

**Service Provider Selection and  
the FCC Form 471  
Question and Answer (Q&A) Session  
January 25, 2024**

# 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

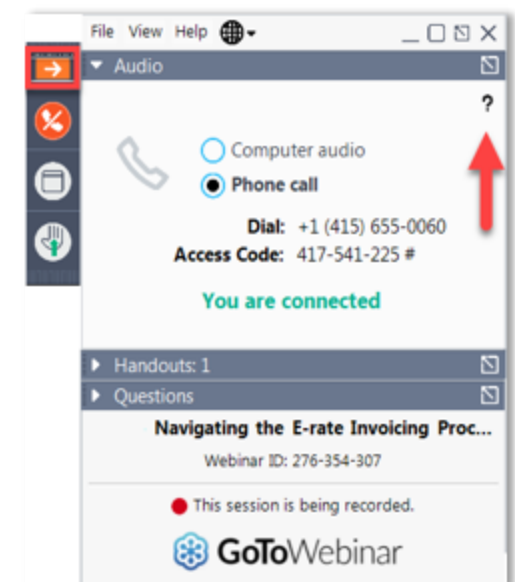
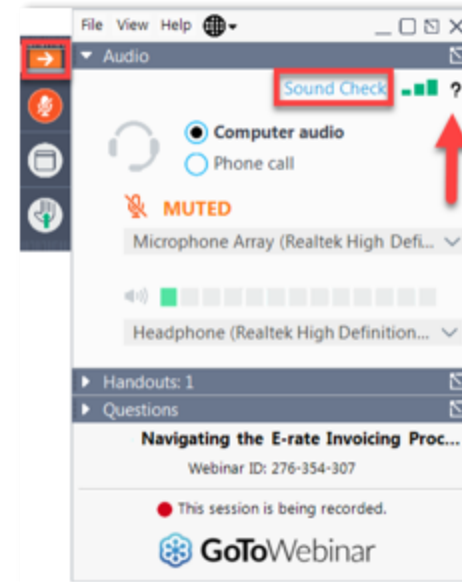
- Audio is available through your computer's speakers
- The audience will remain on mute
- Enter questions at any time using the **Questions** box
- If your audio or slides freeze, restart the webinar
- A copy of the slide deck is in the **Handouts** section of the webinar panel





# 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 \(EPC\):](#)**

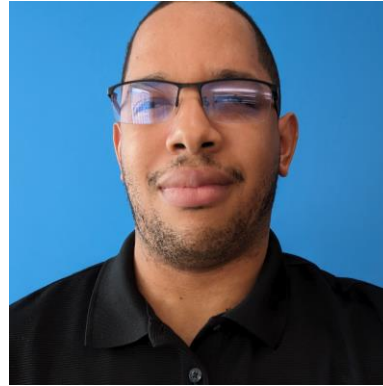
1. Log in to EPC.
2. Select the **Contact Us** link from the upper right menu on the landing page.

# Meet the Team



**Lisette LaForge**

Associate Manager of Program Management | E-Rate Program



**Derrick Harrison**

Program Analyst | E-Rate Program



**Shawn Jensen**

Senior Program Analyst | E-Rate Program

# Agenda

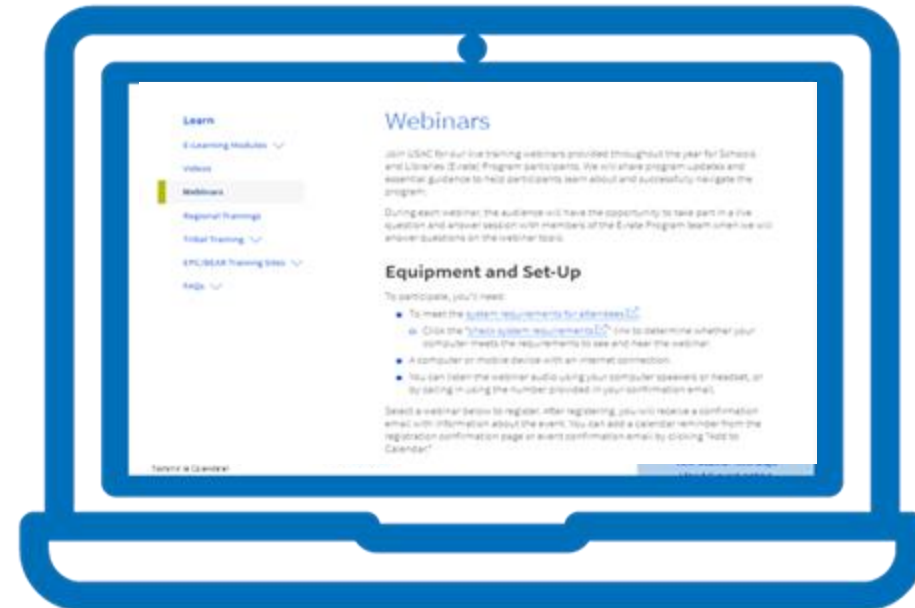
- Question & Answer Overview
- FCC Form 471 Video Series
- E-Rate Pre-Commitment Process Webinar
- Question & Answer Session



# Question & Answer Overview

# Question & Answer 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



# Question & Answer Webinars

- 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.

