Eligible Services

E-Rate Office Hour

January 26, 2023
DISCLAIMER

To accommodate all attendees, real-time closed captions will be present during this presentation. 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
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• 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.
E-Rate Customer Service 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 the landing page.
MEET THE TEAM

Bernie Manns
Director | E-Rate program

Nkeshi Free
Communications Specialist | E-Rate
Agenda

- Office Hours Overview and Purpose
- Eligible Services Training Webinar
- Funding Year 2023 Eligible Services List
- 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

- FY2023 Eligible Services List
- FY2023 Eligible Services Webinar: Jan 5, 2023
FY2023 Eligible Service List
Eligible Services Office Hour: ESL FY2023

• Category One Services
• Category Two Services
• Eligibility Limitations for Category Two Services
• Eligibility Explanations for Certain Category One and Two Services
• Miscellaneous
Eligible Services List for FY2023

- There are no changes from the FY2022 Eligible Services List.
  - Basic firewalls remain eligible
  - Advanced firewalls remain ineligible
    - Public Notice DA-22-1315 - comments due by February 13, 2023
FY2023 Eligible Services Webinar
Eligible Services Webinar Recording: 1/05/2023

- Eligible Services
- Category One
- Category Two
- Early Installation
- Basic Fiber
Resources

- Eligible Services Overview
- Eligible Services List: Glossary
- Eligible Services FAQs
- Eligible Fiber Services FAQs
- Basic Maintenance of Internal Connections (BMIC) FAQs
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?
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Take Our Survey

- We want to hear about your webinar experience.
- A survey will appear on your screen at the end of the webinar.
- If you are not able to complete the survey today, one will be emailed to you within one to two business days.
- We appreciate your feedback!
Thank You!