

Advanced Eligible Services

E-rate Office Hour Webinar

February 6, 2020



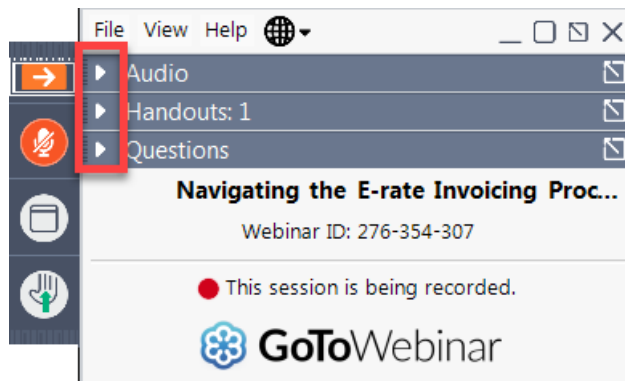
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HOUSEKEEPING – WEBINAR PANEL

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

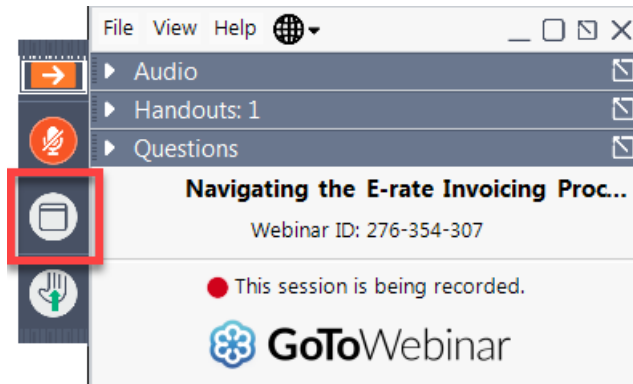


- Use the white arrows to open the sections in the panel.

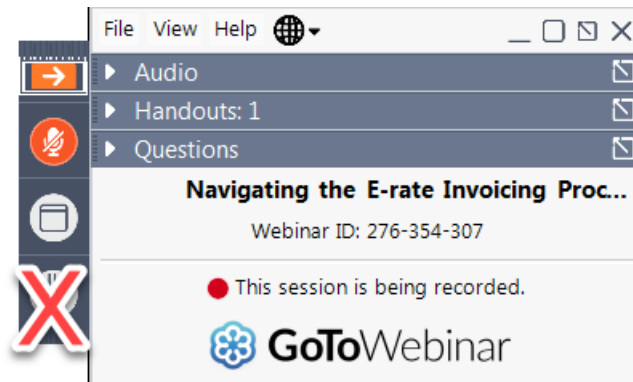


HOUSEKEEPING – WEBINAR PANEL

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

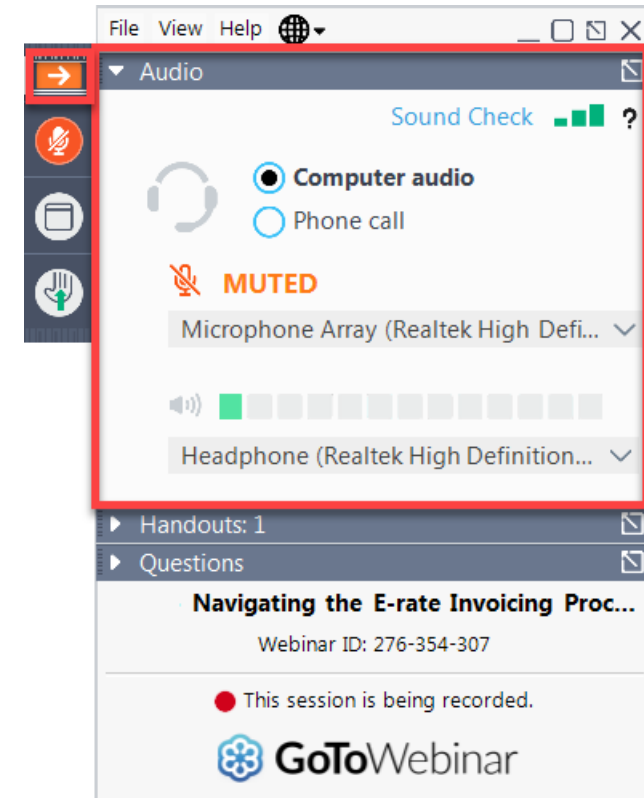


- We are not using the hand raise function.



