



Tribal Outreach

Special Announcement: Upcoming E-Rate Training Opportunities

April 28, 2021

Dear Tribal Stakeholder,

We are sending a Special edition of the E-Rate Tribal e-Newsletter to highlight three E-Rate training Opportunities in May.

Monthly E-Rate Tribal Teleconference

E-Rate Program Integrity Assurance (PIA) Process Overview

Tuesday, May 11, 2021

4:00 p.m. ET

[Register](#)

Join us for a new, interactive E-Rate Tribal Teleconference as USAC's E-Rate team reviews the PIA process. During this session, our E-Rate staff will provide a detailed overview of the following PIA information:

- How to prepare for the PIA process,
- What to do when you receive a PIA alert, and
- When to respond to a PIA inquiry.

Register today and bring your questions—we look forward to having you!

More E-Rate Training Opportunities

Register for the upcoming E-Rate Invoicing Dataset and Tool Demos

We are conducting two webinar events on Wednesday, May 5, 2021. During the events, we will discuss the new [E-Rate invoicing dataset](#) and demonstrate how to use the [E-Rate Invoice Disbursements Data Lookup Tool](#).

- The first webinar will cover the tool itself. You will learn how to locate information about the invoicing dataset and how to use the tool to search for and export invoice line item details for your Billed Entity Number (BEN), Consultant Registration Number (CRN), or Service Provider Identification Number (SPIN).
- The second webinar will go into more detail about creating custom dataset views, applying filters (including relative date filters), creating chart tools, and aggregating measures. We strongly suggest that you attend the first webinar or [watch the instructional video](#) before attending this webinar.

The schedule below includes the time, topic, recommended audience, and E-Rate experience level for each event. Click the links below to register today.

Date and Time	Topic	Audience	Experience Level
May 5, 2021 - 11:00 a.m. ET	E-Rate Invoicing Dataset and Tool Demo	Applicants and service providers	Intermediate
May 5, 2021 - 2:00 p.m. ET	Customizing the E-Rate Invoicing Dataset	Applicants and service providers	Intermediate

As with our regular webinars, we will give preference to questions about the topic under discussion.

Visit our [Webinars](#) page to register for 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 or (202) 572-5733.