Contact the E-Rate Program

Call the E-Rate Customer Service Center (CSC) at (888) 203-8100 Monday through Friday, 8 a.m. to 8 p.m. ET for assistance, or create a customer service case in the E-Rate Productivity Center (EPC).

The E-Rate Customer Service Center can:	The E-Rate Customer Service Center is not equipped to:	If you need assistance with matters beyond the scope of the E-Rate Customer Service Center:
Answer general questions regarding the program and escalate complex issues to a USAC Subject Matter Expert.	Determine eligibility of a specific site or service during the call. However, the CSC can educate callers on the eligibility process.	Visit the E-Rate Get Started page and determine if your school, library, or consortia site is described in the list of Eligible Applicants.
Provide instructions and guidance on how to navigate or complete an FCC form in EPC.	Review a form or document for accuracy before official submission.	Please submit your required FCC form. If any information is missing or if the form is incomplete, you will receive an Information Request from the reviewer. If you disagree with a final decision, you may file an appeal with USAC. NOTE: If you are a service provider and need assistance filing an FCC Form 498, contact USAC's Finance Team at (888) 641-8722 and follow the prompts.
Provide helpful resources and best practices for form filings.	Provide copies of applicant or service provider documents that are not already accessible in EPC (or in our Legacy system if applicable).	E-Rate program rules require applicants and service providers to retain documentation sufficient to verify compliance with all FCC rules for a period of ten years after the end of the funding year for which support was provided. You can learn more about Document Retention rules. Please save copies of all documents you submit to USAC as part of an application.
Assist with E-Rate Productivity Center (EPC) questions or issues.	Transfer a call to a specific form reviewer or USAC staff member.	The E-Rate CSC is unable to forward calls to a specific reviewer or USAC staff member. If you received an Information Request or notification, please respond to the request in EPC.
Inform you if your entity is missing an FCC Registration Number (FCC RN) and answer general questions regarding why an FCC RN is required.	Provide FCC.gov assistance for obtaining an FCC RN. However, the call center will provide the FCC RN Helpline contact information.	An FCC RN is required for every entity that will file an FCC form. The entity will access the FCC's CORES webpage to obtain their FCC RN. You can also call the FCC RN Help Line directly at (877) 480-3201.
Provide information regarding the Unique Entity Identifier (UEI) requirement available through SAM.gov.	Provide SAM.gov assistance for obtaining a UEI. However, the call center will provide the SAM.gov Helpline contact information.	Visit SAM.gov for additional information on how to obtain a UEI or register your entity. Stakeholders will be able to reach the SAM.gov Federal Service Desk line directly at (866) 606-8220.