</a>	3	1	<a href="http://publicdata.usac.org/SL/Pr">http://publicdata.usac.org/SL/Pr</a>	2024 Mar 12 06:03:27 PM
240025566	2024 Form 470	<a href="http://publicdata.usac.org/SL/Pr">http://publicdata.usac.org/SL/Pr</a>	1	0		



# How Applicants Select a Service Provider

- Applicants must wait **at least 28 days** after certifying their FCC Form 470, and then they:
  - [Evaluate the bids received](#) (See [sample evaluation matrix](#))
  - Select a service provider **on or after the 29<sup>th</sup> day**
    - The day the applicant certifies the FCC Form 470 counts as Day 1. For example, if they file and certify an FCC Form 470 on September 1, they may select a service provider on or after September 29.
- **The price of eligible equipment and services** must be the **primary** selection criterion (weighted more heavily than any other single criterion).



## How Applicants Select a Service Provider (Cont.)

- Applicants must first [enter into an agreement](#) to provide services. They are required to wait at least 28 days. In some cases, the applicant's state or local procurement rules or regulations may require them to wait longer.

Services can start on or after July 1. Be sure that eligible equipment and services are delivered:

- To the right recipient of service
  - In the correct quantities and rates
- See the updated [28-Day Waiting Period](#) page for more information.



# Bid Should Include Lowest Corresponding Price

Service providers must charge E-Rate applicants the [Lowest Corresponding Price](#). (See 47 C.F.R. § 54.500). This is the lowest price that a service provider charges to non-residential customers who are **similarly situated** to a particular school, library, or library consortium for **similar services**. This ensures that:

- Service providers do not charge E-Rate applicants more than they would charge their other customers for the same services.
- Any lack of experience in negotiating in a service market does not prevent E-Rate applicants from receiving competitive prices.

Note – document retention rules apply even in the event of a merger or acquisition.



# Open and Fair

The [competitive bidding process](#) must be [open and fair](#).

- “Open” means there are no secrets in the process. Information shared with one bidder must be shared with all. All bidders know what is required of them.
- “Fair” means that all bidders are treated the same and that no bidder has advanced knowledge of the project information.





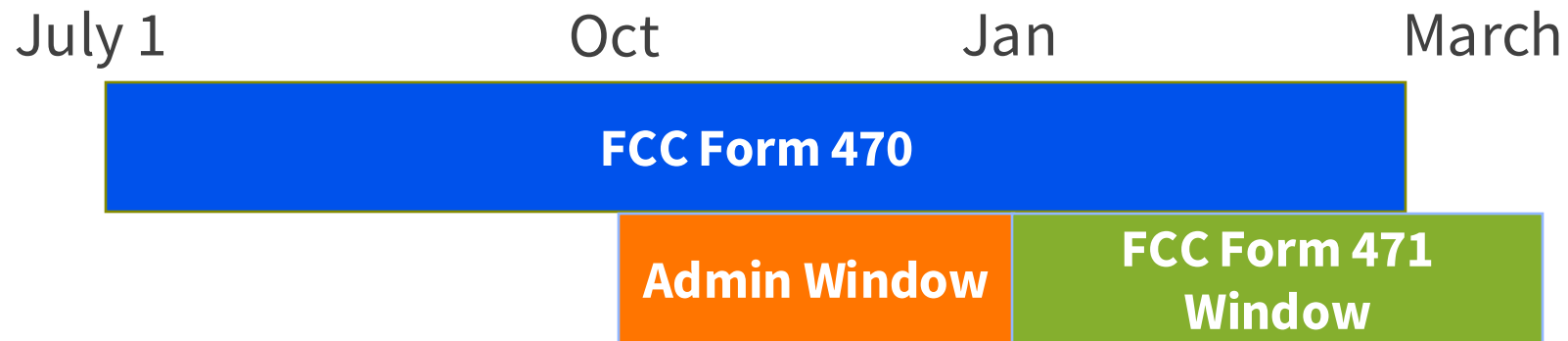
# Open and Fair – Service Providers

To help ensure an open and fair process, service providers should:

- **Review all the requirements**, including the FCC Form 470 and RFPs.
- Provide a responsive bid to what was requested by the applicant.
- Ask questions if the information provided by the applicant is unclear.
- Separate the eligible, mixed bucket, and **ineligible services** in your bid response.
- **Do not offer gifts, free services, devices, or non-E-Rate discounts** to make your response more attractive.
- **Do not offer to help** an applicant if you are also planning to respond to their bid request.

