

Session 3: Office Hours for Tribal Applicants

E-Rate Tribal Training

April 19, 2022



Universal Service
Administrative Co.

DISCLAIMER

To accommodate all attendees, real-time closed captions will be present during this presentation. This is a new feature we are testing out to improve webinar accessibility for all. We understand it is a significant change and appreciate your patience. We apologize in advance for any transcription errors or distractions. Thank you for your support.

Housekeeping

- Audio is available through your computer's speakers
 - The audience will remain on mute
 - **Enter questions at any time using the “Questions” box**
 - If your audio or slides freeze, restart the webinar
 - **A copy of the slide deck is in the “Handouts” section of webinar panel**
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- **Please indicate if you are a Tribal leader as we will answer Tribal leader questions first.**

Meet Our Team



Catherine Willis

Senior Director | E-Rate program



Kraynal Alfred

Tribal Liaison | Shared Services

Moderator

Kraynal coordinates Tribal outreach across USAC.

TribalTraining@usac.org

Agenda

- Questions and Answers Review
- Office Hour: Q&A Session

Questions and Answers Review



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FAQ General E-Rate Questions

- How do I ensure that E-Rate is reaching out to the right contact regarding my application?
- I have heard the term PIA a couple of times, what does it mean?
- If I am experiencing trouble in EPC, who do I contact?
- If I have questions after watching one of the training videos online, who can I contact?
- In the past we were instructed to contact the CSB for help. What is the CSC?

FAQ General E-Rate Questions

- What is the competitive bidding process?
- Are all E-Rate service requests required to go through this process?
- What is the benefit to eligible schools/libraries of participating in the E-Rate program?
- Does the account administrator need to be a librarian or school administrator?

FAQ General Pre-Commitment Questions

- Where can I find the FCC Form 471?
- What do I need to complete my FCC Form 471?
- How is my E-Rate discount determined?
- Can equipment/services be partially eligible under the E-Rate program?
- I submitted my FCC Form 471 application, what happens next?

FAQ Consortia Questions

- What is a consortium and why would I join one?
- There are several neighboring Tribes in my area. Can we start a consortium?
- How do we create a Consortium?
- I am a library, but can I join a school's consortium?
- Does every library in my consortium need an account administrator?

FAQ FY2022 Window Questions

- What are the key deadlines for FY2022 Application Filing Window?
- I understand that some entities have extended time to apply for FY2022 funding. How do I qualify for the additional time through May 26th?
- What happens if I miss a deadline for either the FCC Form 470 or 471? Can I still move forward with my application?
- What are the window dates for FY2023?

Questions?

Upcoming Trainings

- **FY2022 Extended E-Rate Training Series for New Tribal Libraries**
 - **Completed Sessions.**

A recording will be available on the [E-Rate Tribal Training](#) page.

 - **Session 1: E-Rate Information Session for Tribal Library**
 - **Session 2: Establish a Consortium**
 - **Session 3: Office Hours for Tribal E-Rate Applicant**
 - **Upcoming Sessions.**
 - **Session 4: Office Hours for Tribal Applicants – [Register](#)**

May 17, 2022 at 4 p.m. ET

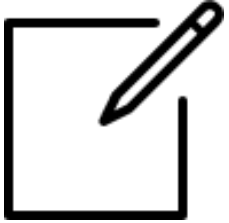
Resources

- [E-Rate Tribal Training webpage](#)
- [E-Rate Webinars](#)
- [Video Tutorials](#)
- [E-Rate Program Applicant Document Retention List](#)

