



Schools and Libraries (E-Rate) Program
Service Substitution Submission Guide
(Funding Year 2016 and Forward)

June 2025

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Service Substitution Overview

This guide shows how to file a service substitution in the E-Rate Productivity Center (EPC). A service substitution allows certain modifications to the products or services listed on an approved FCC Form 471. For a funding request number (FRN) with both Monthly and One-Time charges, you may request to remove all the Monthly or One-Time charges in your service substitution request. If your service substitution involves multiple FRNs or recipients of service (ROS), you may find it helpful to use an Excel worksheet to define the allocations and to help accurately enter the service substitution in EPC.

Your service substitution must meet the following criteria, as specified in the FCC rules:

- 1) The Administrator shall grant a request by an applicant to substitute a service or product for one identified on its FCC Form 471 where:
 - i. The service or product has the same functionality;
 - ii. The substitution does not violate any contract provisions or state or local procurement laws;
 - iii. The substitution does not result in an increase in the percentage of ineligible services or functions; and
 - iv. The applicant certifies that the requested change is within the scope of the controlling FCC Form 470, including any associated Requests for Proposal, for the original services.
- 2) If a service substitution results in a change in the pre-discount price for the supported service, support shall be based on the lower of either the pre-discount price of the service for which support was originally requested or the pre-discount price of the new, substituted service.
- 3) For purposes of this rule, the two categories of eligible services are not deemed to have the same functionality as one another.

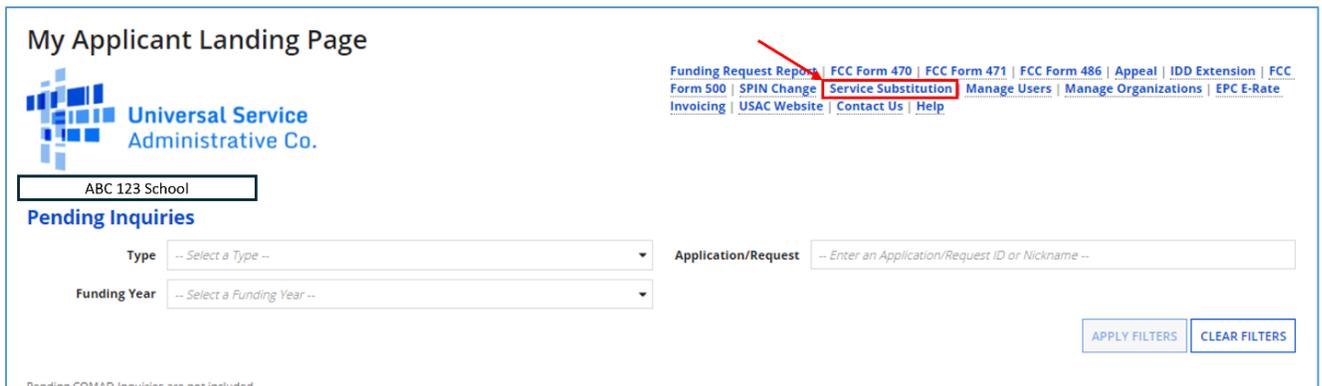
When to File

Service substitutions must be submitted by the FRN's Service Delivery Deadline (SDD): typically June 30 of the Funding Year (FY) for recurring services and special construction charges, or September 30 following the funding year for other non-recurring services. Your FRN's SDD can be found on your Funding Commitment Decision Letter (FCDL) or by using the [E-Rate FRN Status Tool FY2016+](#) on the USAC Open Data website.

We recommend that you file a service substitution promptly upon identifying necessary changes. You can modify services on your FRNs in EPC before or after receiving your FCDL. However, your FCC Form 486 must be certified by its deadline before filing your service substitution request.

Start the Service Substitution Filing Process

Begin the process of filing your service substitution request by clicking **Service Substitution** in the top-right of your EPC My Applicant Landing Page.



The screenshot shows the 'My Applicant Landing Page' for 'ABC 123 School'. At the top right, there is a navigation menu with links: Funding Request Report, FCC Form 470, FCC Form 471, FCC Form 486, Appeal, IDD Extension, FCC Form 500, SPIN Change, Service Substitution (highlighted with a red box and a red arrow), Manage Users, Manage Organizations, EPC E-Rate Invoicing, USAC Website, Contact Us, and Help. Below the navigation menu is the 'Pending Inquiries' section, which includes a search bar for 'Application/Request' and two dropdown menus for 'Type' and 'Funding Year'. At the bottom right of this section are 'APPLY FILTERS' and 'CLEAR FILTERS' buttons. A small note at the bottom left states 'Pending COMAD Inquiries are not included.'

