

Navigating EPC

Table of Contents



Topic	Page
The Landing Page	3
The Top Navigation Bar	9
Additional Navigation	22

The Landing Page


The Landing Page is the first page that displays upon logging into your EPC account

top section of Landing Page:

[News](#) [Tasks \(24\)](#) [Records](#) [Reports](#) [Actions](#)

  appian

My Applicant Landing Page ↖ navigation bar

 **Universal Service
Administrative Co.**

[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](#)

links to common forms and actions ↖

Welcome, [School District 6!](#)

Pending Inquiries

Type

Application/Request

Funding Year

[APPLY FILTERS](#) [CLEAR FILTERS](#)

Pending COMAD Inquiries are not included.

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

Notifications

Notification Type

Funding Year

Status ☒ All
☐ Generated
☐ Not Generated

Notification	Description	Issued Date	Generated By	Generated On
No items available				

← form and certification notifications; decision letters

← pending inquiries that need to be completed and submitted

middle section of Landing Page:

Notifications

Notification Type Please select a value

Funding Year -- Select a Funding Year --

Status ? ☒ All
☐ Generated
☐ Not Generated

Notification	Description	Issued Date	Generated By	Generated On	
No items available					

My Entities

← entities associated with your BEN

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

← customer service cases you have opened

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

bottom section of Landing Page:

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

FCC Forms and Post-Commitment Requests

☒ FCC Forms
☐ Post-Commitment Requests

Form Type

FCC Form 470

Funding Year

-- Select a Funding Year --

Status

☒ All
☐ Incomplete
☐ Certified
☐ Canceled

↙ forms and requests filed by your BEN

Nickname	Application Number	Funding Year	Status
No items available			

Click on an “>”
button to expand
a section

Click on an “v”
button to collapse
a section

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

> FCC Forms and Post-Commitment Requests

☒ FCC Forms

☐ Post-Commitment Requests

Form Type

FCC Form 470

Funding Year

-- Select a Funding Year --

Status

☒ All

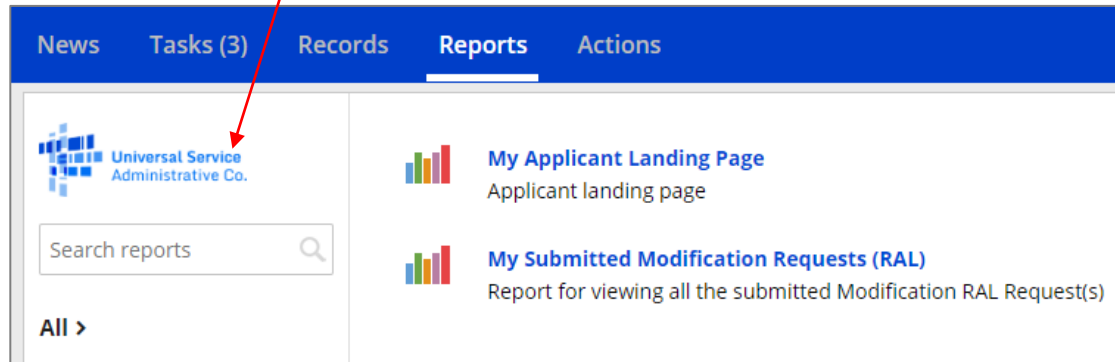
☐ Incomplete

☐ Certified


Nickname	Application Number	Funding Year	Status
No items available			

Landing Page

Click on the USAC logo to return to the Landing Page





News Tasks (3) Records **Reports** Actions

 Universal Service Administrative Co.

