

# FCC Form 470 and Competitive Bidding

E-rate Office Hour Webinar  
January 29, 2020



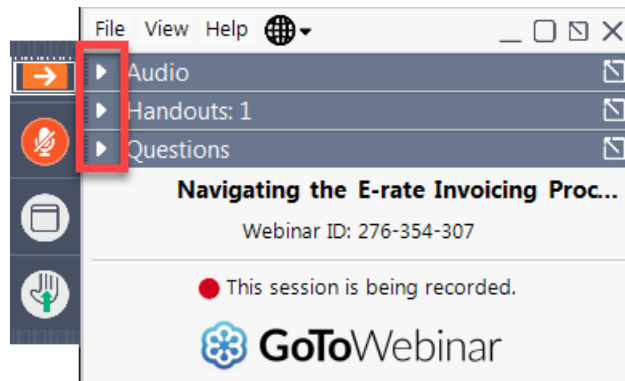
Universal Service  
Administrative Co.

## HOUSEKEEPING – WEBINAR PANEL

- The webinar panel is located on the right-hand side of the screen.
- Open the panel by clicking the orange arrow.

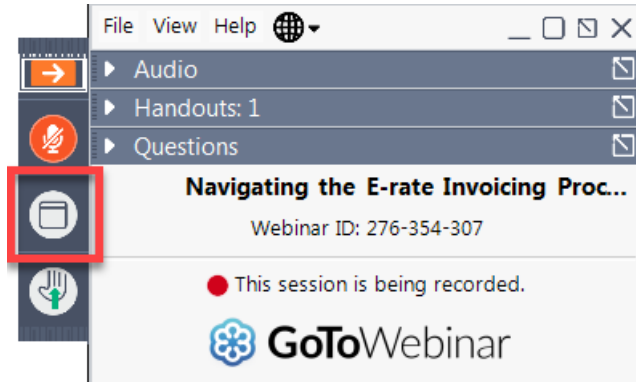


- Use the white arrows to open the sections in the panel.

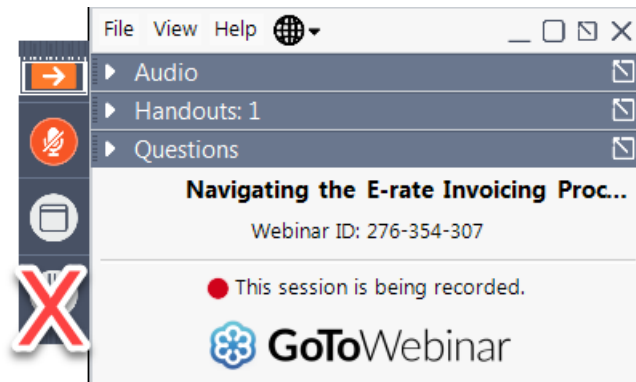


# HOUSEKEEPING – WEBINAR PANEL

- You can use the panel to view the presentation in full screen or window mode.

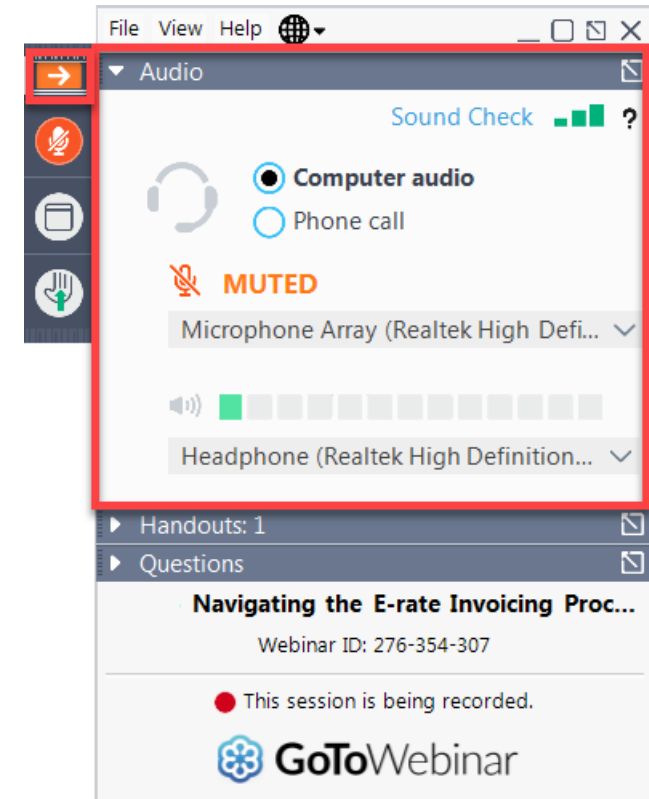


- We are not using the hand raise function.



