



Universal Service
Administrative Co.

Tribal Outreach

Monthly E-Rate Tribal e-Newsletter

September 3, 2020

Dear Tribal Stakeholder,

Due to the upcoming federal holiday, this month's E-rate Tribal Teleconference will be held on September 15, 2020.

Monthly E-rate Tribal Teleconference

Tuesday, September 15, 2020

4:00 p.m. ET

[Add to Calendar](#)

Teleconference Topics

- Update on Processing Program Deadlines Due to COVID-19
- Multi-Factor Authentication (MFA) Update
- 2019 Supply Chain Order
- Q&A

Join by Phone

- Toll Free: (844) 740-1264
- Access code: 172 111 3695

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: [August 28, 2020](#)

- BEAR and SPI Form Reminders for Entries in Date Fields
- Update on Processing Program Deadlines Due to COVID-19
 - Waiver of the Service Delivery Deadlines for Non-Recurring Services and Special Construction
 - Waiver of Deadline for Appeals and Requests for Waiver
 - Waiver of the Invoice Filing Deadline
 - Extending the Procedural Deadline for Filing the FCC Form 486
 - Extending the Time Frame for responding to USAC Information Requests

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

- Obtaining a Personal Identification Number (PIN)
 - Accessing the BEAR Form
 - Requesting a New PIN
 - Regenerating a Forgotten PIN
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- New Features from EPC Upgrade
 - Simplified Error Messages
 - Option to Set Search Filters

News Brief: [August 14, 2020](#)

- Update on Category Two Budget Tool for FY2021-FY2025
- MFA Updates and Tips
- Outage Notices for This Weekend

E-rate Program Technical Assistance

All USAC customer support centers remain open, including the Client Service Bureau (CSB). 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 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.