



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 \(EPC\)](#).

Program Participation

The E-Rate CSC can:

- Answer general questions regarding the program, educate callers on the eligibility process, and escalate complex issues to a USAC subject matter expert.

The E-Rate CSC cannot:

- Determine eligibility of a specific site or service.

If the E-Rate CSC cannot help you...

- Visit the E-Rate [Get Started](#) page and determine if your school, library, or consortia site is described in the list of [Eligible Applicants](#).

E-Rate Productivity Center (EPC)

The E-Rate CSC can:

- Provide instructions and guidance on how to navigate or complete an FCC form in EPC.
- Assist with EPC questions or issues.

The E-Rate CSC cannot:

- Provide copies of application or service provider documents that are not already accessible in EPC (or in our Legacy system if applicable).

If the E-Rate CSC cannot help you...

- Please save copies of all documents you submit to USAC as part of an application. E-Rate program rules require applicants and service providers to retain sufficient documentation 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. Learn more about [Document Retention](#) rules.



Form Filing

The E-Rate CSC can:

- Provide helpful resources and best practices for form filings.
- Inform you if your entity is missing an FCC Registration Number (FCC RN), answer questions regarding why an FCC RN is required, and provide the Wireless Licensing Help Center contact information.

The E-Rate CSC cannot:

- Review a form or document for accuracy before official submission.
- Issue an FCC Registration Number (FCC RN).
- Transfer a call to a specific form reviewer or USAC staff member.
- Help service providers with their FCC Form 498.

If the E-Rate CSC cannot help you...

- 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.
- Access the [FCC's CORES webpage](#) to obtain an FCC RN or call the Wireless Licensing Help Center directly at (877) 480-3201.
- If you receive an Information Request or Notification, please respond to this request in EPC.
- Service providers with questions about their FCC Form 498 should contact USAC's Contributors/Service Providers CSC at (888) 641-8722 and follow the prompts for 498 filers.

Unique Entity Identifier

The E-Rate CSC can:

- Provide information regarding the Unique Entity Identifier (UEI) requirement available through SAM.gov and contact information for the SAM.gov Federal Service Desk.

The E-Rate CSC cannot:

- Issue a Unique Entity Identifier (UEI).

If the E-Rate CSC cannot help you...

- Visit [SAM.gov](#) to obtain a UEI. Please note that it may take 4-6 weeks for your UEI to become active once you register with SAM.gov.