FCC 471 FAQ Session and Office Hours

E-Rate Tribal Training

March 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

Tribal Liaison | Shared Services
Moderator
Kraynal coordinates Tribal outreach across USAC.

Kraynal Alfred

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Agenda

• Questions and Answers Review
• Office Hour: Q&A Session
Questions and Answers Review
FAQ 1

• Who do I contact if I have a concern regarding the status of my request for a BEN or 498 ID?
• If after my FCC Form 471 is approved, the equipment I was approved for on the FCC Form 471 is no longer available, what do I do?
• How do I ensure that E-Rate is reaching out to the right contact regarding my application?
• Can special construction charges include network equipment?
• Where can I find the specific timeframes for when I need to submit my invoices?
• As a vendor - we are interested in finding out if our products qualify. Sample products include Two-way digital touchscreens, etc.
• Can you apply for Basic Maintenance of Internal Connections (BMIC) for eligible equipment that was purchased without requesting E-Rate funding?
• What is the difference between licenses that are considered Internal Connections and those that would qualify under Basic Maintenance?
FAQ 2

- What does the public meeting have to address?
- What process should be completed if an incorrect certification is selected on the FCC Form 486?
- Does the urgent reminder letter go to the main contact on the FCC Form 471 or the account administrator of the entity?
- Will the C2 budget multipliers still be indexed to inflation?
- We are a library system. Our discount rate depends on school enrollment/free & reduced lunch recipients.
  - Am I responsible for pulling that info, or is that what the schools are doing during the Administrative window?
  - What if the school does not participate in E-Rate?
- My library system is three counties wide. Do I need to include school district information for all three counties or just the school district in the county where the main library is located?
- If we apply for C2 this year, does it mean our funding year will end FY2025?
- What is considered an incomplete answer to a PIA inquiry?
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
    • Session 4: FCC Form 471 Walkthrough for Tribal applicants (The Second Form)
      March 8, 2022 at 4 p.m. ET
    • Session 5: Office Hours for Tribal Applicants
      March 15, 2022 at 4 p.m. ET

More training sessions for Tribal libraries will be scheduled during the extended filing window. Please continue to check the E-Rate Tribal Training page for new training opportunities.
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!
Universal Service Administrative Co.