

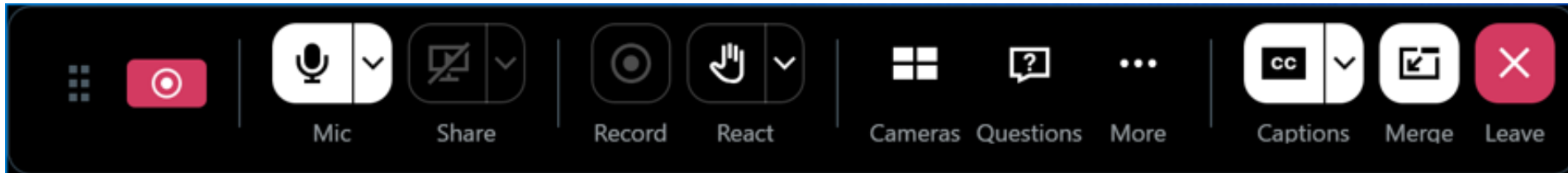


E-Rate Webinar EPC Administrative Window

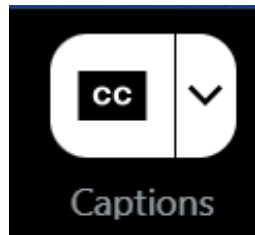
October 15, 2026

Housekeeping – Closed Captioning (CC)

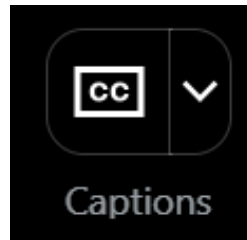
- To accommodate attendees, real-time closed caption is an option during this presentation.
- Attendees control their own captioning.



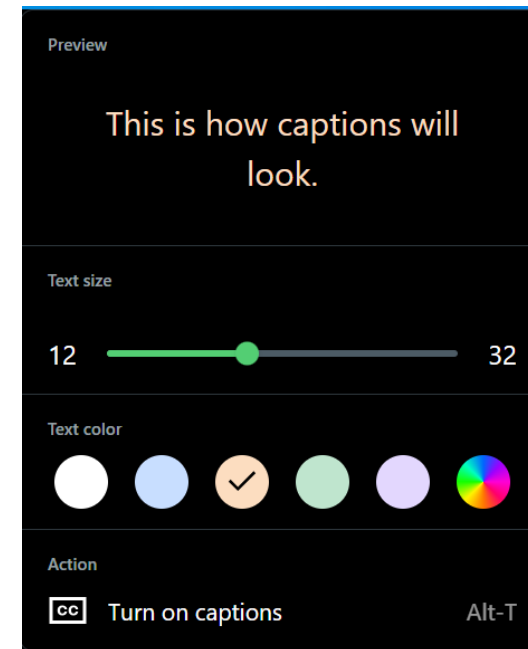
- You control the caption font size and color.
- Toggle CC off and on at your preference.



