



Eligible Services (Beginner/Intermediate Session)

E-rate Office Hour Webinar

January 27, 2021



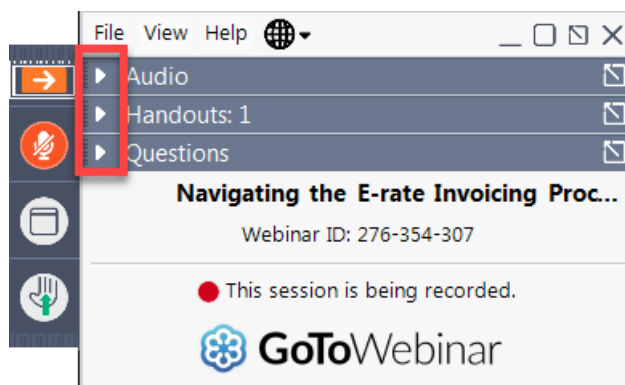
Universal Service
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HOUSEKEEPING – WEBINAR PANEL

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

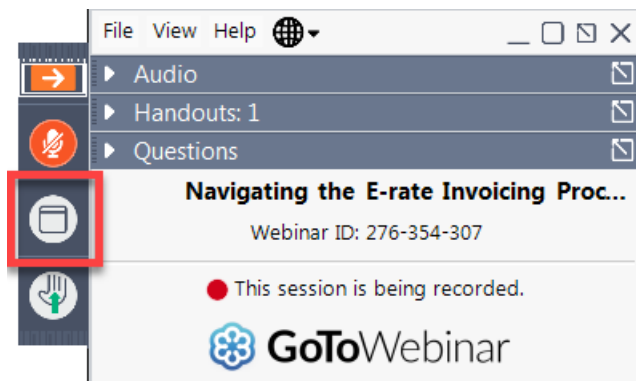


- Use the white arrows to open the sections in the panel.

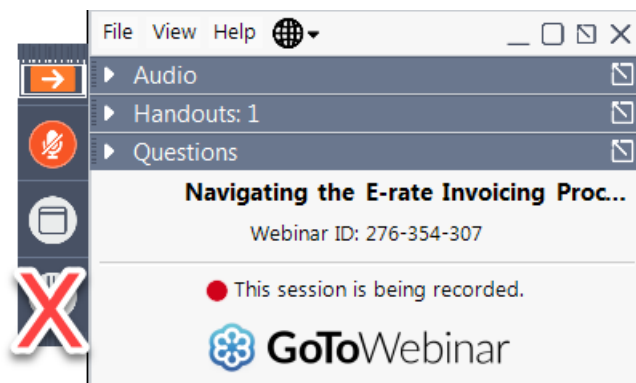


HOUSEKEEPING – WEBINAR PANEL

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

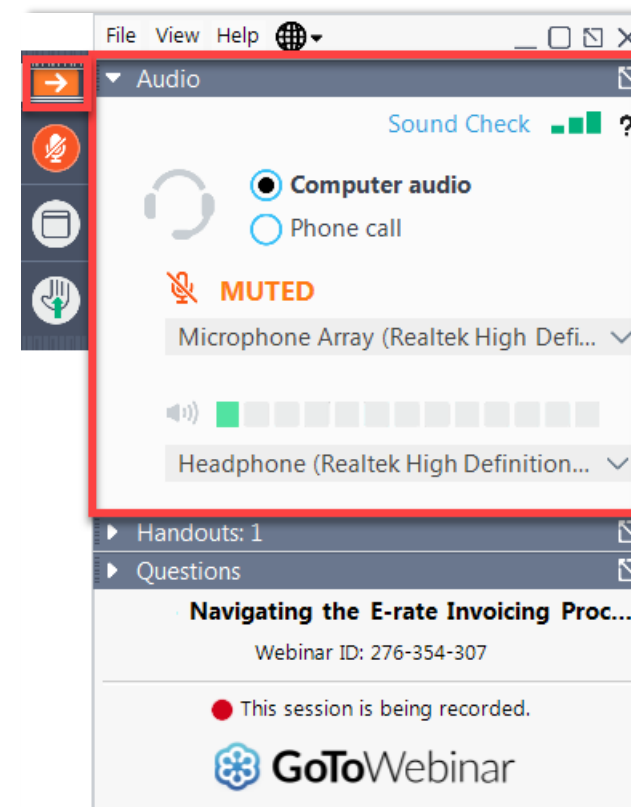


- We are not using the hand raise function.