Sections to Complete to Submit a Service Substitution Request

Create Service Substitution				
General Information	Select FRNs	Detailed Info	Additional Questions	Preview

When filing your service substitution, provide and review information in the following five sections of the online form:

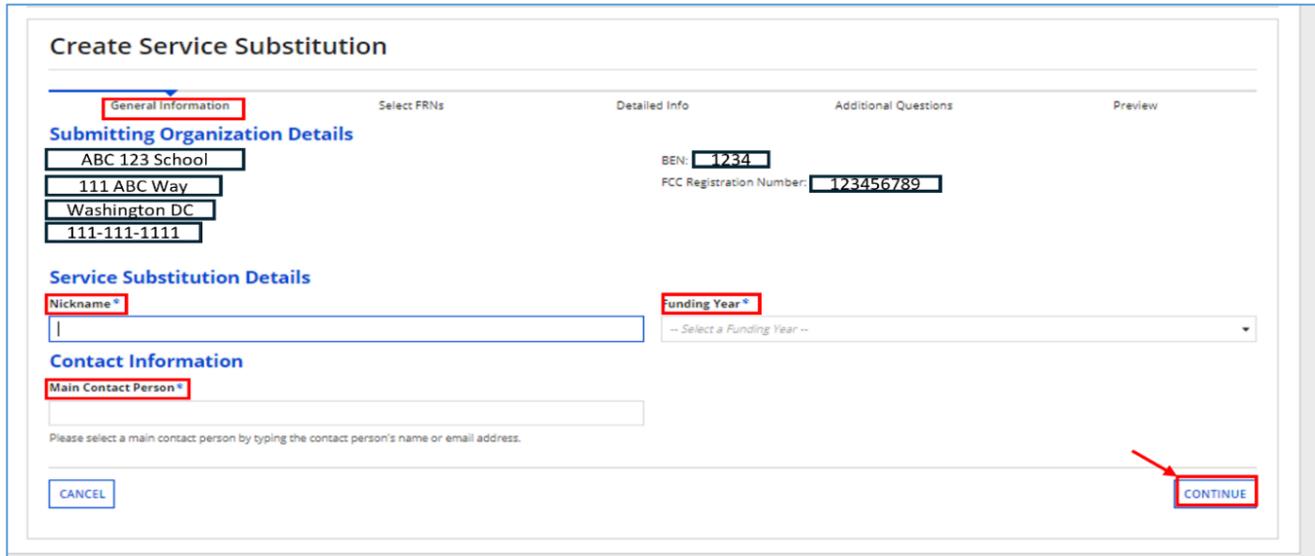
- **General Information:** Include the service substitution request nickname, select the relevant funding year of the FRN(s), and enter the Main Contact Person for your entity.
- **Select FRNs:** Associate the FRN(s) and related FRN Line Item(s) that require modification.
- **Detailed Info:** Explain your requested changes to the affected FRN Line Item(s) in the “To” section of the service substitution Request.
- **Additional Questions:** Check your agreement with the certification questions.
- **Preview:** Review the information you included before submitting your service substitution request.

Create a Service Substitution Request

Provide General Information

- 1) Confirm that your “Submitting Organization Details” are correct. They appear at the top of the form in the top-left and right-of-center.
- 2) Provide information in the following fields under “Service Substitution Details”:
 - a. **Nickname:** Enter the service substitution request nickname.
 - b. **Funding Year:** Select the relevant funding year of the FRN(s) you wish to include.
- 3) Enter the Main Contact Person for your entity in the “Contact Information” section.

- 4) Click **Continue** to move forward to the “Select FRNs” page.



Create Service Substitution

General Information | Select FRNs | Detailed Info | Additional Questions | Preview

Submitting Organization Details

ABC 123 School
111 ABC Way
Washington DC
111-111-1111

BEN: 1234
FCC Registration Number: 123456789

Service Substitution Details

Nickname*
|

Funding Year*
-- Select a Funding Year --

Contact Information

Main Contact Person*
|

Please select a main contact person by typing the contact person's name or email address.

