



Universal Service  
Administrative Co.

Tribal Outreach

## Monthly E-Rate Tribal e-Newsletter

May 08, 2020

Dear Tribal Stakeholder,

USAC continues to operate with staff working remotely. Please join us on Tuesday for our regularly scheduled E-rate Tribal Teleconference to discuss next steps after the closing of the FCC Form 471 filing window.

## Monthly E-rate Tribal Teleconference

**Tuesday, May 12, 2020**

**4:00 p.m. ET**

[Add to calendar](#)

### Teleconference Topics

- Did You Miss the Filing Window?
  - Filing an FCC Waiver
- Next Steps after Filing FCC Form 471
  - The Basic PIA Review Process
- Questions and Answers

### Join by Phone

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

## Important Resources

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

News Brief: [May 01, 2020](#)

- Next Steps Related to the Close of the FY2020 Filing Window
  - Review Your FCC Form 471 and Submit a RAL Modification to Correct or Update Information
  - Review and Archive the Documentation
  - Prepare for PIA Review
  - Monitor Your Contact Email Address and Your EPC Account

## E-rate Program Technical Assistance

All USAC customer support centers remain open, including the Client Services 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.