FCC 470 FAQ Session and Office Hours

E-Rate Tribal Training

February 15, 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

Erin Hargis
Program Analyst | 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 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 comply with CIPA? We need time to organize a public meeting during COVID.
• The consortium that we want 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 found 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](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!