

# **E-Rate Pre-Commitment Office Hour**

E-Rate Office Hour Webinar  
February 21, 2023



Universal Service  
Administrative Co.

# Disclaimer

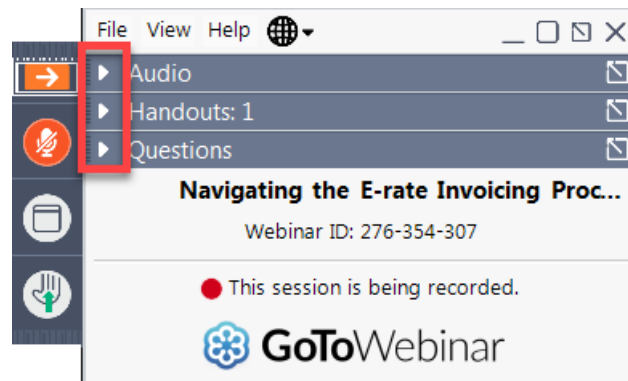
To accommodate all attendees, real-time closed captions will be present during this presentation. We apologize in advance for any transcription errors or distractions. Thank you for your support.

# Housekeeping – Webinar Panel

- The webinar panel is located on the right-hand side of the screen.
- Open the panel by clicking the orange arrow.

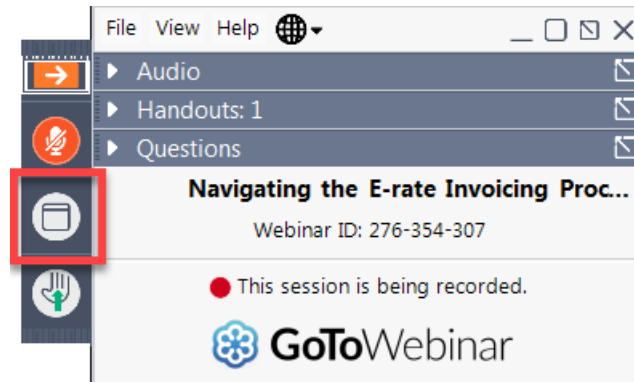


- Use the white arrows to open the sections in the panel.

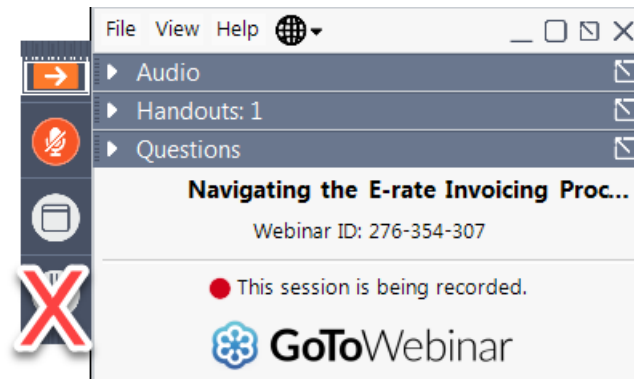


# Housekeeping – Webinar Panel

- You can use the panel to view the presentation in full screen or window mode.

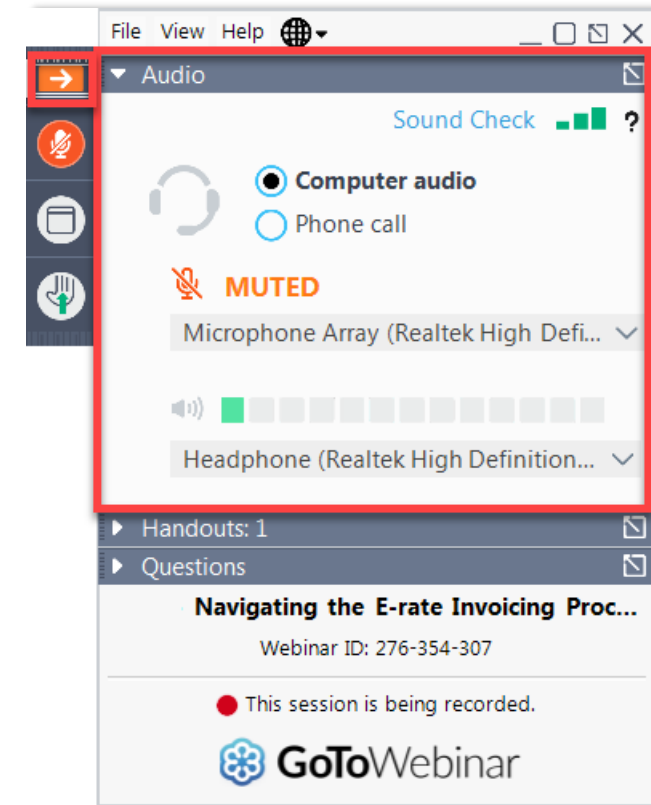


- We are not using the hand raise function.



