



E-Rate Fall Training: Eligible Services

2024 Program Participant Webinar

September 24, 2024

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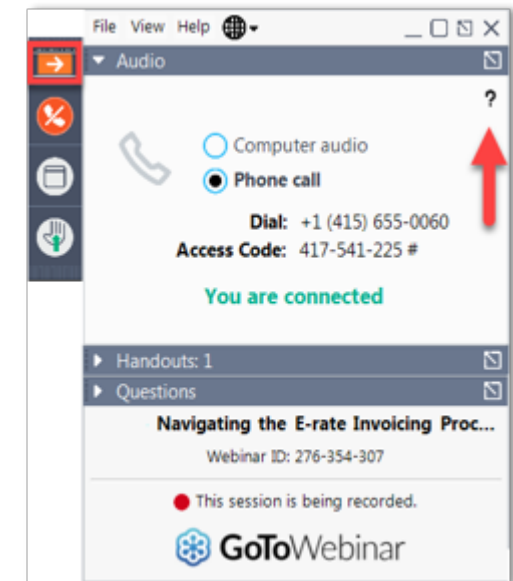
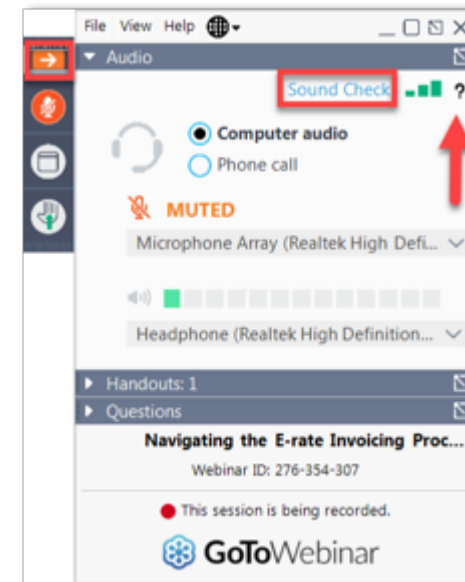


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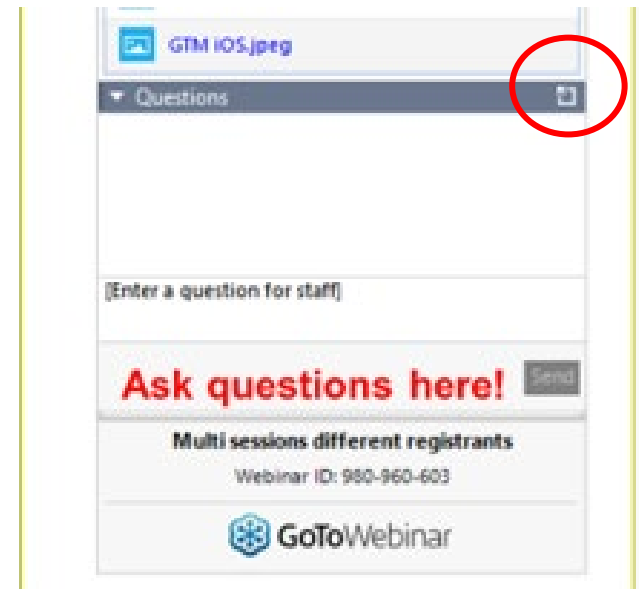
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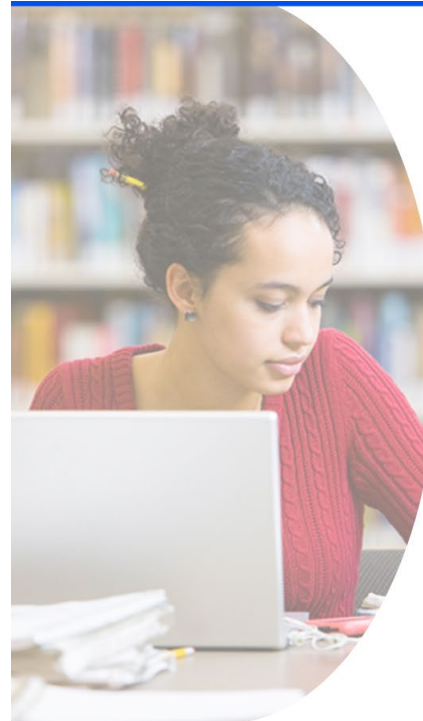
Prerequisites

E-Rate Program Overview

- E-Rate Eligible Entities and Service and Application Process Overview

E-Rate Pre-Commitment

- Competitive Bidding and Requesting Services



Available for Public Use

E-Rate Pre-Commitment Process

September 19, 2024

E-Rate Fall Training Series 2024

- ✓ **E-Rate Program Overview: September 16, 2024**
- ✓ **Pre-Commitment: September 19, 2024**
- ✓ Eligible Services: September 24, 2024
- ☐ Category Two Budgets: October 17, 2024
- ☐ EPC Admin Window: October 24, 2024
- ☐ Post-Commitment: October 31, 2024
- ☐ Invoicing: November 7, 2024

