



Universal Service
Administrative Co.

Tribal Outreach

Monthly E-Rate Tribal e-Newsletter

December 4, 2020

Dear Tribal Stakeholder,

Join us on Tuesday for the monthly Tribal teleconference with the E-rate Program. We'll cover the newly released 2021 Eligible Services List and highlight the upcoming webinar on the E-rate Invoicing Process.

If you missed the nine-part E-rate Fall Training Series or the Post-Training FAQ Session for Tribal Applicants, recordings are available on the [E-rate Tribal Training](#) page.

Monthly E-rate Tribal Teleconference

Tuesday, December 8, 2020

4:00 p.m. ET

[Add to calendar](#)

Teleconference Topics

- **Funding Year [2021 Eligible Services List](#)**
- **FCC Administrative Window Is Open**
 - Update EPC Profiles
 - Multi-Factor Authentication (MFA)
- **Upcoming Training: E-rate Invoicing Process Webinar**

Wednesday, December 16, 2020
2:00 p.m. ET
[Register Now](#)

Recommended for: Applicants and service providers
E-rate experience level: Beginner

During this webinar, we will discuss the FCC Form 472 (BEAR Form) and the FCC Form 474 (SPI Form), invoice deadlines, and more.
- **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: [October 16, 2020](#)

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

News Brief: [November 6, 2020](#)

- Fall 2020 Training Recordings Available

News Brief: [November 13, 2020](#)

- Fall 2020 Training – Frequently Asked Questions from November 4 presentations

News Brief: [November 20, 2020](#)

- Fall 2020 Training – Frequently Asked Questions from November 5 presentations

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.