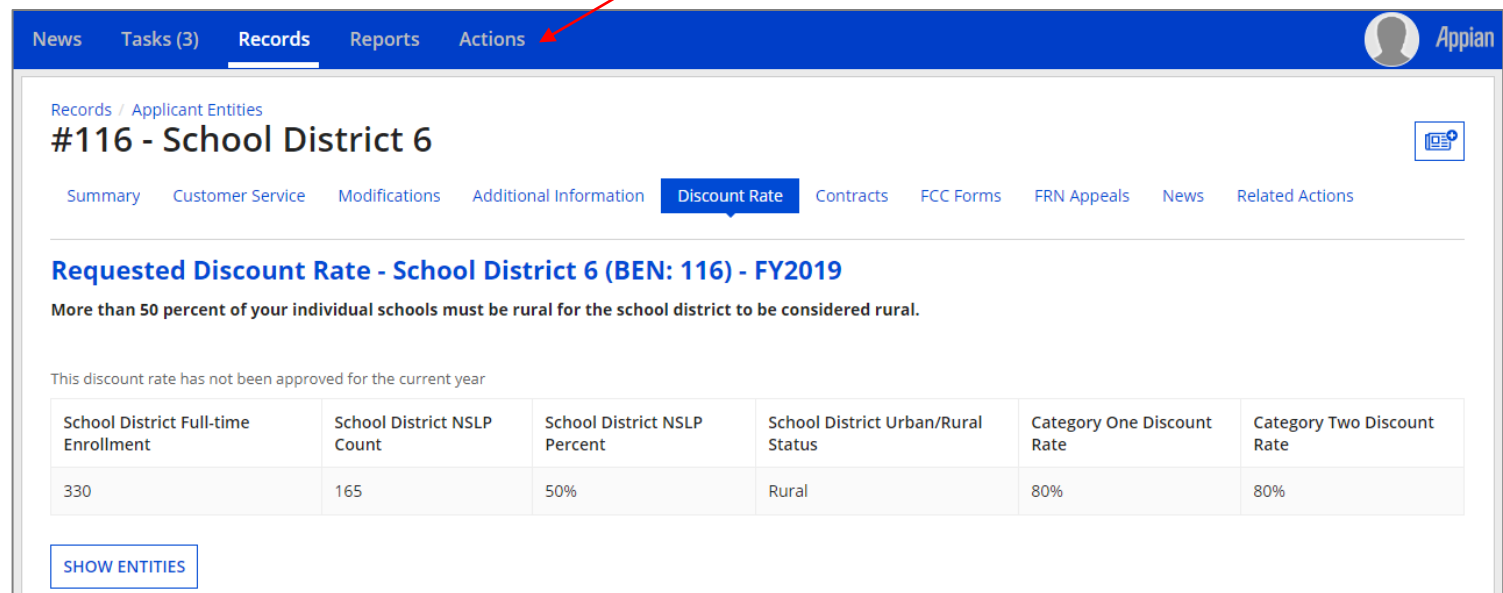
Search reports

All >

 **My Applicant Landing Page**
Applicant landing page

 **My Submitted Modification Requests (RAL)**
Report for viewing all the submitted Modification RAL Request(s)

If you are on a page without a logo, first click on any of the items in the blue bar at the top of the window and then click on the USAC logo to return to the Landing Page



News Tasks (3) **Records** Reports Actions

Records / Applicant Entities

#116 - School District 6

Summary Customer Service Modifications Additional Information **Discount Rate** Contracts FCC Forms FRN Appeals News Related Actions

Requested Discount Rate - School District 6 (BEN: 116) - FY2019

More than 50 percent of your individual schools must be rural for the school district to be considered rural.

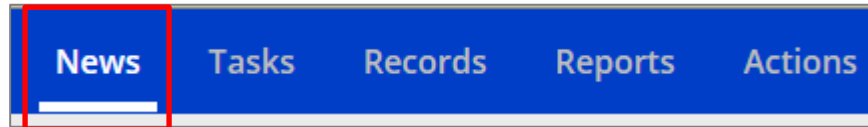
This discount rate has not been approved for the current year

School District Full-time Enrollment	School District NSLP Count	School District NSLP Percent	School District Urban/Rural Status	Category One Discount Rate	Category Two Discount Rate
330	165	50%	Rural	80%	80%

SHOW ENTITIES

The Top Navigation Bar





The News Page displays a list of current news items such as:

- Notifications on actions taken in EPC
- All USAC notification letters
- The weekly Schools and Libraries News Brief
- Organization relationship, entity, and user changes
- Posts that you, your followers, or users that you follow have made


