Eligible Services

E-Rate Office Hour
January 13, 2022
DISCLAIMER

To accommodate all attendees, real-time closed captions will be present during this presentation. This is a new feature we are testing out to improve webinar accessibility for all. We understand it is a significant change and appreciate your patience. We apologize in advance for any transcription errors or perceived distractions. Thank you for your support.
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 Support Center (CSC)

Call us at (888) 203-8100

Monday – Friday 8 a.m. to 8 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 THE TEAM

Bernie Manns
Director | E-Rate program

Nkeshi Free
Communications Specialist | E-Rate program
Agenda

• Office Hours Overview and Purpose
• Funding Year 2022 Eligible Services List
• Eligible Services Training Webinar
• Q & A
Office Hour Webinar and Training Series

- Provide targeted program information.
- Assist program participants with timely and topic relevant questions.
- Equip program participants with knowledge about E-Rate resources.
- Recommended for: Applicants and service providers
- E-Rate experience level: All
Office Hour Webinars

• USAC team members will provide a high level overview of the topic materials.

• Participants should read the assigned materials and watch assigned videos in advance of the webinar event and come prepared with questions to ask during the Q & A session.

• Questions related to the topics and experience level will be given priority.
Eligible Services Office Hour: Prerequisites

- Eligible Services 101

FY2022 Eligible Services List

Available for Public Use
FY2022 Eligible Services List
Eligible Services Office Hour: ESL FY2022

• Category One Services
• Category Two Services
• Eligibility Limitations for Category Two Services
• Eligibility Explanations for Certain Category One and Two Services
• Miscellaneous
Eligible Services Office Hour: ESL FY2022 – Notable Items

1. Additional notation to provide clarification when requesting bid responses for Eligible Broadband Internal Connections and/or the software necessary to use the equipment.

2. Notation added with details regarding National Security Supply Chain Restrictions.

3. Details regarding other declined changes/additions to the list.
Eligible Services 101
Eligible Services 101: Recording: 11/17/2021

- Eligible Services
- Category One
- Category Two
- Early Installation
- Basic Fiber
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.
Questions?
Client Support Center (CSC)

Call us at (888) 203-8100

Monday – Friday 8 a.m. to 8 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.
Upcoming Webinars

Check the E-Rate Webinars page for updates on future webinars.

For additional information subscribe to the E-Rate News Brief

Go to the E-Rate Webinars page for additional information.
Take Our Survey

• We want to hear about your webinar experience.
• Expect an email from USAC E-Rate Outreach Team invites@mailer.surveygizmo.com with a unique survey link in 1-2 business days.
• We appreciate your feedback!
Thank You!