



Customer Engagement Guide

# Emergency Connectivity Fund (ECF) Post-Commitment Change Order

## Overview

The Emergency Connectivity Fund is a \$7.17 billion program funded by the American Rescue Plan Act of 2021 to help schools and libraries support remote learning. The Program provides funding to schools and libraries for the reasonable costs of eligible equipment and services that can be provided to students, teachers, and library patrons who lack connected devices, such as laptop or tablet computers, and/or lack broadband access during the pandemic.

The Federal Communications Commission unanimously adopted a Report and Order on May 10, 2021 establishing the rules and procedures for the Emergency Connectivity Fund Program. The Emergency Connectivity Fund Program Application Filing Window closed on October 13, 2021.

## Change Order Process

Participants can request changes to their funding requests by submitting a “Change service and/or equipment associated with a funding request (known as a service substitution).” Details on the Post-Commitment processes can be found at [ECF Post-Commitment Request Form: Applicants - Emergency Connectivity Fund - USAC.ORG](#)

## Quick Links

- [The FCC’s Emergency Connectivity Offer](#)
- [The Emergency Connectivity Fund Program](#)
- [Emergency Connectivity Fund FAQs](#)
- [Change Order Post-Commitment Request Form](#)
- [Windows Education Devices](#)
- [Windows 11 SE \(overview\)](#) | [Windows 11 SE \(video\)](#)

## Eligibility and funding details

### Eligible institutions

- **Schools, libraries, and consortia of schools and libraries** that are eligible for support under the FCC's E-Rate program, are eligible to request and receive support through the Emergency Connectivity Fund Program.
- In addition, the Order clarifies that Tribal libraries, which are eligible for support under the Library Services and Technology Act, are also eligible for the Emergency Connectivity Fund.

### What does the funding cover?

- **\$400 for a device purchase, \$250 for Wi-Fi hotspot.** Funding covers a variety of OEM devices for education within that price point. Schools and libraries can spend more than \$400/device but will only be reimbursed for \$400.

## Questions to ask; what to listen for

### Post-Commitment Changes

- **Ask:** Did you know, you don’t have to buy your initial request?
- **Answer:** There’s a simple way to make a change outlined with step-by-step instructions on how to submit a [Post –Commitment Change Request](#).

### Affordable devices

- **Ask:** Did you know, Microsoft offers a wide variety of affordable [devices for education](#)?
- **Answer:** You can get a great, affordable and rugged Windows device starting at just \$219! Microsoft offers the widest range of Windows and OEM devices at varying prices to fit any budget. Plus, Windows devices don’t require purchase of additional third-party apps, saving your school from spending more money down the road.

### Equity and Inclusion

- **Ask:** Did you know that Windows includes a wide variety of tools available to help all students of all abilities?
- **Answer:** Windows devices are inclusively designed to accelerate learning, support well-being of students, with accessibility features built-in and additional features to support students of all abilities and learning needs. [Windows 11SE](#) was designed with equity in mind, enabling continuous learning for students with limited access to the internet starting at just \$249!

### Social and Emotional Well-being

- **Ask:** Social emotional health is top of mind for educators. Does your school need support and training in social and emotional health?
- **Answer:** [Microsoft Education solutions](#) come with tools that help educators stay connected to student social and emotional health, with features such as [Teams Insight](#)s and the [Teams Reflect](#) app.

### Security, Deployment, and Management

- **Ask:** Are built-in security features important for you? As well as easy no-touch deployment and device management?
- **Answer:** Windows is a trusted and secure platform with [Microsoft Defender Antivirus](#) built in threat protection that helps detect and block malware. Additionally, Windows offers options to support no-touch deployment with [Windows Autopilot](#) and [Intune for Education](#) to support remote device management.