

Session 4: Office Hours for Tribal Applicants

E-Rate Tribal Training

May 17, 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.

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Agenda

- Frequently Asked Questions Topics
 - The Application Window
 - PIA Review
 - Funding Commitment Decision Letter (FCDL)
 - Appeals Process
 - Children's Internet Protection Act (CIPA) and FCC Form 486
- Live Q&A Session

Frequently Asked Questions (FAQs)



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Application Window - FCC Form 471

- What is the Application Window?
- When is the last day to submit an FCC Form 471?
- What happens if I miss the application window?
- What does “committed” mean for an FCC Form 471?
- When will the FCC Form 470 filing window for the FY2023 begin?

PIA Review

- What is a PIA Review?
- How will I know if I have received a PIA inquiry?
- Have PIA inquiries started for FY2022?
- What are summer contact procedures for PIA review?
- What is considered an incomplete answer to a PIA inquiry?
- How can I determine if my reviewer has received my information?

PIA Review

- I am being requested to submit vendor documentation to support my requested amount when I've already submitted documentation in my profile. Can you explain why?
- What information do I need to provide to my reviewer?
- Is a Selective Review different from a PIA inquiry?
- Can I receive both a PIA inquiry and a Selective Review on the same funding request?
- How can I find out more information about PIA review?

Funding Commitment Decision Letter (FCDL)

- What is a Funding Commitment Decision Letter?
- How will I receive my FCDL?
- I received my FCDL, and for the amount I requested. What is the next step in the process?
- I received my FCDL, but the amount is **less than** what I requested. Why was my funding amount modified?
- Can a funding request for services be modified or denied?

Appeals

- What is an appeal and why might I want to file one?
- Do I submit my appeal to USAC or to the FCC?
- How can I check the status of my appeal?

Children's Internet Protection Act and FCC Form 486

- What does CIPA mean?
- When do I file the FCC Form 486?
- Do I have to file FCC Form 486 every year?
- How do I provide “Public Notice” of CIPA compliance?
- What does the public meeting need to address?
- What documents do I need to retain for CIPA?

FCC Form 486

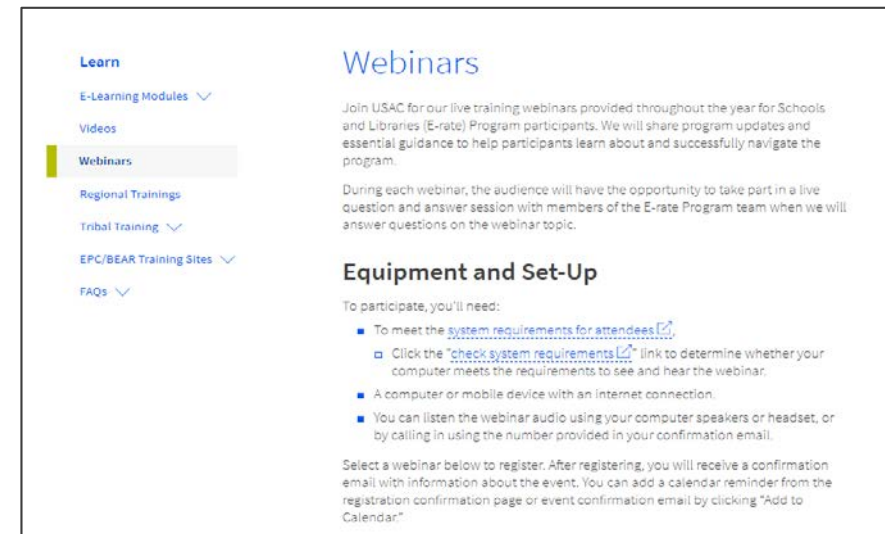
- What is the purpose of the FCC Form 486?
- Can I file my FCC Form 486 and start my services before I receive my FCDDL?
- Can I make changes to my FCC Form 486?
- I have more than one funding request. Do I have to file an FCC Form 486 for each FRN?

Questions?

Upcoming Webinars

Check the E-Rate [Webinars](#) page for updates on future webinars.

For additional information subscribe to the [E-Rate News Brief](#)



The screenshot shows a webpage with a left-hand navigation menu and a main content area. The navigation menu includes: Learn, E-Learning Modules (with a dropdown arrow), Videos, Webinars (highlighted with a yellow bar), Regional Trainings, Tribal Training (with a dropdown arrow), EPC/BEAR Training Sites (with a dropdown arrow), and FAQs (with a dropdown arrow). The main content area is titled "Webinars" and contains the following text: "Join USAC for our live training webinars provided throughout the year for Schools and Libraries (E-rate) Program participants. We will share program updates and essential guidance to help participants learn about and successfully navigate the program." Below this is a paragraph: "During each webinar, the audience will have the opportunity to take part in a live question and answer session with members of the E-rate Program team when we will answer questions on the webinar topic." The section "Equipment and Set-Up" follows, with the heading "Equipment and Set-Up" and the text "To participate, you'll need:". This is followed by a bulleted list: "■ To meet the [system requirements for attendees](#)", "■ Click the ['check system requirements'](#) link to determine whether your computer meets the requirements to see and hear the webinar.", "■ A computer or mobile device with an internet connection.", and "■ You can listen the webinar audio using your computer speakers or headset, or by calling in using the number provided in your confirmation email." At the bottom of the main content area, there is a paragraph: "Select a webinar below to register. After registering, you will receive a confirmation email with information about the event. You can add a calendar reminder from the registration confirmation page or event confirmation email by clicking 'Add to Calendar'."

