E-Rate Question and Answer Session

November 8, 2023
Disclaimer

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Housekeeping

- Audio is available through your computer’s speakers
- The audience will remain on mute
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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.
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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.
Available for Public Use

**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**

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 ID by filing the FCC Form 472: Service Provider and年初 Entity Identification Number and General Contact Information Form.
   - The FCC Form 472 collects the contact and banking information USAC needs to reimburse the applicant directly.
   - USAC verifies the information and approves the FCC Form 472 for invoicing.
   - The applicant selects an applicant 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 the Form 472.
- File the FCC Form 472 (BEAR).
- Certify the Form 472 (BEAR).
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?
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

Go to the E-Rate [Webinars](#) page for additional information.
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• 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!