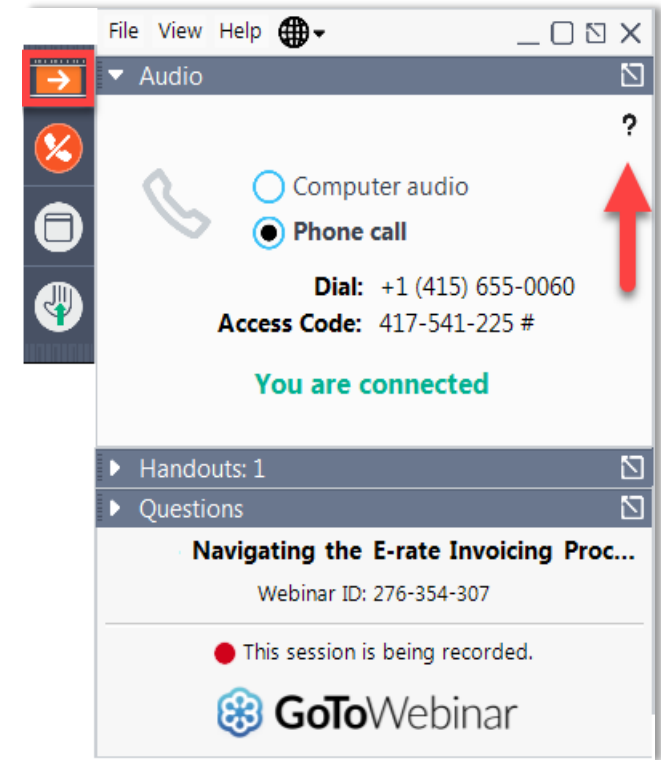
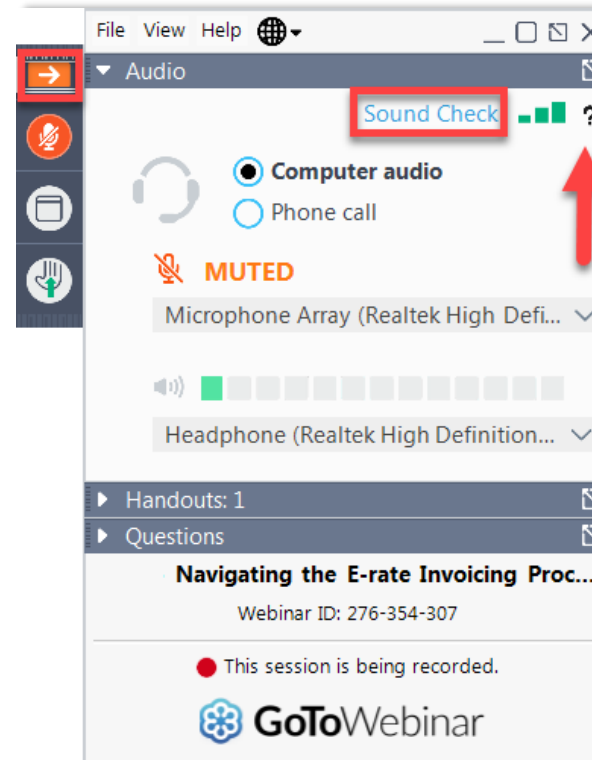
# Housekeeping – Audio

- Use the “Audio” section of your control panel to select an audio source.
- Choose one of the audio options:
  - Your computer's audio
  - Call in using an access code and audio PIN.
- The audience will remain on mute.



