



# **Service Provider Selection and the FCC Form 471 Question and Answer (Q&A) Session**

January 30, 2025

# Disclaimer

To accommodate attendees, real-time closed captions is an option for each attendee during this presentation. We apologize in advance for any transcription errors or distractions and appreciate your understanding.

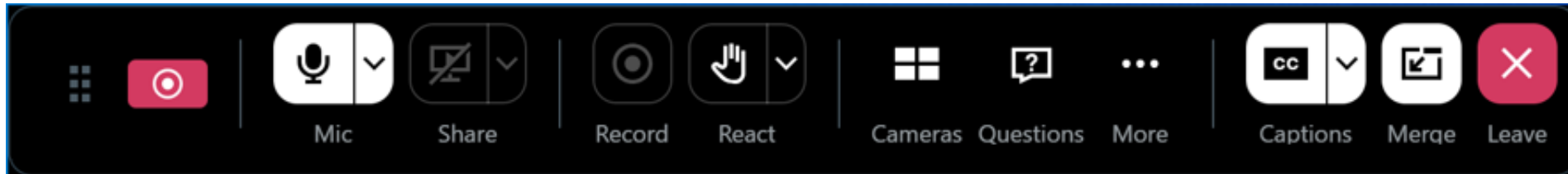
**Please be aware that this webinar is being recorded.**

# DISCLAIMER

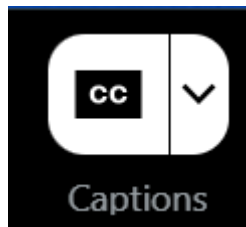
To accommodate all attendees, real-time closed captions will be present during this presentation. We apologize in advance for any transcription errors or distractions. Thank you for your support.

# Housekeeping – Closed Captioning (CC)

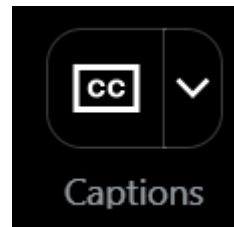
- Attendees control their own captioning



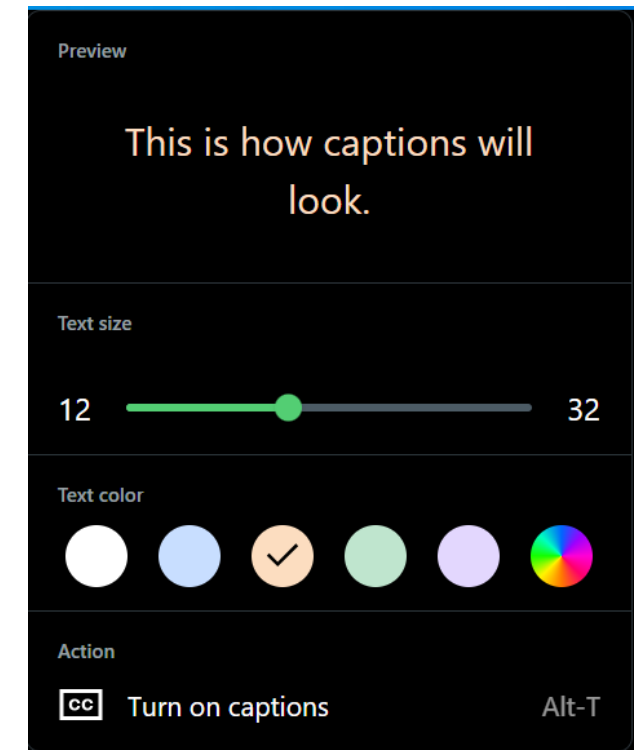
- You control the font size and color on CC
- Toggle CC off and on at your preference