A screenshot of the 'News' page in a web application. The top navigation bar is blue with white text links: 'News', 'Tasks (3)', 'Records', 'Reports', and 'Actions'. The 'News' link is underlined. On the left side, there is a sidebar with the 'Universal Service Administrative Co.' logo, a 'Search news' input field with a magnifying glass icon, and a list of filters: 'All >', 'Updates', 'Participating', 'Kudos 🏆', and 'Starred ★'. The main content area has a white background. At the top of this area is a text input field with the placeholder 'Click here to post...' and a speech bubble icon. Below this, there are two news items. The first item is titled 'USAC's Internal System' and includes a blue icon of a network diagram. The text describes a new RFP document titled 'Service Specifications 2020' associated with FCC Form 470 200000025, filed by Ind Library 10131 on 8/23/2019 at 10:52 AM EDT. It mentions that the document is available for download by clicking on the FCC Form 470 record link and then clicking on 'View RFP documents'. Below the text are two blue buttons: '20-Internet - #2000000...' and '#4197 - Ind Library 101...'. At the bottom of the item are the date 'Aug 23, 2019', a star icon, a lock icon, and a 'Comment' link. The second item is titled 'SL NewsBriefs' and includes a blue icon of an open book. The text states that a new edition of the SL NewsBrief is available, providing information about upcoming funding commitments, tips for the application process, and other timely information. Below the text are the date 'Jul 20, 2019', a star icon, a lock icon, and a 'Comment' link.

The News Page when accessed from the Top Navigation bar displays news items from every single entity that is in EPC.

To view only News items pertinent to your organization:

① Ignore the link in the Top Navigation bar and return to the Landing Page

My Applicant Landing Page



Universal Service Administrative Co.

Welcome, School District 6!

[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](#)

② Then click on your organization's name either here

←

Notifications

Notification Type Please select a value

Funding Year -- Select a Funding Year --

Status ? ☒ All ☐ Generated ☐ Not Generated

Notification	Description	Issued Date	Generated By	Generated On
No items available				

My Entities

or here

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

Records / Applicant Entities

#116 - School District 6

[CREATE A NEW USER](#) [ADD OR REMOVE EXISTING USERS](#) [MANAGE USER PERMISSIONS](#) [...](#)

[Summary](#) [Customer Service](#) [Modifications](#) [Additional Information](#) [Discount Rate](#) [Contracts](#) [FCC Forms](#) [FRN Appeals](#) [News](#) [Related Actions](#)

Organization Details

Name	School District 6	Applicant Type	School District
Entity Number	116	Status	Active
FCC Registration Number	1234564560		

③ Click on the “News” link in the menu

④ Now only news items for your organization will display

Records / Applicant Entities

#116 - School District 6



[Summary](#) [Customer Service](#) [Modifications](#) [Additional Information](#) [Discount Rate](#) [Contracts](#) [FCC Forms](#) [FRN Appeals](#) **News** [Related Actions](#)



USAC's Internal System School District 6's FCC Form 470 - 200000001 for Funding Year 2020 was successfully posted to the USAC website on 7/1/2019. This posting begins the required 28 day competitive bidding process. The allowable contract date is 7/29/2019.

It is important that you review this form now to make sure the products and services you require have been correctly posted and, if necessary, take any appropriate corrective action as soon as possible. You are allowed to correct certain errors on your form but not others. For fields that allow a correction, you will be able to edit the information in the form field directly.

To determine what corrections are allowable and why, see the "List of correctable ministerial and clerical errors" on our website.

NEXT STEPS

- Make sure that you wait 28 days before you select your service provider(s) and sign any contracts.
- Use the Form 470 Application Number shown above in any Form 471, Block 5 Funding
- Request that cites this Form 470. Share this number with those s [...More](#)

[My FY2020 Form 470 - ...](#) [#116 - School District 6](#)

Jul 1, 2019 ☆ 🔒 [Comment](#) [More Info](#) ▼



E-rate Productivity Center This Receipt Acknowledgement Letter (RAL) is an acknowledgement that USAC has received School District 6's FCC Form 471 - 191000007 for Funding Year 2019 on 1/17/2019. Each service provider featured on this form will also be notified of the information submitted for the service provider.

It is important that you review this form now to make sure the products and services you have listed on your FCC Form 471 are correct and complete, and if necessary, take the appropriate corrective action as soon as possible. You are allowed to correct certain errors on your form, but not others. For fields that allow a correction, you will be able to edit the information in the form field directly. To determine what corrections are allowed and why, see the "List of Correctable Ministerial and Clerical Errors" on our website.

NEXT STEPS

- Gather the documentation you used to complete your form and the entries in your profile (e.g., NSLP numbers, list of entities receiving services, Category Two cost a [...More](#)


[My FY2019 C2 Form 47...](#) [#116 - School District 6](#)

Jan 17, 2019 ☆ 🔒 [Comment](#) [More Info](#) ▼

Records / Applicant Entities

#116 - School District 6

Summary Customer Service Modifications Additional Information Discount Rate Contracts FCC Forms FRN Appeals **News** Related Actions

 **USAC's Internal System** School District 6's FCC Form 470 - 200000001 for Funding Year 2020 was successfully posted to the USAC website on 7/1/2019. This posting begins the required 28 day competitive bidding process. The allowable contract date is 7/29/2019.

