

Filing a Customer Service Case

Table of Contents

Topic	Page
File a Case	3
Manage a Case	12

File a Case

My Applicant Landing Page



Universal Service
Administrative Co.

Welcome, [School District 6!](#)

Pending Inquiries

Type

Funding Year

Application/Request

APPLY FILTERS

CLEAR FILTERS

Pending COMAD Inquiries are not included.

Application/Request Number	Nickname	Inquiry Name	Outreach Type	Date Sent	Due Date ↑	Extn.	Status
191000006	My FY2019 C1 Form 471	For use when validating a school	E-Rate Information Request	11/7/2019 2:53 PM EST	11/22/2019	0	Response Needed

[Funding Request Report](#) | [FCC Form 470](#) | [FCC Form 471](#) | [FCC Form 486](#) | [Appeal](#) | [FCC Form 500](#) | [SPIN Change](#) | [Service Substitution](#) | [Hurricane Impact Designation](#) | [Manage Users](#) | [Manage Organizations](#) | [USAC Website](#) | [Contact Us](#) | [Help](#)

① Click on the “Contact Us” link on your Landing Page

Note: You can also click on the “Actions” link in the blue navigation bar, and then select the “Contact Us” link

② Complete the fields on the page (details follow on the next pages)

File a Case

Create a Customer Service Case

Case Details

Nickname *

Description *

Topic *
Please select a value ▼

Priority *
Please select a value ▼

Inquiry Type
Web

Form Type ▼

Form Number

Document

Attachments

<input type="checkbox"/>	Attachment	Attachment Type
No items available		

[Find Attachment](#)

Case Contact

Select Contact *

✕

I would like to choose a user in the system
 I would like to enter in a contact that is not in the system

Nickname: a phrase of your choice to identify the nature of the case and distinguish it from other cases you may file

Description: a description of the question or problem you need the Client Services Bureau to address

Create a Customer Service Case

Case Details

Nickname *

Description *

Topic: select the topic that best fits the case

Topic *

Please select a value

Please select a value

Competitive Bidding

Contracts

Eligible Entities

Eligible Services

Appeals

Post Commitment Changes

Service Providers

CIPA

FCC Form 470

FCC Form 471

FCC Form 486

Once you have chosen a topic, a subtopic menu will display.

Subtopic: select the subtopic that best fits the case

Priority: always select “High”

Priority *

Please select a value

Please select a value

High

Medium

Low

Form Type: select the relevant form, if appropriate

Form Number: enter the form number if the case is regarding a specific form

Form Type


Please select a value

Form Number

Multiple application numbers must be separated by a comma.

Document: select the “UPLOAD” button to locate and attach any file(s) relevant to the case, or simply drag the file from your computer onto the “Drop file here” area

Document

UPLOAD  Drop file here


Attachments

<input type="checkbox"/>	Attachment	Attachment Type
No items available		

Case Contact: the user creating the case is entered by default; enter information for another user if appropriate

Case Contact

Select Contact *

 School District 6 User 1 

I would like to choose a user in the system
 I would like to enter in a contact that is not in the system

Click on the “X” next to a user to remove them as a case contact

Create a Customer Service Case

Case Details

Nickname *

My Customer Service Case

Description *

Please add Crimson School House - Entity 111 to the Red School District - Entity 999

Topic *

Eligible Entities

Subtopic *

Entity Updates

Priority *

High

Inquiry Type

Web

Form Type

Please select a value

Form Number

Multiple application numbers must be separated by a comma.

Document

UPLOAD  Drop file here

Attachments

Attachment


Attachment Type

No items available

[Find Attachment](#)

