![USDA United States Department of Agriculture]

Borrower Obligations

Farm Bill Broadband Loan Program
For online help, please review the Broadband Collection and Analysis System (BCAS) User Guide
To file: https://bcas.sc.egov.usda.gov

Policy Regulation / Filing Assistance
For help with:
Farm Bill Broadband Loan Program
Contact: Kristin Lough
Telephone: (202) 720-0033

Telecommunications Infrastructure Loan Program
For online help, please review the Data Collection System (DCS) User Manual for Security Administrators, located on the DCS Home Screen [requires login].
To file: https://dcs.sc.egov.usda.gov

Policy Regulation / Filing Assistance
For help with:
Telecommunications Infrastructure Loan Program
Contact: Chearice Vaughn
Telephone: (202) 205-2927

Technical Assistance for BCAS and DCS

Rural Development Help Desk
For help with:

- Technical issues, such as system outages/availability/page and submission errors
- Basic screen navigation

Telephone: 1(800) 457-3642, Option 2 (USDA Applications); then option 2 (Rural Development)
E-mail: rd.hd.@stl.usda.gov

Attention BCAS Users: BCAS works best if Internet Explorer Eight (IE8) or an earlier version of IE is used as the preferred web browser. If you are using a newer version of IE and are experiencing technical problems, try changing the compatibility view settings located under "Tools".

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For all Filing and Help Desk calls, please be prepared to provide:

- Company Name
- Borrower or Award Designation
- Caller Name / POC Name
- Phone Number
- Description of the Specific Problem