# What is the Administrative Window?

- A period when applicants can update EPC entity profile information for the FCC Form 471 application
  - Occurs from October to early January prior to the FCC Form 471 application filing window
  - Official dates are announced each year in the E-Rate News Brief
- Service providers should review and validate their Account Administrator and all EPC permissions.
- For more information, watch our [EPC Administrative Window webinar](#).
- Closes as the FCC Form 471 Filing Window opens:



# EPC Account Administrator Role

- Every organization (independent school, independent library, school district, library system, consortium) with an account in EPC **needs an Account Administrator**.
  - The Account Administrator **must be an employee of the Billed Entity Number's (BEN's) school or library** and cannot be a consultant.
- Consultants and Service Providers also need to create Consultant and Service Provider Accounts and Account Administrators for their EPC accounts.

# Account Administrator Grants User Permissions

- The Account Administrator determines which rights to grant each user.

Records / Applicant Entities  
#208 - ABC School District

Summary Customer Service Modifications Additional Information Discount Rate Contracts FCC Forms FRN Appeals News **Related Actions**

### Manage User Permissions

#### Organization Details

<b>Name</b>	ABC School District	<b>FCC Registration Number</b>	1231231234
<b>Address</b>	123 Street Lawrence, KS 66046	<b>Organization Type</b>	Applicant
<b>Mailing Address</b>	123 Street Lawrence, KS 66046	<b>Phone Number</b>	785-555-5555
		<b>Email</b>	kproctor66044@gmail.com

#### User Permissions

In the table below, you can designate the permissions that you wish to give to each of your users for the various tasks you can complete in the portal. This table will continue to grow as more functionality comes online.

- Full rights users can start, complete, submit and certify forms.
- Partial rights users can start and enter data in the form, but cannot submit and certify them.
- View Only users can only see forms created by other people in your organization but cannot create forms themselves.
- Form 498 School or Library Officials can start, complete, submit, certify, modify, and deactivate Forms 498.
- Form 498 General Financial Contacts can start, complete, and submit Forms 498, but cannot certify new or updated Forms 498 or deactivate existing Forms 498.
- Post-Commitment Full and Partial rights user can start, complete, and submit Spin Change and Service Substitution requests. Post-Commitment View Only rights can view the submitted Spin Change and Service Substitution requests.

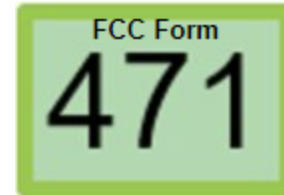
Name	Email	Apply All	470 Permission	471 Permission	498 Permission	Post-Commitment Permission	486 Permission	Appeals Permission
Sam Schooldistrict	sam_schooldistrict@test.usac.org	▼	Full ▼	Full ▼	School or Library Official ▼	Full ▼	Full ▼	Full ▼
applicant1 test	applicanttest1@mailinator.com	▼	Full ▼	Full ▼	School or Library Official ▼	Full ▼	Full ▼	Full ▼

CANCEL SUBMIT

# EPC Account Administrator Permissions

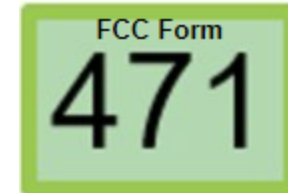
- **Account Administrators can:**
  - Create new users.
  - Modify the rights of existing users.
  - Modify information about their organization.
  - Link or unlink their organization to consulting firms.
  - Modify (change) the Account Administrator.
  - Deactivate users who no longer work for the organization

# **Working With the Applicant**



# Understand Equipment and Service Eligibility

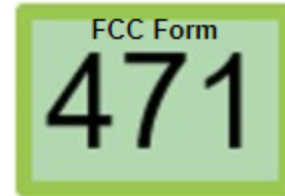
- Each year, before the application filing window, the FCC releases the [Eligible Services List](#), which contains general guidance on the equipment and services that are E-Rate eligible for the upcoming funding year.
- The Eligible Services List also provides helpful information such as **eligibility conditions** for each category of service each funding year.
- Applicants can only receive funding for eligible equipment and services that are being used **for [educational purposes](#)**.
- Equipment and services may be **fully, partially** or **conditionally** eligible.
- Eligibility of equipment and services may vary from year to year.
- After you have been selected, it is important to inform the applicant on the eligibility of your equipment and services, as well as to help them to categorize it accurately on their FCC Form 471.
  - If you have any question about eligibility of equipment and services, please [contact us](#).
- Check with the appropriate state agencies to see if your applicant must abide by a [State Master Contract](#).