# HOUSEKEEPING - AUDIO

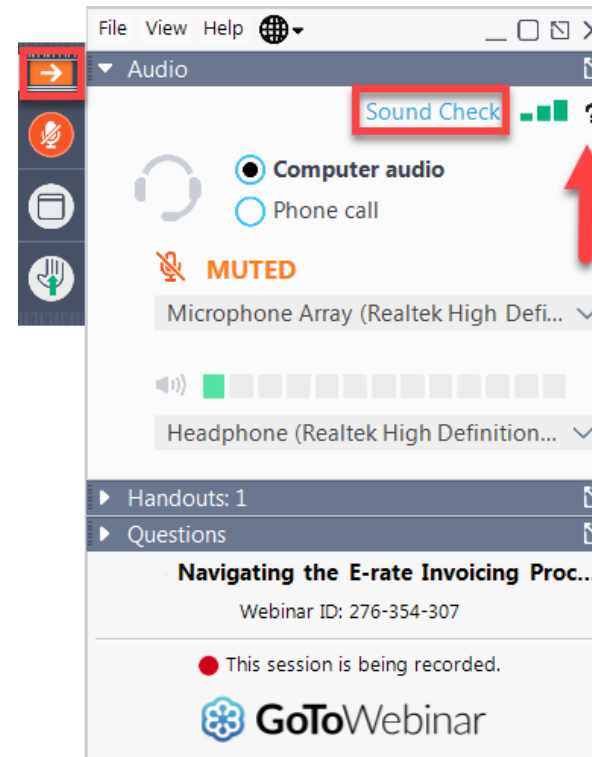
- Use the “Audio” section of your control panel to select an audio source.
- Choose one of the audio options:
  - Your computer's audio
  - Call in using an access code and audio PIN.
- The audience will remain on mute.



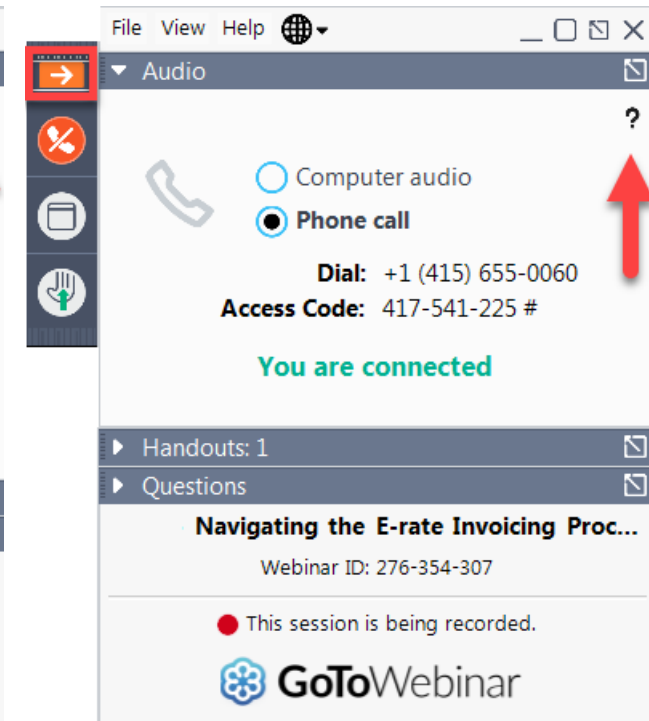


# HOUSEKEEPING – TECHNICAL ISSUES

- Use the “Sound Check” link and click question mark icon for audio help.
- Exit webinar, and click the ["check system requirements" link](#) in the event confirmation email to determine whether your computer meets the requirements to see and hear the webinar.
- If issues persist, call 877-582-7011 to [troubleshoot with GoToWebinar](#).



