

Teri Lawrence

From: portal@usac.org on behalf of EPC Application Administrator
<EPC.Application.Administrator@usac.org>
Sent: Sunday, December 30, 2018 9:20 AM
To: Teri Lawrence
Subject: USAC Notification: New Customer Service Case Created



**Universal Service
Administrative Co.**

Hello,

The USAC Client Service Bureau has created the following case:

Nickname: Cameron Parish Library Unpaid Basic Maintenance

Description: It has been 73 days from the time the second Invoice #2876390 (BEAR) was filed for Cameron Parish Library FRN 1799027291. Could you please escalate this case?

Priority: High

Created By: Teri Lawrence

Received: 12/30/2018 9:19 AM CST

Case Number: 259508

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

Teri Lawrence

From: portal@usac.org on behalf of EPC Application Administrator
<EPC.Application.Administrator@usac.org>
Sent: Sunday, December 16, 2018 11:57 AM
To: Teri Lawrence
Subject: USAC Notification: New Customer Service Case Created



**Universal Service
Administrative Co.**

Hello,

The USAC Client Service Bureau has created the following case:

Nickname: Delayed BEAR

Description: Hello, Can you please provide me with an update on the 2nd BEAR form I filed for FRN 1799027291 on October 18, 2018? I did file a deadline extension and it is up in January.

Priority: High

Created By: Teri Lawrence

Received: 12/16/2018 11:56 AM CST

Case Number: 258572

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

Records / Customer Service Cases

#259508 - Cameron Parish Library Unpaid Basic Maintenance

REOPEN CASE

Summary News Related Actions

Case Details

Topic	FCC Form 472 - BEAR - Status Inquiry	Form Type	FCC Form 472
Status	Closed	Form Number	2876390
Priority	Medium	Created By	Teri Lawrence
Inquiry Type	Web	Created On	12/30/2018 9:19 AM CST
		Organization	CAMERON PARISH LIBRARY

Case Description

Description It has been 73 days from the time the second invoice #2876390 (BEAR) was filed for Cameron Parish Library FRN 1799027291. Could you please escalate this case?

Case Artifacts

Documents

Name	Uploaded By	Upload Date
BEAR 2nd	Teri Lawrence	12/30/18 9:19 AM

Attachments

Attachment	Attachment Type
No items available	

Case Thread

User	Note	Date
USAC	<p>Good afternoon,</p> <p>I would like to begin by apologizing for the length of time this case has been open-without a response. We are working on lowering our customer service case backlog to improve the customer experience.</p> <p>During my investigation I was able to find that the review for Invoice 2876390 was completed on 4/22/2019. The invoice was rejected because the reviewer requested documents and no documents received or not all of the documents requested were received. You will need to resubmit the invoice if you are still within the invoicing deadline, or file an appeal with USAC within 60 days from the decision letter.</p> <p>To file an appeal:</p> <p>Any decision made by USAC or the Schools and Libraries Program regarding eligibility, funding, or payment recovery, can be appealed by the impacted party.</p> <p>USAC must receive a complete appeal within 60 days of the issuance of the decision by USAC; e.g., a FCDL must be appealed within 60 days of the date of the FCDL. To allow sufficient time for review, USAC encourages impacted parties to submit appeals as soon as possible following</p>	5/9/2019 4:20 PM CDT

User	Note	Date
	<p>USAC's decision. Failure to provide all required documentation within 60 days of USAC's decision will result in dismissal of the appeal. See 47 C.F.R. Section 54.719-54.725 for the FCC's rules on filing an appeal.</p> <p>There are three paths to beginning an appeal in EPC:</p> <ol style="list-style-type: none"> 1. You can reach it from the Landing Page. Click Appeal in the list of options at the top right, or 2. You can reach it from the top-right drop-down menu on the Entity Summary Page. Click Create Appeal, or 3. You can reach it from the Related Actions section of the Entity Summary Page. Click Create Appeal. <p>The remaining steps are as follows:</p> <ol style="list-style-type: none"> 1. On the first page, enter a Nickname for your appeal and choose the appropriate Funding Year. 2. Select the appropriate options under What type of decision you would like to appeal?, "Appeal Type", and "Appeal Category". 3. Enter the name of the Main Contact Person. Click Continue. 4. On the next page, under Choose Search Method, choose Search by FRN or Search by Post-Commitment Request. <ol style="list-style-type: none"> a. If you chose Search by FRN, use the filters to find the FRN(s) for which you would like to submit an appeal. <ol style="list-style-type: none"> i. Place a checkmark next to the FRNs and click Add (#) FRNs. ii. To remove an FRN, place a checkmark next to it and select Remove (#) FRNs. iii. After all appropriate FRNs are listed under Selected FRNs, click Continue. b. If you chose Search by Post-Commitment Request, use the filters to find the post-commitment request for which you would like to submit an appeal. <ol style="list-style-type: none"> i. The system will automatically select all of the FRNs associated with the selected post-commitment request. If any FRNs should be excluded, check the box(es) next to the FRN(s) under the section FRNs associated with Post-Commitment Request and click Remove (#) FRNs. ii. Once only the correct FRNs are listed under FRNs associated with Post-Commitment Request click Continue. 5. On the next page, you may enter up to 2000 characters in the Narrative field to describe your appeal. 6. Attach any supporting documentation using the Upload Document section. 7. Click Submit and confirm by clicking Yes in the pop-up. <p>Additional information about appeals appears on the following page on the Schools and Libraries website: http://www.usac.org/sl/about/program-integrity/appeals.aspx</p>	

