

Service Provider Selection and the FCC Form 471

E-Rate Office Hour
January 20, 2022



Universal Service
Administrative Co.

DISCLAIMER

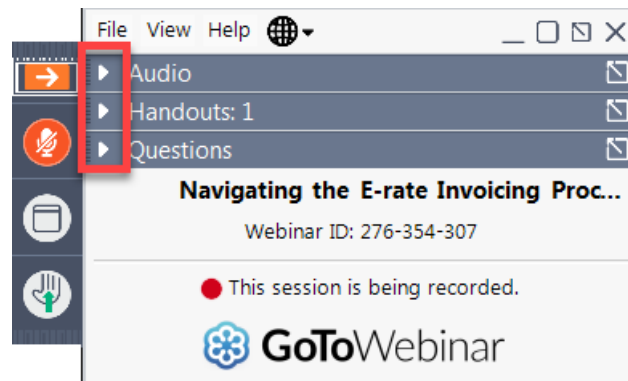
To accommodate all attendees, real-time closed captions will be present during this presentation. This is a new feature we are testing out to improve webinar accessibility for all. We understand it is a significant change and appreciate your patience. We apologize in advance for any transcription errors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

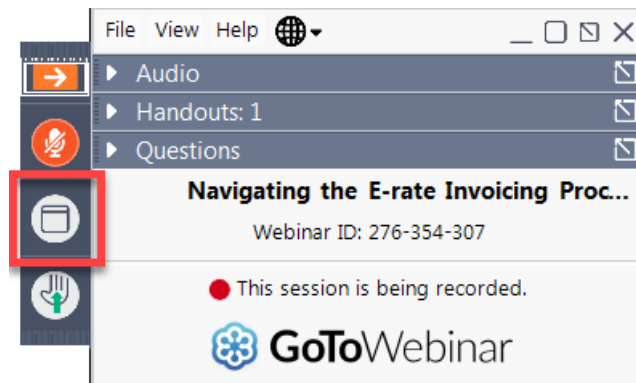


- Use the white arrows to open the sections in the panel.

