

Records / Customer Service Cases

#273084 - 2017 Undisbursed BEARs Status Update Request

REOPEN CASE

Summary News Related Actions

Case Details

Topic	FCC Form 472 - BEAR - Status Inquiry	Form Type	FCC Form 472
Status	Closed	Form Number	
Priority	Medium	Created By	Tiffany Bullion
Inquiry Type	Web	Created On	4/15/2019 10:11 AM EDT
		Organization	e2e Exchange, LLC

Case Description

Description Please see attached spreadsheet with invoice information - please complete column I with the updated status (in review, approved, or denied reasoning). Your help is greatly appreciated.

Case Artifacts

Documents

Name	Uploaded By	Upload Date
2017_Undisbursed FRNs_Status Request_e2e exchange_4-15-19 (1)	USAC	5/15/19 1:06 PM
2017_Undisbursed FRNs_Status Request_e2e exchange_4-15-19	Tiffany Bullion	4/15/19 10:11 AM

Attachments

Attachment	Attachment Type
No items available	

Case Thread

User	Note	Date
USAC	Hello, Closing this case as the updates are provided in the attachment. If you have any questions or believe this case was closed incorrectly, please re-open this case or contact us at (888)-203-8100. Thank you, Universal Service Administrative Company (USAC) Client Service Bureau (888) 203-8100	5/15/2019 1:07 PM EDT
USAC	Please see attached for updates.	5/15/2019 1:06 PM EDT
Tiffany Bullion	Still no update or BNLs received for these invoices.	5/13/2019 11:44 AM EDT
Mary Scouten	5/2/2019 3:48 PM EDT
Tiffany Bullion	Please update.	5/1/2019 3:54 PM EDT
Tiffany Bullion	Need an update ASAP. How are extended invoice deadline supposed to be met when we cannot get BEAR Notification letters in a timely manner AND we cannot get a Case update in a timely manner? This is a huge process issue as invoices get denied only well after the invoice deadline- leaving the applicant with the inability to refile. Please update as soon as possible. Thank you.	4/29/2019 12:16 PM EDT
USAC	Your case has been forwarded to the USAC Customer Service Internal Processing Department for a response. Your case file will be updated as soon as possible. If you have additional questions, please contact us at (888)203-8100 Thank you, Avila W. Universal Service Administrative Company (USAC) Client Service Bureau (888) 203-8100	4/26/2019 11:20 AM EDT

User	Note	Date
Tiffany Bullion	Please update as soon as possible. Thank you,	4/24/2019 12:30 PM EDT
Tiffany Bullion	Is there an update? Please escalate all filed invoices as the majority are all well past the 60 days.	4/22/2019 11:21 AM EDT
		9 items

▼ Case Contact

Name Tiffany Bullion
Phone Number 315-422-7608
Email trb@e2eexchange.com