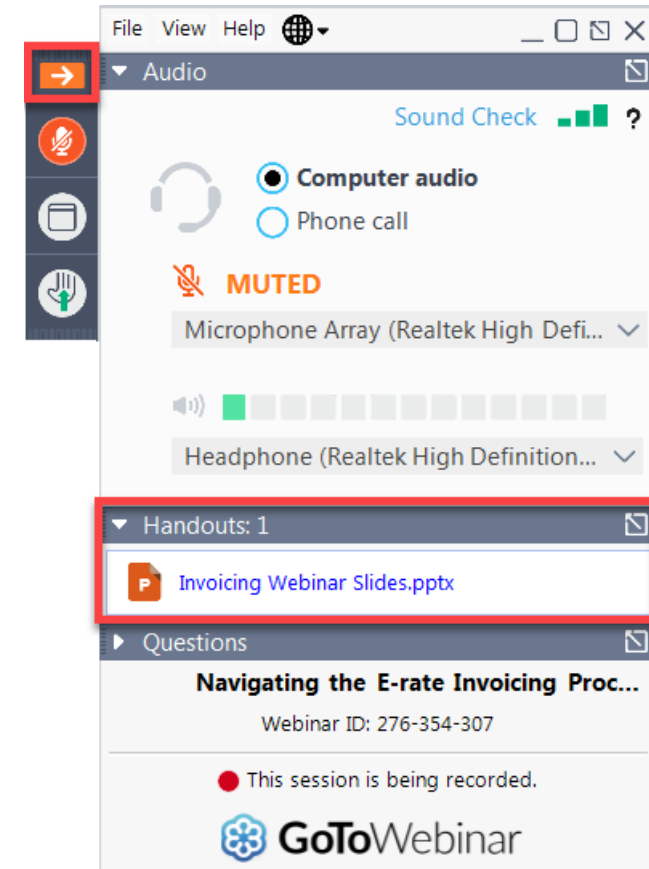
Computer Audio



Phone Call

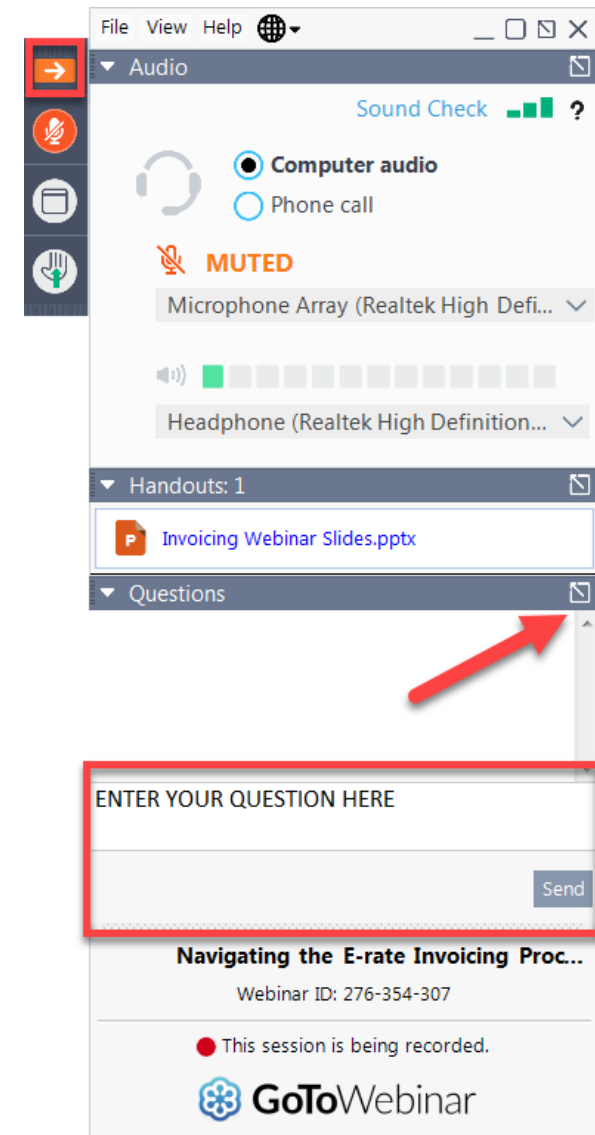
# HOUSEKEEPING - RESOURCES

- **Slide deck and other resources** are available during the live webinar when you click the arrow to expand the “**Handouts**” tab.
- This recording will be available after the event via the registration link.