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 Tribal e-Newsletter
 - Deadline reminders
 - Training announcements
- 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.

CUSTOMER SERVICE CENTER (CSC)



Call us at (888) 203-8100

Monday – Friday 8:00 a.m. to 8:00 p.m. ET

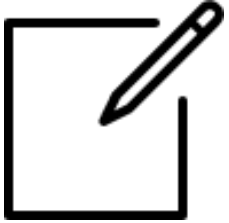


Create a customer service case in the E-Rate Productivity Center (EPC):

1. Log in to EPC.
2. Select the **Contact Us** link from the upper right menu on your landing page.

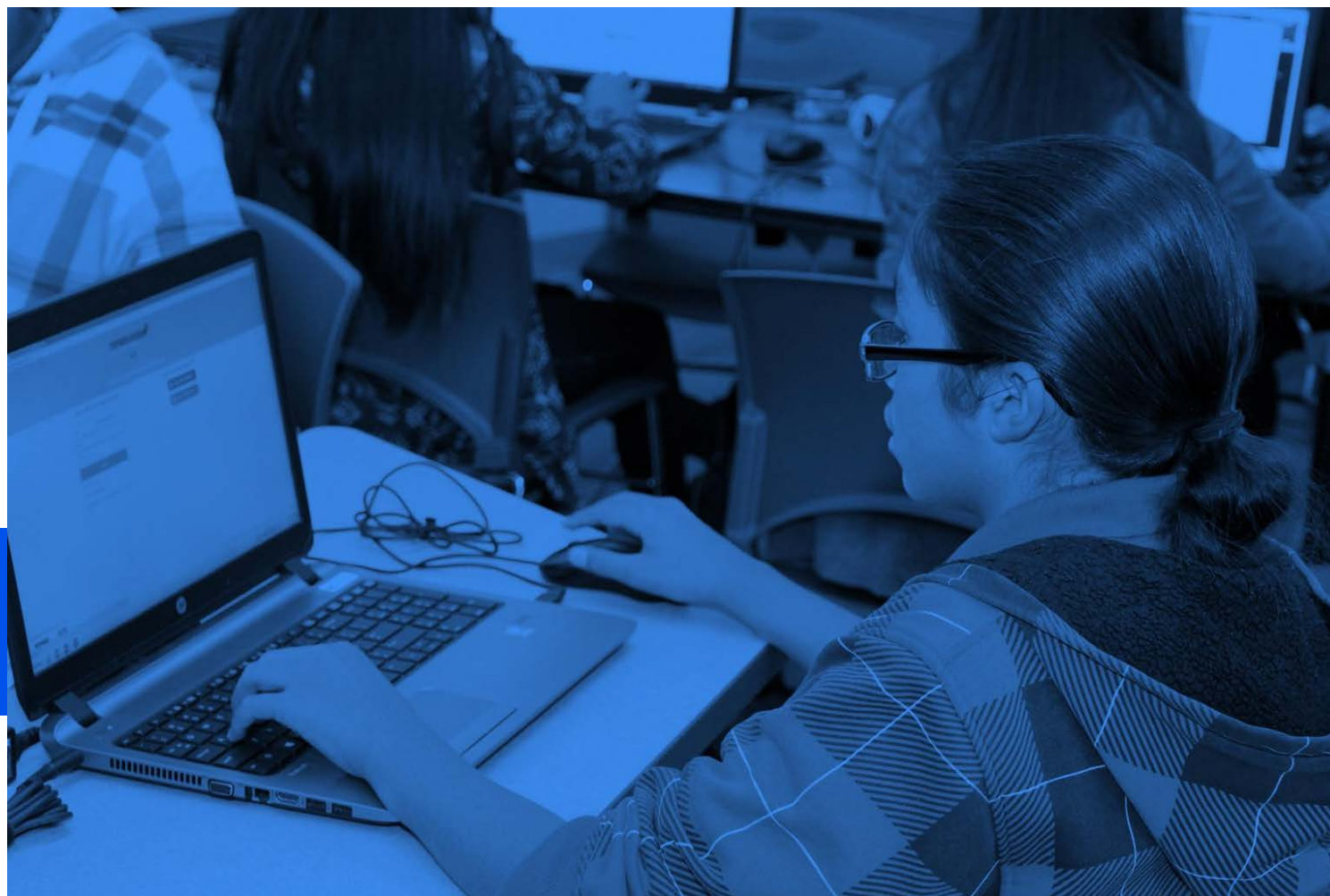


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- We want to hear about your webinar experience.
- Expect an email from invites@mailersurveygizmo.com with a unique survey link in 1-2 business days.
- We appreciate your feedback!

Thank You!





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