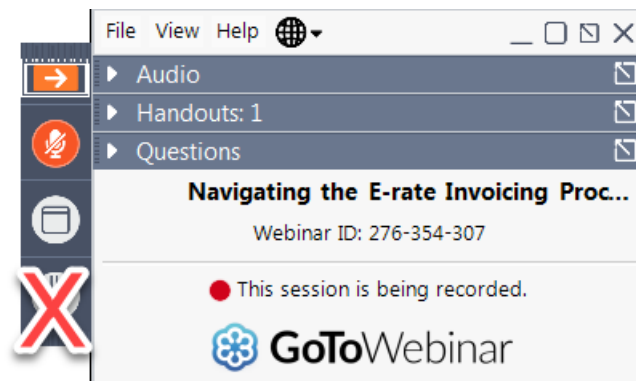


Housekeeping – Webinar Panel

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

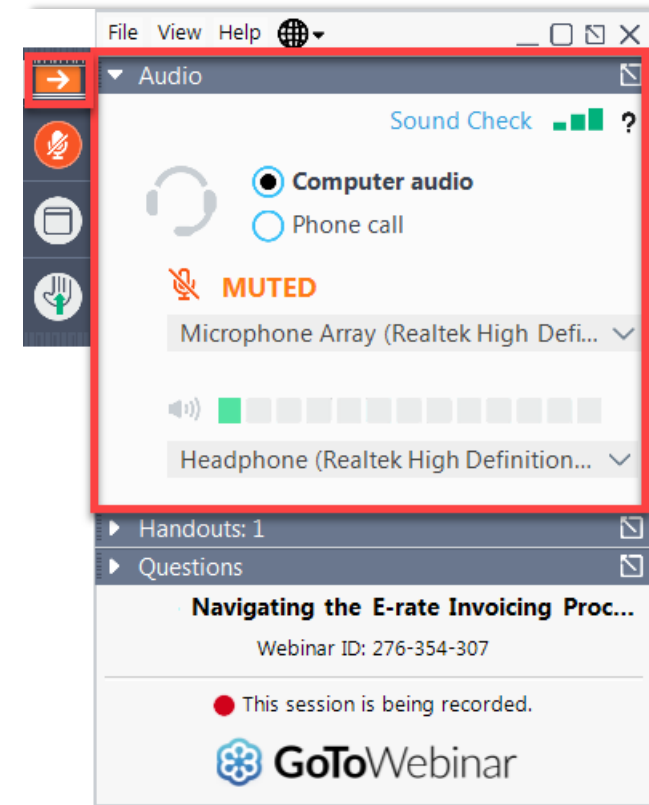


- We are not using the hand raise function.



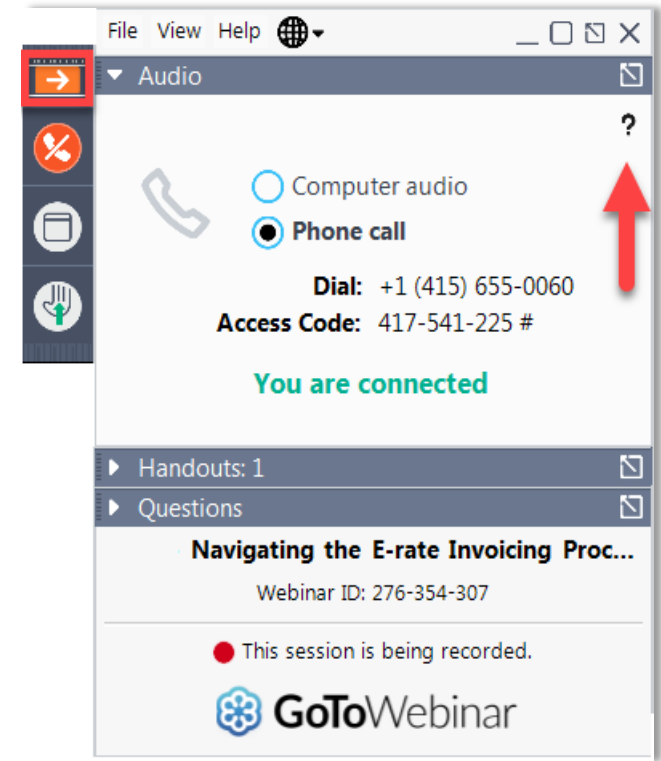
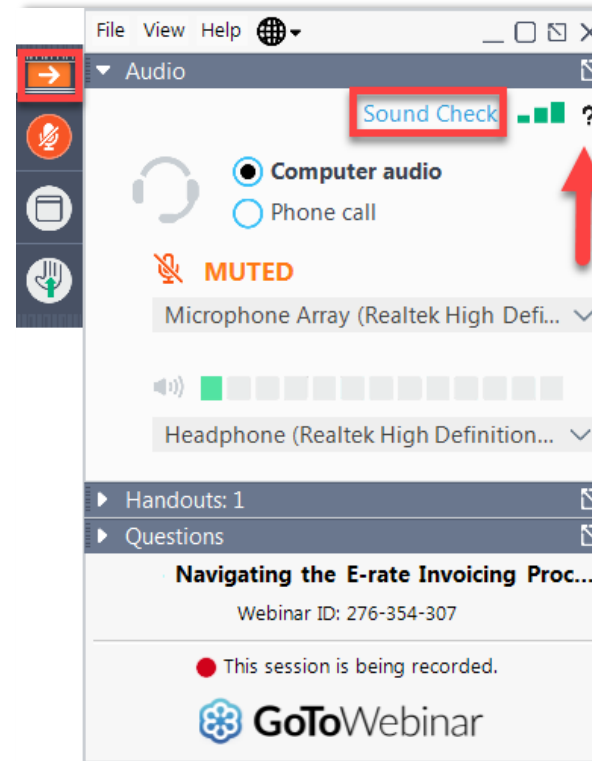
Housekeeping – Audio

- 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.



