

#232381

UPDATE CASE

- Summary
- News
- Related Actions

Case Details

Topic System Problem Report - Other

Status Pending

Priority Medium

Inquiry Type Phone

Created By USAC

Created On 3/28/2018 2:56 PM EDT

Organization SOUTH DEARBORN COMM SCH CORP

Case Description

Description RFCDL has conflicting information after appeal decision.

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 Sally Baumer

Phones calls from Sally Baumer to Client Service Bureau regarding the status of Case # 232381.

April 11, 2018 spoke with Ingaard (did not receive an email verification of the phone call)

May 1, 2018 (did not receive an email verification of the phone call)

May 9, 2018 spoke with Brittany (did not receive an email verification of the phone call)

May 18, 2018 spoke with John (did not receive an email verification of the phone call)

May 22, 2018 spoke with Travis – he confirmed the previous dates of the phone calls to CSB and sent email verification of the phone call.

## Sally Baumer

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**From:** portal@usac.org on behalf of EPC Application Administrator  
<EPC.Application.Administrator@usac.org>  
**Sent:** Wednesday, March 28, 2018 2:57 PM  
**To:** Sally Baumer  
**Subject:** USAC Notification: New Customer Service Case Created



Hello,

The USAC Client Service Bureau has created the following case:

Description: RFCDL has conflicting information after appeal decision.

Priority: Medium

Created By: Ingaard Helms

Received: 3/28/2018 2:56 PM EDT

Case Number: 232381

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

## Sally Baumer

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**From:** portal@usac.org on behalf of EPC Application Administrator  
<EPC.Application.Administrator@usac.org>  
**Sent:** Wednesday, March 28, 2018 3:01 PM  
**To:** Sally Baumer; Sally Baumer  
**Subject:** USAC Notification - Case #232381 has been modified



Hello,

Additional Information regarding case # 232381 has been provided. Please review the case and take appropriate action.

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

Thank you,

Universal Service Administrative Co.

*NOTE: Please do not reply to this email.*

This message has been sent by EPC

## Sally Baumer

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**From:** portal@usac.org on behalf of EPC Application Administrator  
<EPC.ApplicationAdministrator@usac.org>  
**Sent:** Tuesday, May 22, 2018 12:23 PM  
**To:** Sally Baumer; Sally Baumer  
**Subject:** USAC Notification - Case #232381 has been modified



Hello,

Additional Information regarding case # 232381 has been provided. Please review the case and take appropriate action.

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

Thank you,

Universal Service Administrative Co.

*NOTE: Please do not reply to this email.*

This message has been sent by EPC