# Notify Applicant of Any ‘Mixed Eligibility’ Issues

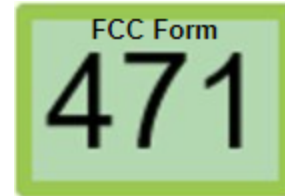
- Mixed eligibility refers to equipment and services for which **only a portion** is eligible for discounts under the E-Rate program.
- In general, a cost allocation, separating the eligible and ineligible costs, is required if the equipment or service:
  - Contains both eligible and [ineligible components](#) – If it is not 100% eligible, you should include what the percentage is in your bid
  - Is utilized for eligible and ineligible uses – for example, a server that is used for both caching (eligible) and video distribution (ineligible)
  - Is delivered to both eligible and [ineligible entities](#) – for example, broadband service delivered to a school run by a church (eligible) AND the church office (ineligible)
- There is no single approved method to allocate eligible and ineligible costs. Your method must use tangible criteria that result in a reasonable allocation.





# Allocate Costs for Mixed Eligibility

- E-Rate funds may **only** be used to pay for **eligible equipment and services** used by eligible entities for eligible purposes (i.e., primarily educational purposes).
- If the equipment or service has both eligible and ineligible **functions**, the cost of the ineligible functions must be allocated out of the funding request.
- A cost allocation requires a clear delineation of costs.
- Cost allocations must be supported by documentation.
- The cost allocation must be based on a reasonable, tangible basis that reaches a realistic result.
- Reminder: Applicants are required to allocate services with ineligible sites or ineligible recipients of service.



## Follow E-Rate Gift Rules

- Receipt or solicitation of gifts by applicants from service providers or potential service providers (and vice versa) is a **competitive bidding violation**.
- Service providers may not offer or provide any gifts or things of value to applicant personnel involved in E-Rate.
- Gift prohibitions are **always** applicable – not just during the competitive bidding process.
- FCC rules and any applicable state or local rules must be followed.

# Retain Documentation

- Applicants and service providers must [retain all documentation](#) for at least 10 years after the latter of the last day of the applicable funding year or the service delivery deadline for the funding year.
  - For example, FY2025, the last day to receive service is June 30, 2026. Documents would need to be retained until June 30, 2036.
- Winning service providers must retain records related to the purchase and delivery of E-Rate eligible equipment, signed and executed contracts, bidding information, invoices, provision of services, and other matters relating to equipment and services.
- Records can be kept electronically.



# Certify Compliance

# Service Provider Annual Certification (SPAC)

- FCC Form 473 (Service Provider Annual Certification (**SPAC**)) is completed by the service provider, who certifies that they will comply with Schools and Libraries (E-Rate) program rules and guidelines.
- SPACs **must be filed for each funding year** a service provider participates in the E-Rate program.
  - Failure to submit a SPAC prevents invoicing USAC by neither the applicant nor the service provider, (depending on the mode selected).
- SPACs are filed through USAC's E-Rate Productivity Center (EPC).
  - **Only full-rights users can complete and certify an FCC Form 473.**
- SPACs are required to be submitted at the [Service Provider Identification Number](#) (SPIN)/498 ID level. FCC Form 473 must be on file with USAC **before USAC pays an invoice**.
- To quickly review which funding years have completed FCC Form 473 on file with USSAC, login to EPC. The information is found on the landing page for your SPIN.
- SPACs may be filed as soon as the FCC Form 471 application filing window opens for the upcoming funding year.

# Service Provider Annual Certification (SPAC)

**On May 7, 2025, the FCC released order DA-25-394 .**

In this order, the FCC has directed USAC to refer service providers to the FCC Enforcement Bureau, on a go-forward basis, who have refused or failed to submit their annual FCC Form 473 (SPAC), which prevents applicants from receiving reimbursement through the BEAR invoicing process.

- For additional information on FCC Form 473 (SPAC), check out the [e-Learning Module](#).

