Eligible Services (Beginner/Intermediate Session)

E-rate Office Hour Webinar
January 27, 2021
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.
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.
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 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.
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

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Funding Year 2021 Eligible Services List

• 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.
Q&A SESSION

SUBMIT YOUR QUESTIONS DURING THE LIVE WEBINAR
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.
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)

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.
THANK YOU!