


# Filing a Customer Service Case

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# File a Case

## My Applicant Landing Page



Universal Service Administrative Co.

Welcome, [School District 6!](#)

### Pending Inquiries

Type

Application/Request

Funding Year

Pending COMAD Inquiries are not included.

Application/Request Number	Type	Nickname	Inquiry Name	Outreach Type	Date Sent	Due Date	↑	Extn.	Status
No items available									

[Funding Request Report](#) | [FCC Form 470](#) | [FCC Form 471](#) | [FCC Form 486](#) | [Appeal](#) | [IDD Extension](#) | [FCC Form 500](#) | [SPIN Change](#) | [Service Substitution](#) | [Manage Users](#) | [Manage Organizations](#) | [EPC E-Rate Invoicing](#) | [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 \*

Priority \*

Inquiry Type

Web

Form Type

Form Number

Document

Attachments

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

*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*

<b>Form Type</b>	<b>Form Number</b>
Please select a value ▼	Multiple application numbers must be separated by a comma.



# File a Case

*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

<input type="checkbox"/>	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

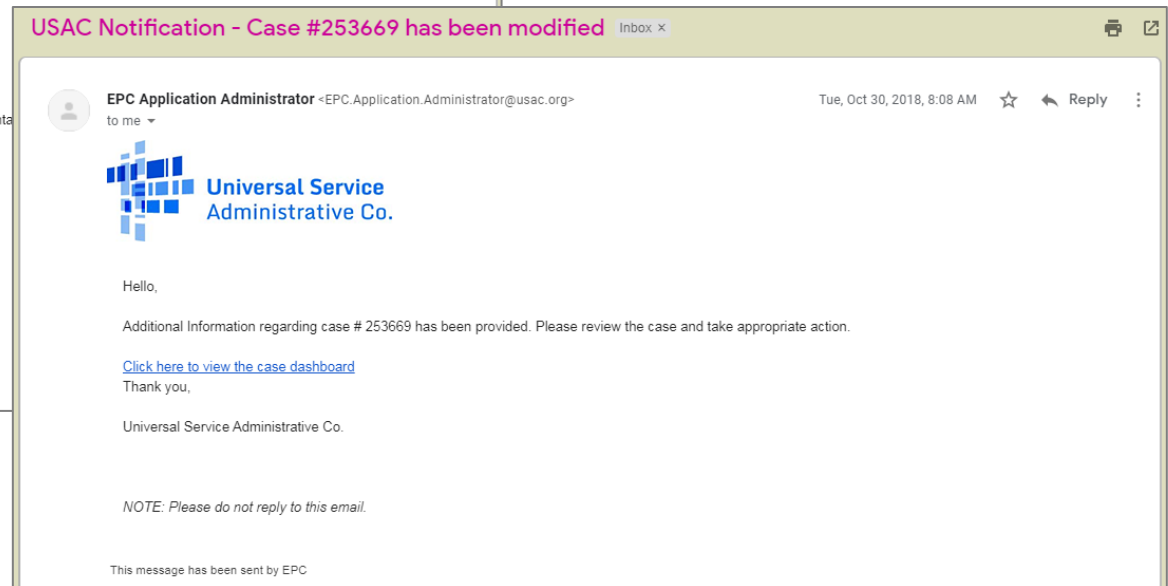
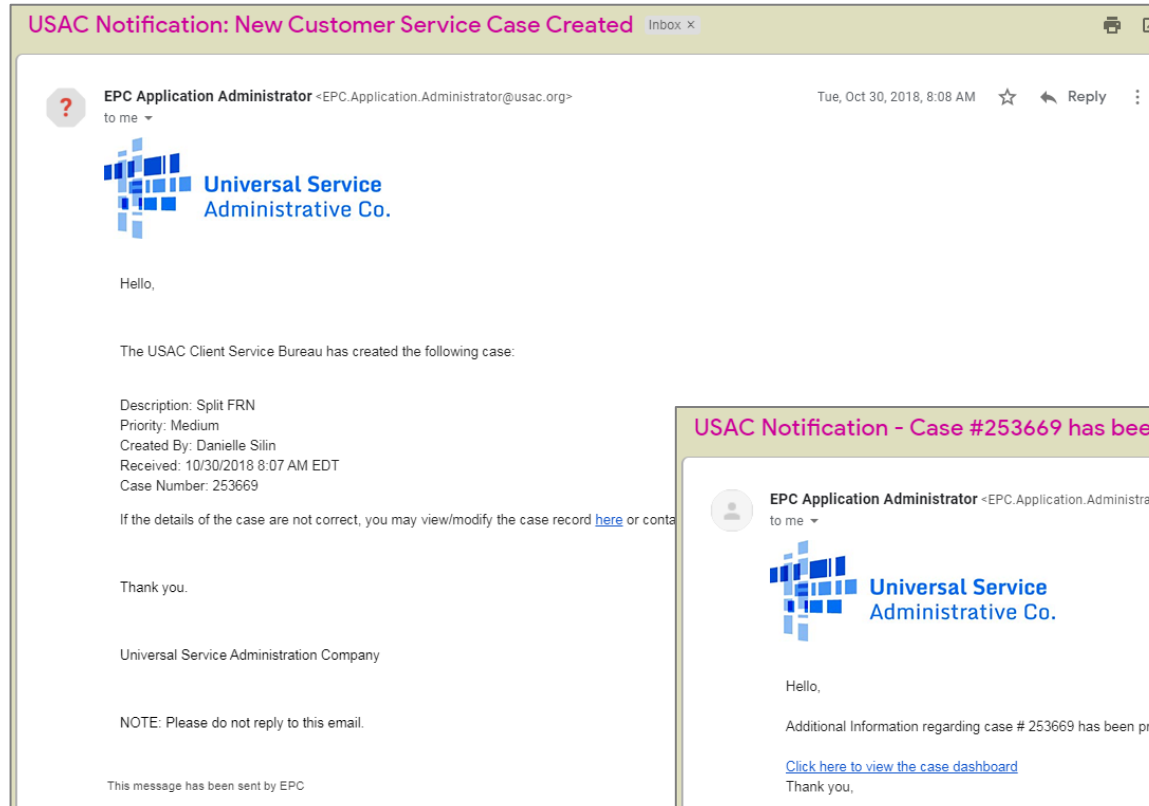
Case #1916 has been created  
[Click here to view the case](#)

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.


# Manage a Case

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

 [UPDATE CASE](#)

Summary

News

Related Actions

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**

Name	Uploaded By	Upload Date	
No items available			

**Attachments**

Attachment	Attachment Type
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

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

 [UPDATE CASE](#)

### Case Details

<b>Topic</b>	Eligible Entities - Entity Updates	<b>Created By</b>	School District 6 User 1
<b>Status</b>	Pending	<b>Created On</b>	10/3/2019 11:15 AM EDT
<b>Priority</b>	High	<b>Organization</b>	<a href="#">School District 6</a>
<b>Inquiry Type</b>	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