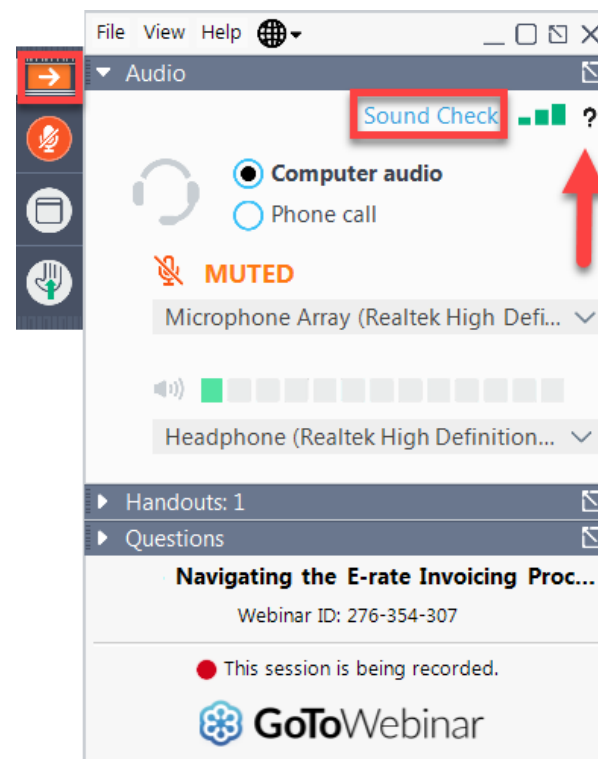
HOUSEKEEPING - AUDIO

- 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.

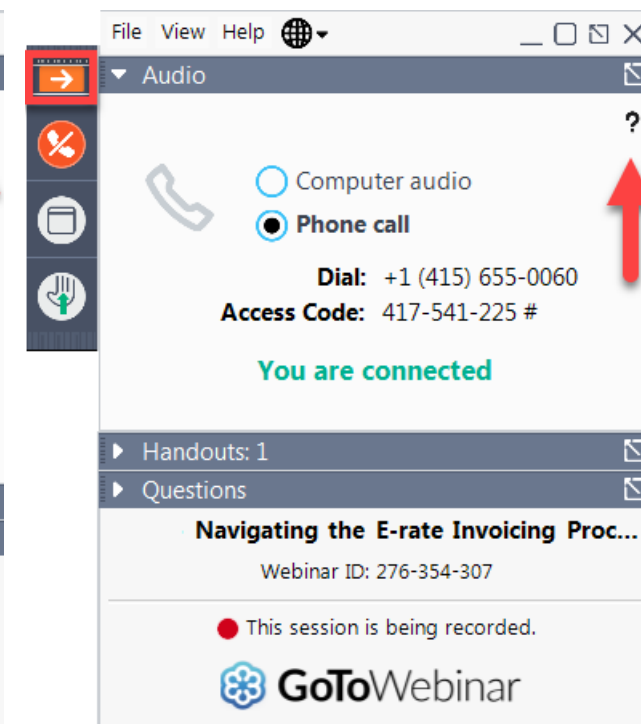


HOUSEKEEPING – TECHNICAL ISSUES

- 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](#).