Additional Resources

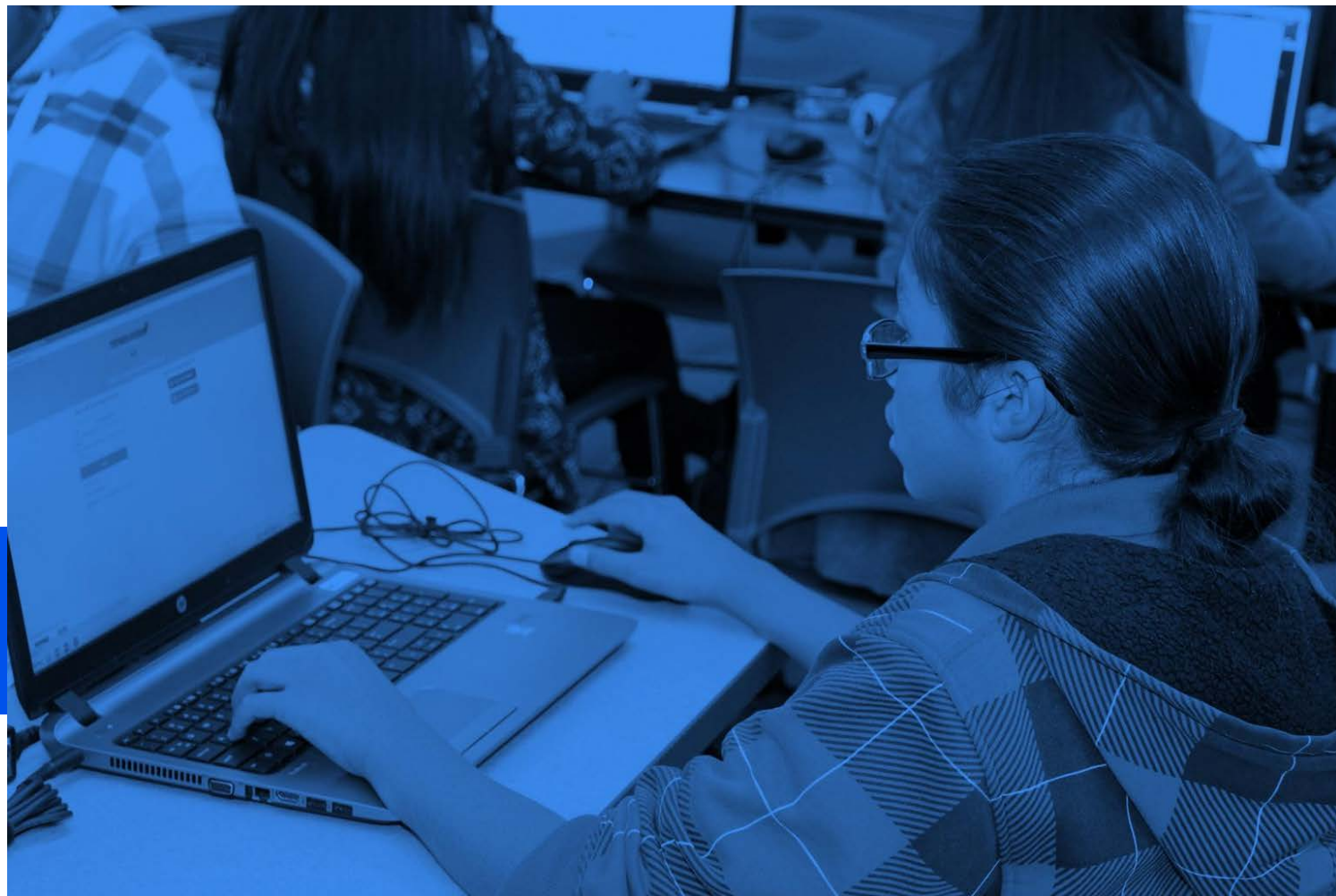
- [Subscribe](#) to the E-Rate News Brief and the E-Rate Tribal e-Newsletter
 - Deadline reminders
 - Training announcements
- Customer Service Center (CSC)
 - Call us at (888) 203-8100
 - Monday – Friday, 8 a.m. to 8 p.m. ET
- For Tribal Partners: The [USAC Tribal Liaison](#) can help guide you to public resources, call centers, or program teams. You can contact USAC's Tribal Liaison at TribalLiaison@usac.org.

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Thank You!





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