CANCEL CONTINUE

Select the FRN(s) and FRN Line Item(s)

- 1) Select the desired FRN(s) in the “Filters” section, then click **Add FRNs** to include them in your request. The “Selected FRNs” grid will now display your selection.

Create Service Substitution

Use the filters below to search and select FRNs to associate.

General Information **Select FRNs** Detailed Info Additional Questions Preview

Submitting Organization Details

ABC 123 School
 111 ABC Way
 Washington DC
 111-111-1111

BEN: 1234
 FCC Registration Number: 123456789

Filters

Application Number:
 Category of Service:

FRN:

<input type="checkbox"/>	FRN	Application Number	FRN Nickname	Category of Service
<input type="checkbox"/>	111111111	123456789	FRN Nickname	Category 2
<input type="checkbox"/>	111111111	123456789	FRN Nickname	Category 2
<input type="checkbox"/>	111111111	123456789	FRN Nickname	Category 2
<input type="checkbox"/>	111111111	123456789	FRN Nickname	Category 2
<input type="checkbox"/>	111111111	123456789	FRN Nickname	Category 2
<input type="checkbox"/>	111111111	123456789	FRN Nickname	Category 2
<input type="checkbox"/>	111111111	123456789	FRN Nickname	Category 2
<input type="checkbox"/>	111111111	123456789	FRN Nickname	Category 2
<input type="checkbox"/>	111111111	123456789	FRN Nickname	Category 2
<input type="checkbox"/>	111111111	123456789	FRN Nickname	Category 2

9 items

Selected FRNs

<input type="checkbox"/>	FRN	Application Number	FRN Nickname	Category of Service
No FRNs Currently Associated				

You must associate at least one Funding Request

- 2) Select the desired FRN line items to include in your request in the “Filtered Line Items” section of the page and click **Add Line Items**.

Selected FRNs

<input type="checkbox"/>	FRN	Application Number	FRN Nickname	Category of Service
<input type="checkbox"/>	111111111	123456789	PIA Recurring FRN1	Category 2

[REMOVE \(0\) FRNS](#)

Filter FRN Line Items

FRN Line Item Number

Type of Product

[CLEAR SEARCH FILTERS](#) [SEARCH](#)

Filtered Line Items

<input type="checkbox"/>	FRN Number	FRN Line Item Number	Type of Product	Monthly Quantity	One-Time Quantity
<input checked="" type="checkbox"/>	111111111	111111111.001		1	1

[ADD \(1\) LINE ITEMS](#)

Selected Line Items

<input type="checkbox"/>	FRN Number	FRN Line Item Number	Type of Product	Monthly Quantity	One-Time Quantity
No items available					

[REMOVE \(0\) LINE ITEMS](#)

[CANCEL](#) [BACK](#)

[CONTINUE](#)

- 3) Click **Continue** to move forward to the “Detailed Info” page.

Selected FRNs

<input type="checkbox"/>	FRN	Application Number	FRN Nickname	Category of Service
<input type="checkbox"/>	111111111	123456789	PIA Recurring FRN1	Category 2

[REMOVE \(0\) FRNS](#)

Filter FRN Line Items

FRN Line Item Number:

Type of Product:

[CLEAR SEARCH FILTERS](#) [SEARCH](#)

Filtered Line Items

<input type="checkbox"/>	FRN Number	FRN Line Item Number	Type of Product	Monthly Quantity	One-Time Quantity
<input type="checkbox"/>	111111111	111111111.001		1	1

[ADD \(0\) LINE ITEMS](#)

Selected Line Items

<input type="checkbox"/>	FRN Number	FRN Line Item Number	Type of Product	Monthly Quantity	One-Time Quantity
<input type="checkbox"/>	111111111	111111111.001		1	1

[REMOVE \(0\) LINE ITEMS](#)

[CONTINUE](#)

[CANCEL](#) [BACK](#)

Define Your Requested Changes

- 1) Click the blue hyperlink in the “FRN Line Item Number” column in the “FRN Line Item Details” section to request changes to the FRN Line Item.

Enter Service Substitution Details

General Information Select FRNs **Detailed Info** Additional Questions Preview

Submitting Organization Details

ABC 123 School BEN: 1234
 111 ABC Way FCC Registration Number: 123456789
 Washington DC
 111-111-1111

FRN Line Item Details

Click the FRN Line Item Number link(s) in the grid below to complete the Service Substitution request for the the listed Line Items, one at a time.