It is important that you review this form now to make sure the products and services you require have been correctly posted and, if necessary, take any appropriate corrective action as soon as possible. You are allowed to correct certain errors on your form but not others. For fields that allow a correction, you will be able to edit the information in the form field directly.

To determine what corrections are allowable and why, see the "List of correctable ministerial and clerical errors" on our website.

NEXT STEPS

- Make sure that you wait 28 days before you select your service provider(s) and sign any contracts.
- Use the Form 470 Application Number shown above in any Form 471, Block 5 Funding
- Request that cites this Form 470. Share this number with those s [...More](#)

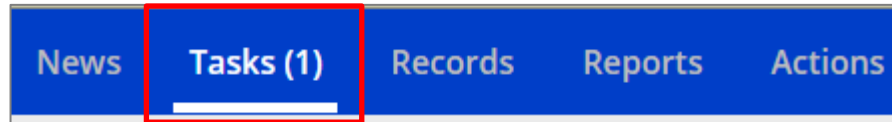
My FY2020 Form 470 - ... #116 - School District 6

Jul 1, 2019 ☆ 🔒 Comment More Info ▾

⑤ For more details, click on the "...More" link at the end of the displayed text

⑥ For related forms, entities, and service providers, click on the blue bubbles at the bottom of the news item

Top Nav: Tasks



The Tasks Page displays a list of tasks assigned to you by the system and other users in your organization, including forms that have been started but not completed and responding to PIA requests

A screenshot of the 'Tasks' page in the Universal Service Administrative Co. interface. The top navigation bar is blue with 'Tasks (1)' selected. On the left, there's a sidebar with the company logo, 'Assigned to Me >', 'Sent by Me', 'Starred ☆', 'STATUS' with 'Open ✕', and 'DEADLINE' with 'Overdue', 'Today', and 'Within 7 days'. The main content area has a search bar 'Click here to send a task...', a 'NEWEST' dropdown, and a task card. The task card shows a green checkmark icon, '→ Me', 'Create FCC Form 471 - 191000558 - My C1 Form 471', and '1 minute ago ☆'.