# HOUSEKEEPING – Q&A

- **There will be a live Q&A session focused on today's topics.**
- Tips for submitting questions:
  - Use the “Questions” box in your webinar control panel anytime during the presentation.
  - Click the box with the arrow above the questions box to expand it and see all written answers.
  - Write in full sentences.
  - Ask one question at a time.
  - Ask questions related to webinar content.



The screenshot displays a webinar control panel with several sections:

- Audio:** Includes a "Sound Check" indicator, radio buttons for "Computer audio" (selected) and "Phone call", a "MUTED" status, and dropdown menus for "Microphone Array (Realtek High Defi...)" and "Headphone (Realtek High Definition...)" with a volume slider.
- Handouts:** Shows a list with one item: "Invoicing Webinar Slides.pptx".
- Questions:** A section with a red arrow pointing to a box containing the text "ENTER YOUR QUESTION HERE" and a "Send" button.
- Footer:** Contains the title "Navigating the E-rate Invoicing Proc...", the "Webinar ID: 276-354-307", a recording indicator "This session is being recorded.", and the "GoToWebinar" logo.

## CLIENT SERVICE BUREAU (CSB)



**Call us at (888) 203-8100**

Monday – Friday 8:00 a.m. to 8:00 p.m. ET



**Create a customer service case in EPC:**

1. Log in to [EPC](#).
2. Select the **Contact Us** link from the upper right menu on your landing page.





# MEET OUR WEBINAR STAFF



**Nkeshi Free**  
Moderator

Communications Specialist



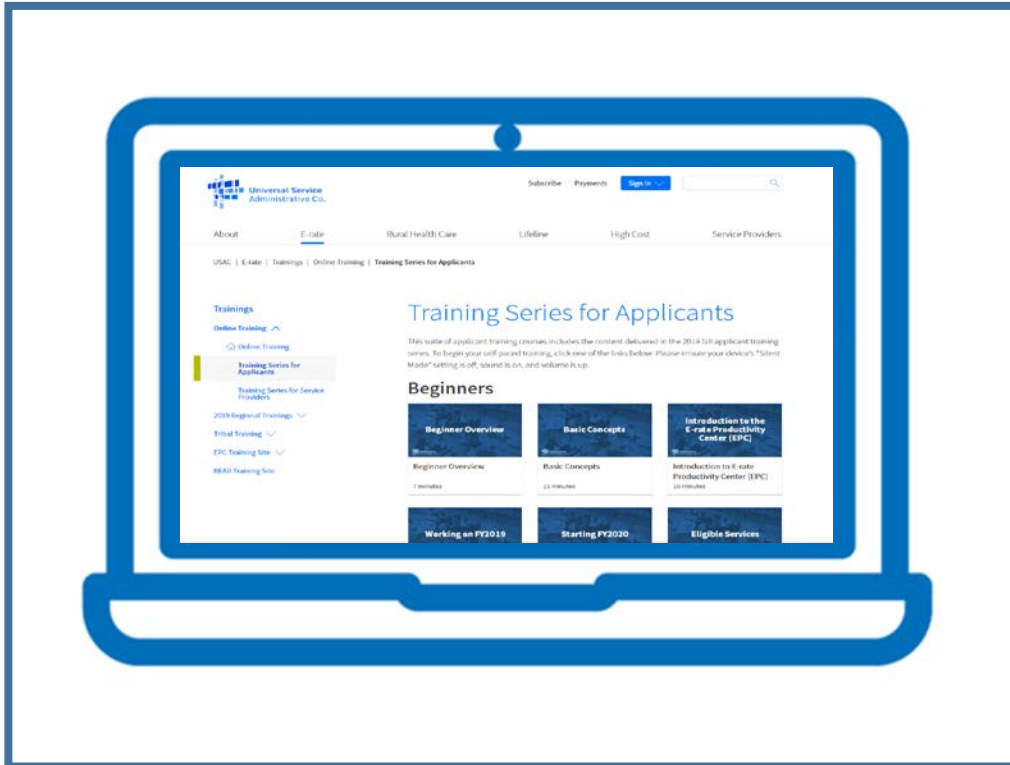
**John Noran**  
Presenter

Senior Manager

## **AGENDA**

1. Office Hours Overview and Purpose
2. Starting Funding Year (FY) 2020 Overview
3. FCC Form 470 Video Series Overview
4. Q&A

# OFFICE HOUR WEBINARS & TRAINING SERIES



- Assist program participants in formulating pertinent questions.
- Provide basic program information.
- Help program participants.

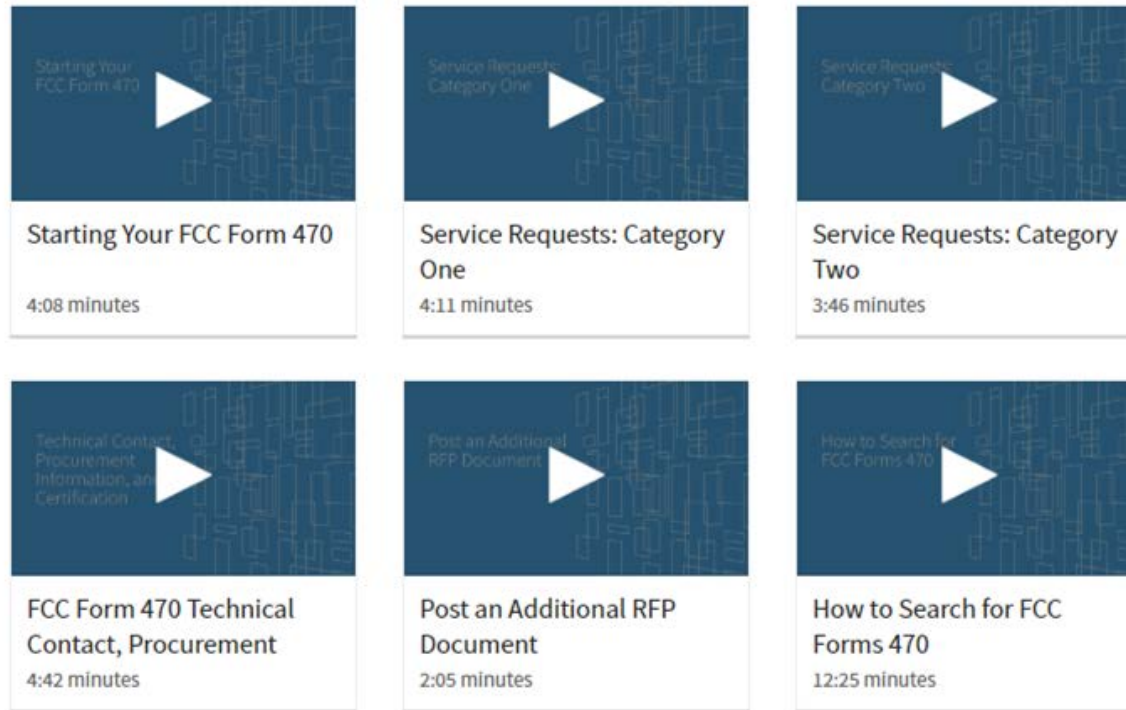
## OFFICE HOUR WEBINARS

- Participants should watch the assigned training materials in advance of the webinar and come prepared to ask questions during the Q&A.
- USAC team members will provide a high level overview of the materials.
- Questions related to the topics and experience level will be given priority.