FRN Number	FRN Line Item Number	Type of Product	Monthly Quantity	One-Time Quantity	Status	Remove
111111111	111111111.001		1	1		

[ADD NEW FRN LINE ITEM](#)

Optional Narrative

Please enter a brief narrative for the Service Substitution request. This is optional.

Optional Supporting Documentation

Document	Description	Uploaded On	Remove
No Supporting Documents have been uploaded			

[Upload Document](#)

CANCEL BACK [CONTINUE](#)

- Review the “From (Original Request)” section for the FRN Line Item, including its Pre-Discount Extended Eligible Line Item Cost approved on the FCC Form 471, shown in the bottom-right of the screenshot below.

Enter Service Substitution Details

General Information Select FRNs **Detailed Info** Additional Questions Preview

Submitting Organization Details

ABC 123 School
111 ABC Way
Washington, DC
111-111-1111

BEN: 1234
FCC Registration Number: 123456789

Selected FRN Details

FRN Number: 111111111
Nickname: FRN Nickname

Service Start Date: 7/1/2024
Contract Expiration Date: 9/30/2025

Line Item Details

Line Item Number: 111111111.001

Type of Product: Connectors

From (Original Request)

Current Commitment Amount per FRN: \$4,325.40
Type of Service: Internal Connections

Service Details

Type of Internal Connection: Cabling/Connectors
Type of Product: Connectors
Make: Tripplite
Model: N252-048

Is Lease or Non-Purchase Agreement?
 YES NO

Monthly Cost		One-Time Cost	
Monthly Recurring Unit Cost	\$0.00	One-time Unit Cost	\$106.25
Monthly Recurring Unit Ineligible Costs	\$0.00	One-time Ineligible Unit Cost	\$0.00
Monthly Recurring Unit Eligible Costs	= \$0.00	One-time Eligible Unit Cost	= \$106.25
Monthly Quantity	0	One-time Quantity	1
Units	Each	Total Eligible One-time Costs	= \$106.25
Total Monthly Eligible Recurring Costs	= \$0.00	Summary	
Months of Service	x 12	Total Eligible Recurring Costs	\$0.00
Total Eligible Recurring Costs	= \$0.00	Total Eligible One-time Costs	+ \$106.25
		Pre-Discount Extended Eligible Line Item Cost	= \$106.25

- 3) Next, outline your requested changes in the “To (Service Substitution Request)” section, located at the bottom of the “Selected FRN Details” page.

In the “To” section, you can request changes to the:

- a. Model and Manufacturer of your service(s). Only for Category 2 Internal Connections.



- b. Bandwidth Download and Upload Speed(s). Only for Category 1 Internet Access.
- c. Monthly Recurring Eligible Cost and Monthly Recurring Ineligible Costs (Pre-Discount).
- d. One-Time Eligible Cost and One-Time Ineligible Cost (Pre-Discount).
- e. Monthly Quantity and One-Time Quantity.

To (Service Substitution Request)

The cost of new products/services should not exceed the old product/service cost for each FRN line item

Revised Commitment Amount per FRN
\$4,309.15

Type of Service
Internal Connections

Service Details

Type of Internal Connection
Cabling/Connectors

Type of Product
Connectors

Make
Tripplite

Model
N252-048

Is Lease or Non-Purchase Agreement?
YES NO ✓

Monthly Cost		One-Time Cost	
Monthly Recurring Unit Cost	\$0.00	One-time Unit Cost	\$90.00
Monthly Recurring Unit Ineligible Costs	\$0.00	One-time Ineligible Unit Cost	\$0.00
Monthly Recurring Unit Eligible Costs	= \$0.00	One-time Eligible Unit Cost	= \$90.00
Monthly Quantity	0	One-time Quantity	1
Units	Each	Total Eligible One-time Costs	= \$90.00
Total Monthly Eligible Recurring Costs	= \$0.00	Summary	
Months of Service	x 12	Total Eligible Recurring Costs	\$0.00
Total Eligible Recurring Costs	= \$0.00	Total Eligible One-time Costs	+ \$90.00
		Pre-Discount Extended Eligible Line Item Cost	= \$90.00

CANCEL BACK **SAVE LINE ITEM DETAILS**

4) After you include your requested changes in your “To” request, click **Save Line Item Details** to navigate back to the “Detailed Info” page.

- 5) Because the applicant outlined their requested changes in the “To” request, note that a green checkmark now appears under the “Status” column in the “FRN Line Item Details” section.