Top Nav: Tasks

① Click on a task to work on it

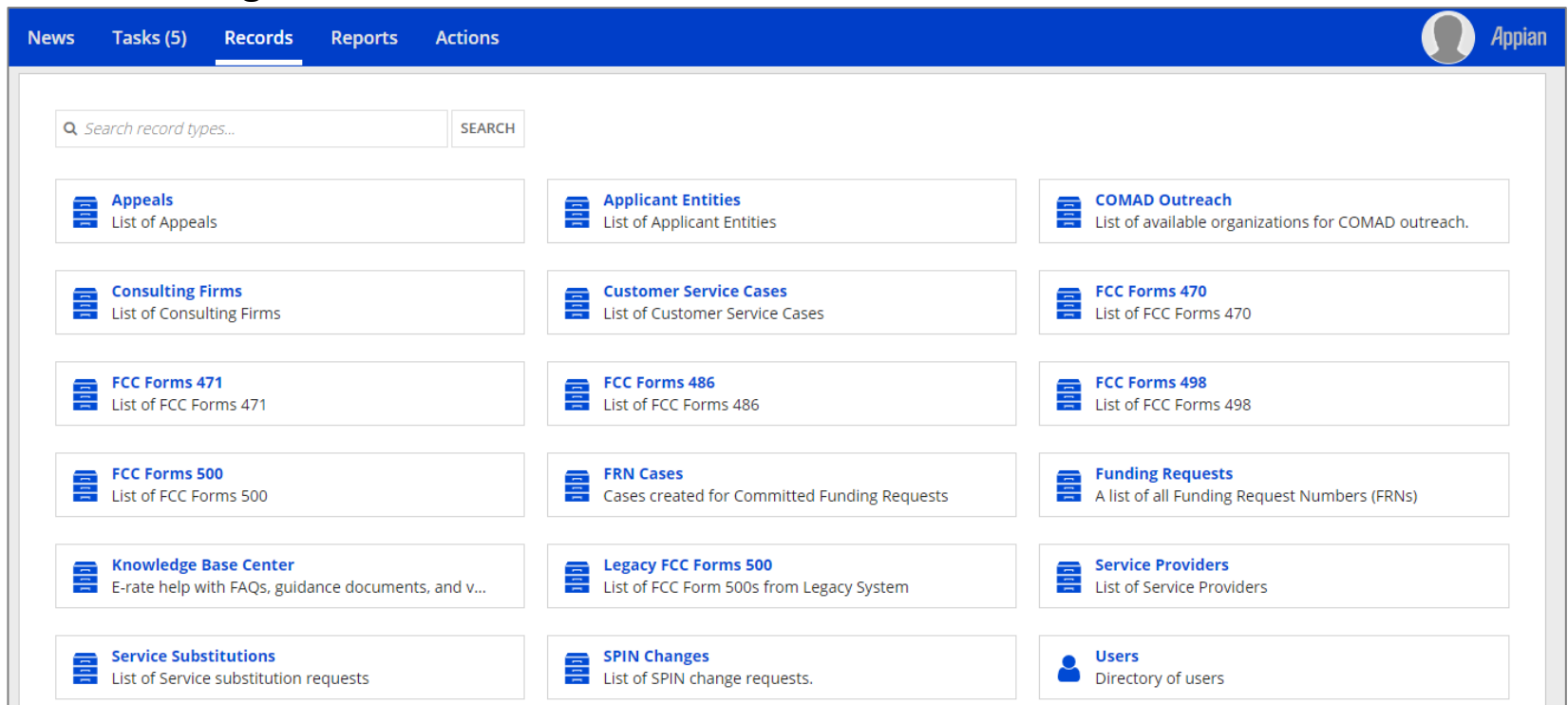
The screenshot displays the 'Tasks' section of the EPC interface. The top navigation bar is blue with tabs for 'News', 'Tasks (1)', 'Records', 'Reports', and 'Actions'. The 'Tasks (1)' tab is active. On the left, a sidebar shows the 'Universal Service Administrative Co.' logo and filters for 'Assigned to Me >', 'Sent by Me', and 'Starred ☆'. Below these are sections for 'STATUS' (with 'Open x' selected) and 'DEADLINE' (with 'Overdue', 'Today', and 'Within 7 days' options). The main content area features a text input field 'Click here to send a task...' and a 'NEWEST' dropdown. A task is listed with a blue checkmark icon, '→ Me', the title 'Create FCC Form 471 - 191000558 - My C1 Form 471', and a timestamp '1 minute ago' with a star icon. A red arrow points from the instruction text to this task.

Top Nav: Records



The Records Page contains all the records within EPC, and features lists of related groups of information such as:

- Applicant Entities
- Customer Service Cases
- Program Forms



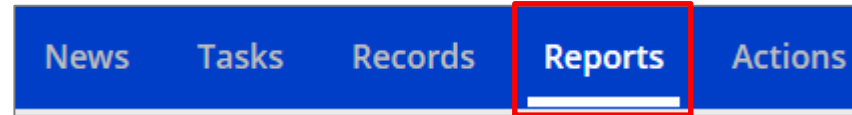
Top Nav: Records

The screenshot shows the Appian user interface with the 'Records' tab selected in the top navigation bar. The interface includes a search bar at the top left of the content area and a grid of 18 record type tiles arranged in 6 rows and 3 columns. Each tile contains a blue icon representing a document or list, the record type name in bold, and a brief description. A red arrow points from the text below to the 'Users' tile in the bottom right corner of the grid.

