



Universal Service
Administrative Co.

Tribal Outreach

Monthly E-Rate Tribal e-Newsletter

October 8, 2020

Dear Tribal Stakeholder,

Please join us on Tuesday for this month's E-rate Tribal Teleconference. We will provide an update on this fall's training opportunity.

Monthly E-rate Tribal Teleconference

Tuesday, October 13, 2020

4:00 p.m. EDT

[Add to calendar](#)

Teleconference Topics

- Second FY2020 Application Filing Window
 - Reminder: Closes on October 16, 2020 at 11:59:59 PM EDT
- Streamlined BEAR Process
- Update on Fall Training
- Q&A

Join by Phone

- Toll Free: (844) 740-1264
- Access code: 738 516 558

Important Resources

The weekly Schools and Libraries (E-rate) Program [News Brief](#) provides tips to help you through the application process and other timely information.

News Brief: [September 11, 2020](#)

- Website Updates for Park Hill Order
- Extension of Gift Rule Waiver and Participant Response Deadlines
- One Portal Login Tips

News Brief: [September 18, 2020](#)

- Second Filing Window to Open for Schools to Request Additional Bandwidth due to COVID-19

News Brief: [September 21, 2020](#)

- Second FY2020 Filing Window Opens Today at Noon EDT

News Brief: [September 25, 2020](#)

- One Portal Reminder
- FAQs on the Second FY2020 Filing Window
- Erratum for the September 18, 2020 and September 21, 2020 Issues

News Brief: [October 2, 2020](#)

- More FAQs on the Second FY2020 Filing Window
- Changes to the BEAR Review Process / BEAR Notification Letter

E-rate Program Technical Assistance

All USAC customer support centers remain open, including the Client Service Bureau. Please be patient if you experience longer than usual wait times with our customer service teams as circumstances continue to change.

You have two options for requesting assistance:

- Open a customer service case in the [E-rate Productivity Center \(EPC\)](#); or
- Call the Client Service Bureau (CSB) at (888) 203-8100. CSB is operational Monday through Friday between 8:00 a.m. and 8:00 p.m. (ET).

Questions or Suggestions?

Contact USAC Tribal Liaison, **Kraynal Alfred**, at TribalTraining@usac.org or (202) 572-5733.