



Universal Service  
Administrative Co.

Tribal Outreach

## Postponed Event: E-Rate Tribal Teleconference

May 11, 2021

Dear Tribal Stakeholder,

Due to unforeseen circumstances, we are postponing this month's E-Rate Tribal Teleconference. A new date will be announced as soon as it is rescheduled. We apologize for the inconvenience.

Visit the [E-Rate Webinar page](#) to learn more about other upcoming events.

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