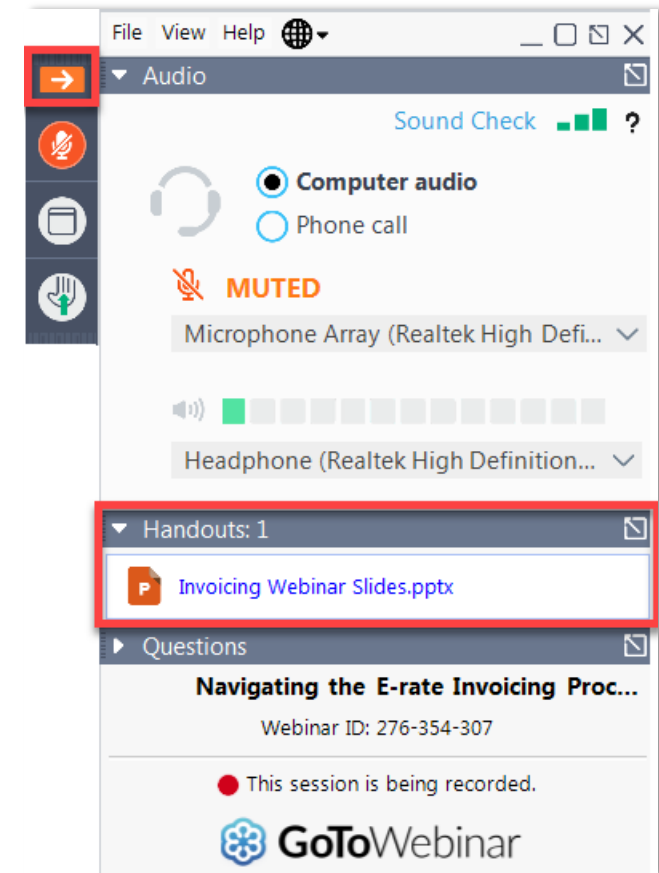
Housekeeping – Technical Issues

- 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.