Captions ON

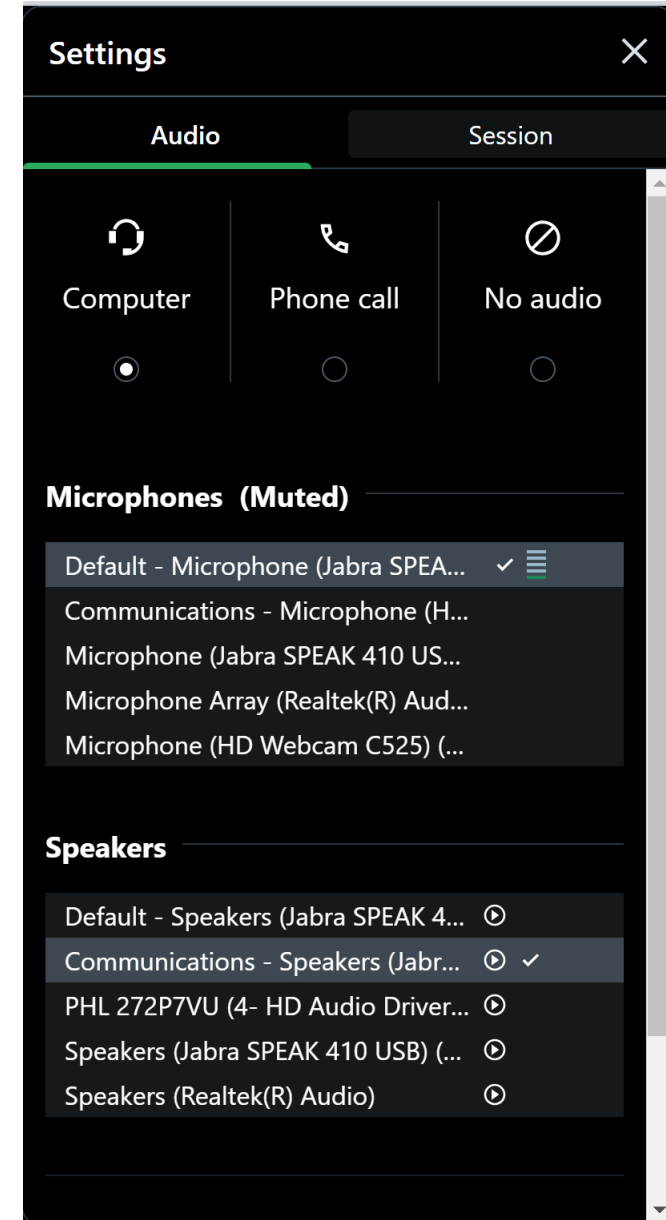


Captions OFF



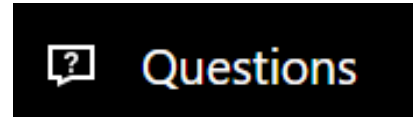
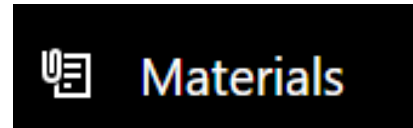
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- Audio is available through **your** computer's speakers.
- Use the “Audio” section of your control panel to select an audio source and connect to sound.
 - Turn on your computer's speakers, or
 - Use the call-in instructions in your confirmation email
- All participants are on mute. To ask questions, submit questions at any time using the “Questions” box.
- If your audio or slides freeze, restart the webinar.



Housekeeping – Materials & Questions

- A copy of the slide deck is in the **Materials** section of the webinar panel.
- Enter questions at any time using the **Questions** box.
- **This webinar is being recorded.** A copy of the webinar slides and recording will be posted to our [Webinars](#) webpage.



Questions

×

No questions yet
Questions you send and answers from the staff
will appear here

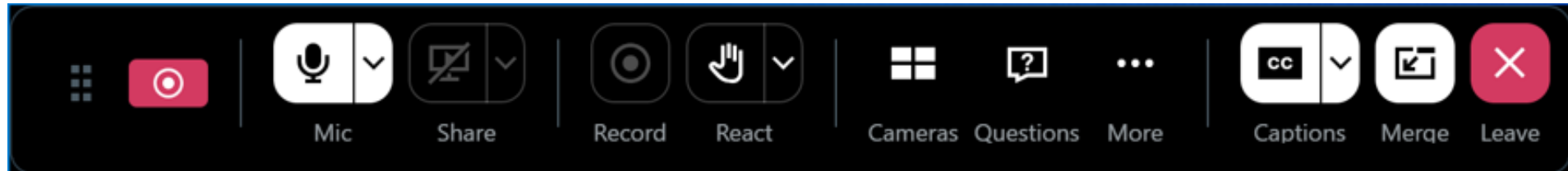
Your question will be sent to staff

Send

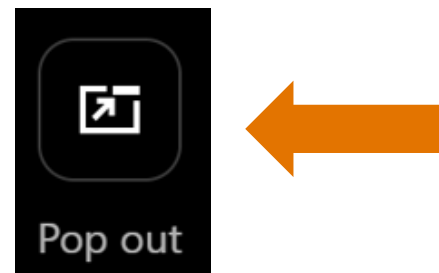
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GoTo Webinar

- Two ways to view the webinar
 1. Multiple windows open, can **merge** into one



2. One window for all content, can **pop out** into multiple windows



Housekeeping – Technical Issues

- Exit the webinar and click the Check System Requirements link **in the event confirmation email** to determine whether your computer meets GoToWebinar's requirements.
- If issues persist, call (833) 851-8340 to troubleshoot with GoToWebinar.

E-Rate Customer Service Center (CSC)



Call us at (888) 203-8100

Monday – Friday 8 a.m. to 8 p.m. ET



Create a customer service case

1. Log in to the [E-Rate Productivity Center \(EPC\)](#)
2. Select the **Contact Us** link from the upper right menu on the landing page.

