

E-Rate Office Hours

October 25, 2023



Universal Service
Administrative Co.

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.

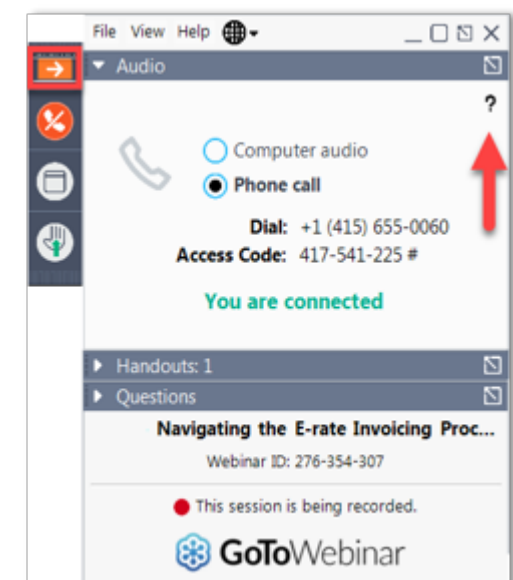
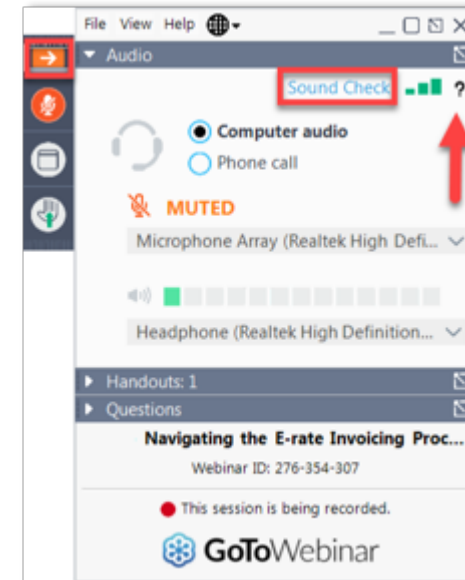
Housekeeping

- 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 Loosarian

Program Analyst | E-Rate

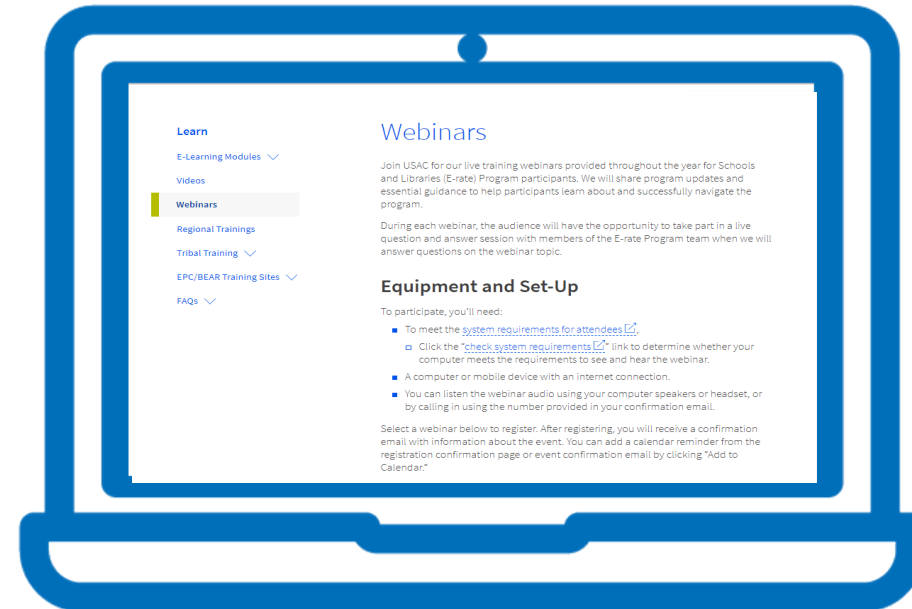
AGENDA

- Office Hours Overview and Purpose
- EPC Invoicing eLearning Module Pre-Requisites
- 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-REQUISITES

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

The screenshot shows the website for Universal Service Administrative Co. with a navigation menu including 'About', 'E-Rate', 'Rural Health Care', 'Lifeline', 'High Cost', and 'Service Providers'. The main content area is titled 'How to File FCC Form 472 in EPC' and includes a breadcrumb trail: 'USAC | E-Rate | Applicant Process | Step 6: Invoicing | How to File FCC Form 472 in EPC'. A sidebar on the left lists the 'Applicant Process' steps, with 'Step 6: Invoicing' expanded to show sub-topics like 'FCC Form 472 Filing (BEAR Form)', 'Invoice Deadline Extensions', 'Obligation to Pay', 'Invoice Decision Codes', 'Invoice Check', and 'Obtain an Applicant 498 ID'. The main content area provides instructions on filing a BEAR Form, listing two main steps: setting up an account and obtaining an applicant 498 ID. It also includes a section for 'Submit and Certify Your Invoice' and a video player for 'Submit and Certify' (60 minutes).