Case Contact

Select Contact *

 School District 6 User 1 ✕

I would like to choose a user in the system

I would like to enter in a contact that is not in the system

CANCEL

SUBMIT

③ Click on the "SUBMIT" button to file the case

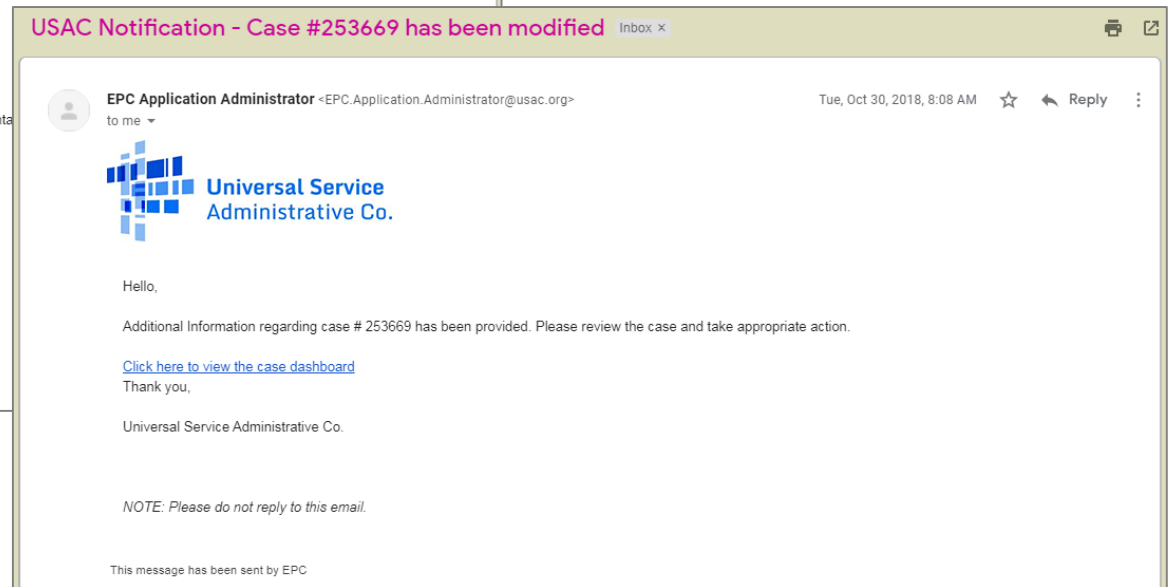
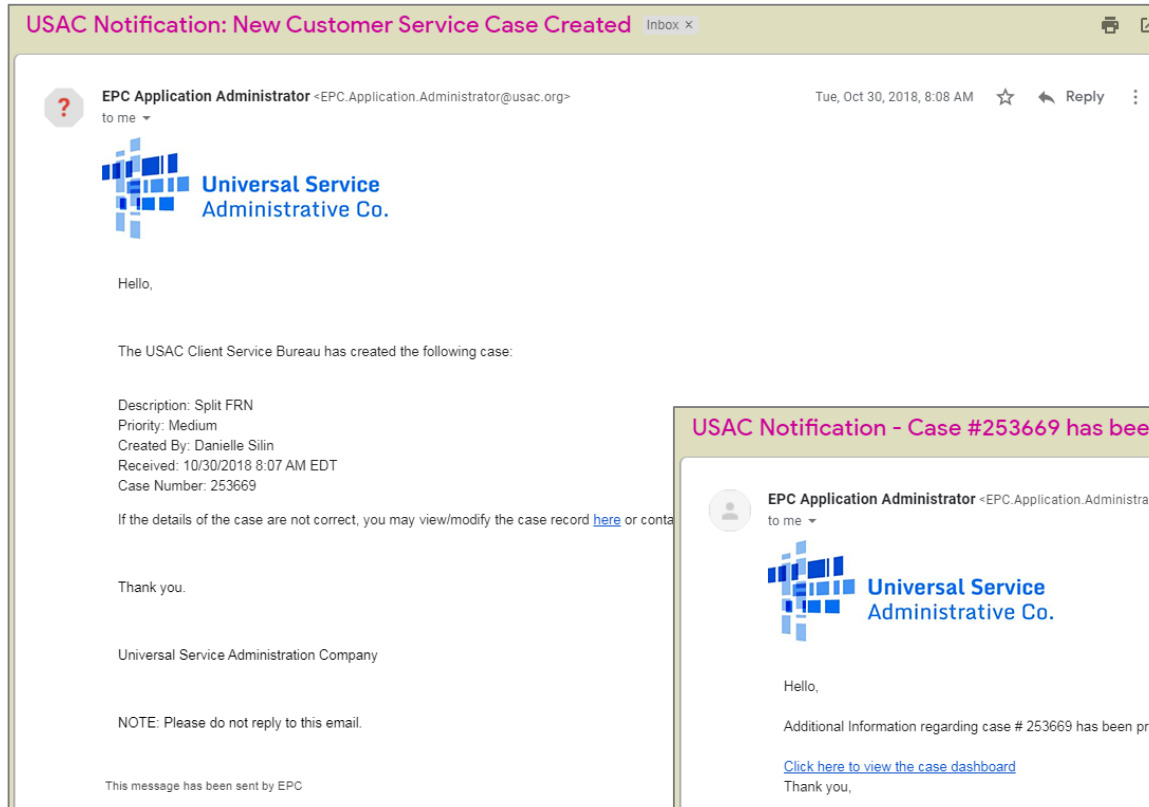
Case #1916 has been created
[Click here to view the case](#)