Meet the E-Rate Team



Tyanna Smith

Manager | E-Rate



Tom Nesbitt

Director | E-Rate

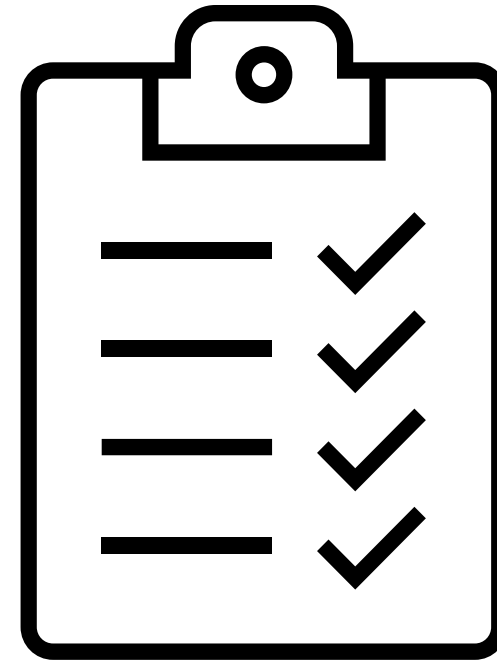


Nekose Wills

Outreach | E-Rate

Agenda

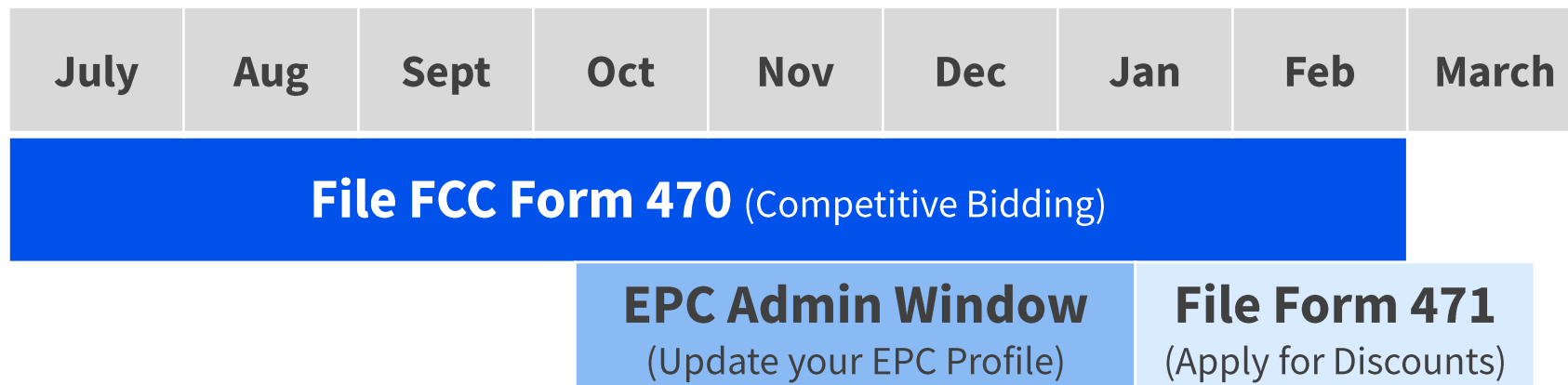
- About the Administrative Window
- Information to be Updated
- Entity Profile Updates
- Account Administrators
- Entity Search Tool
- Admin Window eLearning Module (eLM)
- What if I Miss the Administrative Window?
- Administrative Window Tips



About the Admin Window

What is the Administrative Window?

- Time when applicants update their EPC entity profile information (e.g., discount rate information) for the FCC Form 471 application filing window.
- Occurs from October to early January prior to the FCC Form 471 application filing window. For FY27, the admin window opens on October 21, 2026.



- The Admin Window closes shortly before the FCC Form 471 application filing window opens in early January. The exact Admin Window closure date will be announced in the [E-Rate News Brief](#).
- EPC profiles are locked before the FCC Form 471 application filing window to prevent changes that impact an entity's discount rate.

Why Do We Have the Administrative Window?

- To ensure the applicant's discount remains accurate by collecting National School Lunch Program (NSLP), full-time student counts, and square footage for entities tied to a school district, library system, or consortium.
- Provide a simple **self-service** option for updating annual student count or entity information.
- Allow faster processing of FCC Form 471 application funding requests. The entity profile information gets incorporated directly into the FCC Form 471 when it is filed.
- Reduce review time during Program Integrity Assurance (PIA) review.

