

**Columbus Day Federal Holiday
Processing and Customer Service Hours
Attachment to September 2011 Electronic Announcement**

Our federal offices as well as some of our Title IV processors and call centers will be closed on Monday, October 10, 2011 to observe the Columbus Day federal holiday. See below for the various centers' operation status on the holiday.

CPS

The Central Processing System (CPS) will accept data on Monday, October 10, 2011 but will not process new Institutional Student Information Records (ISIRs) until Tuesday, October 11, 2011.

COD System

The Common Origination and Disbursement (COD) System will accept and process data from schools and send back responses/acknowledgments on Monday, October 10, 2011, but schools will not be able to receive any federal funds on that day. Requests for changes in funding levels and for funds will not be processed until Tuesday, October 11, 2011.

Note: The COD System will also undergo extended maintenance during the period October 7-8, 2011. Refer to our [September 26, 2011 Electronic Announcement](#) on the Information for Financial Aid Professionals (IFAP) Web site for specific outage information.

Transition to New Direct Loan Servicing Center (ACS) System and Web Sites

As explained in a series of announcements since June 2011, the Direct Loan Servicing Center (ACS) is in the process of transitioning to a new loan servicing system and launching new Web sites. The system and Web site outages associated with the transition are scheduled from 8:30 P.M. (ET) on Friday, September 30, 2011 until 8:00 A.M. (ET) on Monday, October 10, 2011. For complete outage and impact information, refer to [our September 23, 2011 Electronic Announcement on the IFAP Web site](#).

Web Sites

All Federal Student Aid Web sites will remain operational on the holiday.

Federal Student Aid Customer Service or Processing Center	Telephone Number	Status on the Columbus Day Federal Holiday, Monday, October 10, 2011
Campus-Based Call Center	(877) 801-7168	Closed
COD School Relations Center		
<ul style="list-style-type: none"> • Direct Loans • Grants • Applicant Services 	<ul style="list-style-type: none"> (800) 848-0978 (800) 474-7268 (800) 557-7394 	<ul style="list-style-type: none"> Open Open Open

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Federal Student Aid Customer Service or Processing Center	Telephone Number	Status on the Columbus Day Federal Holiday, Monday, October 10, 2011
CPS/SAIG Technical Support	(800) 330-5947	Open
Default Resolution Group	(800) 621-3115	Open
Direct Loan Consolidation Center	(800) 557-7392	Open
eZ-Audit	(877) 263-0780	Closed
Federal Student Aid Information Center	(800) 4-FED-AID	Closed
G5 Hotline	(888) 336-8930	Closed
Loan Servicing Centers for Schools <ul style="list-style-type: none"> • Department of Education Student Loan Servicing Center (ACS) • Direct Loan Servicing Center – School Services • FedLoan Servicing (PHEAA) • Great Lakes Educational Loan Services, Inc. • Nelnet • Sallie Mae 	(800) 835-6511 (888) 877-7658 (800) 655-3813 (888) 686-6919 (866) 463-5638 (888) 272-4665	Open Open Closed Open Open Open
Loan Servicing Centers for Students <ul style="list-style-type: none"> • Department of Education Student Loan Servicing Center (ACS) • Direct Loan Servicing Center • FedLoan Servicing (PHEAA) • Great Lakes Educational Loan Services, Inc. • Nelnet • Sallie Mae 	(800) 508-1378 (800) 848-0979 (800) 699-2908 (800) 236-4300 (888) 486-4722 (800) 722-1300	Open Open Closed Open Open Open
Nelnet Total and Permanent Disability Servicer	(888) 303-7818	Open
NSLDS Customer Service	(800) 999-8219	Closed
Ombudsman	(877) 557-2575	Closed
Research and Customer Care Center	(800) 433-7327	Closed