Enter Service Substitution Details

General Information
Select FRNs
Detailed Info
Additional Questions
Preview

Submitting Organization Details

ABC 123 School
111 ABC Way
Washington DC
111-111-1111

BEN: 1234
FCC Registration Number: 123456789

FRN Line Item Details

Click the FRN Line Item Number link(s) in the grid below to complete the Service Substitution request for the listed Line Items, one at a time.

FRN Number	FRN Line Item Number	Type of Product	Monthly Quantity	One-Time Quantity	Status	Remove
111111111	111111111.001		1	1	✔	

ADD NEW FRN LINE ITEM

Optional Narrative

Please enter a brief narrative for the Service Substitution request. This is optional.

Optional Supporting Documentation

Document	Description	Uploaded On	Remove
No Supporting Documents have been uploaded			

Upload Document

CANCEL
BACK
CONTINUE

- 6) if you do not wish to add a new FRN Line Item, and you do not wish to include an optional service substitution request narrative and optional supporting documentation, click **Continue** on the “Detailed Info” page to move forward to the “Additional Questions” page of the form.

Add a New FRN Line Item

- 1) First on the “Detailed Info” page, click Add New FRN Line Item, shown in the center-right of the screenshot below. This action navigates to the “**Add New Line Item**” screen.

Enter Service Substitution Details

General Information
Select FRNs
Detailed Info
Additional Questions
Preview

Submitting Organization Details

ABC 123 School

111 ABC Way

Washington DC

111-111-1111

BEN: 1234

FCC Registration Number: 123456789

FRN Line Item Details

Click the FRN Line Item Number link(s) in the grid below to complete the Service Substitution request for the listed Line Items, one at a time.

FRN Number	FRN Line Item Number	Type of Product	Monthly Quantity	One-Time Quantity	Status	Remove
111111111	111111111.001		1	1	●	

ADD NEW FRN LINE ITEM

Optional Narrative

Please enter a brief narrative for the Service Substitution request. This is optional.

Optional Supporting Documentation

Document	Description	Uploaded On	Remove
No Supporting Documents have been uploaded			

Upload Document

CANCEL
BACK

CONTINUE

- 2) In the “Add New Line Item” section, first select the parent FRN associated with the new FRN Line Item from options in the “FRN Number” drop-down menu.

In addition, select the relevant, original FRN Line Item that you wish to create a new line item based on among the options in the “Line Item to Split” drop-down menu.

Enter Service Substitution Details

General Information Select FRNs **Detailed Info** Additional Questions Preview

Submitting Organization Details

ABC 123 School BEN: 1234
111 ABC Way FCC Registration Number: 123456789
Washington DC
111-111-1111

Add New Line Item

The cost of new products/services should not exceed the old product/service cost for each FRN line item

FRN Number
Please select a value

Line Item to Split
Please select a value

New Commitment Amount per FRN
\$0.00

CANCEL BACK **SAVE NEW LINE ITEM**

Then, click **Save New Line Item** to move forward.

- 3) At the top of the next screen, the “Selected FRN Details” and “Line Item Details” sections show information regarding the FRN and original FRN Line Item associated with the new FRN Line Item you are creating.

In the center of the screen, the “FRN Number” and “Line Item” drop-down menus allow you to select the original FRN and FRN Line Item to create a new FRN Line Item from. A message at the top of the “Add New Line Item” section communicates that the cost of the new FRN Line Item should not exceed the cost of the original FRN Line Item.

Enter Service Substitution Details

General Information
Select FRNs
Detailed Info
Additional Questions
Preview

Submitting Organization Details

ABC 123 School
111 ABC Way
Washington DC
111-111-1111

BEN: 1234
FCC Registration Number: 123456789

Selected FRN Details

FRN Number: 111111111
Nickname: FRN Nickname

Service Start Date: 7/1/2024
Service End Date: 6/30/2025

Line Item Details

Line Item Number: 111111111.001
Type of Product: N/A

Add New Line Item

The cost of new products/services should not exceed the old product/service cost for each FRN line item

FRN Number: 111111111

Line Item to Split: 111111111.A01

New Commitment Amount per FRN: \$106,800.00
Type of Service: Basic Maintenance of Internal Connections

Service Details

Type of Product Being Maintained: Basic Maintenance of Internal Connections

Total Quantity of Equipment Maintained:

Provide the total quantity for all equipment types being covered at the entity

<table border="1" style="width: 100%; border-collapse: collapse;"> <tr><td>Monthly Cost</td><td></td></tr> <tr><td>Monthly Recurring Cost</td><td></td></tr> <tr><td>Monthly Recurring Ineligible Costs</td><td></td></tr> <tr><td>Monthly Recurring Eligible Costs</td><td style="text-align: right;">Calculated</td></tr> <tr><td>Months of Service</td><td style="text-align: right;">x 12</td></tr> <tr><td>Total Eligible Recurring Costs</td><td style="text-align: right;">=</td></tr> </table>	Monthly Cost		Monthly Recurring Cost		Monthly Recurring Ineligible Costs		Monthly Recurring Eligible Costs	Calculated	Months of Service	x 12	Total Eligible Recurring Costs	=	<table border="1" style="width: 100%; border-collapse: collapse;"> <tr><td>One-Time Cost</td><td></td></tr> <tr><td>One-time Cost</td><td></td></tr> <tr><td>One-time Ineligible Cost</td><td></td></tr> <tr><td>One-time Eligible Cost</td><td style="text-align: right;">Calculated</td></tr> <tr><td colspan="2">Summary</td></tr> <tr><td>Total Eligible Recurring Costs</td><td></td></tr> <tr><td>One-time Eligible Cost</td><td></td></tr> <tr><td>Pre-Discount Extended Eligible Line Item Cost</td><td style="text-align: right;">=</td></tr> </table>	One-Time Cost		One-time Cost		One-time Ineligible Cost		One-time Eligible Cost	Calculated	Summary		Total Eligible Recurring Costs		One-time Eligible Cost		Pre-Discount Extended Eligible Line Item Cost	=
Monthly Cost																													
Monthly Recurring Cost																													
Monthly Recurring Ineligible Costs																													
Monthly Recurring Eligible Costs	Calculated																												
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Total Eligible Recurring Costs	=																												
One-Time Cost																													
One-time Cost																													
One-time Ineligible Cost																													
One-time Eligible Cost	Calculated																												
Summary																													
Total Eligible Recurring Costs																													
One-time Eligible Cost																													
Pre-Discount Extended Eligible Line Item Cost	=																												

SAVE NEW LINE ITEM

- 4) In the “Service Details” section shown in the screenshot above, you can provide FRN Line Item details for the new FRN Line Item, including:
 - a. The total quantity of equipment maintained (for Basic Maintenance of Internal Connections service).
 - b. Model and Manufacturer of the services on your new FRN Line Item.
 - c. Monthly Recurring Eligible Cost and Monthly Recurring Ineligible Costs.
 - d. One-Time Eligible Cost and One-Time Ineligible Cost.

Enter \$0.00 for Monthly or One-Time Eligible or Ineligible costs that do not apply.

- 5) Click **Save New Line Item** to return to the “Detailed Info” page.

Now, the new FRN Line Item the applicant created appears in the “FRN Line Item Details” section, shown in the screenshot below.

Enter Service Substitution Details

General Information
Select FRNs
Detailed Info
Additional Questions
Preview

Submitting Organization Details

ABC 123 School BEN: 1234

111 ABC Way FCC Registration Number: 123456789

Washington DC

111-111-1111

FRN Line Item Details

Click the FRN Line Item Number link(s) in the grid below to complete the Service Substitution request for the the listed Line Items, one at a time.

FRN Number	FRN Line Item Number	Type of Product	Monthly Quantity	One-Time Quantity	Status	Remove
111111111	111111111.001		1	1	●	
111111111	111111111.A01		1	1	●	✖

[ADD NEW FRN LINE ITEM](#)

Optional Narrative

Please enter a brief narrative for the Service Substitution request. This is optional.

Optional Supporting Documentation

Document	Description	Uploaded On	Remove
No Supporting Documents have been uploaded			

[Upload Document](#)