Calendar Months												
July 2026	Aug 2026	Sep 2026	Oct 2026	Nov 2026	Dec 2026	Jan 2027	Feb 2027	Mar 2027	Apr 2027	May 2027	Jun 2027	July 2027
EPC Admin Window for FY2027						File FCC Form 471 for FY2027					Services START FY2027	

Administrative Window Tips for PIA

- Accurately enter your entity changes during the admin window. They will be reflected on the FY2027 FCC Form 471, when it is filed. Be sure to retain your documentation.
- Be certain your enrollment, NSLP and other relevant entity profile information, matches the state valid file or substantiating documentation maintained by the school or library.
 - For example, if your profile indicates 300 students but your valid file supports 200, PIA will have to outreach for your supporting documentation.
- Make all necessary changes to the entity profile **during** the admin window, that apply to your FCC Forms 471 for that funding year. NOTE: You must submit a Receipt Acknowledgement Letter (RAL) request to implement any updates after the admin window closes.
- Avoid the potential outreach! These updates help make processing FCC Form 471 applications faster and more accurate.

Information to Update

What is Updated Every Admin Window?

- EPC profile information including address, email, phone etc.
- Account administrator contact
 - Is your account administrator correct? Do you have one on file?
- User rights levels
 - Are there at least two full rights users who can certify forms?
- New entities
- Consultants on your account
- School student counts and NSLP
- Library square footage

What Changes to Make?

	Schools / School Districts	Libraries and Library Systems	Consortia
Account Administrator is active and current	X	X	X
Account Administrator adds new users and deactivates users that no longer work for the organization	X	X	X
Account Administrator reviews and updates all user rights by form/transaction, ensuring at least 2 full rights users per form	X	X	X
Account Administrator updates/adds consulting firm (CRN) and consulting firm users and updates rights	X	X	X
New or closed entities requested via a customer service case	X	X	X
Update entity relationships (child entities, consortia members)	X	X	X
Update student counts / library square footage; update entity subtypes / add Tribal affiliation	X	X	
Review/update entity profiles to ensure that are no errors due to missing information	X	X	
Update entity contact information and FCC registration number	X	X	X
Establish your new Category 2 Budget	X	X	

Start Early, End On Time!

- Administrative window updates
 - 103k schools need latest student counts
 - 21k Account Administrators
 - 2.6k new entities created each year
- Start early to allow enough time to complete all updates!
- Do not wait until the last week of the administrative window to make and request your changes
- If entity profile updates (e.g., student counts, new entities) are needed outside of the administrative window, this may slow down application review and delay your Funding Commitment Decision Letter(s).

Update Entity Profile

Update Entity Profile

To update things like address, email, etc., you must update the Entity profile.

The screenshot displays the Appian interface with the 'My Applicant Landing Page' on the left and the main dashboard on the right. The dashboard includes a top navigation bar with 'News', 'Tasks (29)', 'Records', 'Reports', and 'Actions'. The main content area shows a 'Training' section with the 'Universal Service Administrative Co.' logo and a 'Welcome, Independent School 702!' message. Below this is a 'Pending Inquiries' section with a 'Type' dropdown menu. The right sidebar contains a 'Manage Organization' dropdown menu with options like 'Modify Account Administrator', 'Create a Customer Service Case', 'Manage General Co', 'Manage Annexes', 'Manage Organization', and 'Create FCC Form 470'. Red callout boxes 1, 2, and 3 highlight the 'Welcome, Independent School 702!' text, the 'Manage Organization' dropdown, and the 'Manage Organization' menu item respectively.

My Applicant Landing Page

Training

Universal Service Administrative Co.

Welcome, Independent School 702!

Pending Inquiries

Type -- Select a Type --

Applicant Type School

Status Active

Manage Organization

- Modify Account Administrator
- Create a Customer Service Case
- Manage General Co
- Manage Annexes
- Manage Organization
- Create FCC Form 470

Update Entity Profile

- Address determines urban/rural status which impacts your discount
- Verifies service delivery during invoicing

Modify An Organization

Name *	Organization Type
Test Entity – APPLICANT SCHOOL DISTRICT	Applicant
Physical Address	
Address Line 1 *	Zip Code *
2000 L St NW	20005
Address Line 2	Zip Code Extension
Suite 200	4924
City *	County *
Washington, District of Columbia	Other
State *	Please ensure that the address, city, state, and zip code are correct
DC	Please Specify *
	District Of Columbia
	Please enter the name of the county and ensure that it is spelled correctly

Update Related Entity Profiles

Records / Applicant Entities

#17010490 - Test Entity – APPLICANT SCHOOL DISTRICT

Summary

Customer Service

Modifications

Additional Information

Discount Rate

Category Two Budget

Category

Related Organizations

Relationship Type

Related Entities

Entities

Entity Nu	Entity Name	Cit
17010549	Test Entity – Test NIF	Wa
17010504	Child School 1	Ne
17010548	NIF Entity	NIF
17010506	Child Entity 2	Ne

21

Update Entity Profile – School

- Entity types and subtypes verify eligibility
- Student counts determine your discount rate

School Information

School Sub-Type *

☒ Public School

☐ Private School

Check All That Apply [Show Help](#)

☐ Pre-K

☐ Head Start

☒ Adult Education

☐ Juvenile Justice

☒ Dormitory

☐ Charter School

☐ Tribal School

Is this school part of a school district?