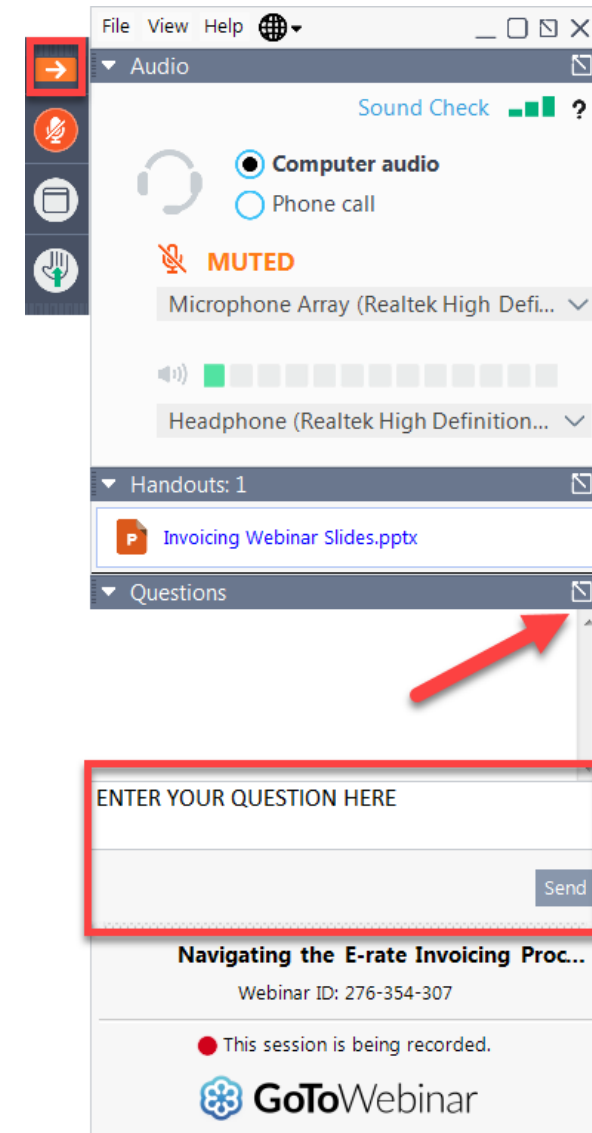
Housekeeping – Resources

- 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



Dusan Stamenkovic

Manager | E-Rate program



Erin Hargis

Program Analyst | E-Rate



Nkeshi Free

Communications Specialist | E-Rate program

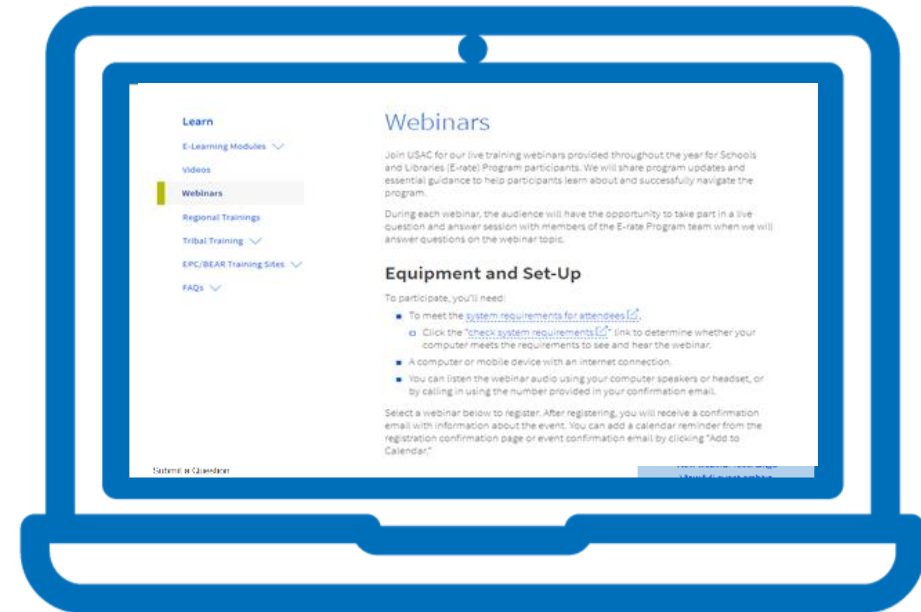
Agenda

- Office Hours Overview and Purpose
- FCC Form 471 Video Series
- E-Rate Pre-Commitment Process Webinar
- Q & A

Office Hours Overview

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.