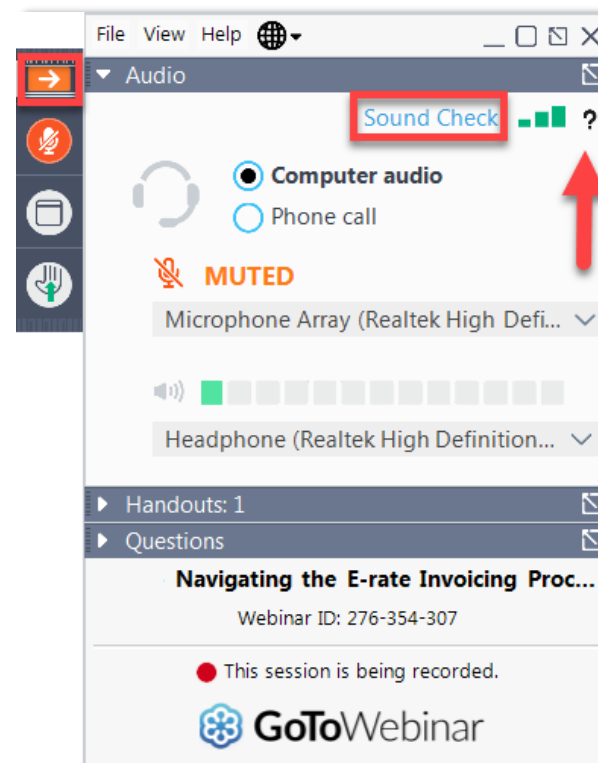
HOUSEKEEPING – AUDIO

- 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.

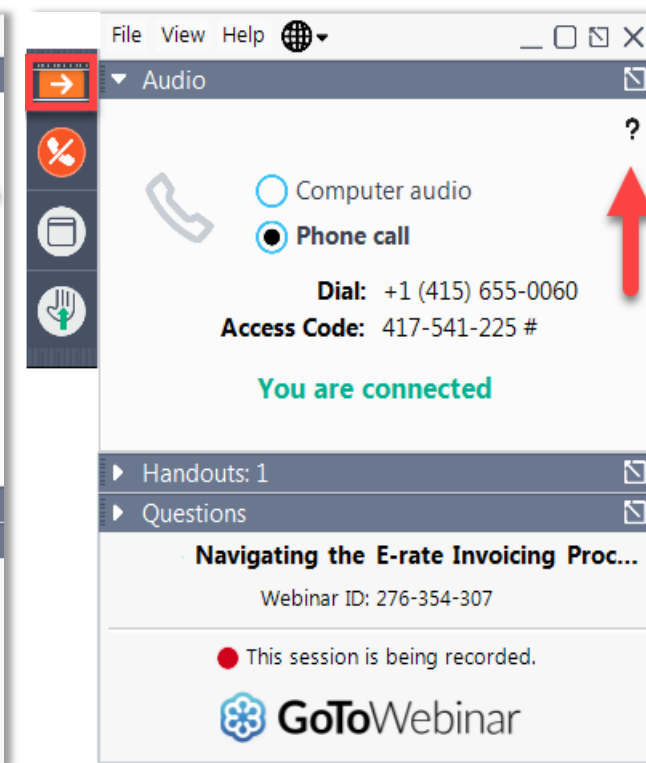


HOUSEKEEPING – TECHNICAL ISSUES

- 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 833-851-8340 to [troubleshoot with GoToWebinar](#).