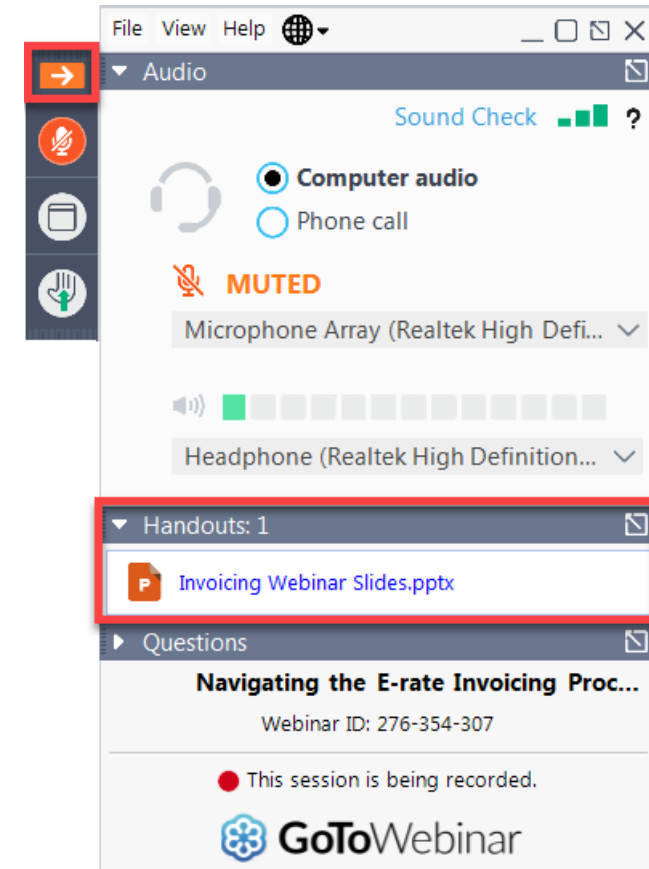
Computer Audio



Phone Call

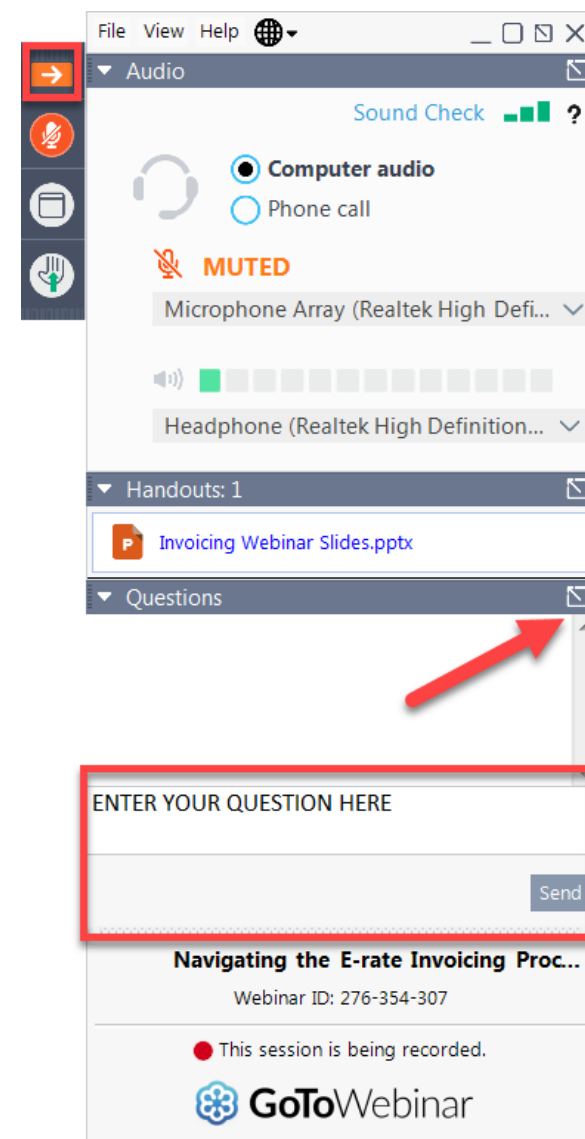
HOUSEKEEPING - RESOURCES

- **Slide deck and other resources** are available 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.
- Webinar Information:** Displays the title "Navigating the E-rate Invoicing Proc...", the ID "Webinar ID: 276-354-307", and a recording status "This session is being recorded." with a red dot icon.
- Logo:** The GoToWebinar logo is at the bottom.

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



Create a customer service case in EPC:

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2. Select the **Contact Us** link from the upper right menu on your landing page.