# Invoice USAC

# Invoicing Prerequisites

- The applicant and service provider must have **received a [Funding Commitment Decision Letter \(FCDL\)](#)** with a positive commitment.
- The applicant must have **certified an FCC Form 486** and established the actual service start date for their Funding Request Number(s) (FRN(s)).
  - USAC must have reviewed and approved the FCC Form 486 (See [FRN Status Tool](#)).
- The service provider must have **certified an FCC Form 473** in EPC for each SPIN that will be featured on an invoice for that funding year (See [FRN Status Tool](#)).
- The service provider must have started the installation/delivery of funded equipment and services.
- The invoice must be filed before the Invoice Deadline Date.
- **Invoice USAC only for your FCC Form 471 approved eligible equipment and services, in the correct quantity and rates, and delivered only to the approved Recipients of Service (ROS).**
- **Invoiced amount must be for actual charges up to the amount committed through the E-Rate program. Billed rates must not exceed the contracted rates. USAC will only pay up to the contracted rate.**



# Invoicing Prerequisites (Cont.)

- Discuss who will be filing invoices and the difference between **BEAR/SPI** methods with the applicant. Billed Entity Applicant Reimbursement (BEAR) invoicing: Applicant invoices USAC
  - Service Provider (SPI) invoicing: Service provider invoices USAC.
- This decision is made on a per-FRN basis and is the **applicant's choice**.
- Once USAC processes an invoice for an FRN, the [invoicing method](#), or "mode" (BEAR or SPI), is set and cannot be changed without formal approval.
- Make sure that you have the **most recent commitment information** from either the FCDL or the [Revised Funding Commitment Letter](#) (in case of post-commitment changes) including discount rate, approved cost of service, FCC Form 471 number, FRN, any service substitutions, etc.

# Billed Entity Applicant Reimbursement Invoicing

- Applicant pays the service provider in full.
- Applicant invoices USAC the discounted portion of the bill for approved equipment and services delivered to the approved Recipient(s) of Service at the quantities and rates not to exceed what was listed on the FCC Form 471.

# Service Provider Invoicing

- **The service provider bills the applicant** for any costs for **ineligible** portions/services and **non-discounted share** before submitting the FCC Form 474.
- Applicant pays the service provider for **ineligible** portions/services and the **non-discount share**.
- Service provider invoices USAC for the discount amount using the FCC Form 474.
- Service providers file the FCC Form 474 in EPC. Only full rights users can:
  - Certify an FCC Form 474.
  - Complete the entire process of submitting and certifying an invoice.

Note: Users with partial rights can send submissions to full right users for certification. These rights are assigned by the Account Administrator.

- The invoiced amount must be actual charges, not the amount **committed** on the Funding Commitment Decision Letter.
- Only include [eligible services](#) on service provider invoices.

# Applicants Must Pay Their Non-Discount Share

Regardless of which invoice method has been selected, **all** E-Rate applicants must [pay their non-discount share](#).

- Service providers cannot pay (directly or indirectly) for the applicant's non-discount share.
- Funds cannot come from the service provider or an entity controlled by the service provider.
- Service provider bills cannot be ignored or waived.
- If the applicant cannot show proof of payment during invoice review, the invoice (whether from the applicant or the service provider) may be denied.

# Invoicing Reminders and Key Takeaways

- File your Service Provider Annual Certification (SPAC) for every funding year which has an FRN.
- Ensure the applicant's **FCC Form 471 is accurate**, including FRN, discount rate, approved cost of service, calculations, and invoice amount.
  - Be sure to invoice for Basic Maintenance of Internal Connections (BMIC) correctly. See our [FAQs](#) on how to fix misclassified equipment/services.
- Ensure you bill your applicant **before** submitting an invoice to USAC.
  - Applicants are billed the non-discounted portion of costs for approved eligible equipment/services.
- Ensure up/down speeds on internet access is properly listed on the FRN.
- **Remove ineligible items before invoicing.** Only invoice for equipment and services **approved on FCC Form 471**.
- Make sure all equipment purchased is **installed and in use before the [service delivery](#) deadline**.
- Invoice amount must be **actual charges**, not the amount committed through the E-Rate program.
- Submit invoices to USAC within 120 days of the service delivery deadline.
  - You may request a **one-time invoice deadline extension**. Use the [E-Rate FRN Invoice Deadline Tool](#) (Open Data) to search, view, and download FRN data to confirm your FRN's Last Date to Invoice.
- **Prevent duplicate invoice submissions** by establishing an internal process to track/identify your invoices.
- Retain your [supporting documentation](#) and bills for all invoices for at least **10 years**.
- If [Appealing a USAC decision](#) on an invoice, be sure to do so within 60 days of the decision date.
- Respond to all USAC outreach **completely and in a timely manner** to expedite your payment.
- Remember: USAC will only pay up to the contracted amount!