Captions ON



Captions OFF



# Housekeeping – Audio

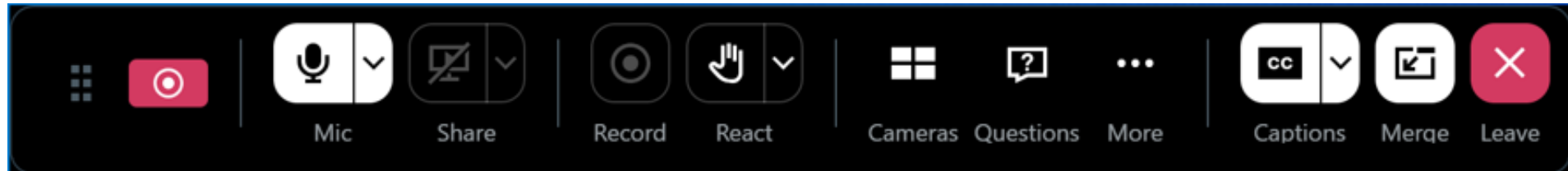
- **Audio is available through your computer's speakers**
- Double check your speaker settings
- Make sure you are connected to a source that works
- The audience is muted
- If your audio or slides freeze, restart the webinar



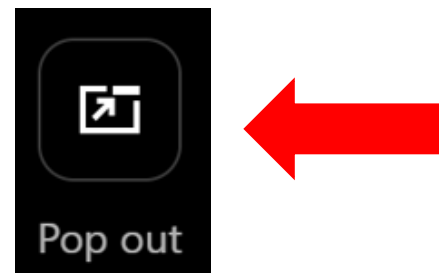
# Housekeeping – Screen Views



- Two ways to view the webinar
  1. Multiple windows open, can **merge** into one




2. One window for all content, can **pop out** into multiple windows



# Housekeeping – Materials & Questions


- A copy of the slide deck is in the **Materials** section of the webinar panel



 Materials

- Enter questions at any time using the **Questions** box




 Questions

- If the slides freeze, restart the webinar

Questions

×



**No questions yet**  
Questions you send and answers from the staff  
will appear here

Your question will be sent to staff

Send

# Housekeeping – Technical Issues

- 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.



# 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.

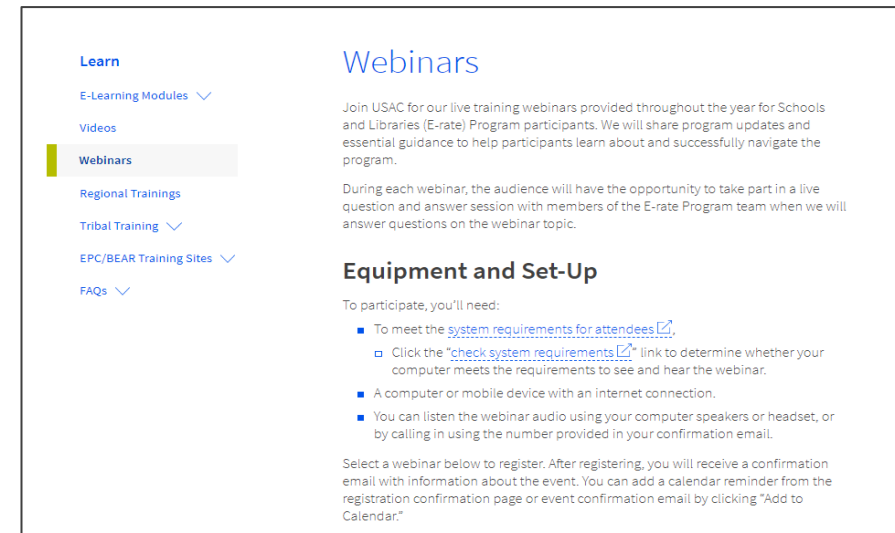
# Upcoming Webinars

**Our next webinar is on:  
February 11 at 2 p.m. E.T.**

## **Pre-Commitment Process (FCC Forms 470, 471, ESL, etc.) E-Rate Question & Answer (Q&A) Session 2025**

**Recommended for:** Applicants and service providers

**E-Rate Experience Level:** All



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 with the E-rate Program team. 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/headset or a phone to listen. At the bottom, it instructs users to select a webinar to register and mentions that a confirmation email will be sent, which includes a link to add a calendar reminder.

