Session 3: Office Hours for Tribal Applicants

E-Rate Tribal Training

April 19, 2022
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

- 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
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](mailto:TribalLiaison@usac.org).
Take Our Survey

• We want to hear about your webinar experience.
• Expect an email from invites@mailer.surveygizmo.com with a unique survey link in 1-2 business days.
• We appreciate your feedback!
Thank You!