E-rate Office Hours

October 18, 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
• A copy of the slide deck is in the **Handouts** section of the webinar panel
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 Director | E-Rate

Samantha Jones
Senior Program Analyst | E-Rate

Katie Loosarian
Program Analyst | E-Rate
AGENDA

• Office Hours Overview and Purpose
• EPC Invoicing eLearning Module Pre-Requisits
• Q & A
Office Hours Overview and Purpose
OFFICE HOUR WEBINARS & TRAINING SERIES

• Assist program participants in formulating pertinent questions.

• Provide targeted program information.

• Help program participants.
OFFICE HOUR 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-REQUISITS

• EPC Invoicing Applicant Courses 1-3 eLMs
• EPC Invoicing Service Provider Courses 1-4 eLMs
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 office hour is on: 10/25
Applicants at 2 p.m. ET
Service Providers at 3:30 p.m. ET

Topic: Taking questions on the system consolidation and eLMs

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!