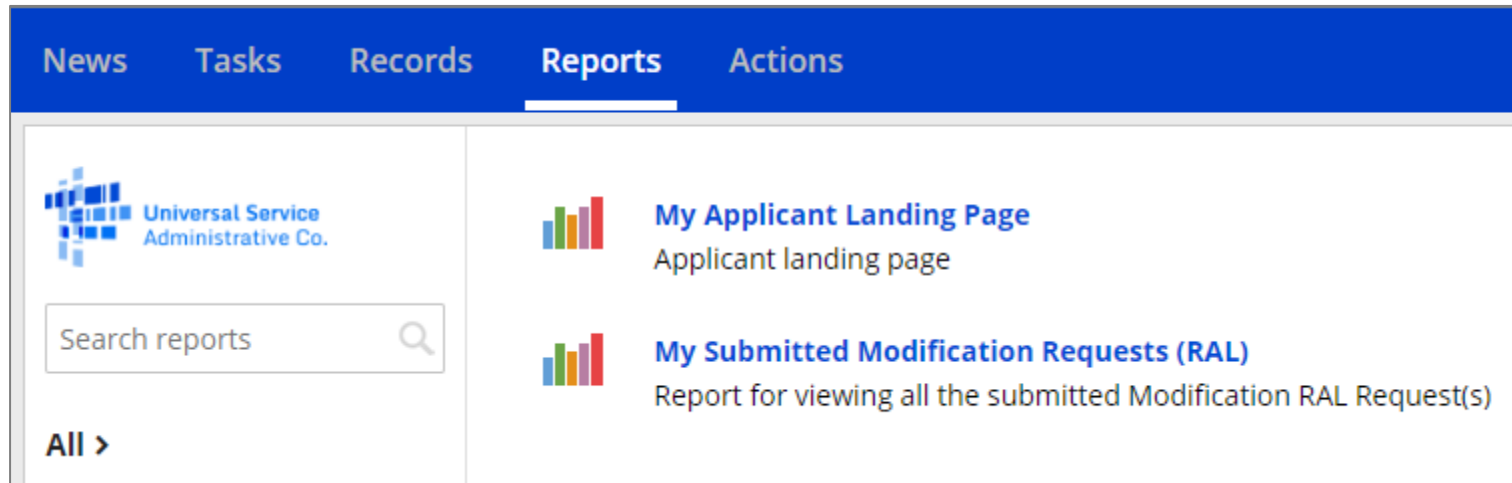
Record Type	Description
Appeals	List of Appeals
Applicant Entities	List of Applicant Entities
COMAD Outreach	List of available organizations for COMAD outreach.
Consulting Firms	List of Consulting Firms
Customer Service Cases	List of Customer Service Cases
FCC Forms 470	List of FCC Forms 470
FCC Forms 471	List of FCC Forms 471
FCC Forms 486	List of FCC Forms 486
FCC Forms 498	List of FCC Forms 498
FCC Forms 500	List of FCC Forms 500
FRN Cases	Cases created for Committed Funding Requests
Funding Requests	A list of all Funding Request Numbers (FRNs)
Knowledge Base Center	E-rate help with FAQs, guidance documents, and v...
Legacy FCC Forms 500	List of FCC Form 500s from Legacy System
Service Providers	List of Service Providers
Service Substitutions	List of Service substitution requests
SPIN Changes	List of SPIN change requests.
Users	Directory of users

① Click on a record type to view a list of records of that type

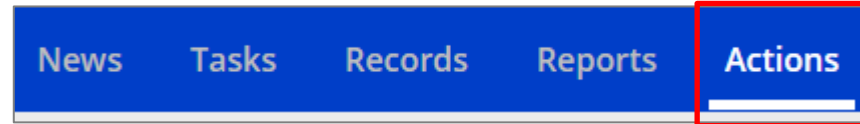
Top Nav: Reports



The Reports Page provides access to your EPC Landing Page and RAL modification requests



Top Nav: Actions



The Actions Page displays a list of actions you might wish to take such as filing a Customer Service Case. This is a place to initiate a process.