# Question & Answer: Prerequisites

- [E-Rate Pre-Commitment Process Webinar and Slides](#)
- [Step 2: Selecting Service Providers](#)
- [FCC Form 471 Filing](#)
- [FCC Form 471 Checklist](#)
- [FCC Form 471 Video Series](#)

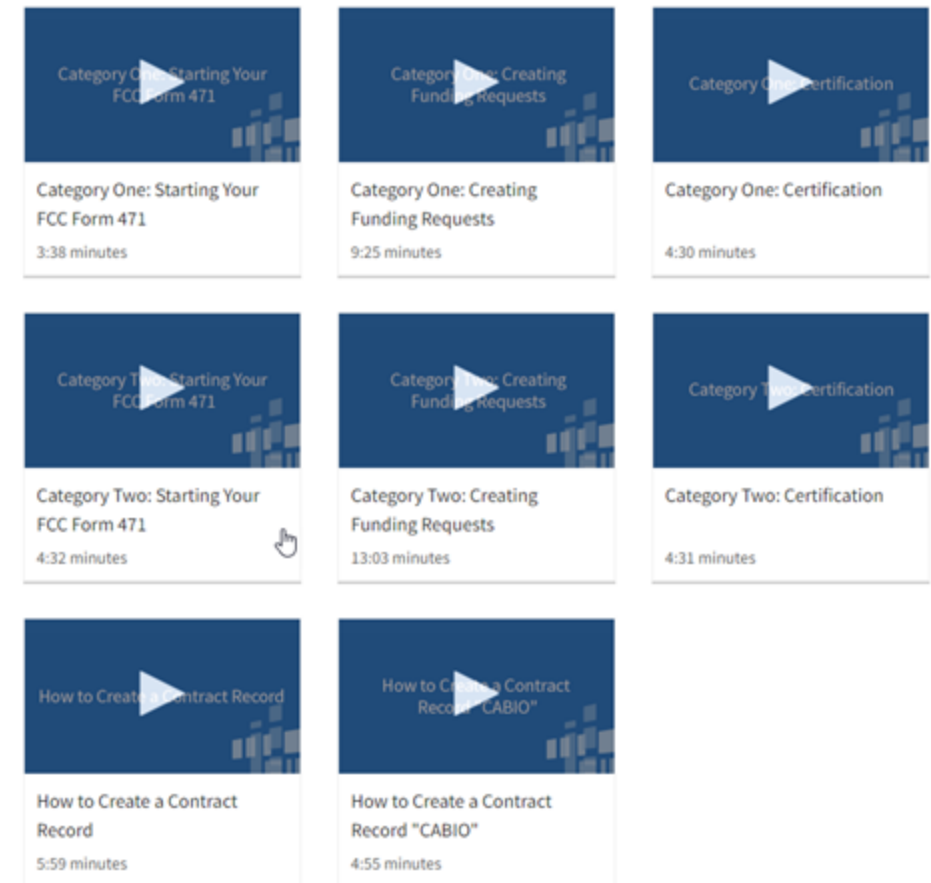


# FCC Form 471 Video Series

# FCC Form 471 Video Series

- Category One: Starting Your FCC Form 471
- Category One: Creating Funding Requests
- Category One: Certification
- Category Two: Starting Your FCC Form 471
- Category Two: Creating Funding Requests
- Category Two: Certification
- How to Create a Contract Record
- How to Create a Contract Record “CABIO”

## FCC Form 471





# **E-Rate Pre-Commitment Process Webinar**

# E-Rate Pre-Commitment Process Webinar: 10/05/2023

- Application Process
- Competitive Bidding (FCC Form 470)
- Evaluating Bids
- Requesting Funding (FCC Form 471)
- Application Review
- Funding Commitments
- Document Retention