Yes

☐ New Construction School

☐ Swing Space

☐ Detention Center

☐ General-Use School

☐ ESA School

☐ BIE

Number of Full Time Students *

42

Total Number of Students Eligible for National School Lunch Program (NSLP) ? *

30

Community Eligibility Program (CEP)? *

☐ Yes

☒ No

Alternative Discount Method *

None

Indicate if an alternative discount mechanism was used to calculate the number of students eli

Updating Student Counts

- Approved student counts from the previous funding year's committed applications are in the EPC entity profile prior to the Administrative Window
- Update your students counts based on the most recent data you have during the Administrative Window
- You must submit a Receipt Acknowledgement Letter (RAL) request to implement any updates after the admin window closes and after you have certified your FCC Form 471 during the filing window.
- If you receive National School Lunch Program (NSLP) and full-time student counts after the Administrative Window closes use them for the next Funding Year

Updating Entity Profile - Library

- Library main branch and associated school district determine discount rate
- Square footage determines C2 budget

Library Information

Library Sub-Type *

☒ Public Library
☐ Private Library

Check All That Apply

☐ Academic
☐ Research
☐ Tribal Library
☐ Bookmobile
☐ Kiosk
☐ New Construction Library
☒ Main Branch
☐ Tribal College/University Library (for public use)
☐ State Library Agency - Library

FSCS KEY

DC0039

FSCS SEQ

002

Category Two Budget Information

Square Footage *

10000

Square footage must be provided to qualify for Category Two funding.

Associated School District

BEN	NAME
17009864	Test Entity – Applicant School District

If this library is no longer a main branch, please unselect the Main Branch Checkbox

Search for School Districts

BEN Search

State Search

Please select a value ▼

Update Library System (Parent) and Branch (Child) Profiles

- Verify the square footage for each of your library branches and the designation of your library's main branch.
 - Library systems report square footage at the library branch level (rather than a total at the library system level).
- If you are an independent library, designate your library as your main branch.
- Add square footage from bookmobiles. A bookmobile with zero square footage will **not** be included in the library system's C2 budget calculation.
- For each new library entity that is currently missing in your organization's profile, USAC must create the entity for you.
- Confirm the main branch is associated with the correct school district.

Indicating Tribal Status

- In July 2023, the FCC expanded the eligibility to Tribal Colleges/University Libraries.
- Entities with the following Tribal subtypes will be asked to provide their Tribal Affiliation based on a dropdown menu:
 - Tribal library
 - Tribal school
 - BIE (Bureau of Indian Education)
- If one of the entity subtypes above are selected and the school or library does not meet the definition of Tribal under the FCC order, we recommend you deselect the entity subtype accordingly.
- Tribal entity eligibility will be reviewed as part of the FCC Form 471 application review process.

The screenshot displays the FCC Form 471 application interface, divided into several sections:

- Applicant Information:**
 - Latitude: Not Found
 - Longitude: Not Found
 - Urban/Rural Status: Not Found
 - Library Sub-Type:
 - ☐ Public Library
 - ☐ Private Library
 - ☐ Academic
 - ☐ Research
 - ☒ Tribal Library
 - ☐ Bookmobile
 - ☐ Kiosk
 - ☐ New Construction Library
 - ☐ Main Branch
 - ☐ Tribal College/University Library (for public use)
 - ☐ State Library Agency - Library
- Applicant Information (Right Column):**
 - Latitude: 45.019
 - Longitude: -93.3712
 - Urban/Rural Status: Urban
 - School Sub-Type:
 - ☐ Public School
 - ☐ Private School
 - ☐ Pre-K
 - ☐ Head Start
 - ☐ Adult Education
 - ☐ Juvenile Justice
 - ☐ Dormitory
 - ☐ Charter School
 - ☒ Tribal School
 - ☐ New Construction School
 - ☐ Swing Space
 - ☐ Detention Center
 - ☐ General-Use School
 - ☐ ESA School
 - ☒ BIE
 - ☐ ESA School District with no Schools
- Category Two Budget Information:**
 - Square Footage: 2743
- Tribal Affiliation * (Dropdown Menu):**
 - Akiachak Native Community
 - Akiak Native Community
 - Alabama-Coushatta Tribe of Texas
 - Alabama-Quassarte Tribal Town
 - Alaska Native Corporation
 - Alatna Village
 - Algaaciq Native Village (St. Mary's)
- Other Fields (Right Column):**
 - User-Entered Latitude: 45.019
 - User-Entered Longitude: -93.3712
 - User-Entered Urban/Rural Status: Urban
 - Community Eligibility Program (CEP)? No
 - Alternative Discount Method: None
 - Does this organization have an endowment? No
 - Number of Full Time Students: 521
 - Total Number of Students Eligible for National School Lunch Program (NSLP): 273

