Universal Service Administrative Co.

USAC

Emergency Connectivity Fund Program Newsletter

June 2023

Invoice Reminders

New Open Data Tool

Earlier this month, USAC launched the new Emergency Connectivity Fund Invoice Deadline Tool, an Open Data tool that can be used to determine invoice deadline dates and the amount of funds left on an approved funding request number (FRN).

Follow the Invoice Deadline Tool instructions at the above link to locate and identify available funding amounts, as well as the deadline by when the funds must be invoiced. The Invoice Deadline Date(s) (IDDs) included in this tool are accurate and have been updated consistent with the FCC's recent order, found here: DA 23-405.

If you have funds remaining and will not being 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.

Payment Timeline

How can I see whether a request for reimbursement/invoice has been paid? I received notification that my request was approved, when will I receive the payment?

Once USAC has completed its review of a request for reimbursement, USAC will send a notification of the decision through the ECF Portal via email to all users with access to the request for reimbursement. USAC issues these decision emails and releases payment batches to the FCC for processing at the same time. If the request is approved or partially approved, it can take up to five (5) days for the FCC to process the payment with U.S. Treasury, and for the funds to be disbursed into the bank account on file with SAM.gov. The U.S. Treasury will issue a notification to the contacts in SAM.gov when amounts are deposited.

If there is an issue with payment, please check your SAM.gov account to ensure all information is valid and has not expired. You may also contact the U.S. Treasury at (855) 838-0743 or via the Treasury Check Information System.

If you continue to have further issues, please call the ECF Customer Service Center at the following phone number: (800) 234-9781.

Additional information is also available at the Decision Notification Next Steps section of the ECF website.

Keep Your Contact Information Up to Date

This is a reminder for both applicants and service providers to keep their entity information up to date in the ECF Portal. This includes, but is not limited to, Account Administrator and general contact information. With the upcoming Invoice Deadline Date (IDD) and Service Deadline Date (SDD) for many Window 1 and 2 funding requests approaching, it is crucial that your organization does not miss any communication from USAC. USAC is also currently reviewing and funding Window 3 applications at the 50 percent discount rate band. Please be ready to respond to USAC's inquiries as quickly as possible.

The ECF team is also issuing Commitment Adjustment and Recovery of Improperly Disbursed Funds letters as required. If your entity information is outdated, there is the potential of missing the recovery letter and subsequent demand for payment letter outlining the recovery action required. Failure to pay money owed will result in the entity at fault being placed on [Red Light](). Please also remember there is a 30-day deadline to appeal or request a rule waiver regarding the commitment adjustment and/or recovery action based on the date of the letter.

If the current Account Administrator has changed or is no longer with the organization, please update this information within the ECF Portal or call the ECF Customer Service Center at (800) 234-9781, and request an update to the name and email address of the new Account Administrator. Additionally, if you have any questions regarding your recovery letters, and/or need to see a copy of the letter, please contact the ECF Customer Service Center.

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 ECF Deadlines Extension Order and Public Notice. Additional information on the rules and requirements 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]() 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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