MEET OUR WEBINAR STAFF



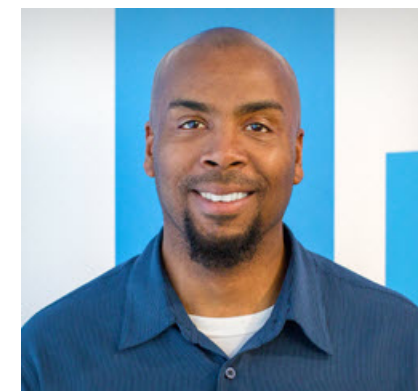
Nkeshi Free
Moderator

Communications Specialist



John Noran
Presenter

Senior Manager



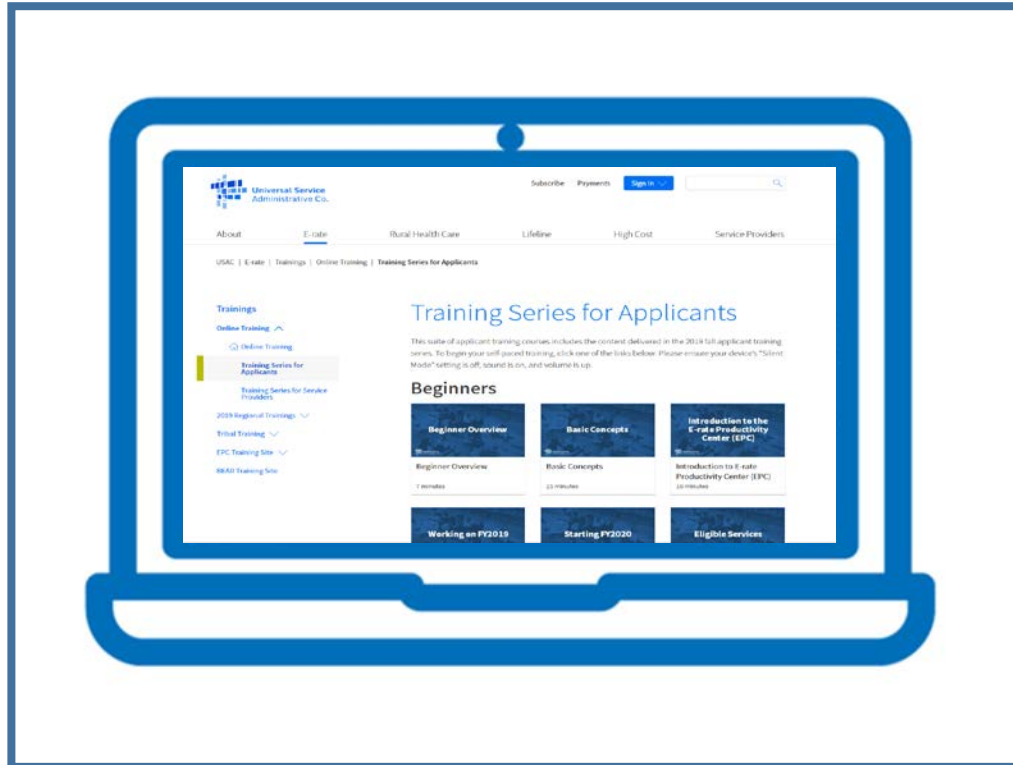
Bernie Manns
Presenter

Senior Manager

AGENDA

1. Office Hours Overview and Purpose
2. Eligible Services Training Module
3. Funding Year 2020 Eligible Services List
4. Q&A