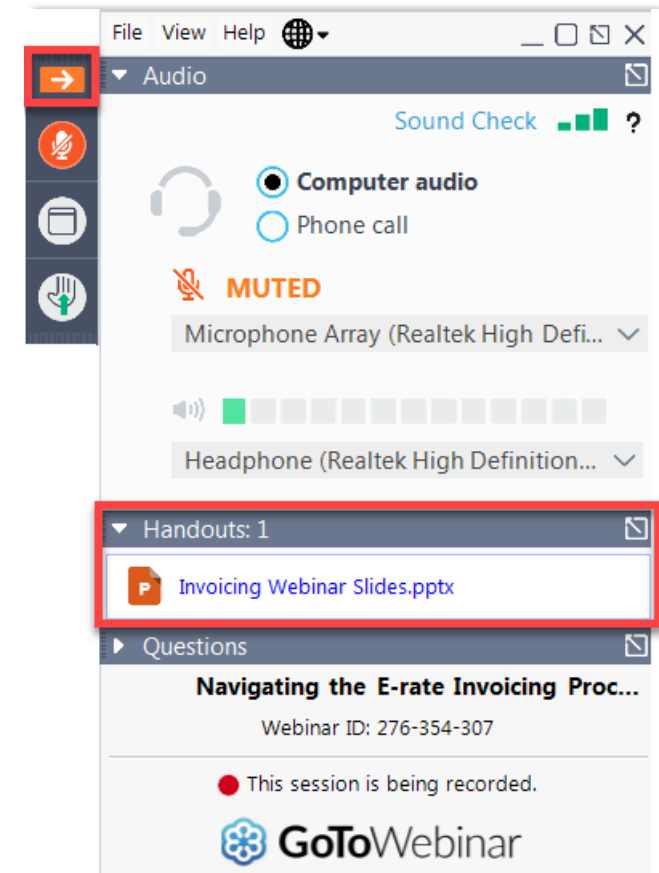
# Housekeeping – Technical Issues

- Use the “Sound Check” link and click question mark icon for audio help.
- Exit webinar and click the check system requirements link in the event confirmation email to determine whether your computer meets the requirements to see and hear the webinar.
- If issues persist, call 833-851-8340 to troubleshoot with GoToWebinar.



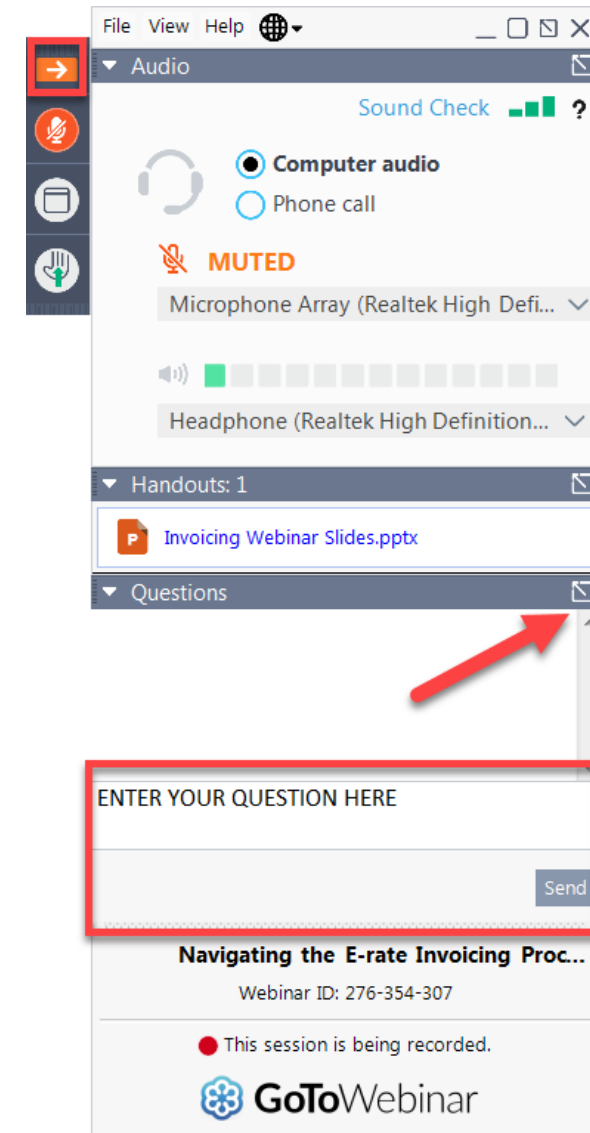
# Housekeeping- Resources

- The **slide deck** is available when you click the arrow to expand the “**Handouts**” tab.
- A recording of this webinar will be available after the event via the registration link.