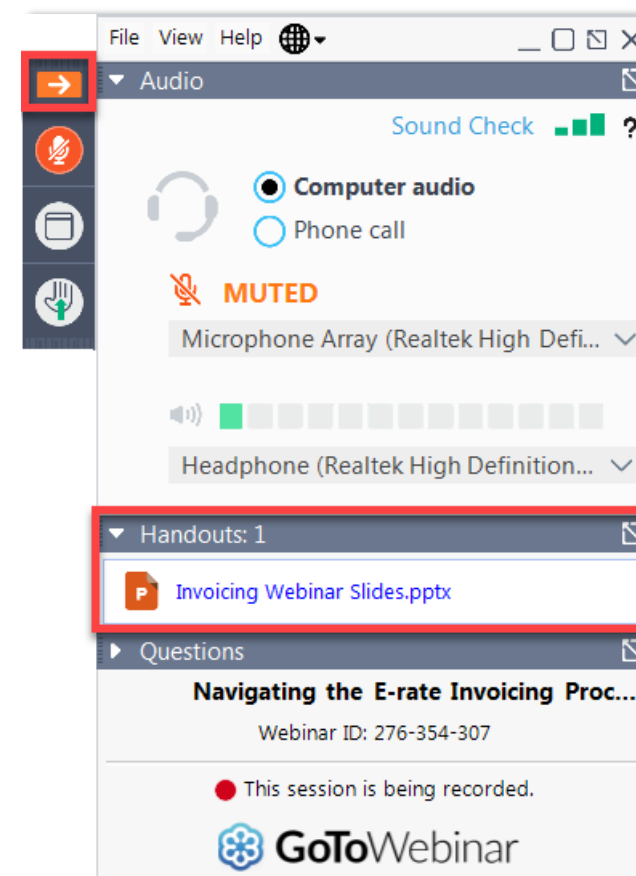
Computer Audio



Phone Call

HOUSEKEEPING – RESOURCES

- The **slide deck** is available when you click the arrow to expand the “**Handouts**” tab.
- A recording of this webinar 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 portion of a webinar interface. At the top, there is a menu bar with 'File', 'View', 'Help', and a globe icon. Below this is a 'Audio' section with a 'Sound Check' indicator and three icons: a microphone, a document, and a hand with a microphone. The audio settings are set to 'Computer audio' and are currently 'MUTED'. The microphone is identified as 'Microphone Array (Realtek High Defi...)' and the headphones as 'Headphone (Realtek High Definition...'. Below the audio section is a 'Handouts: 1' section containing a file named 'Invoicing Webinar Slides.pptx'. At the bottom of the screenshot is a 'Questions' section, which is highlighted with a red box. This section contains a text input field with the placeholder text 'ENTER YOUR QUESTION HERE' and a 'Send' button. A red arrow points to the top-right corner of the 'Questions' section. Below the 'Questions' section, the webinar title 'Navigating the E-rate Invoicing Proc...' and ID 'Webinar ID: 276-354-307' are visible, along with a notification that '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 the E-rate Productivity Center (EPC):

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



MEET OUR TEAM



Bernie Manns
Director

E-rate Program



Nkeshi Free
Communications Specialist

E-rate Program

AGENDA

1. Office Hours Overview and Purpose
2. Funding Year 2021 Eligible Services List
3. Eligible Services Training Webinar
4. Q&A

OFFICE HOUR WEBINARS & TRAINING SERIES



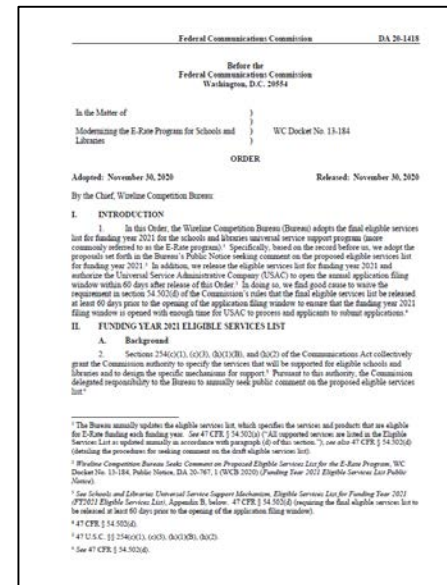
- Assist program participants in formulating pertinent questions.
- Provide targeted program information.
- Help program participants.

