



## Monthly E-Rate Tribal e-Newsletter

August 7, 2020

Dear Tribal Stakeholder,

We are nearing the final session of the Virtual E-rate Information Series for Tribal Applicants that has included an [overview of the application process](#), [a community-led discussion by Tribal schools](#), and [a community-led discussion by Tribal libraries](#). We extend a special thank you to our guest moderators and participants for joining us and sharing their experiences in the E-rate Program.

This month's E-rate Tribal Teleconference will serve as the fourth and final session in the series.

Please join us and share these resources with your network.

## Monthly E-rate Tribal Teleconference

### Session 4: FAQ Session for Tribal Schools and Libraries with the USAC E-rate Team

**Tuesday, August 11, 2020**

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

[Register](#)

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

**USAC Moderator:** Kraynal Alfred, USAC Tribal Liaison

**USAC Representatives:** USAC E-rate Team

#### **Overview**

This session will be dedicated to answering the questions and concerns generated from the previous three sessions. Be sure to send in your questions beforehand so that the USAC 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).

## 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: [July 31, 2020](#)**

- How to Troubleshoot Issues with Multifactor Authentication (MFA) Access

### **News Brief: [July 24, 2020](#)**

- FCC Releases Draft Eligible Services List for FY2021
- MFA Deployment Starts Tonight, July 24
- FY2021 FCC Form 470 Reminders

### **News Brief: [July 17, 2020](#)**

- MFA Coming on July 27 – Information for First-Time Users

### **News Brief: [July 10, 2020](#)**

- MFA Coming on July 27 for EPC Users and BEAR Form Filers
- Feedback on User Experience-related IT Enhancements

## 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.