④ Click on the link
to view the case

Manage a Case

Manage a Case

The EPC system will notify you via email when your case is created and if the status of the case changes. Click on the case link in the email to go to the case record in EPC.



Cases will also appear on your Landing Page in the Customer Service Cases section (you will need to scroll down the page to view this section of the page).

My Entities				
Entity	Entity Number	City	State	Zip Code
School District 6	116	Springfield	ME	04487
School District 6 School A	117	Springfield	ME	04487
School District 6 School B	118	Springfield	ME	04487
School District 6 NIF	119	Springfield	ME	04487

Customer Service Cases				
Case ID	Topic	Nickname	Status	Date Created
1916	Eligible Entities	My Customer Service Case	Pending	10/3/2019 11:15 AM EDT
1915	FCC Form 472 - BEAR	My Customer Service Case	Pending	10/3/2019 11:01 AM EDT
914	Eligible Entities	My Customer Service Case	Pending	10/4/2017 11:53 AM EDT

Click on the case number for a case to display it.

When viewing a case record, you can see details about the case including its status (e.g. pending, in review, closed).

Any messages from USAC will appear in the Case Thread area, such as requests for further information, or a final summation of actions taken.

Records / Customer Service Cases

#1916 - My Customer Service Case

[Summary](#) [News](#) [Related Actions](#)

[UPDATE CASE](#)

Case Details

Topic Eligible Entities - Entity Updates
Status Pending
Priority High
Inquiry Type Web

Created By School District 6 User 1
Created On 10/3/2019 11:15 AM EDT
Organization School District 6

Case Description

Description Please add Crimson School House - Entity 111 to the Red School District - Entity 999

Case Artifacts

Documents			Attachments	
Name	Uploaded By	Upload Date	Attachment	Attachment Type
No items available			No items available	

Case Thread

User	Note	Date
No items available		

Case Contact


Case Contact School District 6 User 1

Manage a Case

To add additional information, request updates, or respond to a USAC staffer's case thread comment, click on the "UPDATE CASE" button.

Records / Customer Service Cases

#1916 - My Customer Service Case

 [UPDATE CASE](#)

[Summary](#) [News](#) [Related Actions](#)

Case Details

Topic	Eligible Entities - Entity Updates	Created By	School District 6 User 1
Status	Pending	Created On	10/3/2019 11:15 AM EDT
Priority	High	Organization	School District 6
Inquiry Type	Web		

Case Description

Description Please add Crimson School House - Entity 111 to the Red School District - Entity 999

Case Artifacts

Documents			Attachments	
Name	Uploaded By	Upload Date	Attachment	Attachment Type
No items available			No items available	

Case Thread

User	Note	Date
No items available		

Case Contact

Case Contact School District 6 User 1



If you update a case with any further information, your response will also display in the Case Thread area.

▼ Case Thread

User	Note	Date
USAC	<p>Hello Anne,</p> <p>This is a known issue and we appreciate your patience while we continue to work on this issue. Please input notes in your narrative of your request and ensure you upload your RFP in the EPC Portal. Your request of changes will be fixed during the review process. If you have any additional questions or concerns please contact CSB at (888)203-8100. This case is now closed.</p> <p>Thank you.</p>	2/8/2018 11:56 AM EST
Anne Perloff	<p>Please update the entity type and name for BEN 4265.</p> <p>It is currently a School and should be changed to a Non-Instructional Facility.</p> <p>The current name is LOMBARD ELEMENTARY SCHOOL. The new name should be RSU 30 CENTRAL OFFICE.</p> <p>The reason for this change is that students no longer attend classes at this building and the district uses it as a central office.</p>	12/15/2017 2:42 PM EST