

## How to Change Contact Info on E-rate Forms and in SLD Database

This is the time of year that many schools and libraries experience change in the staff that complete the annual E-rate forms. The following information provides instructions on how to change the contact information for both the PA E-rate listserve and existing E-rate forms, as well as how to change a school or library's name, mailing address and phone number in the USAC database. Service providers should use the Form 498 to change their contact information in the USAC database.

### PA E-rate Listserve:

E-mail Julie at [jtschell@comcast.net](mailto:jtschell@comcast.net) with the following information:

- Name, e-mail address and organization of person **joining** PA E-rate listserve
- Name, e-mail address of person who should be **removed** from PA E-rate listserve

### USAC Entity Information Changes

To make a permanent change to a school or library entity's name, address, central phone number or fax number in the USAC database (the information that is pre-populated on the E-rate application forms -- not the contact information), call the USAC Client Services Bureau (CSB) at 888-203-8100 and make the request. Be sure to have the entity's Billed Entity Number (BEN) ready when you call.

### E-rate Contact Information Change Request

To change the contact information on previously submitted forms, write a request on your organization's letterhead and include the following information:

- Billed Entity Number
- Form Application Number (indicate whether it's a Form 470, 471, 486, BEAR, etc)
- Old Contact Information
- New Contact Information (include name, phone, fax, e-mail)
- Preferred Mode of Contact (phone, fax, e-mail)
- Signature and Title of Person Requesting the Change

Fax signed request to:

Contact Information Change Request (973) 599-6526

Or mail to:

Contact Information Change Request  
Schools and Libraries Division - Correspondence Unit  
30 Lanidex Plaza West, PO Box 685  
Parsippany, NJ 07054-0685

The new contact person will be notified using the preferred mode of contact when the change request has been processed.