

E-Rate Question and Answer Session

November 8, 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.

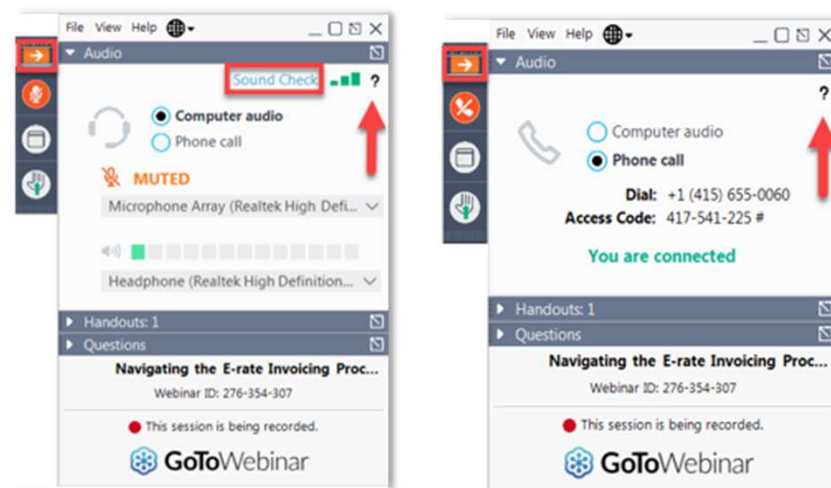
Housekeeping

- Audio is available through your computer's speakers
- The audience will remain on mute
- If your audio or slides freeze, restart the webinar



Housekeeping – Technical Issues

- Use the **Sound Check** link and click the question mark icon for audio help.
- Exit the webinar and click the Check System Requirements link in the event confirmation email to determine whether your computer meets GoToWebinar's requirements.
- If issues persist, call (833) 851-8340 to troubleshoot with GoToWebinar.



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 today's 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



Pam Lloyd

Senior Manager | E-Rate



Samantha Jones

Senior Program Analyst | E-Rate



Katie Loosararian

Program Analyst | E-Rate

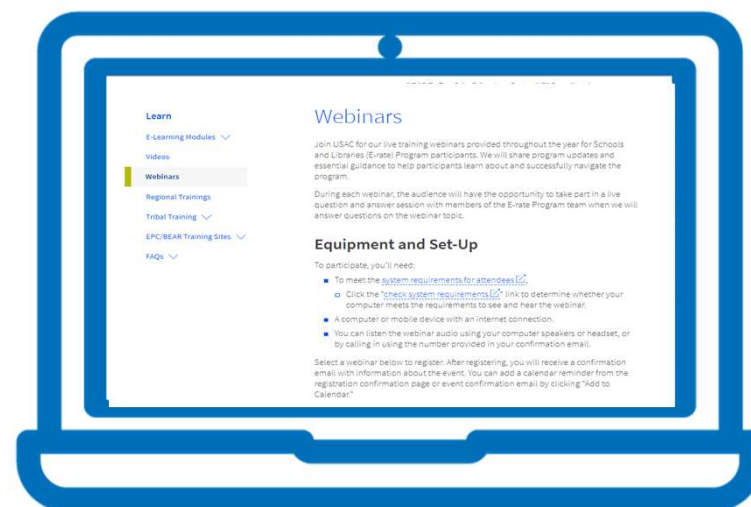
AGENDA

- Question and Answer Overview and Purpose
- EPC Invoicing eLearning Module Pre-Requisites
- Q & A

Question and Answer Overview and Purpose

QUESTION AND ANSWER WEBINARS

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



QUESTION AND ANSWER 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.

PRE-REQUISITES

- [EPC Invoicing Applicant Courses 1-3 eLMs](#)
- [EPC Invoicing Service Provider Courses 1-4 eLMs](#)

The screenshot shows the Universal Service Administrative Co. website. The top navigation bar includes links for 'Subscribe', 'Payments', 'Open Data', and a 'Sign In' button. Below this is a secondary navigation bar with dropdown menus for 'About', 'E-Rate', 'Rural Health Care', 'Lifeline', 'High Cost', and 'Service Providers'. The main content area is titled 'USAC | E-Rate | Applicant Process | Step 6: Invoicing | How to File FCC Form 472 in EPC'. On the left, a sidebar lists the 'Applicant Process' steps, with 'Step 6: Invoicing' selected. The main content area is titled 'How to File FCC Form 472 in EPC' and includes a list of steps to follow before filing a BEAR Form. A video player for 'Submit and Certify Your Invoice' is shown at the bottom.

Universal Service Administrative Co.