Office Hour: Prerequisites

E-Rate Pre-Commitment Process Webinar



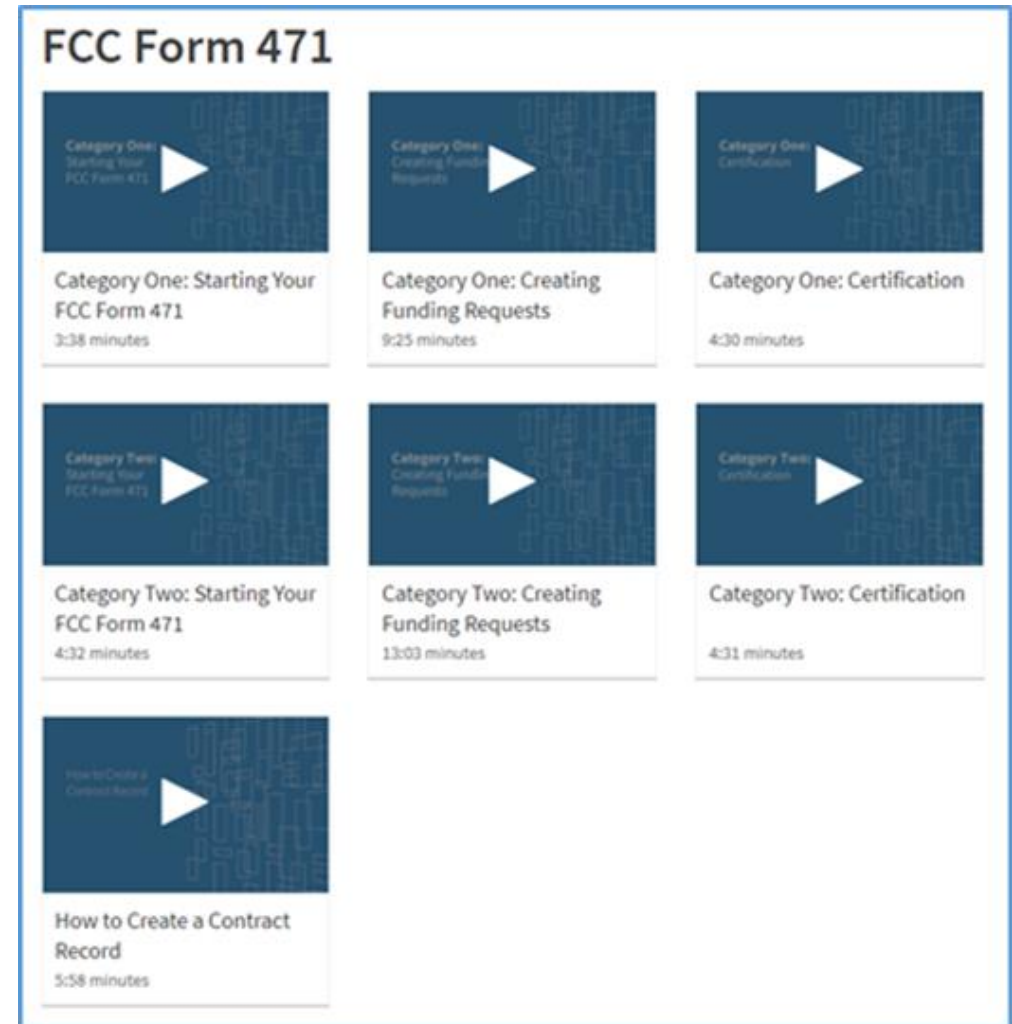
FCC Form 471 Video Series



FCC Form 471 Videos

FCC Form 471 Video Series

- Category One: Starting Your FCC Form 471
- Category One: Creating Funding Requests
- Category One: Certification
- Category Two: Starting Your FCC Form 471
- Category Two: Creating Funding Requests
- Category Two: Certification
- How to Create a Contract Record



E-Rate Pre-Commitment Process Webinar

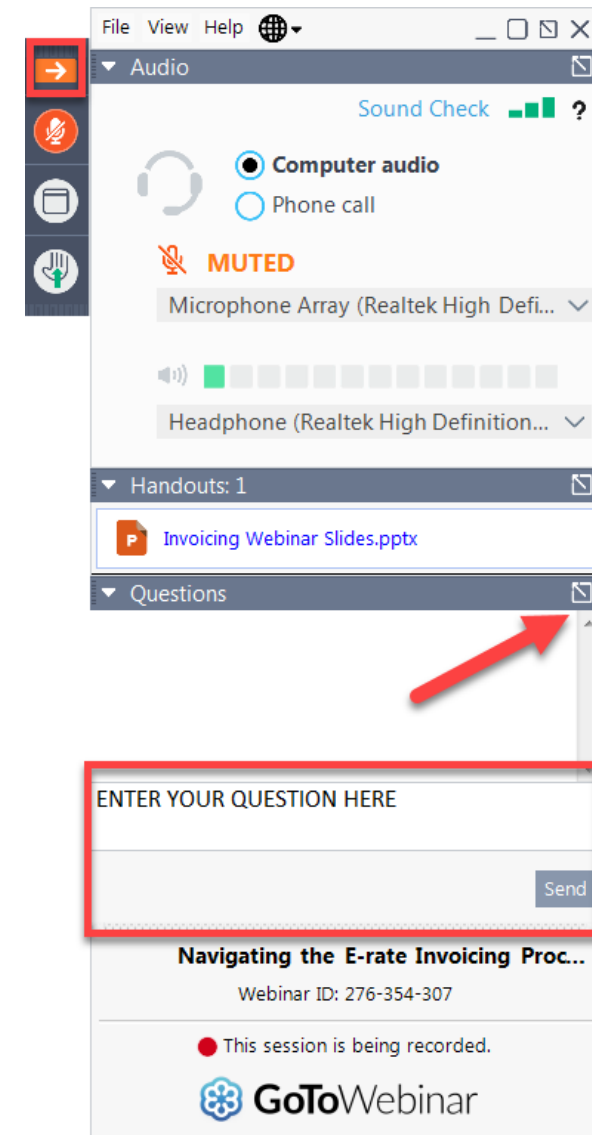
E-Rate Pre-Commitment Process Webinar: 11/16/2021