OFFICE HOUR WEBINARS & TRAINING SERIES



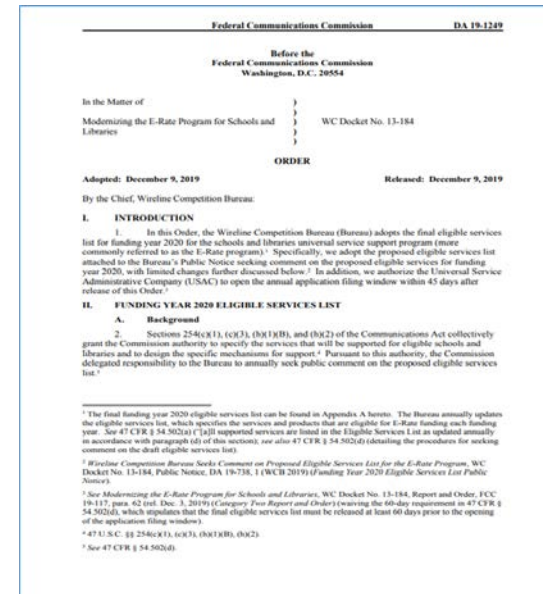
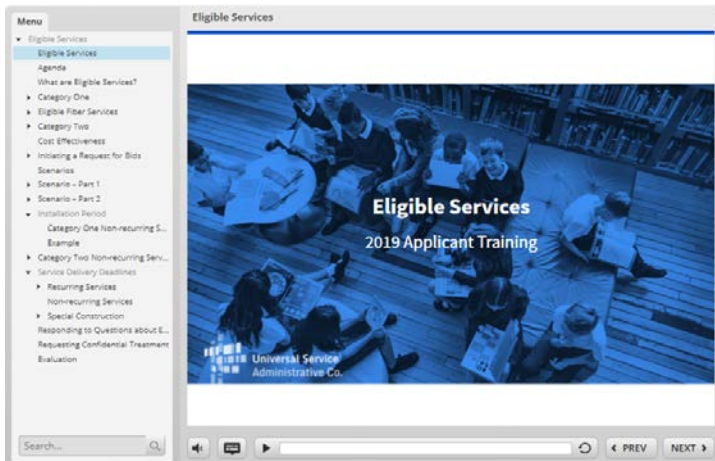
- Assist program participants in formulating pertinent questions.
- Provide targeted program information.
- Help program participants.

OFFICE HOUR WEBINARS

- Participants should watch the assigned training module in advanced 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.

Eligible Services for Advanced Office Hour

- **Recommended for:** Applicants and service providers
- **E-rate experience level:** **Advanced**
- **Prerequisites for this webinar – Review one or both of these items:**
 - [Eligible Services](#) (40 minutes)
 - [FY2020 Eligible Services List](#)



Eligible Services Training Module

Eligible Services

Eligible Services

Agenda

What are Eligible Services?

▶ Category One

▶ Eligible Fiber Services

▶ Category Two

Cost Effectiveness

▶ Initiating a Request for Bids

Scenarios

▶ Scenario - Part 1

▶ Scenario - Part 2

▼ Installation Period

Category One Non-recurring S...

Example

▶ Category Two Non-recurring Serv...

▼ Service Delivery Deadlines

▶ Recurring Services

Non-recurring Services

▶ Special Construction

Responding to Questions about E...

Requesting Confidential Treatment

Evaluation

Search...

Eligible Services

Eligible Services

2019 Applicant Training

Universal Service Administrative Co.

