

# Filing a Customer Service Case

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# File a Case

News Tasks (15) Records **Reports** Actions

My Landing Page

Universal Service Administrative Co.

Welcome, School District 6!

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

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

**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

# File a Case

### Create a Customer Service Case

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#### Case Details

**Nickname \***

**Description \***

**Topic \***

Please select a value ▼

**Priority \***

Please select a value ▼


**Inquiry Type**

Web

**Form Type** Form Number

Please select a value ▼

**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



## Create a Customer Service Case

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### Case Details

Nickname \*

Description \*

*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

**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

*Topic:* select the topic that best fits the case

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

*Subtopic:* select the subtopic that best fits the case

**Priority \***

Please select a value

Please select a value

High

Medium

Low

*Priority: always select “High”*




<b>Form Type</b> <input type="text" value="Please select a value"/>	<b>Form Number</b> <input type="text"/>
--	--

*Form Type:* select the relevant form

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

**Document**

UPLOAD  Drop file here

**Attachments**

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

*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

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

**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

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

# File a Case

## 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 9999

Topic \*

Eligible Entities

Subtopic \*

Entity Updates

Priority \*

High

Inquiry Type

Web

Form Type

Please select a value

Form Number

Document

UPLOAD Drop file here

### Attachments

Attachment


Attachment Type

No items available

[Find Attachment](#)

### Case Contact

Select Contact \*

 School District 6 User 1 x

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

# Manage a Case

The EPC system will notify you via email when your case is created and if the status of the case changes.

# Manage a Case

USAC Notification: New Customer Service Case Created Inbox x



EPC Application Administrator <EPC.Application.Administrator@usac.org>  
to me

Sep 25 (9 days ago) ☆ Reply



Hello,

The USAC Client Service Bureau has created the following case:

Description: I need to update the Entity Name  
Priority: Medium  
Created By: James French  
Received: 9/25/2017 9:07 AM EDT  
Case Number: 197030

If the details of the case are not correct, you may view/modify the case record [here](#) or contact us by phone at (888) 203-8100.

Thank you.

Universal Service Administration Company

NOTE: Please do not reply to this email.

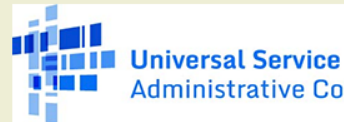
This message has been sent by EPC

USAC Notification - Case #197030 has been modified Inbox x



EPC Application Administrator <EPC.Application.Administrator@usac.org>  
to me

Sep 25 (9 days ago) ☆ Reply



Hello,

Additional Information regarding case # 197030 has been provided. Please review the case and take appropriate action.

[Click here to view the case dashboard](#)

Thank you,

Universal Service Administrative Company


NOTE: Please do not reply to this email.

This message has been sent by EPC

Cases will appear on your Landing Page in the Customer Service Cases section.

# Manage a Case

## My Landing Page



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

Welcome, [School District 6!](#)

### Notifications

Notification Type:

Funding Year:

Status:  All  
 Generated  
 Not Generated

Notification	Description	Issued Date	Generated By	Generated On
No items available				

### 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

### > My Tasks

#### Customer Service Cases

Case ID	Topic	Nickname	Status	Date Created
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.

Details about the case will display, 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

## #914 - My Customer Service Case

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

[UPDATE CASE](#)

### Case Details

**Topic** Eligible Entities - Entity Updates **Created By** School District 6 User 1  
**Status** Pending **Created On** 10/4/2017 11:53 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 9999

### 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

## #914 - 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** 10/4/2017 11:53 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 9999

### 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	Anne,  The PIN has been created and sent to you. It should arrive in the mail within 10-14 days.  If you have any additional questions or concerns, please reopen this case, create a new case, or contact the Client Service Bureau at 888-203-8100.	7/28/2016 1:57 PM EDT	
Anne Perloff	Could you provide an update on the status of this request? It has been almost a month since I requested a PIN and I have not yet received it.	7/20/2016 12:34 PM EDT	
USAC	Anne,  Your request has been received and forwarded to the appropriate department.	6/30/2016 1:53 PM EDT	