- Application Process
- Competitive Bidding (FCC Form 470)
- Evaluating Bids
- Requesting Funding (FCC Form 471)
- Application Review
- Funding Commitments
- Document Retention



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):

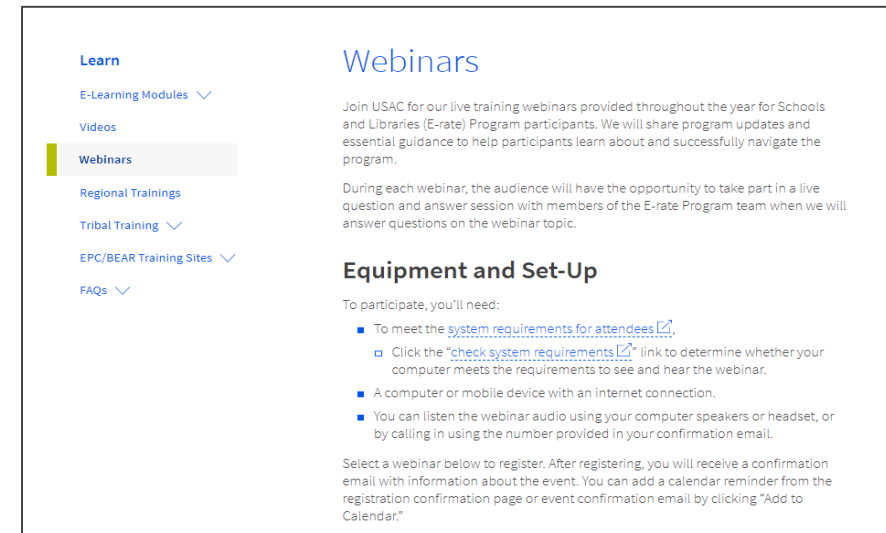
1. Log in to EPC.
2. Select the **Contact Us** link from the upper right menu on your landing page.



Upcoming Webinars

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

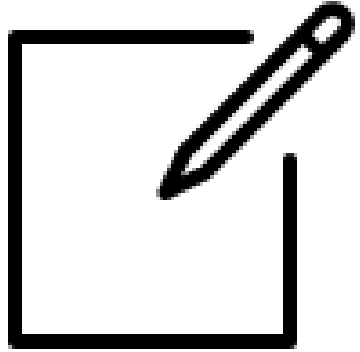
For additional information subscribe to the [E-Rate News Brief](#)



The screenshot shows a web page with a left sidebar and a main content area. The sidebar has a 'Learn' header and a list of links: 'E-Learning Modules', 'Videos', 'Webinars' (highlighted with a yellow bar), 'Regional Trainings', 'Tribal Training', 'EPC/BEAR Training Sites', and 'FAQs'. The main content area has a 'Webinars' header. Below it, a paragraph states: '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.' Another paragraph follows: '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.' Below this is a section titled 'Equipment and Set-Up' with the text 'To participate, you'll need:'. This is followed by a bulleted list: '■ 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.', and '■ You can listen the webinar audio using your computer speakers or headset, or by calling in using the number provided in your confirmation email.' At the bottom, a paragraph reads: '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.

Take Our Survey



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

Thank You!





Universal Service
Administrative Co.