

#224006 - RFCDL - Conflicting Information

UPDATE CASE

Summary

News

Related Actions

Case Details

Topic

System Problem Report - Other

Status

Pending USAC

Priority

Medium

Inquiry Type

Phone

Created By

User has been deactivated

Created On

2/19/2018 2:01 PM EST

Organization

CLAY COUNTY PUBLIC LIBRARY

Case Description

Description

RFCDL showing conflicting or invalid information.

Case Artifacts

Documents

Name	Uploaded By	Upload Date
No items available		

Attachments

Attachment	Attachment Type
No items available	

Case Thread

User	Note	Date
Katy Smith	What is the status of this case? We're looking to have it resolved as quickly as possible. Thank you.	7/6/2018 4:15 PM EDT
USAC	Thank you for contacting USAC Client Service Bureau regarding FRN 1799095586. We have escalated your case to USAC customer service management for a response. 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	6/21/2018 12:10 PM EDT
Katy Smith	The RFCDL says, "Your appeal has brought forward persuasive information that the funding request cited above should be approved for funding. FRN was modified to reflect SPIN 143050281." The RFCDL shows it is approved in one area and then shows it is denied in another area. Please look more into this Case since it seems there is a USAC error.	6/21/2018 12:08 PM EDT
Katy Smith	There seems to be an internal USAC issue with the RFCDL for FRN 1799095586. The RFCDL shows it as Approved on the RFCDL, but it also lists it is still denied. The funding amount is still listed as zero. Will you please look into this issue?	6/21/2018 11:27 AM EDT
Katy Smith	We are still waiting for FRN 1799095586 to be approved. The RFCDL shows that it is approved, but the funding amount is still listed as zero.	6/8/2018 10:58 AM EDT
Katy Smith	Is there an update on this? Is this FRN approved? The RFCDL has conflicting information. Thank you!	3/6/2018 2:02 PM EST
6 items		

Case Contact

Case Contact

Katy Smith