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

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

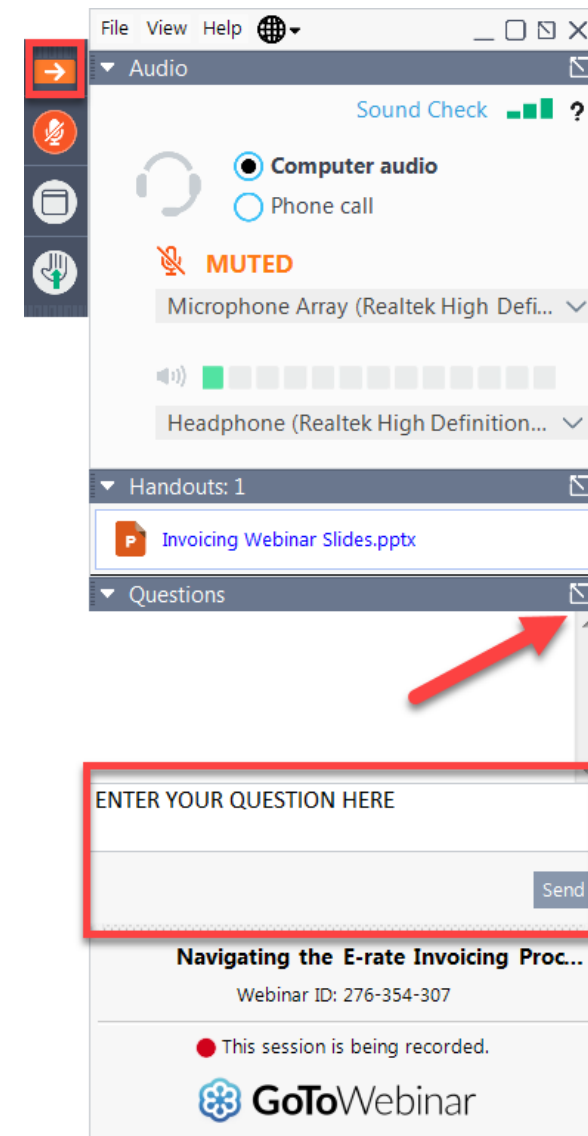
Course Objectives

- 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.



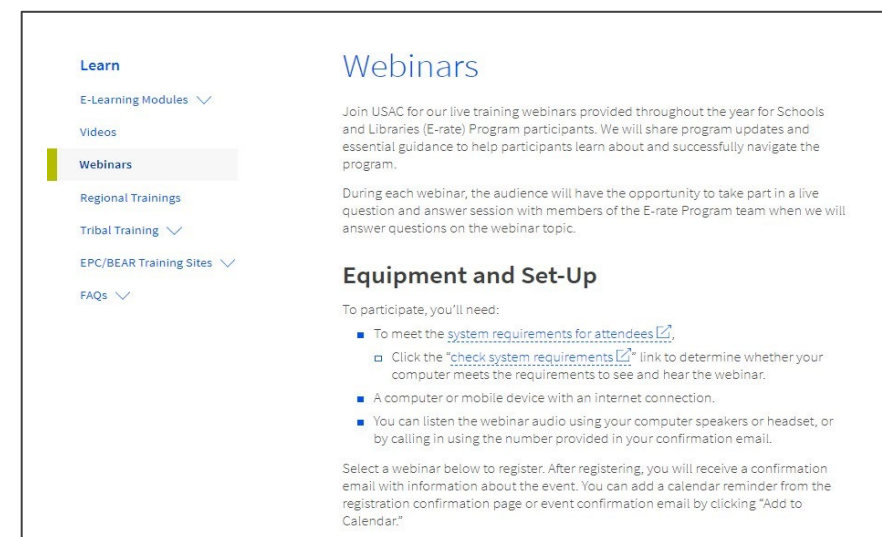
The screenshot displays a webinar control panel with several sections. At the top, there is a 'File View Help' menu and a globe icon. Below this is a 'Questions' section, which is currently expanded. A red box highlights a button with a right-pointing arrow located above the 'Questions' section. Another red box highlights the 'Questions' section itself, which contains a text input field with the placeholder text 'ENTER YOUR QUESTION HERE' and a 'Send' button. Below the 'Questions' section, there is a 'Handouts: 1' section with a file named 'Invoicing Webinar Slides.pptx'. At the bottom, there is a 'Navigating the E-rate Invoicing Proc...' section with the text 'Webinar ID: 276-354-307' and a red dot icon followed by the text 'This session is being recorded.' The GoToWebinar logo is at the very bottom.

Questions?

UPCOMING WEBINARS

**Our next office hour is
on: 11/08
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 web page with a navigation menu on the left and main content on the right. The navigation menu includes: Learn, E-Learning Modules (with a dropdown arrow), Videos, Webinars (highlighted with a yellow bar), Regional Trainings, Tribal Training (with a dropdown arrow), EPC/BEAR Training Sites (with a dropdown arrow), and FAQs (with a dropdown arrow). The main content area is titled "Webinars" and contains the following text: "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." Below this is another paragraph: "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." A section titled "Equipment and Set-Up" follows, with the text "To participate, you'll need:" and 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 of the page, it says: "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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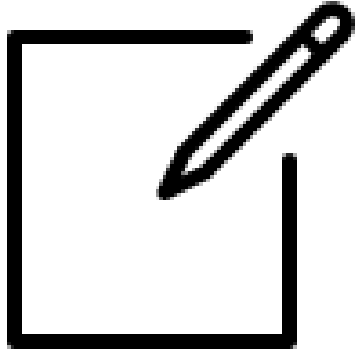
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Take Our Survey



- 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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