# 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 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



**Erin Hargis**

Associate Manager | E-Rate



**Nkeshi Free**

Communications Specialist | E-Rate



**Shawn Jensen**

Sr. Program Analyst | E-Rate

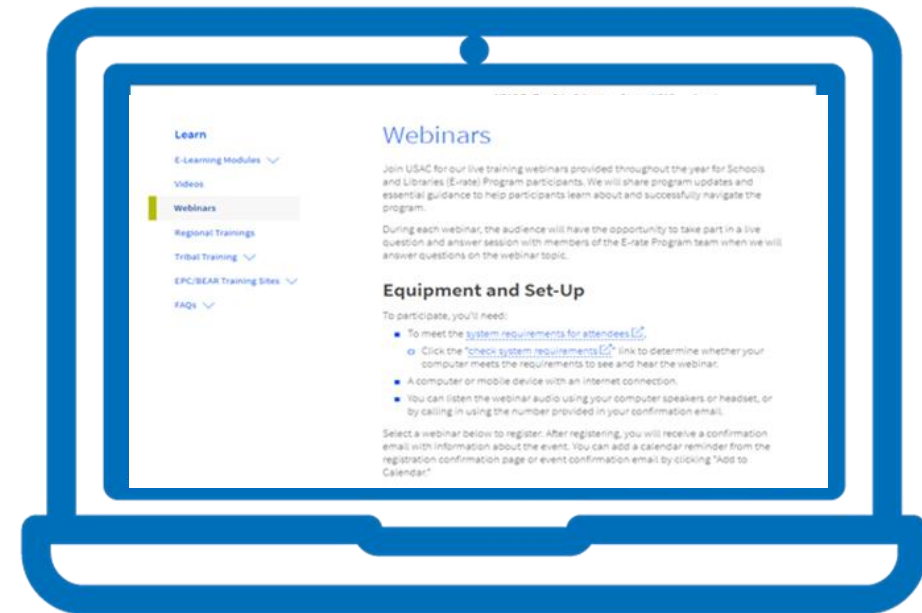
# Agenda

- Office Hours Overview and Purpose
- Competitive Bidding and FCC Form 470
- Pre-Commitment Training
- Resources
- Q & A

# Office Hours Overview and Purpose

# Office Hour Webinar and Training Series

- Provide targeted program information.
- Assist program participants with timely and topic relevant questions.
- Equip program participants with knowledge about E-Rate resources.
- Recommended for: Applicants and service providers
- E-Rate experience level: All



# Office Hour Structure and Format

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

# Office Hour: Prerequisites

- [Filing the FCC Form 470 and the Competitive Bidding Process Webinar](#)
- [Fall 2022 Annual Training E-Rate Pre-Commitment Process](#)



# **Filing the FCC Form 470 and the Competitive Bidding Process**



# Filing the FCC Form 470 and the Competitive Bidding Process

- How to File an FCC Form 470
- How to Search for FCC Forms 470
- E-Rate Competitive Bidding Process
- Open and Fair
- Waiting 28 Days



# **Fall 2022 Annual Training E-Rate Pre-Commitment Process**

# Fall 2022 Annual Training E-Rate Pre-Commitment Process

- Requesting Funding (FCC Form 471)
- How to File the FCC Form 471
- FCC Form 471 Checklist
- Document retention



