E-rate Office Hours

October 11, 2023

Universal Service Administrative Co.

Disclaimer

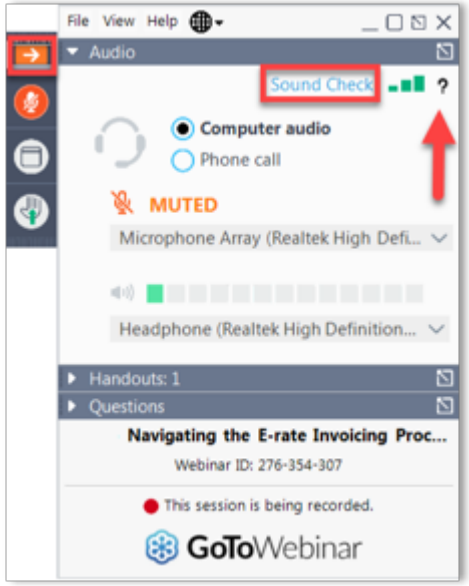
To accommodate all attendees, real-time closed captions will be present during this presentation. We apologize in advance for any transcription errors or distractions. Thank you for your support.

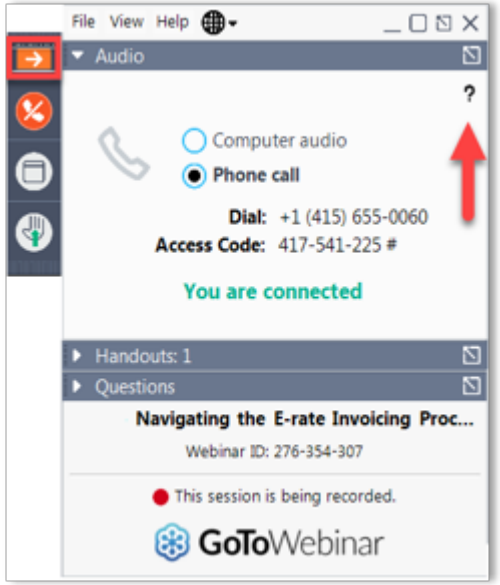
Housekeeping

- Audio is available through your computer's speakers
- The audience will remain on mute
- Enter questions at any time using the **Questions** box
- 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

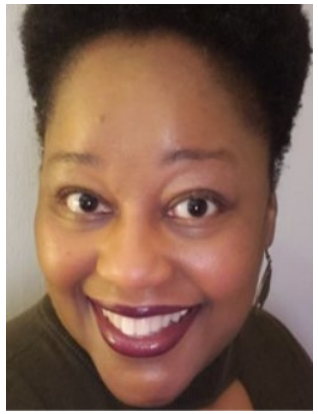
Create a customer service case in the E-Rate Productivity Center (EPC):

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-Requisites
- Q & A

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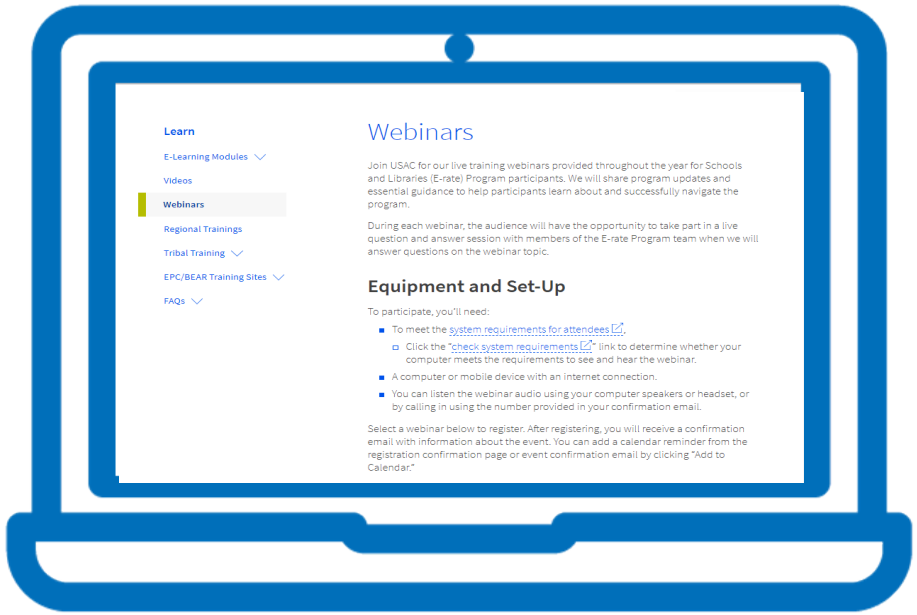
Office Hours Overview and Purpose