# Invoicing Reminders and Key Takeaways (Cont.)

- **BEAR Invoices:** Applicant must have paid the service provider **in full before invoicing E-Rate**.
- **SPI Invoices:** Applicant must pay the service provider their **non-discounted portion**. Service providers should **bill** their customers for:
  - The **non-discounted** portion of costs for the approved eligible equipment/services, and
  - Any costs for the **ineligible** portions of equipment and services before submitting the FCC Form 474.
- Ensure your applicant files **for Basic Maintenance of Internal Connections (BMIC) services correctly**. Mistakes are often identified during invoicing. See our [FAQs](#) on how to fix misclassified equipment and services on your FCC Form 471.
- **Invoice USAC only for your FCC Form 471-approved eligible equipment and services, in the correct quantity and rates, and delivered only to the approved recipient(s) of service.**
- Ensure the speed is properly listed under the approved FRN. If you're using a flexible bandwidth speed, ensure you are using the min/max field on the FCC Form 471.
- Invoiced amount must be **actual charges** – not the amount committed through the E-Rate program.
- Check your manual calculations (e.g., your **prorated amounts must be accurate**).
- Billed rates must **not exceed the contracted rate**. USAC will only pay up to the contracted rate.

# Tips for Success

- Follow all competitive bidding guidelines.
- Enter into a [legally binding agreement](#) before the applicant files FCC Form 471.
- Comply with the Lowest Corresponding Price (LCP) rule.
- Deliver equipment and services to the appropriate recipients of service.
- Ensure that the applicant has the necessary resources to use the service provided.
- Validate that internal connections are installed.
- Invoice for the correct amount.

For more information, see the [Common Audit Findings Page](#) on USAC's website.

# **Appeal a USAC Decision**



# When to File an Appeal

- If you disagree with a USAC decision, you have 60 days from the date of that decision to request a **review of the decision**. This request is called an [appeal](#).
  - File your appeal in the E-Rate Productivity Center (EPC).
  - To appeal a decision from funding year 2015 or prior, create a customer service case in EPC, or you may submit an appeal directly to [Appeals@usac.org](mailto:Appeals@usac.org).

# Include Pertinent Information in Your Appeal

- Applicant's billed entity number (BEN) or Service Provider's SPIN
- Contact information including name, address, telephone number, and email address of the person who can discuss the appeal with USAC in detail
- Nickname for the appeal (to help you identify the appeal)
- Funding year of the decision being appealed
- Funding Request Numbers associated with the appeal

## **Include Pertinent Information in Your Appeal (cont.)**

- A narrative that explains precisely the USAC decision(s) being appealed and what specific relief is being sought.
- Documentation of USAC's decision (e.g., a copy of USAC's decision letter).
- Supporting documentation such as forms and previous correspondence.
- If USAC requests additional information, please respond promptly. If you fail to submit missing information to USAC within the time prescribed, USAC will review the appeal with the information available, which may result in the denial of the appeal.

# Granting Appeals

- USAC may grant appeals under the following limited circumstances:
  - When the appeal makes clear that USAC made an error in its initial review (for example, the PIA reviewer made an error).
  - You provide USAC with new information and/or documentation it did not provide when the original request was made.
  - When USAC receives a policy clarification, or a new policy impacts the original decision.
- If you are seeking a waiver of an FCC rule, you must file a waiver directly with the FCC.
  - For example, requests to consider FCC Forms 471 filed after the window closed must be directed to the FCC as a window waiver request.

