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## ECF Program Compliance and Other Friendly Reminders

July 31, 2023

**Special Announcement!** Please see the recently created [Compliance Webpage](#) on the ECF website for details about ongoing program compliance requirements!

Please continue to check the ECF Portal and your email communications and keep your entity information up to date in the ECF Portal. It is crucial that your organization does not miss any communication that comes from USAC. The ECF Program team may contact you after ECF funds have been dispersed, for example, to request payment verification, if you received funds before paying your service provider and have not uploaded the payment verification into the ECF Portal, or for other post-commitment-related reviews. As a reminder, failure to respond to a USAC information request(s) may lead to denial or recovery of ECF support, so it is important to timely respond to these requests.

If the Account Administrator you currently have listed in the ECF Portal has changed or is no longer with your organization, call the ECF Customer Support Center (CSC) at (800) 234-9781 and request an update to your information to reflect the name and email address of the new Account Administrator.

Please renew your SAM.gov registration at your earliest convenience. You will not be able to receive ECF Program disbursements if your SAM.gov registration is expired. Note: The Employer Identification Number (EIN) listed in the [Commission's Registration System \(CORES\)](#) (associated with the FCC Registration Number (FRN)) must match the EIN listed in SAM.gov.

### Audits and Other Investigations

- ECF Program participants are subject to audits, inspections, and investigations by USAC, a state education department, the FCC and its Office of Inspector General, or any local, state, or federal agency with jurisdiction over the ECF participant.
- In addition, certain ECF applicants may also be subject to the Single Audit Act requirements if they receive \$750,000 or higher in federal funding within a fiscal year. ECF support should be reported on the Schedule of Expenditures of Federal Awards (SEFA), along with other reportable federal funding.
- ECF participants are required to produce the documentation for these audits, inspections, and investigations upon request. See 47 CFR §§ 54.1714 - 54.1715 for additional information.
- We remind ECF participants that the inability to produce adequate documentation that demonstrates compliance with the ECF Program rules during an audit may lead to audit findings and potential recovery actions.

### Device Use and Prohibition on Storage/Warehousing

The purpose of the ECF Program is to provide eligible devices and broadband services to students, school staff, and library patrons who would otherwise lack sufficient access to these resources to be able to fully engage in remote learning during the COVID-19 emergency period. Program participants may only request ECF reimbursement for equipment and/or services that were used to fulfill an actual unmet need of a student, school staff member, or library patron.

- Applicants cannot warehouse or request reimbursement for devices and/or equipment that is not or has not been used by a student, school staff member, or library patron with unmet needs.
- Similarly, applicants and service providers cannot willfully or knowingly seek reimbursement for the monthly recurring services associated with any devices or equipment that are not or have not been used.
- As a reminder, ECF participants should take reasonable actions to monitor and track the usage of equipment and services that are purchased and used through the ECF program. ECF participants should be prepared to explain what actions they took, if asked how they complied with the non-usage certification requirement as part of an audit or other post-commitment review.
- If ECF-funded equipment has been returned by a student, school staff member, or library patron with unmet needs, applicants should note this information and keep records on the use of the equipment by the person with unmet needs.
- Documentation and narratives of how the applicant complied with the ECF rules to ensure the supported eligible equipment was used by students, school staff members, or library patrons with unmet needs will be required if requested during audits and other post-commitment reviews. Program participants may be subject to audit findings, recovery, and/or other actions for not complying with these ECF Program requirements, and the requirement to keep accurate equipment and service inventory lists for the ECF-funded equipment and services. See, e.g., 47 CFR §§ 54.1706(b); 54.1710(a)(1)(vii), (xii); 54.1711(a)(1)(iv), (viii), (x); 54.1714; 54.1715.

## Payment Verification Requirements

If an applicant did not pay its service provider prior to submitting its ECF reimbursement request, the applicant must pay the service provider within 30 days after receiving the disbursement. Once payment is complete, the applicant must also provide proof of payment to USAC. See 47 CFR § 54.1711(b) (requiring applicants to provide verification of payment within 30 days of receipt of funds).

Applicants may upload documentation in the “Communications” tab of the ECF Portal. In the event that the applicant does not upload its proof of payment documentation, the USAC Invoice Team will request proof of payment via the “Communications” tab of the ECF Portal, so please continue to check the ECF Portal and your email communications for any requests from USAC. Acceptable documentation includes processed checks, bank statements with redacted information, credit card statements, ACH statements, and money orders.

Please note that an applicant’s failure to provide proof of payment will result in the recovery of the disbursed ECF funds. Therefore, please remember to upload your proof of payment documentation into the ECF Portal after paying your service provider for the ECF-funded equipment and/or services.

## Returning Funds Reminder

If you have funds remaining and will not be using them, you may voluntarily return the remaining funds or any unused portion of the funding commitment. This will allow the limited ECF funding to be provided to other ECF applicants to address the unmet needs of their students, school staff, or library patrons. For more information about returning funds, please see the [May 2023 ECF Newsletter](#).

## For More Information

Please review the [FCC’s Emergency Connectivity Fund FAQs](#) to learn more about the program’s requirements and commonly asked questions. The FAQs have been updated based on the May 12, 2023 ECF Deadlines Extension Order and Public Notice. Additional information is also available in the FCC’s [ECF Program Report and Order](#) and in the [March 1, 2023 Public Notice on ECF Compliance Obligations](#).

You can also visit [EmergencyConnectivityFund.org](#), join our training sessions, and sign up for [Emergency Connectivity Fund Program emails](#) for more information about the ECF Program.

Applicants and service providers can also contact the ECF Customer Service Center (CSC) with questions at (800) 234-9781, Monday – Friday, from 8 a.m. to 8 p.m. ET, or submit a customer support request through the ECF Portal.

We appreciate your participation in the ECF program and look forward to your ongoing engagement as we work together to close the Homework Gap!

## Need Help? Contact Us!

Please contact the Emergency Connectivity Fund Customer Service Center (CSC) at (800) 234-9781 or create a case in the ECF Portal.

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