Subscribe Payments Open Data Sign In

About E-Rate Rural Health Care Lifeline High Cost Service Providers

USAC | E-Rate | Applicant Process | Step 6: Invoicing | How to File FCC Form 472 in EPC

Applicant Process

Before You Begin

Step 1: Competitive Bidding

Step 2: Selecting Service Providers

Step 3: Applying for Discounts

Step 4: Application Review

Step 5: Starting Services

Step 6: Invoicing

Step 6: Invoicing

FCC Form 472 Filing (BEAR Form)

How to File FCC Form 472 in EPC

Invoice Deadline Extensions

Obligation to Pay

Invoice Decision Codes

Invoice Check

Obtain an Applicant 498 ID

Before You're Done

How to File FCC Form 472 in EPC

Before filing a BEAR Form, applicants must complete the following steps in order:

1. Set up an account within the E-Rate Productivity Center (EPC).
2. Obtain an applicant 498 ID by filing the FCC Form 498 (Service Provider and Billed Entity Identification Number and General Contact Information Form).
 - The FCC Form 498 collects the contact and banking information USAC needs to reimburse the applicant directly
 - USAC verifies the information and approves the FCC Form 498 for invoicing
 - The applicant receives an applicant 498 ID
 - Request access to invoicing from your Account Administrator

Once all requirements have been met and the Applicant has selected a mode of invoicing, the process of submitting and certifying an invoice can begin.

Submit and Certify Your Invoice

A full rights user can complete the entire process of submitting and certifying an invoice. A partial rights user can submit an invoice for certification by a full rights user. These rights are assigned by your Account Administrator. To learn how this process works in detail, including what actions can be completed based on your rights, please see the Electronic Learning Module linked below.

Applicant Course 1: Submitting & Certifying Invoices in EPC

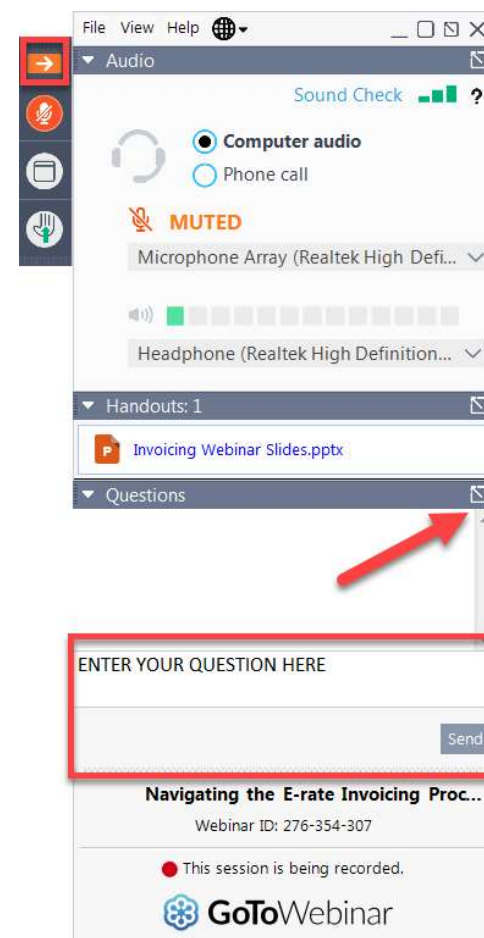
Course Objectives

- Successfully navigate EPC
- File FCC Form 472 (BEAR)
- Certify FCC Form 472 (BEAR)

Submit and Certify
60 minutes

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.



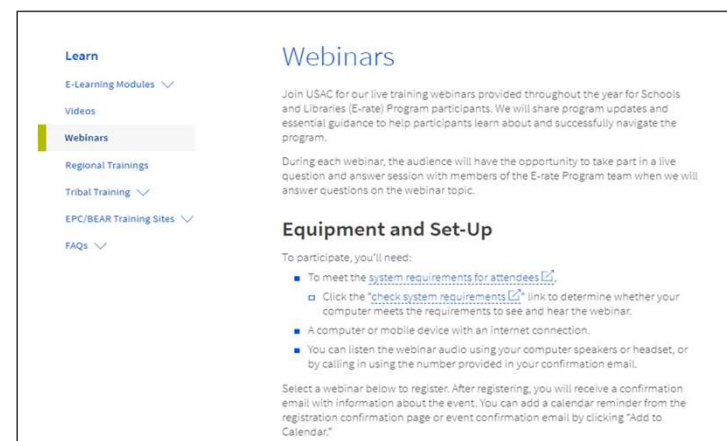
Questions?

UPCOMING WEBINARS

Our next Q&A is on 11/15

**Applicants at 2 p.m. ET
Service Providers at 3:30
p.m. ET**

**Topic: Taking questions on
the invoicing system
consolidation and eLM
trainings**



The screenshot shows a webpage titled "Webinars" under a "Learn" menu. The menu includes "E-Learning Modules", "Videos", "Webinars" (highlighted), "Regional Trainings", "Tribal Training", "EPC/BEAR Training Sites", and "FAQs". The main content area for "Webinars" includes an introductory paragraph, a paragraph about the live session, and a section titled "Equipment and Set-Up" with a list of requirements. At the bottom, there is a note about registering for a webinar.

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.

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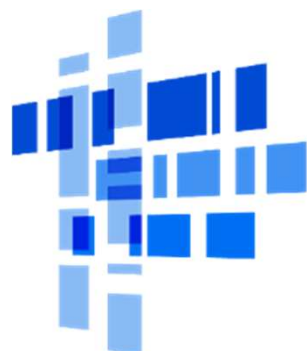
Take Our Survey



- 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!





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Administrative Co.