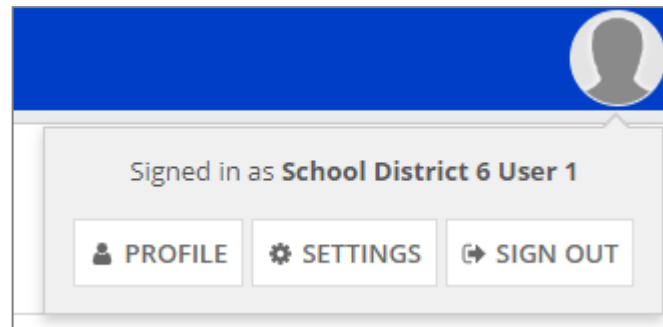
The screenshot shows the 'Actions' page of the EPC system. At the top is a blue navigation bar with 'News', 'Tasks', 'Records', 'Reports', and 'Actions' (which is underlined). Below the navigation bar, the page is divided into two main sections. The left section contains the 'Universal Service Administrative Co.' logo, a list of filters including 'All >' and 'Starred ★', and a list of 'APPLICATIONS' with counts: 'EPC Customer Service (2)', 'EPC Disaster Reports (2)', 'EPC Funding Requests (1)', and 'EPC Open Competitive Bidding (1)'. The right section displays a list of actions, each preceded by a yellow lightning bolt icon and followed by a star icon. The actions are: 'Contact Us' (Create a customer service case), 'Create a Whistleblower Case' (Use this function to report an instance of program rule violations, or waste, fraud and abuse), 'Export \'Entities Within Counties Eligible for FEMA Individual Disaster Assistance\' Report, DA 19-15 (October 2017 Northern California Wildfire Waiver)' (This report displays entities located in counties designated as eligible for Individual Assistance by FEMA. Entities located in these areas may be eligible for limited relief from certain E-rate requirements under the Northern California Wildfire Waiver.), 'Export \'Entities Within Counties Eligible for FEMA Individual Disaster Assistance\' Report, Wireline Competition Bureau Hurricane Relief Order, DA 17-984 (WCB Hurricane Relief Order)' (This report displays entities located in counties designated as eligible for Individual Assistance by FEMA. Entities located within these areas may be eligible for limited relief from certain E-rate requirements under the WCB Hurricane Relief Order.), 'Search and Export Certified FCC Form 471 Funding Request(s)' (This function allows you to search for certified FCC Forms 471 funding request(s) and export the results.), and 'Search and Export Certified FCC Forms 470' (This function allows you to search for certified FCC Forms 470 and export the results.).

Top Nav: Your Account



An icon displays in the right corner of either a silhouette or a picture if you applied one to your profile

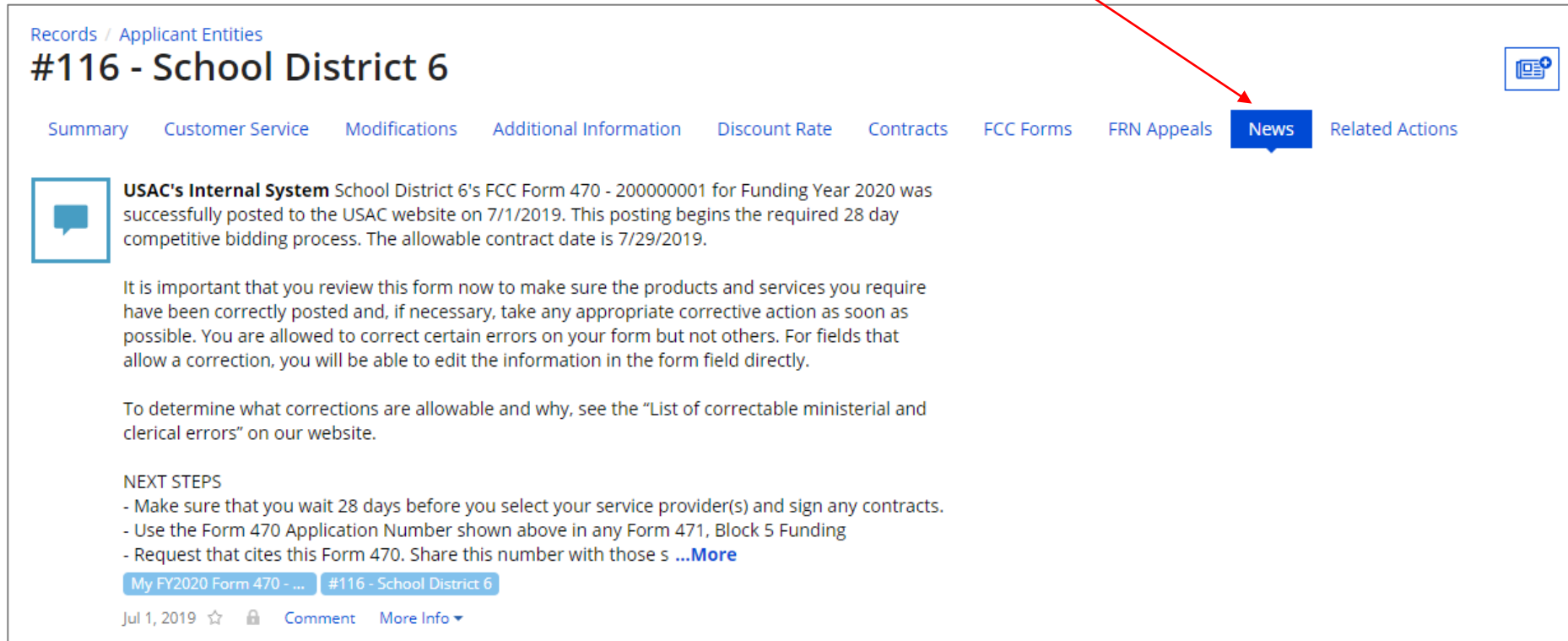
Clicking on the icon displays options to edit your profile, settings, and to sign out