**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.

# Meet the E-Rate Team



**Lisette LaForge**

Associate Manager of Program Management | E-Rate



**Shawn Jensen**

Associate Manager of Program Management | E-Rate

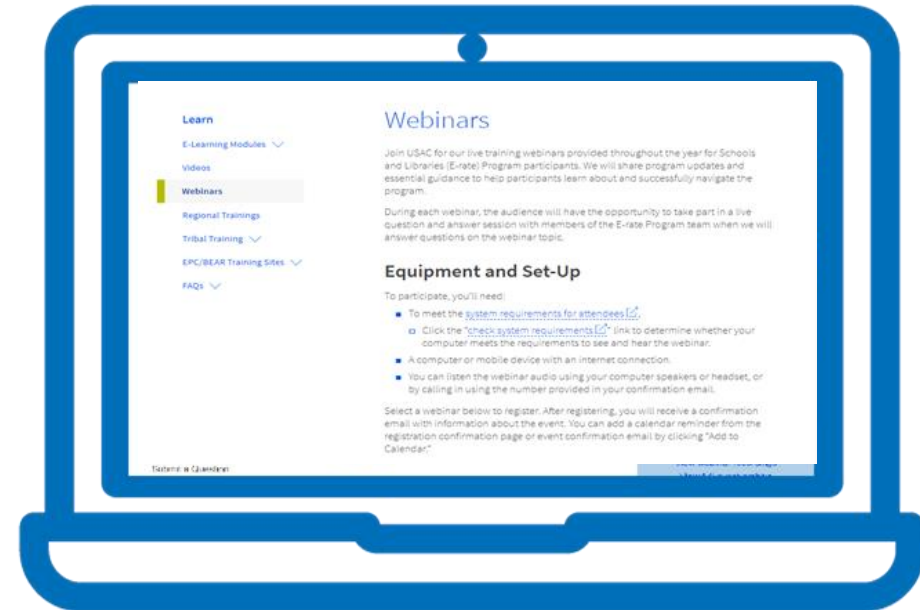
# Agenda

- 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
- ALL E-Rate experience levels



- 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.

- [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](#)





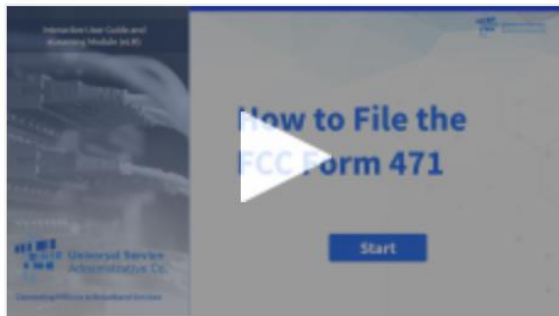
# **FCC Form 471 Video Series**

# FCC Form 471 Video Series

<https://www.usac.org/e-rate/learn/videos>

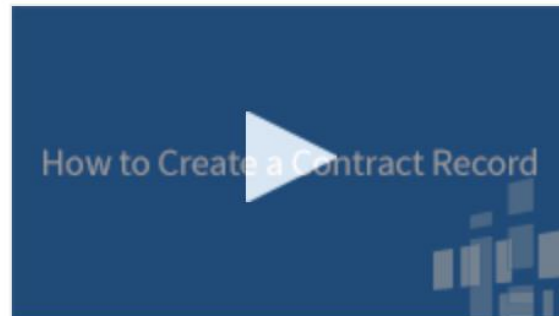
- How to File the FCC Form 471 - Interactive User Guide and eLearning Module (eLM)
- How to Create a Contract Record
- How to Create a Contract Record “CABIO”