FY2025 Community Eligibility Program(CEP) Changes

- The minimum allowable Community Eligibility Program (CEP) % changed from 40% to 25% starting in FY 2024.
- Applicants are no longer required to submit a Receipt Acknowledgement Letter (RAL) for CEP % between 25-39%.
- Applicants can now update the CEP % in their EPC entity profile for 25%+.
- Reminder: Check the base year to ensure it is updated to the start of your CEP cycle.
- For more information on CEP, visit our [website](#).

User-Entered Latitude	31.0837
User-Entered Longitude	-97.5966
User-Entered Urban/Rural Status	Urban
Community Eligibility Program (CEP)?	Yes
CEP Percentage	34.55%
CEP Base Year	2022
Does this organization have an endowment?	No
Number of Full Time Students	602
Total Number of Students Eligible for National School Lunch Program (NSLP)	333

Account Administrators

Who Is Responsible?

- Account Administrators are responsible for updating the EPC profile during the administrative window.
- If you are unsure who your Account Administrator is, navigate to the Applicant Entity Profile page in EPC and look under the field Account Administrator.
- If your organization does not have an account administrator, call the Customer Service Center:
 - (888) 203-8100, Monday through Friday, 8 a.m. to 8 p.m. ET

EPC Account Administrator Role

- Every organization (independent school, independent library, school district, library system, consortium) with an account in EPC needs an Account Administrator.
 - The Account Administrator **must** be an employee of the Billed Entity Number's (BEN's) school or library and cannot be a consultant.
 - For billed entity and service provider accounts, the Account Administrator is tied to their 498 ID. See [Applicant 498](#) and [Service Provider 498](#) pages on our website.
- Consultants and Service Providers also need to create Consultant and Service Provider Accounts and Account Administrators for their EPC accounts.

EPC Account Administrator Permissions

- **Account Administrators can:**
 - Create new users.
 - Modify the rights of existing users.
 - Modify information about their organization.
 - Link or unlink their organization to consulting firms and consortia.
 - Modify (change) the Account Administrator.
 - Deactivate users who no longer work for the organization.

Account Administrator Grants User Permissions

- The Account Administrator determines which rights to grant each user.
 - Instructions for granting user rights can be found in the User Rights section of the [Admin Window eLM](#).

Records / Applicant Entities

#208 - ABC School District

Summary Customer Service Modifications Additional Information Discount Rate Contracts FCC Forms FRN Appeals News **Related Actions**

Manage User Permissions

Organization Details

Name	ABC School District	FCC Registration Number	1231231234
Address	123 Street Lawrence, KS 66046	Organization Type	Applicant
Mailing Address	123 Street Lawrence, KS 66046	Phone Number	785-555-5555
		Email	kproctor66044@gmail.com

User Permissions

In the table below, you can designate the permissions that you wish to give to each of your users for the various tasks you can complete in the portal. This table will continue to grow as more functionality comes online.

- Full rights users can start, complete, submit and certify forms.
- Partial rights users can start and enter data in the form, but cannot submit and certify them.
- View Only users can only see forms created by other people in your organization but cannot create forms themselves.
- Form 498 School or Library Officials can start, complete, submit, certify, modify, and deactivate Forms 498.
- Form 498 General Financial Contacts can start, complete, and submit Forms 498, but cannot certify new or updated Forms 498 or deactivate existing Forms 498.
- Post-Commitment Full and Partial rights user can start, complete, and submit Spin Change and Service Substitution requests. Post-Commitment View Only rights can view the submitted Spin Change and Service Substitution requests.