Additional Navigation

Additional Navigation


Many pages will display navigational links along the top of the page underneath the page header



Records / Applicant Entities

#116 - School District 6

Summary Customer Service Modifications Additional Information Discount Rate Contracts FCC Forms FRN Appeals **News** Related Actions

 **USAC's Internal System** School District 6's FCC Form 470 - 200000001 for Funding Year 2020 was successfully posted to the USAC website on 7/1/2019. This posting begins the required 28 day competitive bidding process. The allowable contract date is 7/29/2019.

It is important that you review this form now to make sure the products and services you require have been correctly posted and, if necessary, take any appropriate corrective action as soon as possible. You are allowed to correct certain errors on your form but not others. For fields that allow a correction, you will be able to edit the information in the form field directly.

To determine what corrections are allowable and why, see the "List of correctable ministerial and clerical errors" on our website.

NEXT STEPS

- Make sure that you wait 28 days before you select your service provider(s) and sign any contracts.
- Use the Form 470 Application Number shown above in any Form 471, Block 5 Funding
- Request that cites this Form 470. Share this number with those s [...More](#)

My FY2020 Form 470 - ... #116 - School District 6

Jul 1, 2019 ☆ 🔒 [Comment](#) [More Info](#) ▾

Additional Navigation

Many pages will require users to select additional options from drop down menus and buttons

Records / Applicant Entities

#116 - School District 6

Summary Customer Service Modifications Additional Information Discount Rate Contracts **FCC Forms** FRN Appeals News Related Actions

Category -- Select an Option --


- Select an Option --
- FCC Form 470
- FCC Form 471
- FCC Form 486
- FCC Form 500

CREATE FCC FORM 470 CREATE FCC FORM 471 CREATE FCC FORM 486 ...

Additional Navigation

Records / Applicant Entities

#116 - School District 6

 [MANAGE CONTRACTS](#)

[Summary](#) [Customer Service](#) [Modifications](#) [Additional Information](#) [Discount Rate](#) **[Contracts](#)** [FCC Forms](#) [FRN Appeals](#) [News](#) [Related Actions](#)

Submitted Contracts

Contract ID	Contract Number	Contract Nickname	Award Date	
4113		Internet Access Contract	2/2/2016	View
800		My Contract	1/1/2017	View
1		FY2016 Internet Contract	2/1/2016	View

Items may appear in tables with a “View” link that displays the item when clicked

Additional Navigation

Tables can be sorted by clicking on a column header cell

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

Click on that header cell again to sort it in descending order instead of ascending

My Entities

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

Additional Navigation

Items may be grouped in sections that are hidden by default

Records / FCC Forms 471

FY2019 TR Consolidated - #191018664

[Summary](#) [Funding Requests](#) [Review Inquiries](#) [Discount Calculation](#) [Entity Information](#) [News](#) [Related Actions](#)

Pending Inquiries

Read	Notice	Name	Outreach Type	Assigned By	Title	Phone #	Assigned Date	↓	Due Date	Extn.	Status
No Pending Inquiries.											

[> Submitted Inquiries](#)

Click on an “>” button to expand a section

Records / FCC Forms 471

FY2019 TR Consolidated - #191018664

[Summary](#) [Funding Requests](#) [Review Inquiries](#) [Discount Calculation](#) [Entity Information](#) [News](#) [Related Actions](#)

Pending Inquiries

Read	Notice	Name	Outreach Type	Assigned By	Title	Phone #	Assigned Date	↓	Due Date	Extn.	Status
No Pending Inquiries.											

Submitted Inquiries

Name	Outreach Type	Answered By	Assigned Date	↓	Answered Date
Eligibility of Products and Services	Summer 15-Day	Anne Perloff	8/9/2019 4:03 PM EDT		8/12/2019 8:17 AM EDT
Urban/Rural Classification	Summer 15-Day	Anne Perloff	8/9/2019 4:03 PM EDT		8/12/2019 7:15 AM EDT

Click on an “v” button to collapse a section