OFFICE HOUR WEBINARS

- Participants should read the assigned materials and watch assigned videos 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 E-rate- Beginners Office Hour

- **Recommended for:** Applicants and service providers
- **E-rate experience level:** Beginner/Intermediate
- **Prerequisites for this webinar – Review one or both of these items:**
 - [Eligible Services](#) (54 minutes)
 - [FY2021 Eligible Services List](#)



Funding Year 2021 Eligible Services List

Federal Communications Commission	DA 20-1418
Before the Federal Communications Commission Washington, D.C. 20554	
In the Matter of Modernizing the E-Rate Program for Schools and Libraries))) WC Docket No. 13-184
ORDER	
Adopted: November 30, 2020	Released: November 30, 2020
By the Chief, Wireline Competition Bureau:	
I. INTRODUCTION	
1. In this Order, the Wireline Competition Bureau (Bureau) adopts the final eligible services list for funding year 2021 for the schools and libraries universal service support program (more commonly referred to as the E-Rate program). ¹ Specifically, based on the record before us, we adopt the proposals set forth in the Bureau's Public Notice seeking comment on the proposed eligible services list for funding year 2021. ² In addition, we release the eligible services list for funding year 2021 and authorize the Universal Service Administrative Company (USAC) to open the annual application filing window within 60 days after release of this Order. ³ In doing so, we find good cause to waive the requirement in section 54.502(d) of the Commission's rules that the final eligible services list be released at least 60 days prior to the opening of the application filing window to ensure that the funding year 2021 filing window is opened with enough time for USAC to process and applicants to submit applications. ⁴	
II. FUNDING YEAR 2021 ELIGIBLE SERVICES LIST	
A. Background	
2. Sections 254(c)(1), (c)(3), (h)(1)(B), and (h)(2) of the Communications Act collectively grant the Commission authority to specify the services that will be supported for eligible schools and libraries and to design the specific mechanisms for support. ⁵ Pursuant to this authority, the Commission delegated responsibility to the Bureau to annually seek public comment on the proposed eligible services list. ⁶	
<small>¹ The Bureau annually updates the eligible services list, which specifies the services and products that are eligible for E-Rate funding each funding year. See 47 CFR § 54.502(a) ("All supported services are listed in the Eligible Services List as updated annually in accordance with paragraph (d) of this section."); see also 47 CFR § 54.502(d) (detailing the procedures for seeking comment on the draft eligible services list).</small>	
<small>² Wireline Competition Bureau Seeks Comment on Proposed Eligible Services List for the E-Rate Program, WC Docket No. 13-184, Public Notice, DA 20-767, 1 (WCB 2020) (Funding Year 2021 Eligible Services List Public Notice).</small>	
<small>³ See Schools and Libraries Universal Service Support Mechanism, Eligible Services List for Funding Year 2021 (FY2021 Eligible Services List), Appendix B, below. 47 CFR § 54.502(d) (requiring the final eligible services list to be released at least 60 days prior to the opening of the application filing window).</small>	
<small>⁴ 47 CFR § 54.502(d).</small>	
<small>⁵ 47 U.S.C. §§ 254(c)(1), (c)(3), (h)(1)(B), (h)(2).</small>	
<small>⁶ See 47 CFR § 54.502(d).</small>	

- Category One Services
- Category Two Services
- Eligibility Limitations for Category Two Services
- Eligibility Explanations for Certain Category One and Two Services
- Miscellaneous