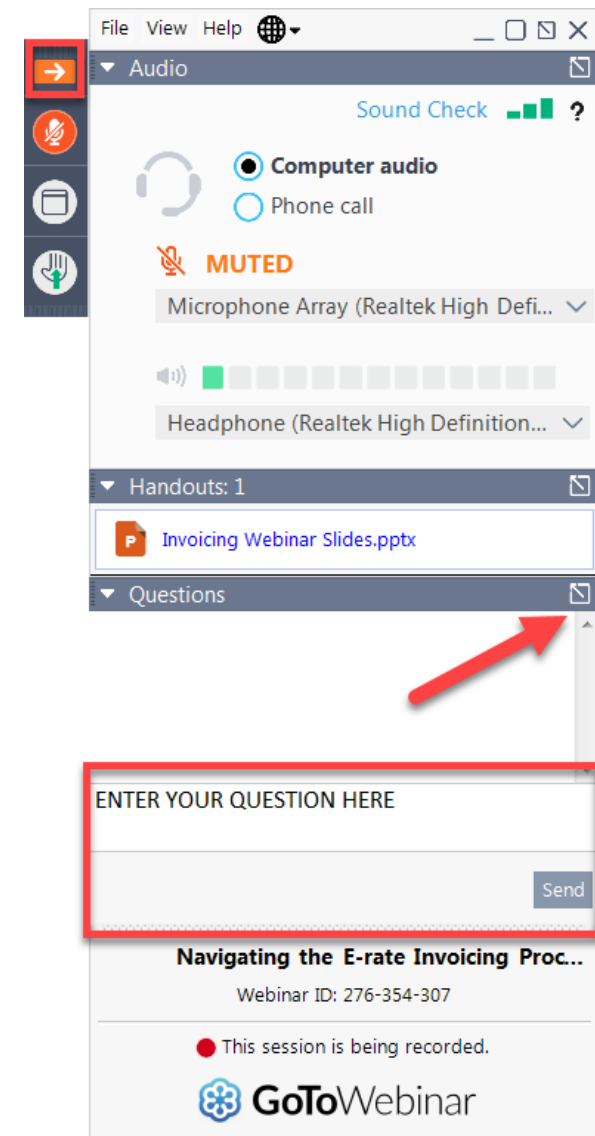
Search...

PREV NEXT

- Eligible Services
- Cost Effectiveness
- Initiating a Request for Bids
- Installation Periods
- Responding to USAC's Questions

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

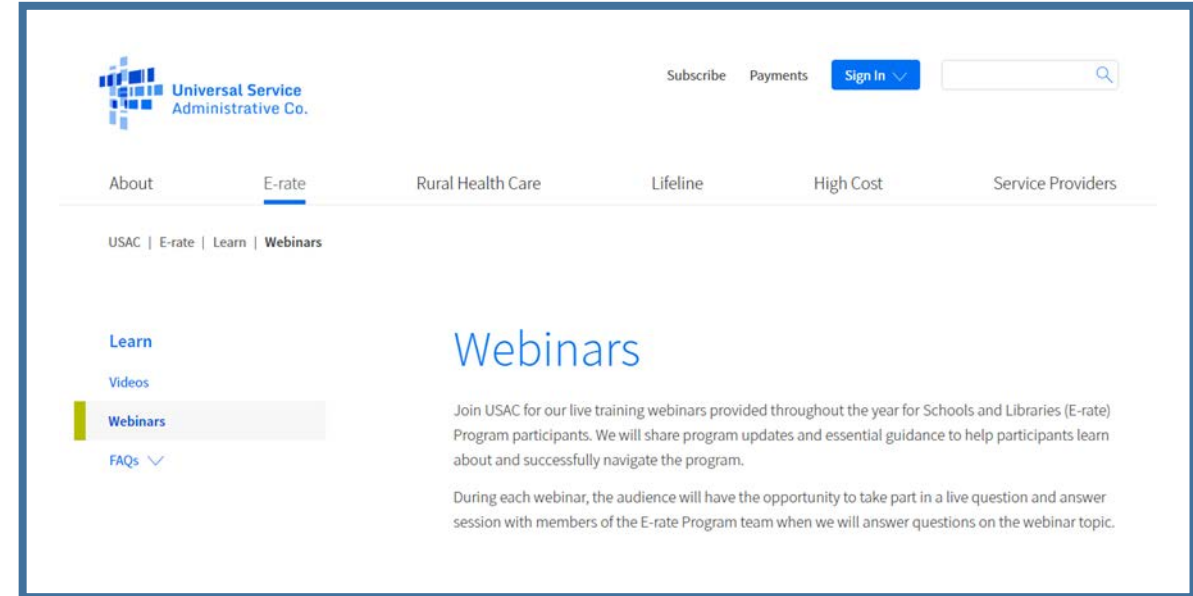
February 27 at 1:00 p.m. ET.