User	Note	Date
	<p>If you have any questions or believe this case was closed incorrectly, please re-open this case or contact us at (888)-203-8100.</p> <p>Thank you, Universal Service Administrative Company (USAC) Client Service Bureau (888) 203-8100</p>	
Teri Lawrence	Please provide me with a update regarding payment of this BEAR.	4/15/2019 9:40 AM CDT
Teri Lawrence	Can someone please update me on this case? Thanks, Teri	3/7/2019 1:36 PM CST
Teri Lawrence	Can someone please update me on this case? Thanks, Teri	3/3/2019 9:07 AM CST
USAC	<p>Thank you for contacting USAC Client Service Bureau regarding the status of your invoice. Your invoice is still in review, so we have escalated this case to USAC customer service management for a response.</p> <p>If you have additional questions, please contact us at (888)-203-8100.</p> <p>Thank you, Sabrina Glover Universal Service Administrative Company (USAC) Client Service Bureau (888) 203-8100</p>	12/31/2018 8:13 AM CST
5 items		

Case Contact

Case Contact Teri Lawrence

Records / Customer Service Cases

#258572 - Delayed BEAR

REOPEN CASE

Summary News Related Actions

Case Details

Topic	FCC Form 472 - BEAR - Status Inquiry	Form Type	FCC Form 472
Status	Closed	Form Number	2876390
Priority	Medium	Created By	Teri Lawrence
Inquiry Type	Web	Created On	12/16/2018 11:56 AM CST
		Organization	CAMERON PARISH SCHOOL DISTRICT

Case Description

Description Hello,

Can you please provide me with an update on the 2nd BEAR form I filed for FRN 1799027291 on October 18, 2018? I did file a deadline extension and it is up in January.

Case Artifacts

Documents

Name	Uploaded By	Upload Date
BEAR 2nd	Teri Lawrence	12/16/18 11:56 AM

Attachments

Attachment	Attachment Type
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Case Thread

User	Note	Date
USAC	<p>Good afternoon,</p> <p>I would like to begin by apologizing for the length of time this case has been open without a response. We are working on lowering our customer service case backlog to improve the customer experience.</p> <p>During my investigation I was able to find that the review for invoice 2876390 was completed on 4/22/2019. The invoice was rejected because the reviewer requested documents and no requested documents received or all documents requested were not received. You can file an appeal with USAC within 60 days from the decision letter if you disagree with the decision.</p> <p>USAC must receive a complete appeal within 60 days of the issuance of the decision by USAC; e.g., a FCDL must be appealed within 60 days of the date of the FCDL. To allow sufficient time for review, USAC encourages impacted parties to submit appeals as soon as possible following USAC's decision. Failure to provide all required documentation within 60 days of USAC's decision will result in dismissal of the appeal. See 47 C.F.R. Section 54.719-54.725 for the FCC's rules on filing an appeal.</p>	5/7/2019 11:35 AM CDT

User	Note	Date
	<p>There are three paths to beginning an appeal in EPC:</p> <ol style="list-style-type: none"> 1. You can reach it from the Landing Page. Click Appeal in the list of options at the top right, or 2. You can reach it from the top-right drop-down menu on the Entity Summary Page. Click Create Appeal, or 3. You can reach it from the Related Actions section of the Entity Summary Page. Click Create Appeal. <p>The remaining steps are as follows:</p> <ol style="list-style-type: none"> 1. On the first page, enter a Nickname for your appeal and choose the appropriate Funding Year. 2. Select the appropriate options under What type of decision you would like to appeal?, "Appeal Type", and "Appeal Category". 3. Enter the name of the Main Contact Person. Click Continue. 4. On the next page, under Choose Search Method, choose Search by FRN or Search by Post-Commitment Request. <ol style="list-style-type: none"> a. If you chose "earch by FRN, use the filters to find the FRN(s) for which you would like to submit an appeal. <ol style="list-style-type: none"> i. Place a checkmark next to the FRNs and click Add (#) FRNs. ii. To remove an FRN, place a checkmark next to it and select Remove (#) FRNs. iii. After all appropriate FRNs are listed under Selected FRNs, click Continue. b. If you chose Search by Post-Commitment Request, use the filters to find the post-commitment request for which you would like to submit an appeal. <ol style="list-style-type: none"> i. The system will automatically select all of the FRNs associated with the selected post-commitment request. If any FRNs should be excluded, check the box(es) next to the FRN(s) under the section FRNs associated with Post-Commitment Request and click Remove (#) FRNs. ii. Once only the correct FRNs are listed under FRNs associated with Post-Commitment Request click Continue. 5. On the next page, you may enter up to 2000 characters in the Narrative field to describe your appeal. 6. Attach any supporting documentation using the Upload Document section. 7. Click Submit and confirm by clicking Yes in the pop-up. <p>Additional information about appeals appears on the following page on the Schools and Libraries website: http://www.usac.org/sl/about/program-integrity/appeals.aspx</p> <p>If you have any questions or believe this case was closed incorrectly, please re-open this case or contact us at (888)-203-8100.</p> <p>Thank you, Universal Service Administrative Company (USAC)</p>	

User	Note	Date
	Client Service Bureau (888) 203-8100	
Teri Lawrence	Can you please provide me with an update regarding this BEAR form?	4/15/2019 9:38 AM CDT
Teri Lawrence	Can you please provide me with an update on the status of this BEAR? Teri	2/4/2019 10:14 AM CST
	Thank you for contacting USAC Client Service Bureau	
USAC	Your case has been sent to management for further review. If any further information is needed you will be contacted through the case in EPC. Please allow up to 60 days for a response from management. If it has been over that time you may contact us again and we can investigate further for you. If you have additional questions, please contact us at (888)-203-8100. Thank you, Chabri D Universal Service Administrative Company (USAC) Client Service Bureau (888) 203-8100	12/17/2018 12:07 PM CST

Case Contact

Case Contact Teri Lawrence