# FCC FORM 470 VIDEO SERIES OVERVIEW

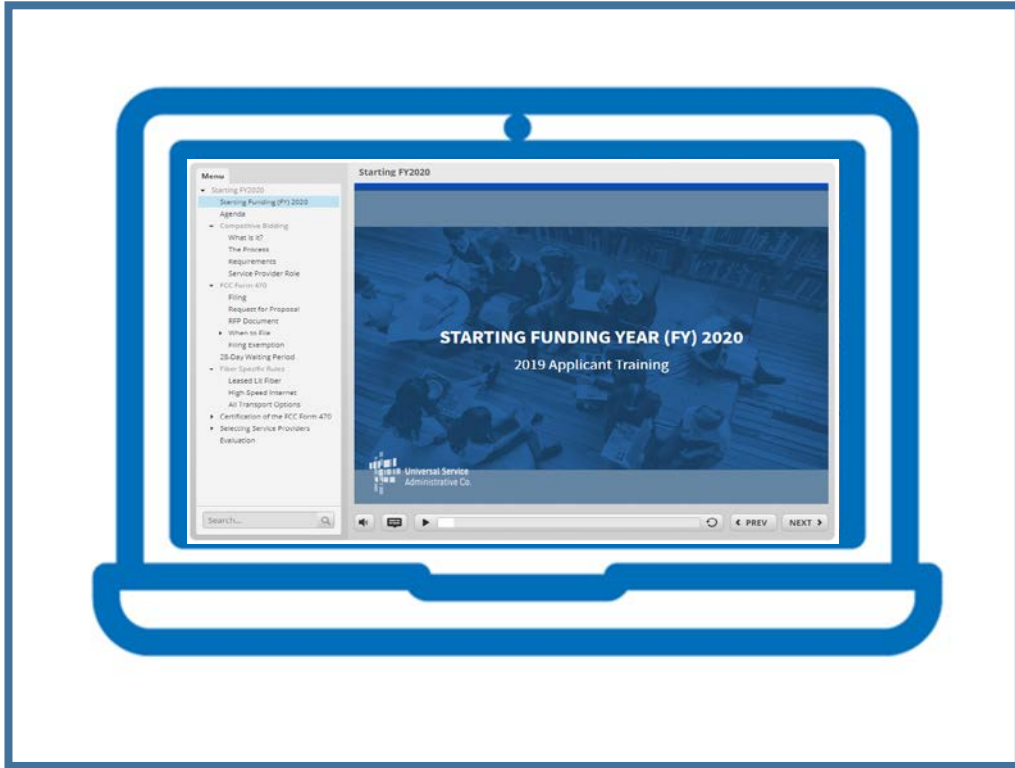
<https://www.usac.org/e-rate/learn/videos/>

## FCC Form 470



- Starting your form
- Category One and Two service requests
- Technical contact, procurement information and certification
- Post an additional request for proposal (RFP) document
- Search for forms