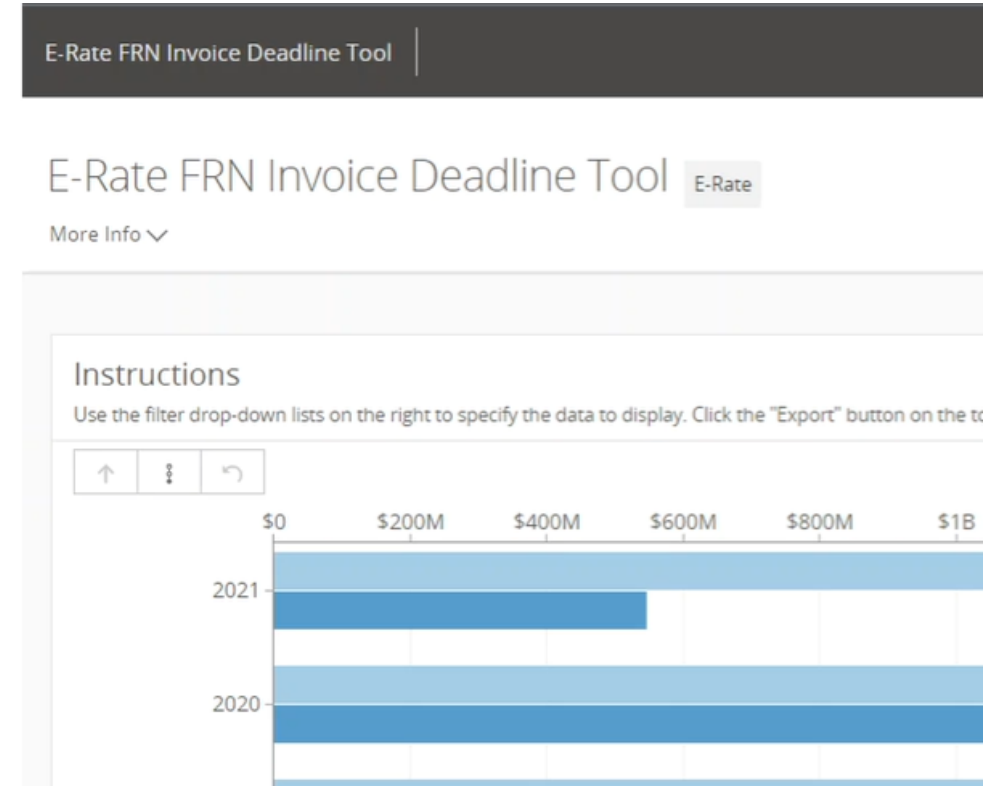
# You Will Be Notified of Your Appeal Status

- After filing an appeal, USAC issues an **Appeal Confirmation Letter**.
- If an appeal reviewer has questions or requires additional information, they will reach out through the E-Rate Productivity Center (EPC).
- USAC issues its appeal decision in a [Revised Funding Commitment Decision Letter \(RFCDL\)](#).
- If USAC denies the appeal, you may file an appeal with the FCC.

