



Updated Agenda for the E-rate Tribal Teleconference

May 12, 2020

Dear Tribal Stakeholder,

On today's E-rate Tribal Teleconference, as a special addition to the previously announced agenda, representatives from the [U.S. Department of Education](#) and the [Institute of Museum and Library Services](#) will join our call to discuss resources offered for schools and libraries through the Coronavirus Aid, Relief, and Economic Security (CARES) Act.

Monthly E-rate Tribal Teleconference

Tuesday, May 12, 2020

4:00 p.m. ET

[Add to calendar](#)

Updated Teleconference Topics

NEW Guest Speakers from the U.S. Department of Education and the Institute of Museum and Library Services will discuss the Coronavirus Aid, Relief, and Economic Security (CARES) Act Resources for Schools and Libraries

- Jake Steele, Deputy Director, Office of Educational Technology, U.S. Department of Education
- Sara Trettin, Policy Advisor, Office of Educational Technology, U.S. Department of Education
- Robert Salley, Program Officer, U.S. Department of Education
- Cynthia Landrum, Deputy Director for Library Services, Institute of Museum and Library Services
- Nancy E. Weiss, General Counsel, Institute of Museum and Library Services

E-rate Topics

- Did You Miss the Filing Window?
 - Filing an FCC Waiver
- Next Steps after Filing FCC Form 471
 - The Basic PIA Review Process
- Questions and Answers

Join by Phone

- Toll Free: (844) 740-1264
- Access code: 738 516 558

Important Resources

The Schools and Libraries (E-rate) Program [News Brief](#) provides tips to help you through the application process and other timely information.

News Brief: [May 01, 2020](#)

- Next Steps Related to the Close of the FY2020 Filing Window
 - Review Your FCC Form 471 and Submit a RAL Modification to Correct or Update Information
 - Review and Archive the Documentation
 - Prepare for PIA Review
 - Monitor Your Contact Email Address and Your EPC Account

E-rate Program Technical Assistance

All USAC customer support centers remain open, including the Client Services 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.