# STARTING FUNDING YEAR (FY) 2020 OVERVIEW

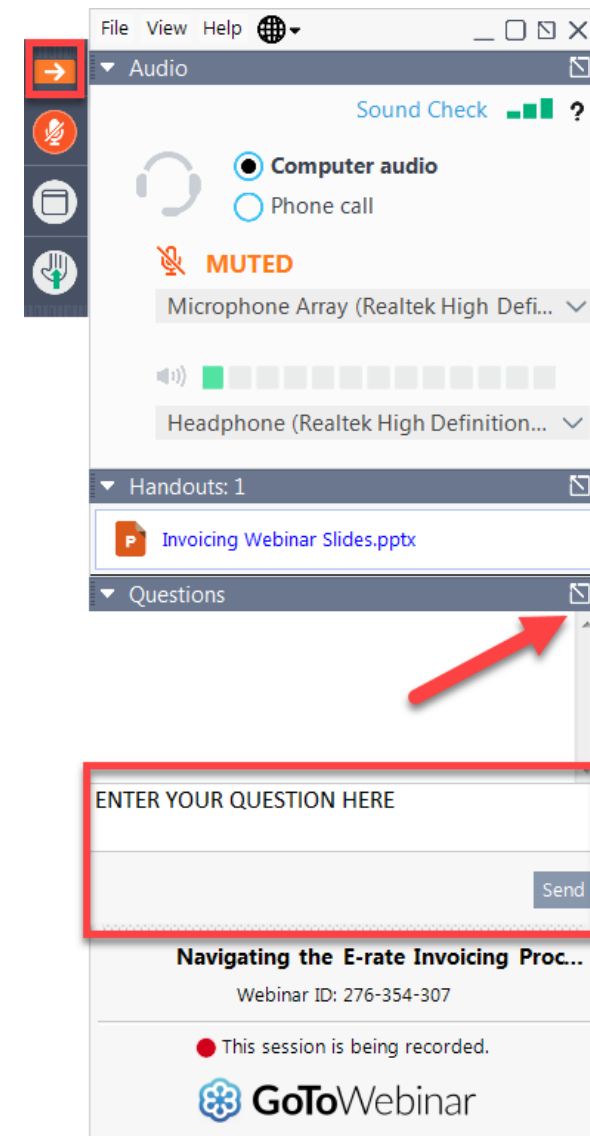


- Competitive Bidding Requirements
- Applicant & Service Provider Roles
- FCC Form 470
- Evaluating Bids



# HOUSEKEEPING – Q&A

- Use the “Questions” box in your webinar control panel to submit your question in writing.
- Click the box with the arrow above the questions box to expand it.
- Ask questions related to webinar content.



# Q&A SESSION

SUBMIT YOUR QUESTIONS DURING THE LIVE WEBINAR

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# UPCOMING WEBINARS

February 6 at 1:00 p.m. ET:

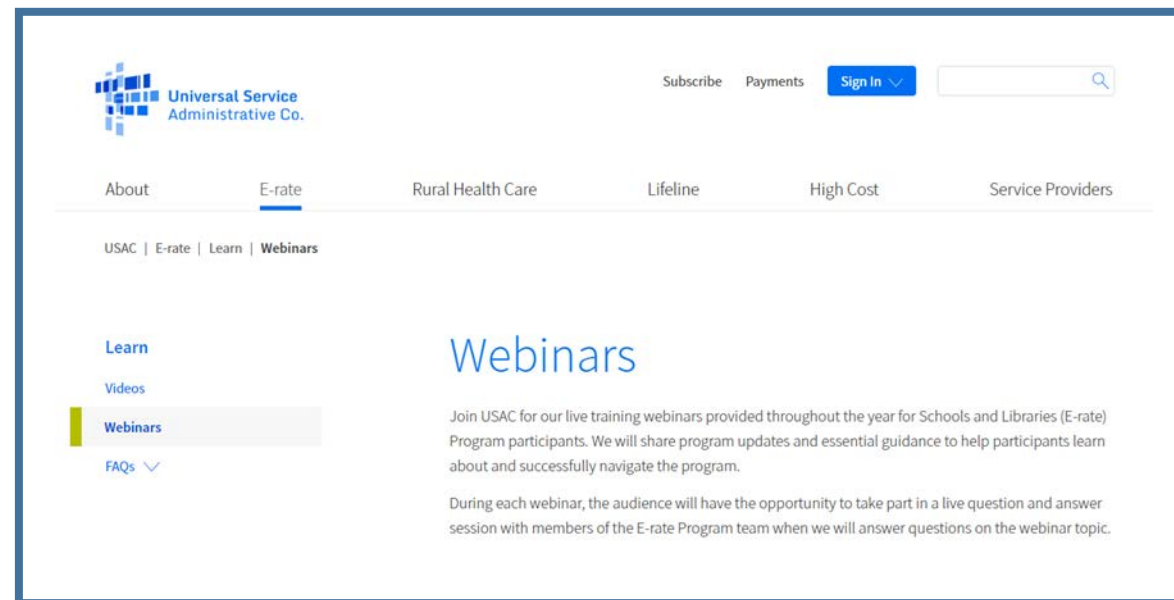
**Advanced** Eligible Services

February 6 at 2:30 p.m. ET:

Eligible Services for **Beginners**

**Prerequisite for both sessions:**

- [Eligible Services](#)  
(40 minute training module)
- [FY2020 Eligible Services List](#)



Go to the E-rate [Webinars](#) page for additional information.

# WEBINAR SURVEY

We would like your feedback on today's webinar.

Please fill out the pop-up survey after the webinar ends or use the link emailed to you after the event.