# Resources

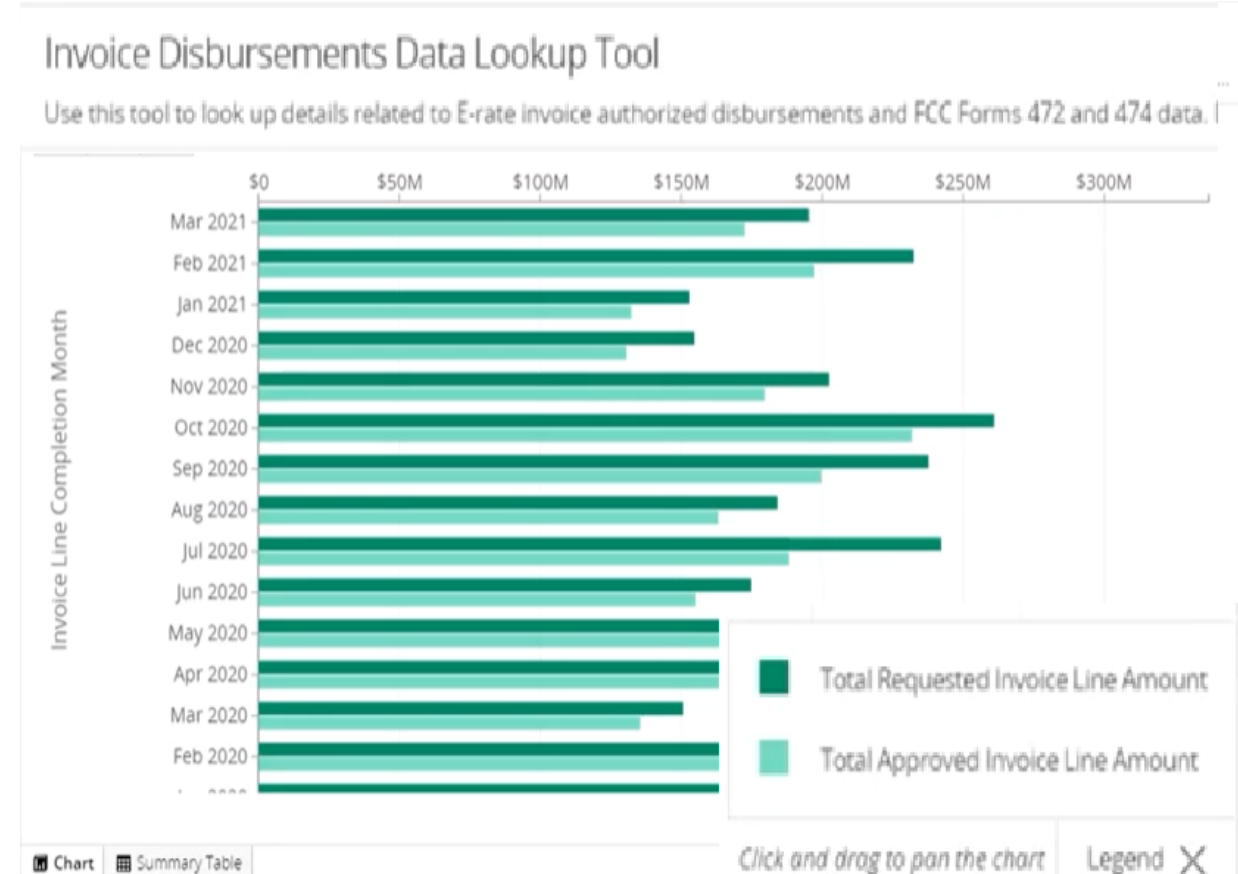
# E-Rate FRN Invoicing Deadline Tool

- Use the [E-Rate FRN Invoicing Deadline Tool](#) to search Funding Request Number data.
  - Invoice deadline dates
  - Which invoices are ready for invoicing
  - Funds remaining for invoicing
  - Invoicing Mode



# E-Rate Invoice Disbursements Data Lookup Tool

- Use the [E-Rate Invoice Disbursements Data Lookup Tool](#) to find information on invoice line items.
  - Find out which submitted invoice lines are completed.
  - See how much funding was approved per line.
  - Learn why an invoice line was reduced or paid at zero.

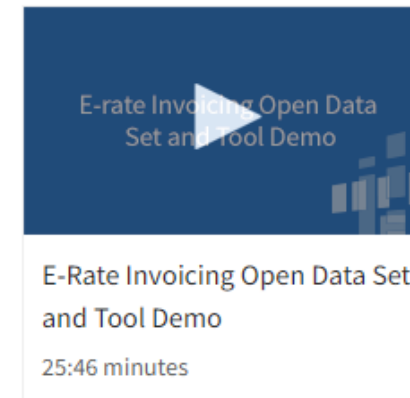
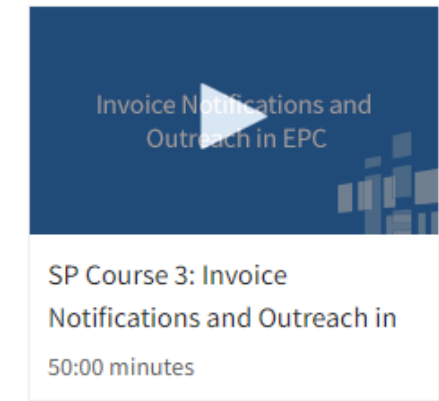
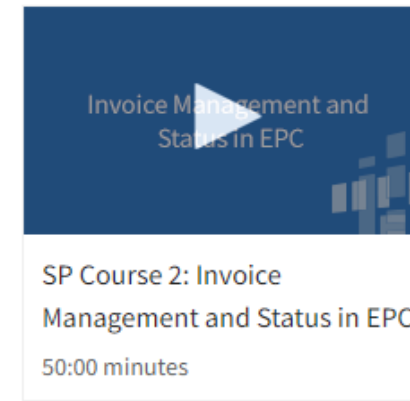