[E-rate Office Hour: Service Provider Selection and FCC Form 471](#)

Recommended for: Applicants and Service Providers
E-rate Experience Level: All

Prerequisites (Review one or more):

- [Application Process - Beginner](#)
(15 minute training module)
- [Application Process - Advanced](#)
(25 minute training module)
- [FCC Form 471 Video Series](#)
(six videos: 3-15 minutes each)



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

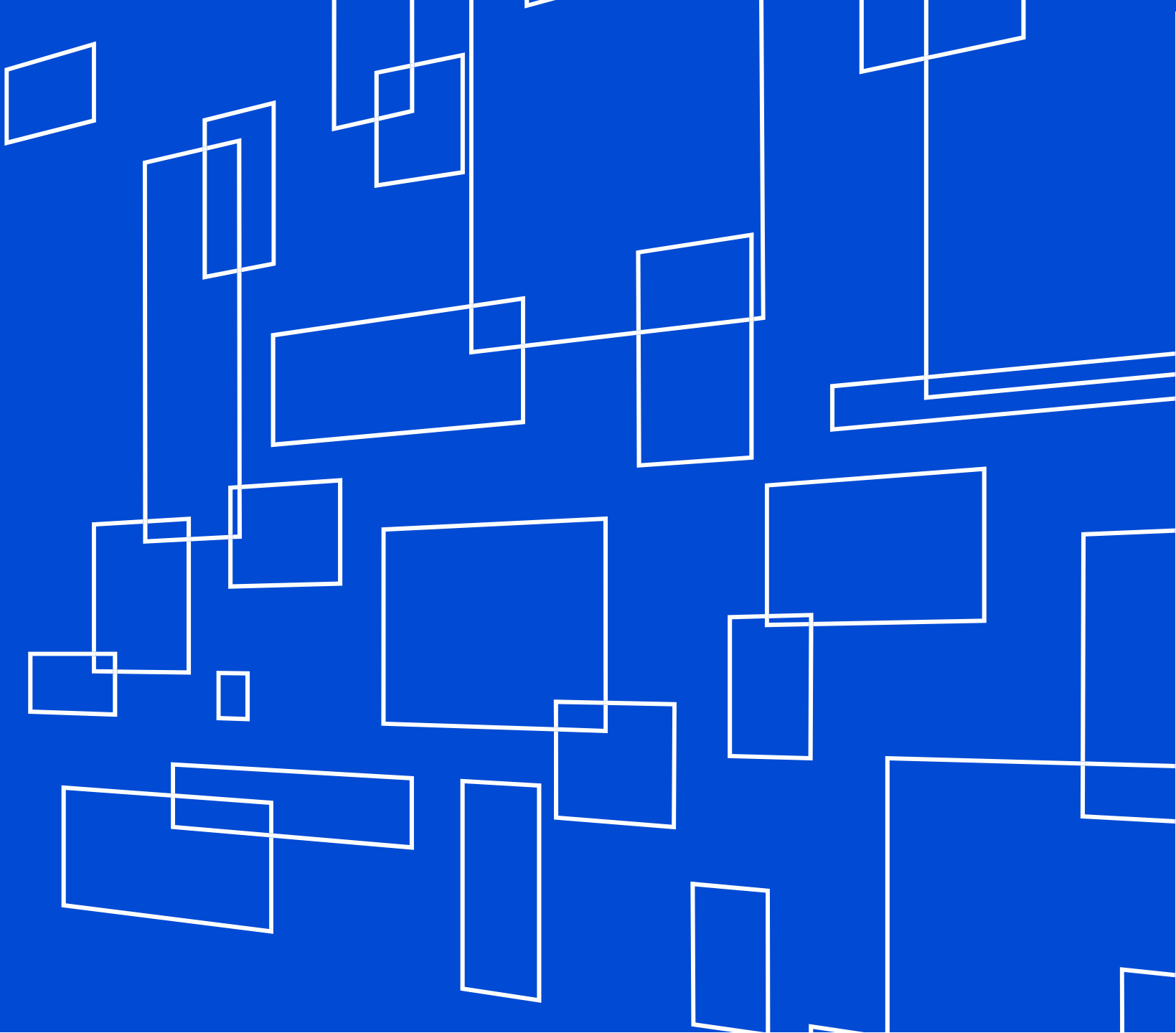
2. Please rate your overall webinar experience.

- 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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