



Universal Service  
Administrative Co.

USAC

# Emergency Connectivity Fund Program Newsletter

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October 2023

## Invoice Deadline Date Reminder

The **October 30, 2023** Invoice Deadline Date (IDD) for many Window 1 and 2 applications is approaching on Monday. If you have available funds remaining for reimbursement in the Emergency Connectivity Fund (ECF) Program, we encourage you to submit your request(s) for reimbursement as soon as possible.

If your ECF funds remain unused (and there are no pending requests for reimbursement or post-commitment changes) by October 30, 2023, the Universal Service Administrative Company (USAC) will begin to de-obligate remaining funds, precluding future reimbursements.

## Open Data Tool

To determine the amount of funds left on an approved funding request number (FRN), please see the [ECF Invoice Deadline Tool](#). Use the instructions provided to locate and identify available funding amounts as well as invoice deadline date(s).

## Invoice Appeal Information

For a timely-submitted ECF request for reimbursement (i.e., ECF FCC Form 472 or ECF FCC Form 474) that is denied after the funding request's IDD of October 30, 2023, program participants may appeal the decision on the merits within 30 days of the invoicing decision (54 CFR 54.1718(b)(1)). If the appeal is decided in your favor, you will be provided with 60 days to refile the ECF request for reimbursement (47 CFR 54.1711(d)). Instructions on how to file an appeal can be found on the [File an Appeal](#) webpage.

For requests that are denied before the IDD, we encourage applicants and service providers to refile the requests for reimbursement with the corrected information before the deadline passes.

## ECF Program Compliance and Other Friendly Reminders

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 not miss any communication that comes from USAC. For example, the ECF program team may contact you after ECF funds have been disbursed to request payment verification, if you received funds before paying your service provider and have not uploaded the payment verification into the ECF Portal. The ECF program team may also contact you 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 your Account Administrator 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.

## 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 are consistently updated to reflect any program deadline extensions and provide other important details. 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](https://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 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 on-going 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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