## FCC Form 471



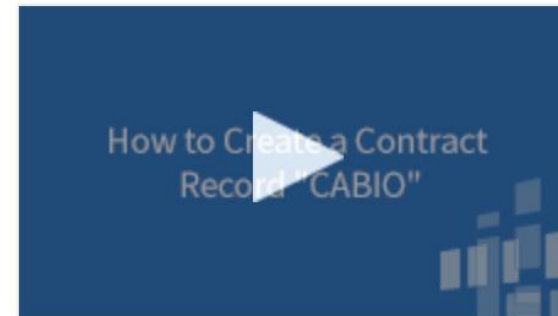
How to File the FCC Form 471

45:00 minutes



How to Create a Contract  
Record

5:59 minutes

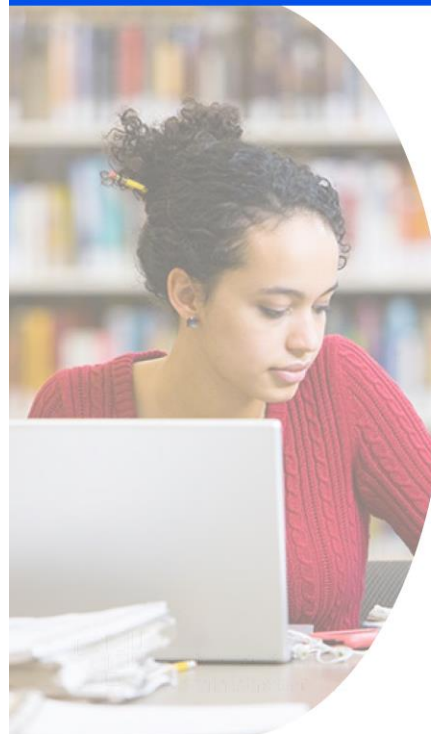


How to Create a Contract  
Record "CABIO"

4:55 minutes

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

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



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

September 19, 2024

Available for Public Use

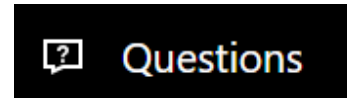
# Resources

- [Selecting a Service Provider Page](#)
- [Competitive Bidding Infographic](#)
- [FCC Form 471 Filing Page](#)
- [Form 471 Checklist](#)
- [FY2025 Filing Window](#)
- [FAQs](#)



# Submitting Questions

- There will be a live Q&A session focused on today's topics.
- Use the **Questions** box in your webinar control panel anytime during the presentation.
- Write in full sentences.
- Ask one question at a time.
- Ask questions related to **today's** webinar content.
- Check the box for a response.



Questions

×

**No questions yet**  
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Enter your question

Your question will be sent to staff

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# Questions?

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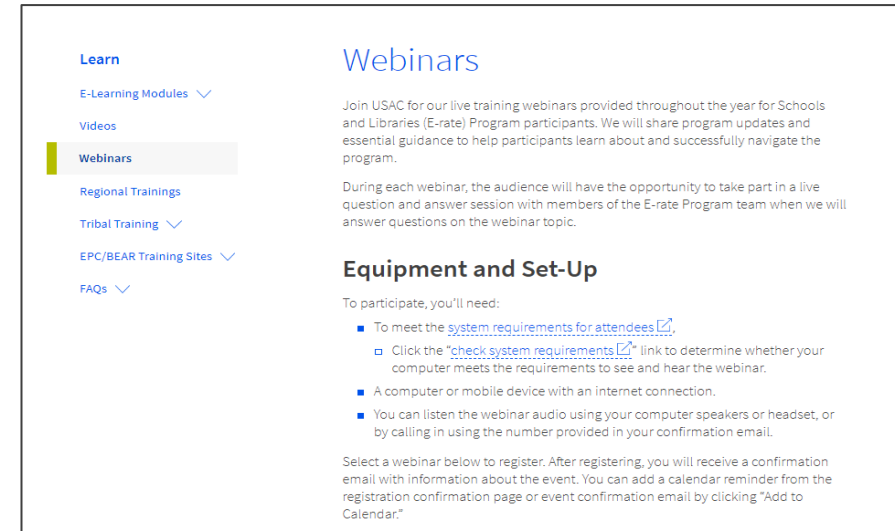
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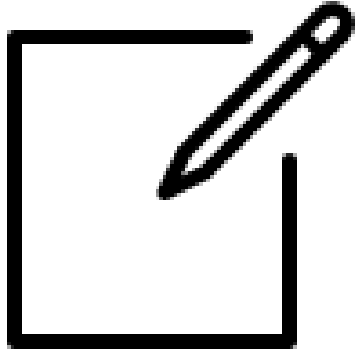
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# Take Our Survey



- 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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