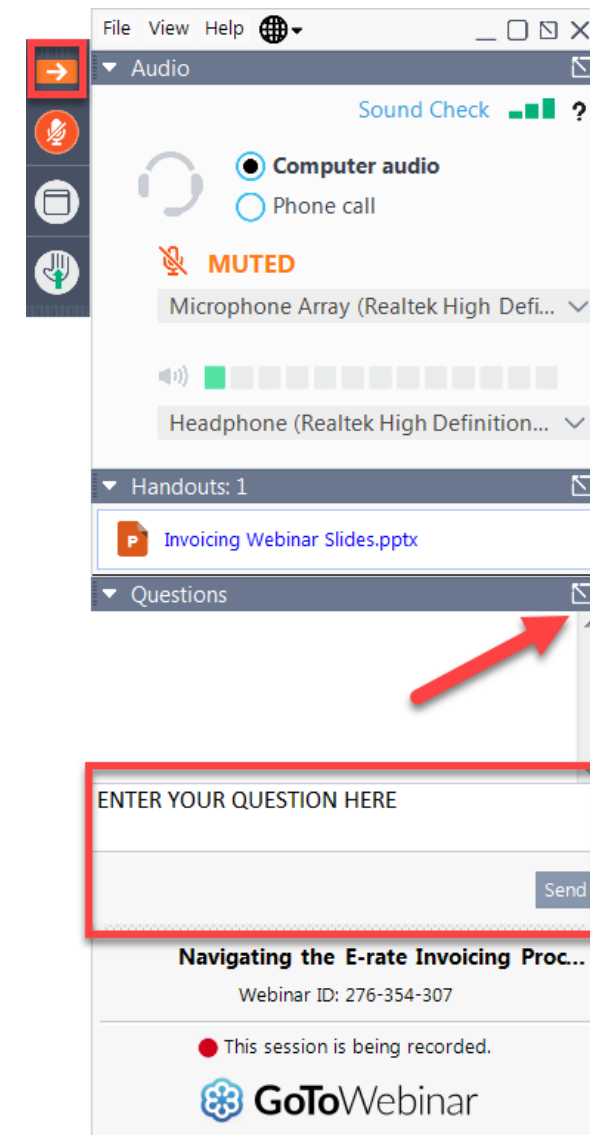
# Resources

- [E-Rate Program Overview Video: Applicants](#)
- [Competitive Bidding Infographic](#)
- [Competitive Bidding FAQs](#)
- [FCC Form 471 Submission Checklist](#)
- [FCC Form 471 Video Series](#)
- [Eligible Services List Office Hour](#)
- [FCC Form 471 Office Hour](#)



# 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?

# Customer Service Center (CSC)



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

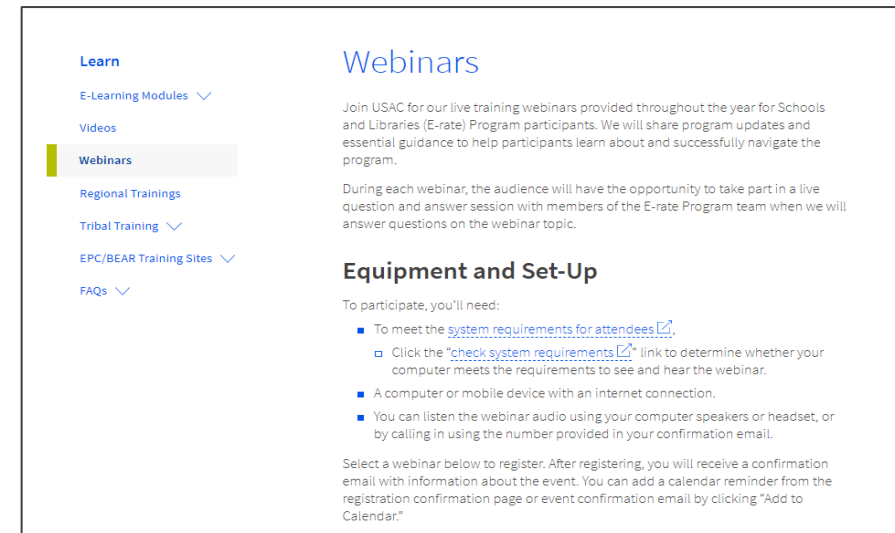
1. Log in to EPC.
2. Select the **Contact Us** link from the upper right menu on your landing page.



# Upcoming Webinars

Check the **E-Rate Webinars** page for updates on future webinars.

For additional information subscribe to the [E-Rate News Brief](#)



The screenshot shows a web page with a left sidebar and a main content area. The sidebar has a 'Learn' header and a list of links: 'E-Learning Modules', 'Videos', 'Webinars' (highlighted with a yellow bar), 'Regional Trainings', 'Tribal Training', 'EPC/BEAR Training Sites', and 'FAQs'. The main content area has a 'Webinars' header. Below it, there is a paragraph about USAC providing live training webinars. Another paragraph explains that during each webinar, the audience can participate in a live Q&A session. A section titled 'Equipment and Set-Up' lists requirements for participation: meeting system requirements (with a link to 'check system requirements'), having a computer or mobile device with internet access, and using speakers or a headset. At the bottom, there is a note about selecting a webinar to register and receiving a confirmation email with a calendar reminder link.

**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:

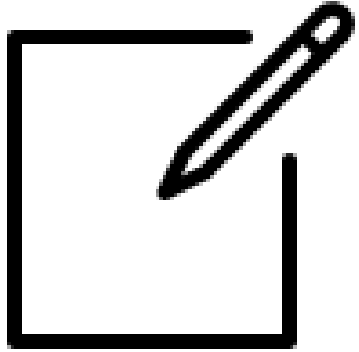
- To meet the [system requirements for attendees](#).
- Click the ["check system requirements"](#) link to determine whether your computer meets the requirements to see and hear the webinar.
- A computer or mobile device with an internet connection.
- You can listen the webinar audio using your computer 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.



# 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!**





**Universal Service**  
Administrative Co.