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## USAC IT Upgrade

August 27, 2009

### Updates

USAC continues to prepare for the major upgrade of its systems next week as announced in the [August 13](#) and [August 20](#) Special Editions SL News Brief. Following are important dates that you will need to know in order to minimize the effects of the upgrade:

September 1 at 5p.m. EDT (next Tuesday) will be the LAST day to submit any online forms or to interact with our database in order to get up to date status of any type until the upgrade has been completed.

September 3 will be the date of the last payment file run prior to starting the upgrade.

September 2-13 the system will not be available to submit online forms or to interact with the database.

September 14 at 9a.m. EDT the upgrade will be completed and the system will be back in service for all functions.

September 17 first payment file run after upgrade.

### Reminders

As with any major systems projects, there will be things that will need to be addressed and fixed after the upgrade has been completed. We hope that these things will be minimal. However, you should know that we have the resources in place to immediately address those issues and fix them as quickly as possible. So far, we are on schedule and we are doing everything we can to maintain the dates mentioned above. You should expect another special News Brief on Monday, August 31 with any last minute updates and reminders.

We appreciate your understanding and patience as we make the necessary system upgrades. Your suggestions and help are appreciated as we work through this together.

We strongly suggest that you file program forms online before the end of August or wait until after the upgrade is complete.

### General reminders

- **For all program forms, check your work carefully before submitting.** If you wait until the last day to file your form online – or if you file on paper during the upgrade – and your form is incomplete or has inconsistent information, USAC will probably be unable to notify you until the upgrade work is finished.
- **For all forms and requests (e.g., appeals, deadline extensions, SPIN changes, service substitutions), submit them as soon as possible.** Follow the submission guidance in the [Reference Area](#) for each type of request, but note that [Submit a Question](#) **WILL NOT** be available as an option to submit requests during the upgrade. Remember also that USAC will not be able to work on reviews of forms and requests during the upgrade.
- **If you have any status requests, make them as soon as possible as well.** USAC staff and the Client Service Bureau will not have access to most USAC systems during the upgrade, and will only be able to verify receipt of paper forms.

If you have additional questions about the upgrade, please call the Client Service Bureau at 1-888-203-8100.

Thank you for your continued patience and understanding.

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