## Webinar Survey

1. Are you an applicant, a service provider, or a consultant?

- Applicant
- Service provider
- Consultant
- Other

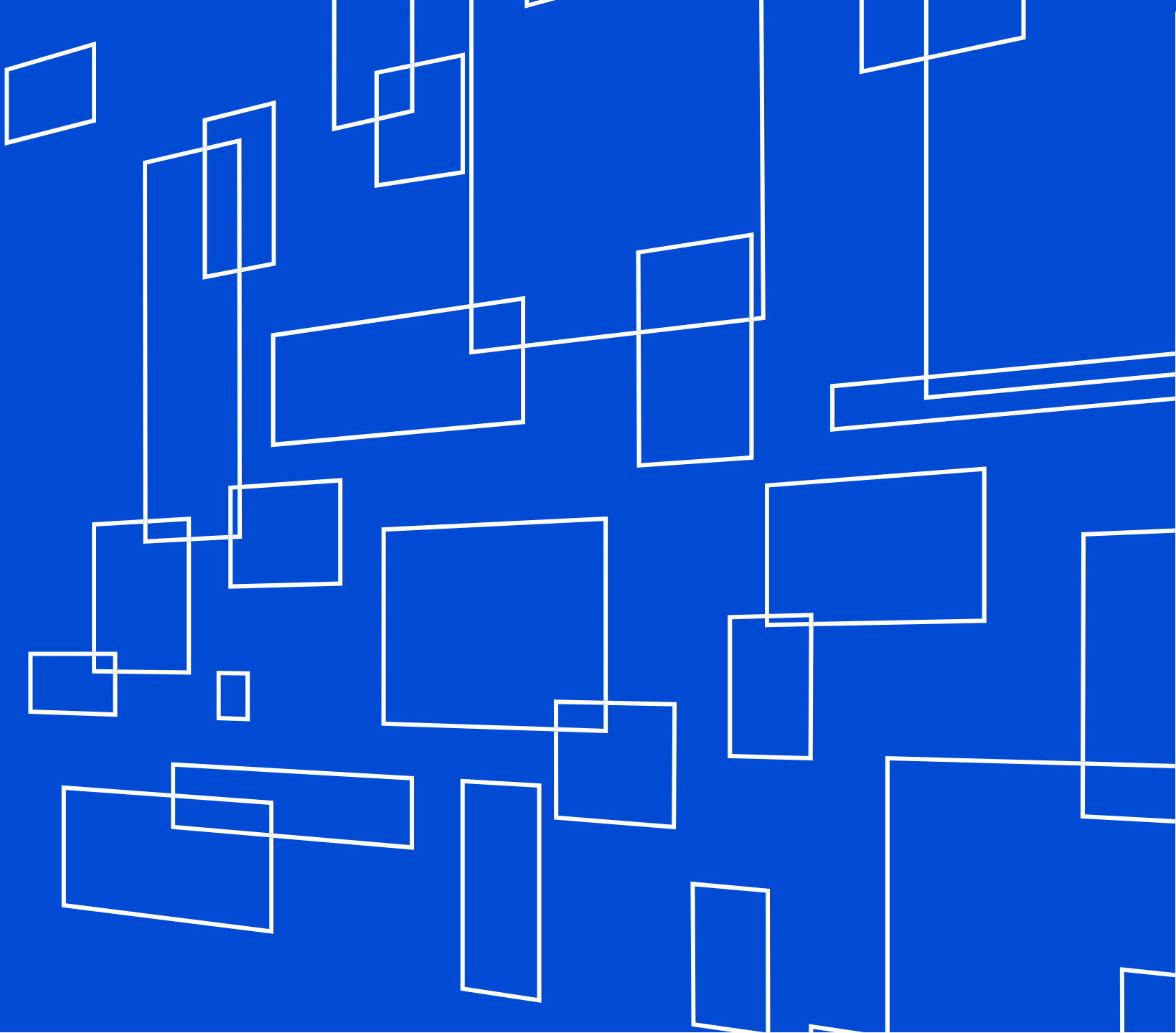
2. Please rate your overall webinar experience.

- Excellent
- Good
- Fair
- Poor

3. The content of the webinar was (select all that apply):

- What I expected when I signed up
- Relevant and useful to my work
- New information for me
- Easy to understand
- Other

**THANK YOU!**







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