FCC 471 FAQ Session and Office Hours

E-Rate Tribal Training

March 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

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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 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](#)
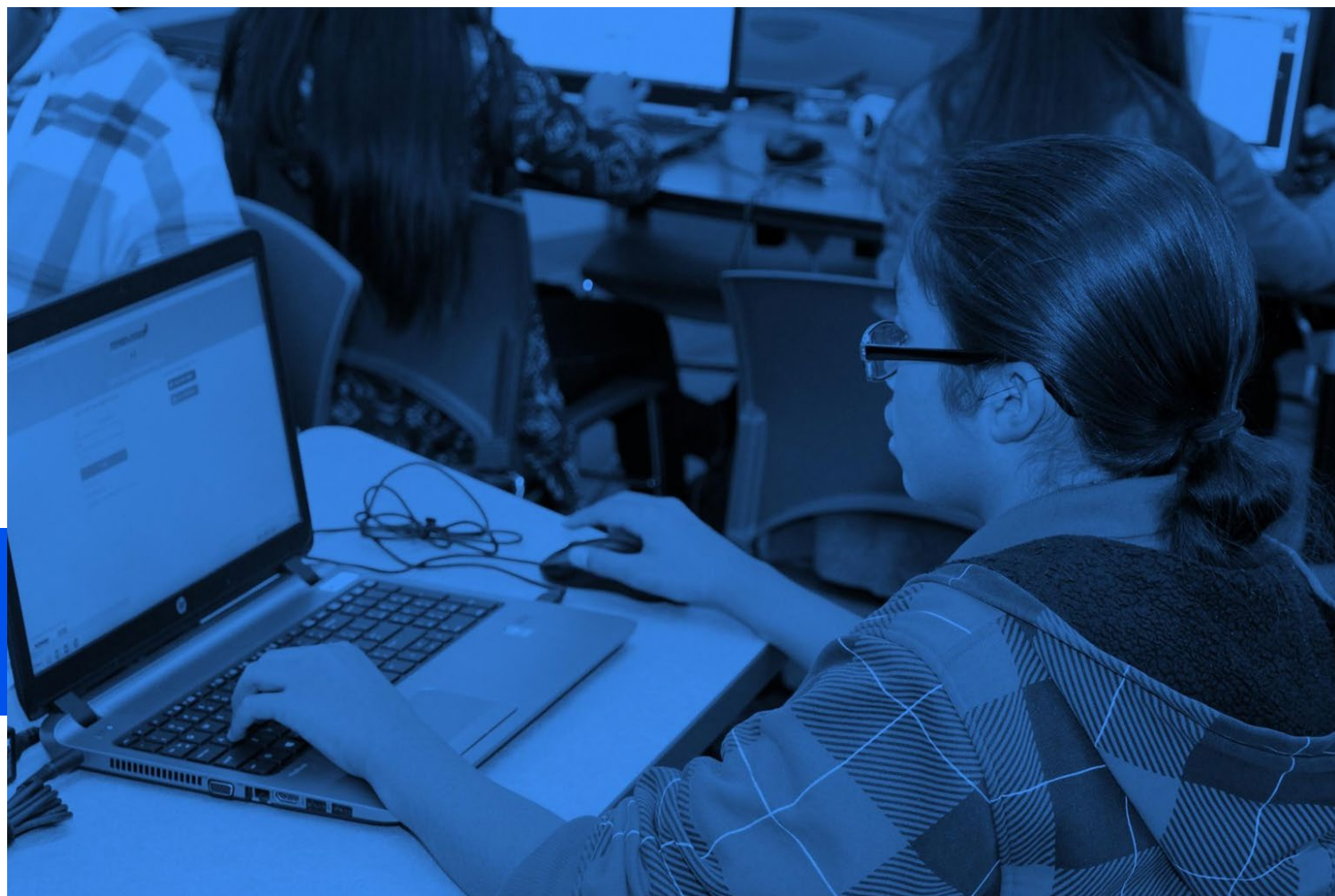
Additional Resources

- [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.

Take Our Survey
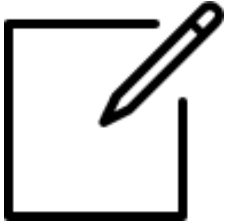
- We want to hear about your webinar experience.

- Expect an email from <u>invites@mailer.surveygizmo.com</u> with a unique survey link in 1-2 business days.

- We appreciate your feedback!

Thank You!