



## E-rate Tribal e-Newsletter

November 6, 2020

Dear Tribal Stakeholder,

The E-rate Online Training Series wraps up today with the remaining three live sessions. There is still time to [register](#).

Recordings of completed sessions are available to watch at your convenience.

To support E-rate Tribal applicants, the November E-rate Tribal Teleconference will serve as a dedicated [Post-Training FAQ Session for Tribal Applicants](#). Please join us on Tuesday!

The USAC E-rate trainings are free for all participants.

## Monthly E-rate Tribal Teleconference

### A Post-Training FAQ Session for Tribal Applicants

Tuesday, November 10, 2020

4:00 p.m. EST

[Register Now](#)

**Recommended for:** Prospective E-rate applicants and current E-rate participants of all experience levels

#### Overview

This E-rate Tribal Teleconference will be dedicated to answering the questions and concerns generated from the 2020 E-rate Training Series. Be sure to send in your questions beforehand so that the USAC E-rate Team can provide thoughtful responses during this session. If time allows, we will open the floor to participants to ask additional questions.

In advance of this session, you may email questions to [tribaltraining@usac.org](mailto:tribaltraining@usac.org).

## At-A-Glance: E-rate Training Schedule

### Completed Sessions

A recording is available for each completed training session. It may be accessed by using the registration link and completing the form. Each training event is a one-hour webinar.

- **Session 1:** [2020 Training Kickoff Event](#)
- **Session 2:** [E-rate Program Overview](#)
- **Session 3:** [E-rate Productivity Center \(EPC\) Demo](#)
- **Session 4:** [E-rate Pre-Commitment Process](#)
- **Session 5:** [Category Two Budgets](#)
- **Session 6:** [E-rate Office Hour and Demo: FY2021+ Category Two Budget Tool](#)

## Friday, November 6, 2020

Registration for the following three live trainings is still open.

- **11:00 a.m. EST:** [E-rate Post-Commitment Process](#)  
**Recommended for:** Applicants and service providers  
**E-rate Experience Level:** All

During this webinar, we will discuss the E-rate Post-Commitment Process (starting services and invoicing) and other post-commitment activities (service substitutions, appeals, and more). After the presentation, we will conduct a Q&A session.

- **1:00 p.m. EST:** [EPC Administrative Window](#)  
**Recommended for:** Applicants  
**E-rate Experience Level:** All

During this webinar, we will discuss the administrative window—the period during which applicants can make updates to their profile information in EPC to prepare for the upcoming FCC Form 471 application filing window. After the presentation, we will conduct a Q&A session.

- **3:00 p.m. EST:** [Eligible Services](#)  
**Recommended for:** Applicants and service providers  
**E-rate Experience Level:** Beginner

During this webinar, we will provide an overview of E-rate eligible services. After the presentation, we will conduct a Q&A session.

## Recent Tribal Training

### Virtual E-rate Info Series for Tribal Applicants

Recordings are available for each session of the Virtual E-rate Info Series for Tribal Applicants. During this summertime series, participants had the opportunity to learn more about the E-rate Program, discuss best practices with experienced Tribal entities, and have questions answered by the USAC staff.

- [Session 1: The E-rate Program Information Overview for Tribal Schools and Tribal Libraries](#)
- [Session 2: Best E-rate Practices Shared by Tribal Schools \(A Community-Led Discussion\)](#)

- [Session 3](#): Best E-rate Practices Shared by Tribal Libraries (A Community-Led Discussion)
- [Session 4](#): FAQ Session for Tribal Schools and Libraries with the USAC E-rate Team

## More Upcoming Events

Additional online training sessions will occur later this year and next year to provide participants, including Tribal applicants, with the guidance needed to get ready for the FY2021 filing window and other program activities. This will include more webinars, office hour webinars, and new training modules, and video tutorials. We will notify participants of these training opportunities in upcoming editions of the SL News Brief.

Stay tuned!

## 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:** [October 9, 2020](#)

- More FAQs on the Second FY2020 Filing Window
- Reminder on System Ideas and Enhancements Documents

**News Brief:** [October 16, 2020](#)

- Additional FCC Guidance on C2 Budgets
- EPC Admin Window Opening

**News Brief:** [October 22, 2020](#)

- Registration Now Open for Fall 2020 Training

**News Brief:** [October 23, 2020](#)

- Second FY2020 Filing Window Processing Reminder
- EPC Admin Window
- C2 Budget Tool 2021+ Updates
- FCC Form 486 Deadline Reminder

**News Brief:** [October 30, 2020](#)

EPC Admin Window Tips

## 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](mailto:TribalTraining@usac.org) or (202) 572-5733.