



Reminder: E-rate Training Starts This Wednesday Online

November 2, 2020

Dear Tribal Stakeholder,

The [Schools and Libraries \(E-rate\) Program](#) provides discounts to [eligible](#) public or private schools (K-12), libraries, and groups of schools and libraries (e.g., consortia, districts, systems) for internet access and data transmission services and internal connections (e.g., Wi-Fi equipment, cabling, and basic maintenance services).

To open this year's fall training season, USAC will offer a series of online sessions for E-rate Program participants, including Tribal applicants, from Wednesday, November 4, 2020 through Friday, November 6, 2020. Due to the COVID-19 pandemic, we are unable to offer in-person training events.

Each day of our three-day training event will include three one-hour webinars, starting at 11:00 a.m. EST and running through 4:00 p.m. EST, with one-hour breaks between training sessions. If you are unable to attend the live session, a recording will be available using the registration link.

To support E-rate Tribal applicants, the November E-rate Tribal Teleconference will serve as a dedicated [Post-Training FAQ Session for Tribal Applicants](#).

Registration for training is now open. An outline of the training schedule is available below. You may also review the full schedule and register for training on the E-rate [Webinars](#) page.

Join us for these upcoming trainings. Share this announcement with your Tribal school and library network.

The USAC E-rate trainings are free for all participants.

E-rate Training Schedule

Wednesday, November 4, 2020

- **11:00 a.m. EST: [2020 Training Kickoff Event](#)**

Recommended for: Applicants and service providers of all experience levels

Join USAC as we review Funding Year (FY) 2020 and look forward to FY2021. Subject matter experts will provide updates on their specific E-rate Program areas and a view ahead.

- **1:00 p.m. EST: [E-rate Program Overview](#)**

Recommended for: Applicants and service providers

E-rate experience level: Beginner

During this webinar, we will provide a high-level overview of the application process from beginning to end and explain basic program concepts for applicants and service providers. After the presentation, we will conduct a Q&A session.

- **3:00 p.m. EST: [E-rate Productivity Center \(EPC\) Demo](#)**

Recommended for: Applicants and service providers

E-rate experience level: Beginner

Join us for a walkthrough of the E-rate Productivity Center (EPC), the account and application management portal for the E-rate Program. After the demonstration, we will conduct a Q&A session.

Thursday, November 5, 2020

- **11:00 a.m. EST: [E-rate Pre-Commitment Process](#)**

Recommended for: Applicants and service providers

E-rate experience level: Beginner

During this webinar, we will discuss the E-rate Pre-Commitment Process (getting started, competitive bidding, applying for discounts, and Program Integrity Assurance (PIA) review). After the presentation, we will conduct a Q&A session.

- **1:00 p.m. EST: [Category Two Budgets](#)**

Recommended for: Applicants and service providers of all experience levels

During this webinar, we will discuss Category Two (C2) budgets. We will provide an overview of C2 budgets and C2 budget guidance for FY2021. After the presentation, we will conduct a Q&A session.

- **3:00 p.m. EST: [E-rate Office Hour and Demo: FY2021+ Category Two Budget Tool](#)**

Recommended for: Applicants and service providers of all experience levels

Prerequisites for this webinar – Review one or both of these items:

- [August 14, 2020 SL News Brief](#)
- [E-rate FY2021+ Category Two Budget Tool Data Glossary](#)

Join us for a walkthrough demonstration of the [FY2021+ Category Two Budget Tool](#). We recommend that participants review the suggested online training materials in advance. After the demonstration, we will conduct a Q&A session.

Friday, November 6, 2020

- **11:00 a.m. EST: [E-rate Post-Commitment Process](#)**

Recommended for: Applicants and service providers of all experience levels

During this webinar, we will discuss the E-rate Post-Commitment Process (starting services and invoicing) and other post-commitment activities (service substitutions, appeals, and more). After the presentation, we will conduct a Q&A session.

- **1:00 p.m. EST: [EPC Administrative Window](#)**

Recommended for: Applicants of all experience levels

During this webinar, we will discuss the administrative window – the period during which applicants can make updates to their profile information in EPC to prepare for the upcoming FCC Form 471 application filing window. After the presentation, we will conduct a Q&A session.

- **3:00 p.m. EST: [Eligible Services](#)**

Recommended for: Applicants and service providers

E-rate experience level: Beginner

During this webinar, we will provide an overview of E-rate eligible services. After the presentation, we will conduct a Q&A session.

Monthly E-rate Tribal Teleconference

A Post-Training FAQ Session for Tribal Applicants

Tuesday, November 10, 2020

4:00 p.m. EST

[Register Now](#)

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

Overview

This E-rate Tribal Teleconference will be dedicated to answering the questions and concerns generated from the 2020 E-rate Training Series. Be sure to send in your questions beforehand so that the USAC E-rate 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.

Recent Tribal Training

Virtual E-rate Info Series for Tribal Applicants

Recordings are available for each session of the Virtual E-rate Info Series for Tribal Applicants. During this summertime series, participants had the opportunity to learn more about the E-rate Program, discuss best practices with experienced Tribal entities, and have questions answered by the USAC staff.

- [Session 1](#): **The E-rate Program Information Overview for Tribal Schools and Tribal Libraries**
- [Session 2](#): **Best E-rate Practices Shared by Tribal Schools (A Community-Led Discussion)**
- [Session 3](#): **Best E-rate Practices Shared by Tribal Libraries (A Community-Led Discussion)**
- [Session 4](#): **FAQ Session for Tribal Schools and Libraries with the USAC E-rate Team**

More Upcoming Events

Additional online training sessions will occur later this year and next year to provide participants, including Tribal applicants, with the guidance needed to get ready for the FY2021 filing window and other program activities. This will include more webinars, office hour webinars, and new training modules and video tutorials. We will notify participants of these training opportunities in upcoming editions of the SL News Brief.

Stay tuned!

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.