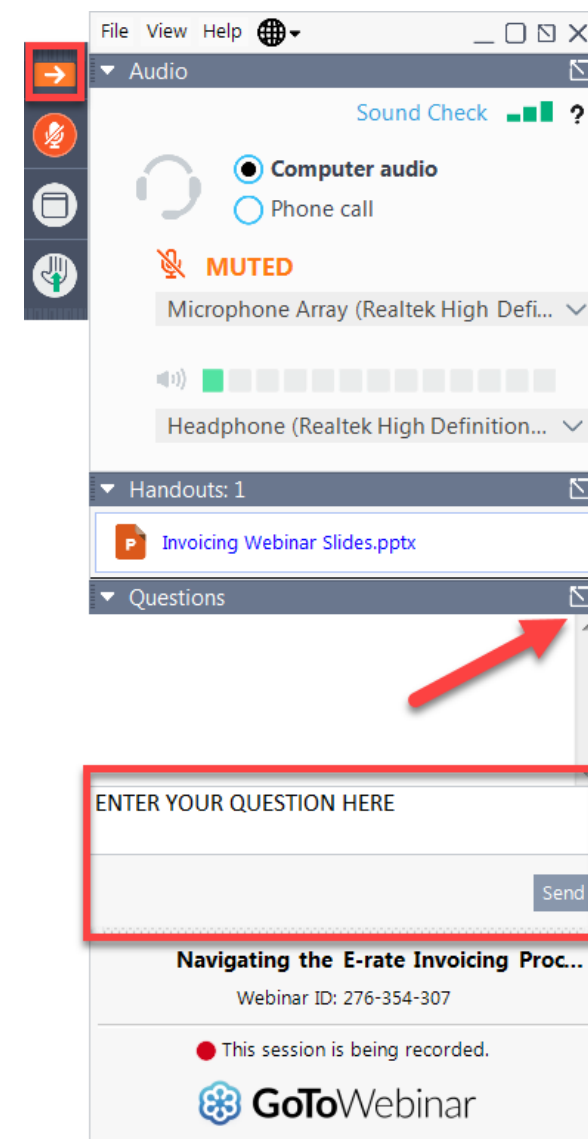
Eligible Services Webinar Recording (11/6/2020)



- 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.



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Q&A SESSION

SUBMIT YOUR QUESTIONS DURING THE LIVE WEBINAR

CLIENT SERVICE BUREAU (CSB)



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UPCOMING WEBINARS

February 3 at 2:00 p.m. ET.

[E-rate Office Hour: FCC Form 470 and Competitive Bidding](#)

Recommended for: Applicants and service providers
E-rate Experience Level: Beginner/Intermediate

Prerequisites (Review one or more):

- [FCC Form 470 video series](#)
(Six videos: 4-12 minutes long)
- [E-rate Pre-Commitment Process webinar](#)
(Register to watch the recording)
- [Lowest Corresponding Price page](#)
(Review the page)

Learn

- E-Learning Modules
- Videos
- Webinars**
- Regional Trainings
- Tribal Training
- EPC/BEAR Training Sites
- FAQs

Webinars

Join USAC for our live training webinars provided throughout the year for Schools and Libraries (E-rate) Program participants. We will share program updates and essential guidance to help participants learn about and successfully navigate the program.

During each webinar, the audience will have the opportunity to take part in a live question and answer session with members of the E-rate Program team when we will answer questions on the webinar topic.

Equipment and Set-Up

To participate, you'll need:

- To meet the [system requirements for attendees](#)
 - Click the "[check system requirements](#)" link to determine whether your computer meets the requirements to see and hear the webinar.
- A computer or mobile device with an internet connection.
- You can listen the webinar audio using your computer speakers or headset, or by calling in using the number provided in your confirmation email.

Select a webinar below to register. After registering, you will receive a confirmation email with information about the event. You can add a calendar reminder from the registration confirmation page or event confirmation email by clicking "Add to Calendar."