Name	Email	Apply All	470 Permission	471 Permission	498 Permission	Post-Commitment Permission	486 Permission	Appeals Permission
Sam Schooldistrict	sam_schooldistrict@test.usac.org	▼	Full ▼	Full ▼	School or Library Official ▼	Full ▼	Full ▼	Full ▼
applicant1 test	applicanttest1@mailinator.com	▼	Full ▼	Full ▼	School or Library Official ▼	Full ▼	Full ▼	Full ▼

CANCEL SUBMIT

User “Rights” Levels

The Account Administrator determines which EPC users can view, create, certify, and submit FCC forms and requests. It is a good practice to review these levels annually and update where needed.

- A “Full-Rights” user can **complete and certify forms** on behalf of the BEN, update profile information, and receive all USAC communications regarding the BEN.
 - For example, you may determine that a **school or library official** should have this level.
- A “Partial-Rights” user can **create forms** (but not certify those forms) and update profile information.
 - You may decide that a general financial contact should have this access level.
- “View-Only” rights users can view (but not update) the accounts.

User Permissions

Abilities	Full Rights	Partial Rights	View Only Rights
Create forms	X	X	-
Certify and submit forms	X	-	-
Update profile	X	X	-
View account	X	X	X
Respond to outreach	X	-	-

Resources

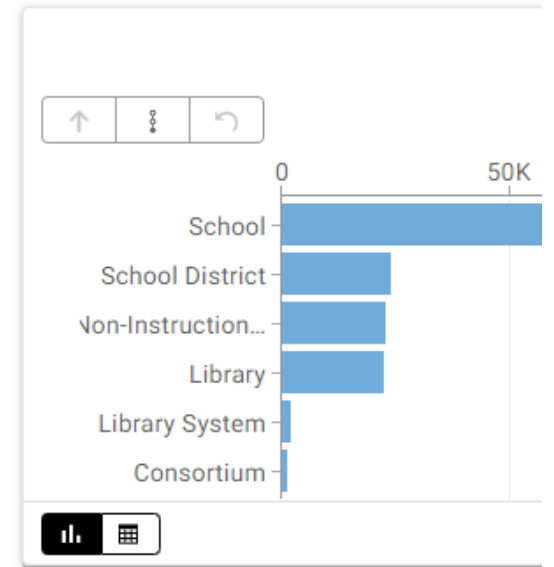
E-Rate Entity Search Tool

- The [E-Rate Entity Search Tool](#) available in Open Data so you can view and download entity data
- Once you make updates to entities in EPC, the data will show in the tool the next day
- For instructions on to use Open Data, view our [Open Data eLM](#) or [webinar trainings](#)

[E-Rate Entity Search Tool](#)

The E-Rate Entity Search Tool enables the search of E-Rate Productivity Center (EPC) information about schools, libraries, school districts, library systems, consortia, and non-instructional facilities (NIFs). For Annexes information, please refer to the ["E-Rate Supplemental Entity Information: Annexes"](#) dataset.

Watch the [video walkthrough](#) to learn how to use the tool.



How to Update Your EPC Profile During the Administrative Window eLearning Module (eLM)

- Explaining User Permissions
- Updating EPC Profile
- Reporting Student Counts for Schools and Square Footage for Libraries
- Requesting C2 Budget Replacement
- How to Update Your E-Rate EPC Profile During the Administrative Window



What If I Miss the Administrative Window?

Once the Administrative Window Closes, the filing window for the FCC Form 471 applications will open and:

- EPC profiles are now “locked:” No new changes can be made that affect an entity’s discount calculation.
- Applicants would need to submit a Receipt Acknowledgement Letter (RAL) modification request after certifying their FCC Form 471.

To file a Modification Request (RAL), follow these instructions:

1. Find and open the appropriate FCC Form 471. You can find your forms on your Landing Page under Forms and Post-Commitment Requests, or from your entity Summary page under FCC Forms.
2. Filter the forms by FCC Form 471, Funding Year, and Certified.
3. Click on the FCC Form 471 that you want to update.
4. Near the top of the page (under the form name), click “Related Actions.”
5. Click “Submit Modification Request (RAL).”

Administrative Window Tips

- Start early and do not wait until the last minute!
- Ensure your Account Administrator is active.
- Ensure your consultant firm is current.
- Leverage EPC self-service capabilities.
- Request new entities via a customer service case early in the window. ([Customer service documentation needed for new entities.](#))
- Leverage the Open Data tool to review existing and updated entity data.
- Set yourself up for success for FCC Form 471 application window.
- A good time for service providers to review and update account permissions and admins
- Monitor [E-Rate News Briefs](#) and USAC's website for the [announcement](#) of the admin window closure date.