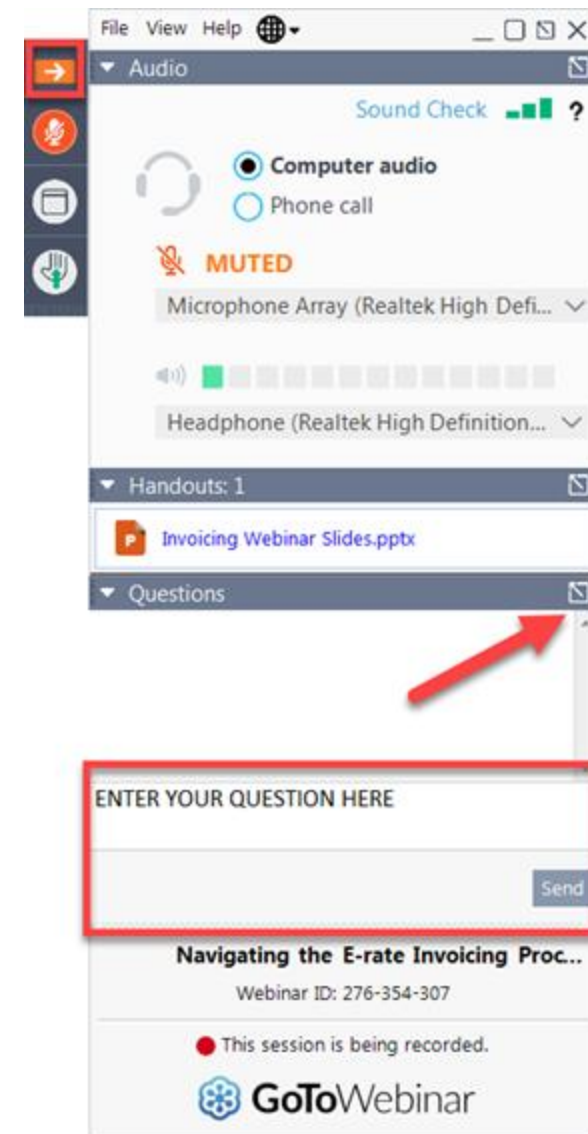
# Resources

- [Selecting a Service Provider Page](#)
- [Competitive Bidding Infographic](#)
- [FCC Form 471 Filing Page](#)
- [Form 471 Checklist](#)
- [FY2024 Filing Window](#)
- [FAQs](#)



# 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?**

# 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.



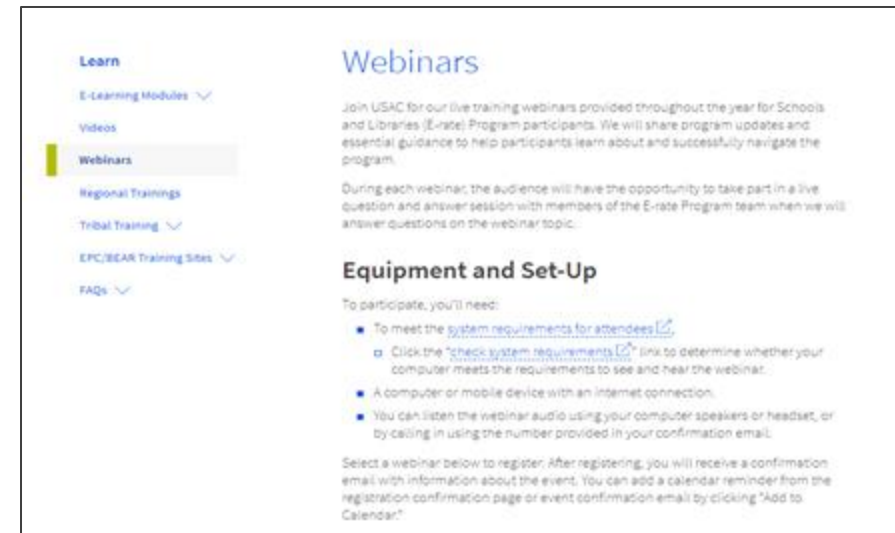
# UPCOMING WEBINARS

**Our next webinar is on:  
February 22 at 2 p.m. ET**

**Pre-Commit (FCC Forms 470,  
471, ESL, etc.) E-Rate Question &  
Answer (Q&A) Session**

**Recommended for:** Applicants  
and service providers

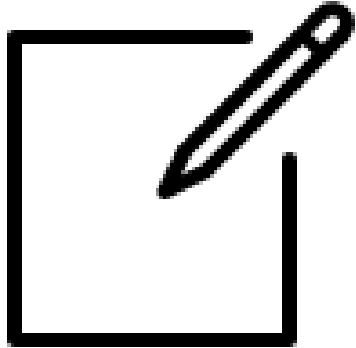
**E-Rate Experience Level:** All



The screenshot shows a webpage titled "Webinars" under a "Learn" menu. The menu includes "E-Learning Modules", "Videos", "Webinars" (highlighted), "Regional Trainings", "Tribal Training", "EPC/SEAR Training Sites", and "FAQs". The main content area has a heading "Webinars" and a paragraph: "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, 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.

# 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.**