# EPC Invoicing for Service Providers

- [EPC Invoicing for Service Providers Videos](#)
  - SP Course 1: Submitting and Certifying Invoices in EPC
  - SP Course 2: Invoice Management and Status in EPC (including FCC Form 473/SPAC)
  - SP Course 3: Invoice Notifications and Outreach in EPC
  - SP Course 4: Submitting and Certifying ESPI in EPC
  - E-Rate Invoicing Open Data Set and Tool Demo

## EPC Invoicing for Service Providers



# Resources

- [E-Rate Service Provider Webpage](#)
- [USAC Service Provider \(Contributor\) Webpage](#)
- [Open Data's E-Rate Datasets](#)
- [E-Rate News Brief](#)
- [E-Rate Learn Page](#)
- E-Rate Video: [How to Search for FCC Forms 470](#)
- [Appeal a USAC decision](#)



## Resources: SPAC/FCC Form 473

- [FCC Form 473 User Guide](#)
- File an FCC Form 473 in the [SP Course 1: Submitting and Certifying Invoices in EPC](#) learning module.
- [Service Provider \(SPIN\) Download Tool](#)
- [Open Data FRN Status Tool FY2016](#)




# Live Q&A

- Submit your questions about today's topics:
  - FCC Form 471 Review Process
  - Preparing for a PIA Review
  - PIA Inquiries
  - Selective Review
  - Funding Commitment Decision Letters

Questions

×



**No questions yet**

Questions you send and answers from the staff will appear here

Your question will be sent to staff

Send

## Q&A Tips

- ✓ Type your queries into the “Questions” box in your webinar control panel.
- ✓ Write in full sentences.
- ✓ Ask one question at a time.
- ✓ Click the box to expand it and see all the written answers.

# Questions?

# E-Rate Customer Service Center (CSC)



**Call us at (888) 203-8100**

Monday – Friday 8 a.m. to 8 p.m. ET

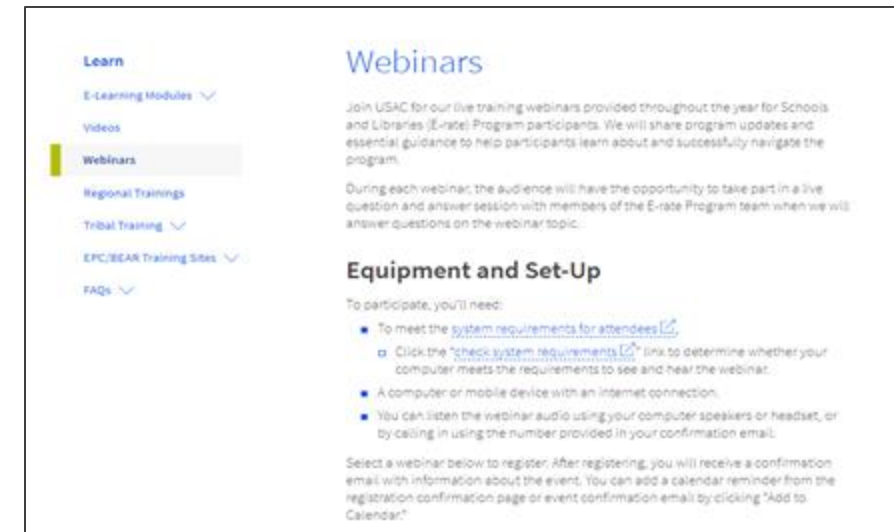


**Create a customer service case in the E-Rate Productivity Center (EPC):**

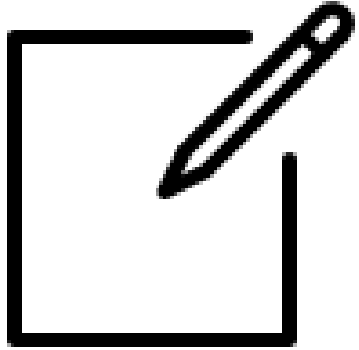
1. Log in to EPC.
2. Select the **Contact Us** link from the upper right menu on the landing page.

# Upcoming Webinars

- Our next webinar is on **July 17, 2025**.
- The FCC Form 470 & the Competitive Bidding Process
  - Recommended for applicants and service providers
  - Suitable for all E-Rate experience levels
- Please visit the E-Rate [Webinars](#) page for additional information.



# Take Our Survey



- We want to hear about your webinar experience.
- A survey will appear on your screen at the end of the webinar.
- If you are not able to complete the survey today, one will be emailed to you within one to two business days.
- We appreciate your feedback!



**Thank You!**





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