Live Q&A

Submit your questions about today's topics:

- Items related to the EPC Administrative Window
 - Making changes
 - Account administrators and permissions
 - Funding Years 2026-2030
 - Missing the window

Questions



No questions yet
Questions you send and answers from the staff will appear here

Your question will be sent to staff

Send

Q&A Tips

- ✓ Type your queries into the “Questions” box in your webinar control panel.
- ✓ Write in full sentences.
- ✓ Ask one question at a time.
- ✓ Click the box to expand it and see all the written answers.

Questions?

E-Rate Customer Service Center (CSC)



Call us at (888) 203-8100

Monday – Friday 8 a.m. to 8 p.m. ET

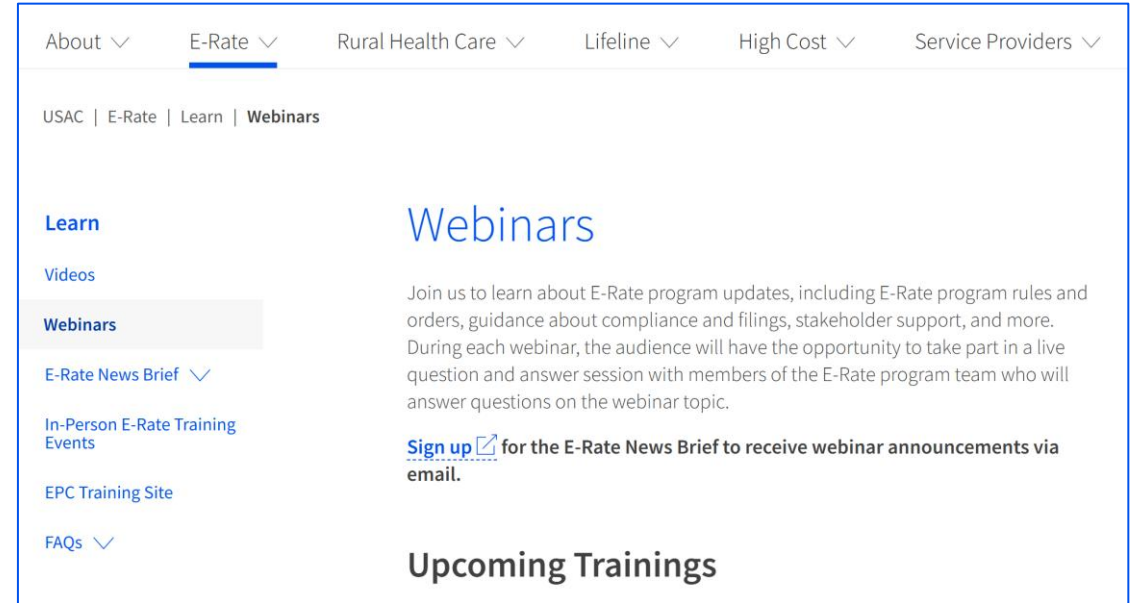


Create a customer service case

1. Log in to the [E-Rate Productivity Center \(EPC\)](#)
2. Select the **Contact Us** link from the upper right menu on the landing page.

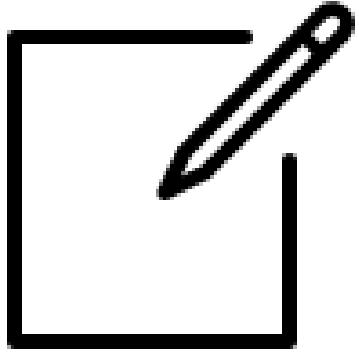
Upcoming Webinars

- Our next webinar is **November 3** on **Eligible Services**.
- Please visit the E-Rate [Webinars](#) page for additional information.



The screenshot shows the E-Rate Webinars page. The top navigation bar includes links for About, E-Rate (selected), Rural Health Care, Lifeline, High Cost, and Service Providers. Below the navigation bar, the breadcrumb trail reads USAC | E-Rate | Learn | Webinars. The left sidebar contains a 'Learn' section with links for Videos, Webinars (highlighted), E-Rate News Brief, In-Person E-Rate Training Events, EPC Training Site, and FAQs. The main content area features the title 'Webinars' and a paragraph explaining the purpose of the webinars: to provide updates on E-Rate program rules, compliance, and stakeholder support, with a live Q&A session. A 'Sign up' link with an external icon is provided for the E-Rate News Brief to receive webinar announcements via email. At the bottom of the main content area, the heading 'Upcoming Trainings' is visible.

Take Our Survey



- We want to hear about your webinar experience.
- A survey will appear on your screen at the end of the webinar.
- If you are not able to complete the survey today, one will be emailed to you within one to two business days.
- We appreciate your feedback!

Thank You!





Universal Service
Administrative Co.