



USAC
Universal Service Administrative Company

YES! I am interested and would like to be contacted about HATS.

If returning via U.S. Mail, please send to USAC c/o HATS Outreach at 2000 L Street NW, Suite 200, Washington, DC 20036.



FOR MORE INFORMATION

Call our Client Service Bureau at
(888) 203-8100

or visit us online at
www.usac.org/sl/about/hats-outreach

ABOUT USAC

The Universal Service Administrative Company (USAC) is an independent, not-for-profit corporation designated by the FCC as the administrator of the federal universal service fund (USF). USAC collects universal service contributions from telecommunications carriers and administers universal service programs designed to provide access to affordable telecommunications services for people living in remote or rural areas, low-income consumers, rural health care providers, schools, and libraries.

THE E-RATE PROGRAM

The Schools and Libraries Program, commonly known as E-rate, provides discounts to help schools and libraries obtain affordable rates for telecommunications, telecommunications services, Internet access, internal connections, and basic maintenance of internal connections. The program is administered by USAC under the oversight of the FCC.

UNIVERSAL SERVICE ADMINISTRATIVE COMPANY

2000 L Street NW, Suite 200
Washington, DC 20036
Phone: (202) 776-0200

www.usac.org

HATS

HELPING APPLICANTS TO SUCCEED



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Helping Applicants to Succeed (HATS)

The HATS Outreach Initiative provides targeted training to participants who face challenges with the E-rate Program application process and helps them become more successful in the future. HATS also provides USAC with the opportunity to collect valuable feedback to improve the program for all participants.

A HATS Specialist—the Schools and Libraries Program staff member who conducts the HATS visit—will review your history with the E-rate Program and determine the areas to offer assistance. Each training is customized and is based on your experience level.

Limited or no advance preparation is required.

AM I ELIGIBLE FOR HATS?

HATS is designed to assist applicants who have experienced challenges, including but not limited to the following:

- New to the E-rate Program,
- Reduced or denied funding,
- Audit findings,
- Unsuccessful appeal(s),
- Invoicing issues,
- Specific problems or concerns, and
- Uncertainty about next steps.

HATS VISITS ARE NOT AUDITS

HATS visits are not audits or compliance visits. They are visits to solve applicant problems and to provide information.

If there is a specific problem that you would like to discuss with your HATS Specialist, please have your related documents available so the specialist can better assist you.

WHAT HAPPENS DURING A VISIT?

The HATS Specialist covers:

- Program rules and recent changes,
- Common process errors and misconceptions,
- Individual issue(s) that led to previous funding obstacles, and
- Successful application practices and ways to avoid application pitfalls.

WHAT TYPE OF HATS VISIT IS FOR ME?

USAC offers:

- Problem solving devoted to a specific issue,
- A full program overview for new applicants, and
- A targeted refresher course for the experienced applicant.

Schedule a Visit

A HATS visit can be conducted in person at your school or library, by telephone, or by video conference.

You can schedule a visit by calling the Client Service Bureau at (888) 203-8100. Please have the following information available during your call:

Contact Name

Entity Name

Billed Entity Number (BEN)

Street Address

City, State, Zip

Email Address

Phone Number

Reason for requesting a visit (optional)

You can also schedule a visit by completing the section above. Simply detach the form, fill it out, and either hand it to a USAC Schools and Libraries Program staff member or mail it in via U.S. Mail.



A HATS visit can be conducted in person at your school or library, by telephone, or by video conference.