

September 22, 2016

Update on EPC Known Issues

Over the last week, the E-rate Productivity Center (EPC) has been experiencing intermittent delays and outages. USAC is working to resolve these performance issues. We apologize for any difficulty you have experienced using the system this week. As you know, we have been working to implement system changes over the last few months to make for a simpler, faster, and more efficient application and commitment process for all users.

We have identified the system issues causing these outages and have continued to work around the clock to implement fixes. While we are optimizing the system, we are limiting certain functions that are particularly resource intensive for EPC, so some users may experience reduced functionality for a short period of time.

To help EPC performance in the short-term as we resolve the system issues, service providers can only download the most recent Funding Commitment Decision Letters (FCDLs) from Funding Year 2016 waves 10-13. Going forward, we strongly encourage service providers to download FCDLs as they become available, rather than waiting to download them all at once. We will continue to make certain regenerated FCDL waves available for download, but it may take several days for us to make all waves available. We will let you know when additional waves are available through our website.

In addition, we will continue to update the Latest News section of the Schools and Libraries website any time the EPC system is unavailable.

We recognize this past week has been challenging for all of you. Thank you for your patience and we apologize for the inconvenience.

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