

FCC 470 FAQ Session and Office Hours

E-Rate Tribal Training

February 15, 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**
-
- **Please indicate if you are a Tribal leader as we will answer Tribal leader questions first.**

Meet Our Team



Erin Hargis

Program Analyst | E-Rate program

Presenter



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



Universal Service
Administrative Co.

FAQ Set 1

- I work for a library. How do I look up my NSLP?
- Can I work only with the USAC Tribal liaison to answer E-Rate's questions?
- I am worried about missing the deadline. What can I do if I can't file my FCC Form 471 before the March 22 deadline?
- Can a Tribal Council submit a letter instead of a Tribal resolution?
- Where can I find the slide decks for the previous trainings?
- We might have staff changes this summer. Is there a way to update our contacts for our application in my cycle?
- How does E-Rate communicate with applicants? Through email?
- How long do we have to comply with CIPA? We need time to organize a public meeting during COVID.
- The consortium that we want to join charges a fee. Is that okay?
- Should Tribal libraries seeking eligibility under a Tribal resolution or letter wait until the Tribal Library Order takes effect on March 16 to certify the FCC Form 470 or create profiles?

FAQ Set 2

- I am taking over my entity's application and trying to find our files. How can I figure out where we're at in our application process?
- How long should I wait to check on the progress of my CSC ticket?
 - How do I file a complaint?
- I have heard the term PIA a couple of times, what does it mean?
- When do we find out if we'll receive E-Rate support?
- What if I miss a deadline? What can I do to get back on track?
- If I am experiencing trouble in EPC, who do I call?
- What if I need to use the SPI Form but my service provider refuses this method?
- Can I change the weighted values on the sample discount matrix?

FAQ Set 3

- What is the CSC? I thought we should call the CSB for help?
- I am a library, but can I join a school's consortium if they let me?
- There are several neighboring Tribes in my area. Can we start a consortium?
- If I have questions after watching one of the training videos online, who can I contact?
- I want a copy of the FCC Form 470 to fill out before I enter information into EPC. Is there a sample form available?
- Where can I find a blank FCC Form 471 to fill out?
- Does every library in my consortium need an account administrator?
- Does the account administrator need to be a librarian or school administrator?

Questions?

Upcoming Trainings

- **FY2022 E-Rate Tribal Training Series**

- **Completed Sessions.**

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

- **Session 1: E-Rate Tribal Info Session**
- **Session 2: FCC Form 470 Walkthrough for Tribal applicants (The First Form)**
- **Session 3: Office Hours for Tribal Applicants**

- **Upcoming Sessions.**

- **Session 4: FCC Form 471 Walkthrough for Tribal applicants (The Second Form) - [Register](#)**
March 8, 2022 at 4 p.m. ET
- **Session 5: Office Hours for Tribal Applicants - [Register](#)**
March 15, 2022 at 4 p.m. ET

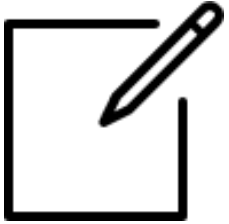
Resources

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

Additional Resources

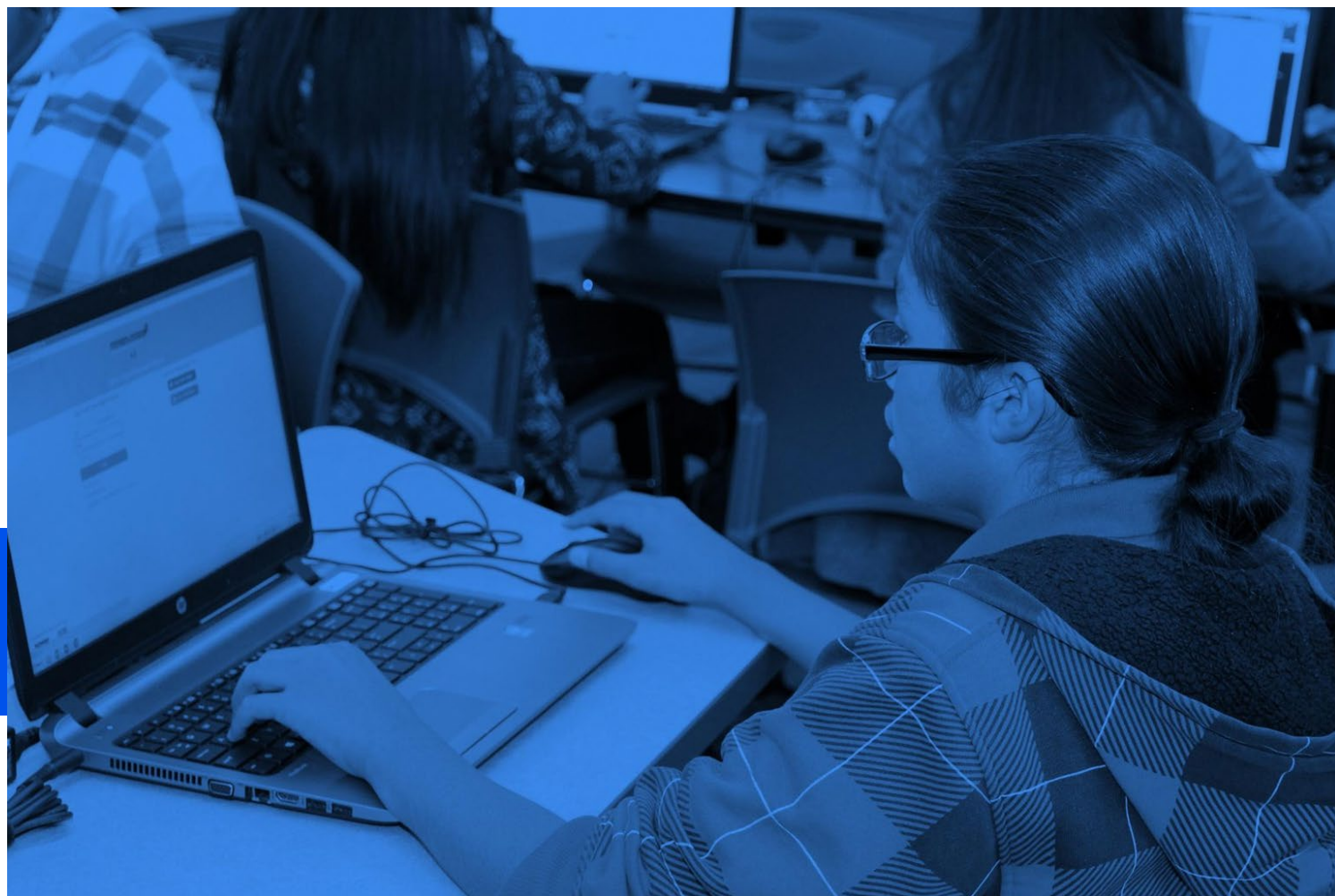
- [Subscribe](#) to the E-Rate News Brief and the E-Rate Tribal e-Newsletter
 - Deadline reminders
 - Training announcements
- Customer Service Center (CSC)
 - Call us at (888) 203-8100
 - Monday – Friday, 8 a.m. to 8 p.m. ET
- For Tribal Partners: The [USAC Tribal Liaison](#) can help guide you to public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

Take Our Survey



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

Thank You!





Universal Service
Administrative Co.