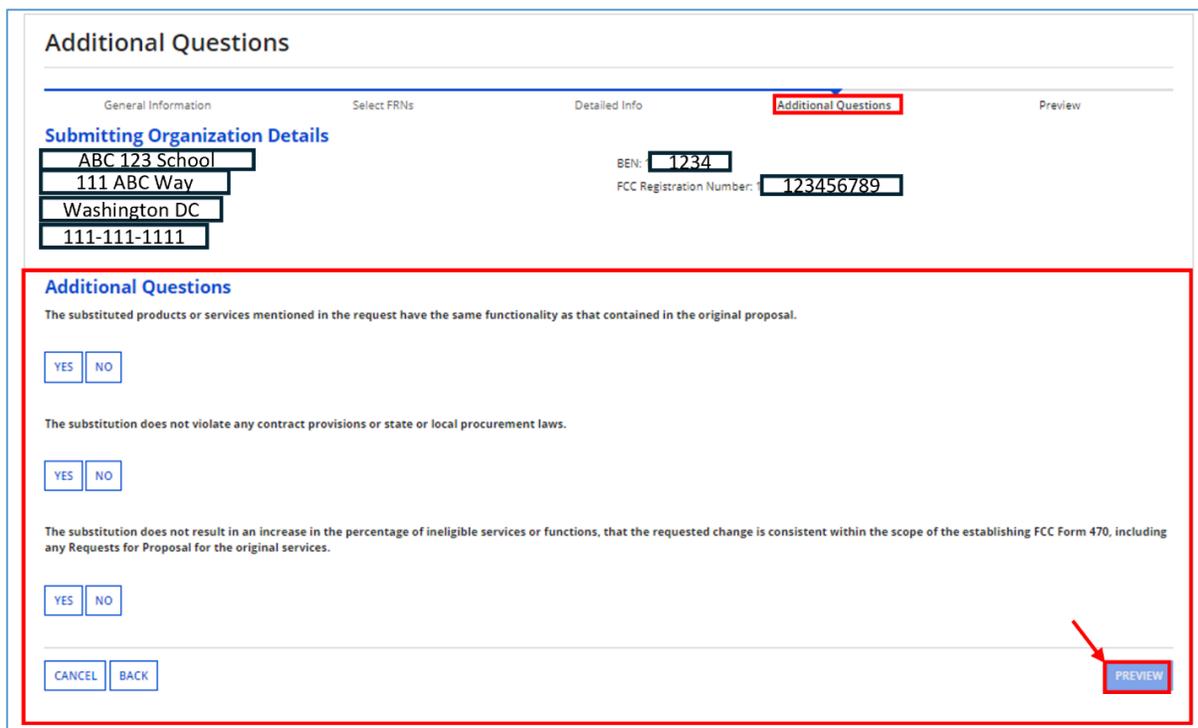
CANCEL
BACK

CONTINUE

- 6) If you wish to create additional, new FRN Line Items, click **Add New FRN Line Item** and follow the same process outlined in Steps #2-5 of this section. If you wish to move forward, click **Continue** to proceed to the “Additional Questions” page.

Answer Additional Questions

- 1) On the “Additional Questions” page in the “Additional Questions” section, make your certifications to the service substitution certification questions by clicking **Yes** or **No** below each question.
- The substituted products or services mentioned in the request have the same functionality as that contained in the original proposal.
 - The substitution does not violate any contract provisions or state or local procurement laws.
 - The substitution does not result in an increase in the percentage of ineligible services or functions, that the requested change is consistent within the scope of the establishing FCC Form 470, including any Requests for Proposal for the original services.



Additional Questions

General Information Select FRNs Detailed Info **Additional Questions** Preview

Submitting Organization Details

ABC 123 School
111 ABC Way
Washington DC
111-111-1111

BEN: 1234
FCC Registration Number: 123456789

Additional Questions

The substituted products or services mentioned in the request have the same functionality as that contained in the original proposal.

YES NO

The substitution does not violate any contract provisions or state or local procurement laws.

YES NO

The substitution does not result in an increase in the percentage of ineligible services or functions, that the requested change is consistent within the scope of the establishing FCC Form 470, including any Requests for Proposal for the original services.

YES NO

- 2) Next, click **Preview** to move forward to the “Preview” page.

Review the “Preview” Page Before Filing

- 1) On the service substitution “Preview” page, review the information you provided on the previous four pages. After you confirm that this information is correct, click **Submit** to submit your service substitution.

Enter Service Substitution Details

General Information
Select FRNs
Detailed Info
Additional Questions
Preview

Submitting Organization Details

ABC 123 School
 111 ABC Way
 Washington DC
 111-111-1111

BEN: 1234
 FCC Registration Number: 123456789

FRN Line Item Details

Select the FRN Line Item Number from the grid below to view more detailed information for that Line Item.