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 webinar survey by using 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

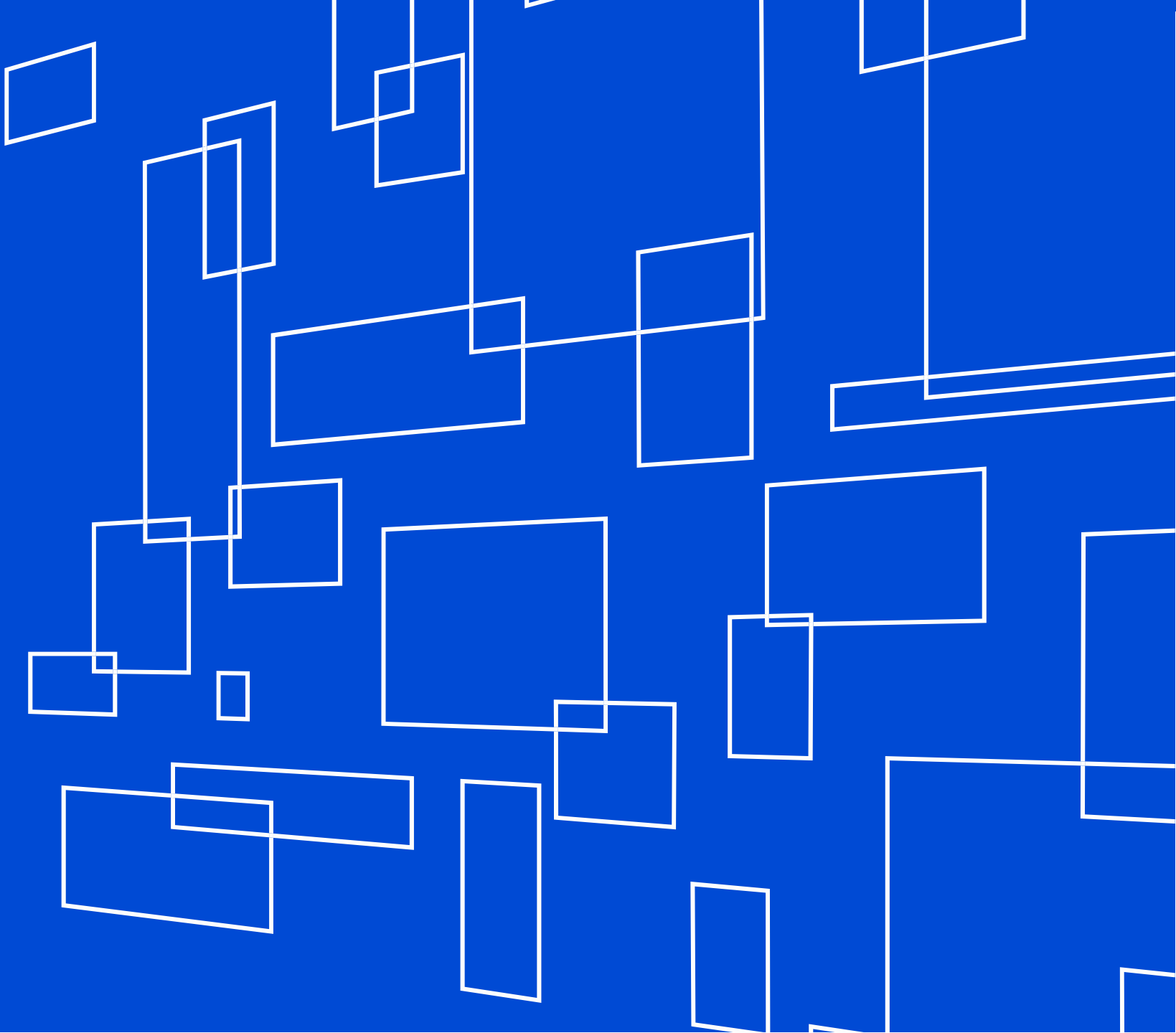
2. Please rate your overall webinar experience.

- 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!





**Universal Service
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