OFFICE HOUR WEBINARS & TRAINING SERIES

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



OFFICE HOUR WEBINARS

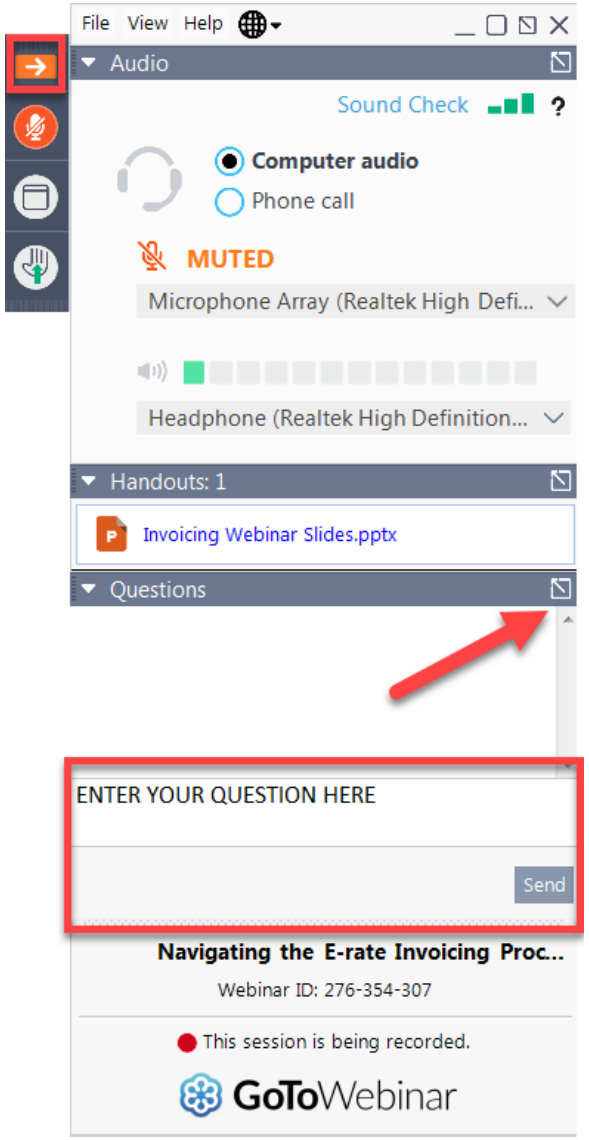
- Participants should read the assigned materials and watch assigned videos in advanced of the webinar and come prepared to ask questions during the Q&A.
- USAC team members will provide a high level overview of the materials.
- Questions related to the topics and experience level will be given priority.

PRE-REQUISITS

- EPC Invoicing Applicant Courses 1-3 eLMs
- EPC Invoicing Service Provider Courses 1-4 eLMs

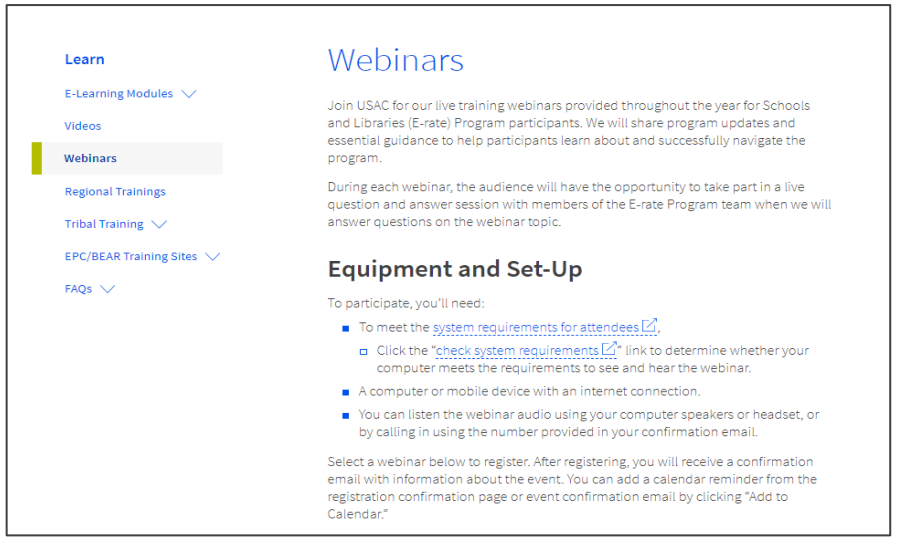
HOUSEKEEPING – Q&A

- 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.



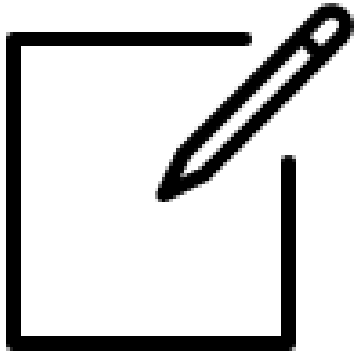
Questions?

UPCOMING WEBINARS



Go to the E-rate **Webinars** page for additional information.

Take Our Survey



- We want to hear about your webinar experience.
- Expect an email from USAC E-rate Outreach Team invites@mailer.surveygizmo.com with a unique survey link in 1-2 business days.
- We appreciate your feedback!

Thank You!

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