FRN Line Item Number	Product Type	Total Eligible Line Item Cost
111111111.001		\$106,800.00
111111111.A01		\$1,200.00

Optional Narrative

No narrative has been entered for this Service Substitution request.

Optional Supporting Documentation

Document	Description	Uploaded On
No Supporting Documents have been uploaded.		

Additional Questions

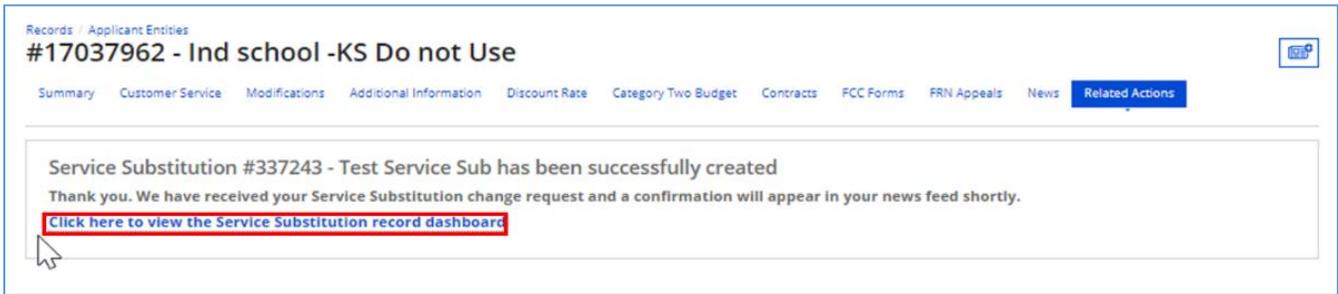
The substituted products or services mentioned in the request have the same functionality as that contained in the original proposal.
 Yes

The substitution does not violate any contract provisions or state or local procurement laws.
 Yes

The substitution does not result in an increase in the percentage of ineligible services or functions, that the requested change is consistent within the scope of the establishing FCC Form 470, including any Requests for Proposal for the original services.
 Yes

After Filing Your Service Substitution Request

- The next screen confirms your filing and provides your request number. Click the blue hyperlink shown in the screenshot below to go to your service substitution request's "Summary" page.



The screenshot shows a web application interface. At the top, it says "Records / Applicant Entities" and "#17037962 - Ind school -KS Do not Use". Below this is a navigation bar with links: Summary, Customer Service, Modifications, Additional Information, Discount Rate, Category Two Budget, Contracts, FCC Forms, FRN Appeals, News, and Related Actions. The main content area displays a confirmation message: "Service Substitution #337243 - Test Service Sub has been successfully created. Thank you. We have received your Service Substitution change request and a confirmation will appear in your news feed shortly." A red box highlights a blue hyperlink: "Click here to view the Service Substitution record dashboard". A mouse cursor is pointing at the link.

Service Substitution Decisions

For FY2016 and forward, USAC issues you and your service provider(s) a Revised Funding Commitment Decision Letter (**RFCDL**) after your service substitution request is processed. You can access your service substitution RFCDL in your EPC **News** feed.

On your RFCDL, the FRN(s) on your service substitution may receive one of the following decisions that are explained below:

- **Approved:** Your requested modification(s) to the FRN(s) on the service substitution was made and your request is approved.
- **Canceled:** You requested to cancel your service substitution, and this request was approved.
- **Dismissed:** Your requested modification(s) to the FRN(s) on the service substitution request was not made because of a specific reason. For example, the service substitution request in question is a duplicate of another service substitution currently in review.
- **Denied:** The FRN(s) on your service substitution:
 - Was previously canceled, denied or rescinded through a Commitment Adjustment (COMAD).
 - Has an issue with change of service category. For example, changing from category one services to category two services.
 - Has requested services with different functionality from the original services.

- Has ineligible or partially ineligible charges associated with the services in your “From (Original Request)” or “To (Service Substitution Request)”.
- Has an SDD(s) that passed before you submitted your service substitution request.

Note that an overall, request-level decision of “Partially Approved” means that multiple FRNs on the service substitution received different decisions. For example, one FRN on your service substitution request may have an “Approved” decision while another FRN has a “Dismissed” decision. You would need to review the service substitution in greater detail to understand the decisions for each FRN.

You may appeal USAC’s decision on your service substitution if you disagree with a USAC decision. You must first file an appeal with USAC before appealing the decision to the FCC. If USAC denies your appeal, you may then appeal the decision to the FCC.