- These webinars are suitable for all E-Rate experience levels; however, we recommend that those new to the program view these webinars in the order they are presented for the best learning experience.
- These webinars are recommended for both applicants and service providers, especially those new to E-Rate. A webinar tailored towards Service Providers was held in August 2024. Handouts and a recording of this webinar is available on the E-Rate [Webinars](#) page.
- Please visit the E-Rate [Webinars](#) page for additional information including course descriptions, registration links for future webinars, and access to recordings and handouts from previous webinars.

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Webinars

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.

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.

Equipment and Set-Up

To participate, you'll need:

- 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.
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Meet Our Team



Bernie Manns

Senior Director | E-Rate Program



Derrick Harrison

Program Analyst | E-Rate Program

AGENDA

- Eligible Services List
 - What's New for FY 2025
- Types of Eligible Service
- BMIC Detail
- More on Eligible Services
- Advance Installation
- Basic Fiber Concepts
- Questions & Answer Session

Eligible Services List

The Eligible Services List (ESL)

- Each year, before the opening of the [FCC Form 471 filing](#) window, the FCC releases a list containing general guidance on the equipment and services that are E-Rate eligible for the upcoming funding year.



Eligible Services List (ESL)

- The ESL also provides helpful information such as **eligibility conditions** for each [category of service](#) for the funding year.
- Applicants can only receive funding for eligible equipment and services that are being used **for [educational purposes](#)**.



Eligible Services List (ESL)

- The FCC released the [FY2025 Eligible Services List draft](#) on July 31, 2024, for public comment.
- The FCC Order containing the Funding Year 2025 Eligible Services List will be posted on E-Rate's [Eligible Services List](#) webpage when it is released.
- **The ESL Order has five sections, with the actual Eligible Service List posted last.**
 - Introduction – A preface to the contents of the Order.
 - Background – Discusses the FCC's seeking of comments, and related actions, prior to issuing the Order.
 - Discussion – Detailed discussion of scope of modifications in the Eligible Services List.
 - Appendix A– List of Commenters
 - Appendix B – FY2025 Eligible Service List.

What's New: Funding Year (FY) 2025

FY2025 Eligible Services List (ESL) Public Notice

- The FCC released a Public Notice (DA 24-743) on July 31 seeking comment on changes to the eligible services list, primarily to reflect the adoption of the Wi-Fi Hotspot Report & Order, making Wi-Fi hotspots and service for off-premises use eligible for E-Rate support.
- The final eligible services list will be adopted by the Order this fall.

School Buses: Eligibility of Mobile Broadband Connectivity

Beginning FY2024, mobile broadband connectivity for school buses is E-Rate eligible when used for [educational purposes](#).

- The Wireless bullet on the FY2024 ESL was modified to clarify this new eligibility.
 - From FY2023: “Wireless (e.g. fixed wireless, microwave)”
 - To FY2024: “Wireless (e.g., fixed wireless; microwave; or **mobile service for use on school buses**)“
 - Please note that the FY2025 ESL Public Notice seeks comment on changing this language again to: “fixed wireless; microwave; mobile service for use on school buses; or mobile service for use with Wi-Fi hotspots”
- Installation fees and equipment needed to make this wireless service for school buses functional are also eligible under Category One.
- Separate maintenance and operations services related to mobile broadband connectivity for school buses are **not eligible**.

School Buses: Types Eligible for E-Rate Support

School bus Wi-Fi services are eligible for buses that are school-owned, as well as leased or contracted school buses, provided that the school buses are used primarily to transport students to and from school and school-related activities for educational purposes as defined by FCC rules.

- **Occasionally used chartered buses** (e.g., used for school field trips), municipal, or city buses are **ineligible**.
- Other types of school-owned vehicles (e.g., cars and vans) are also **ineligible**.

More information is available on the [Wi-Fi on Buses – Summary Overview](#) page.

School Buses: Restrictions on Usage

- Equipment and services must primarily be utilized for **educational purposes** as defined by E-Rate rules.
- There are no new user or Children's and Internet Protection Access (CIPA) restrictions adopted for Bus Wi-Fi. All restrictions must be consistent with those placed on building-based broadband networks.
- Wi-Fi should **only be active during school bus normal operating hours** (i.e., when students are being transported to and from school or school-related activities) or when there is a **clear educational purpose** for enabling school bus Wi-Fi connections outside of these hours. Bus Wi-Fi service must be disabled outside of these hours and cannot be utilized for community purposes.
- Security cameras for buses are ineligible for E-Rate support.

School Buses: Multiple Service Providers

Clarification of prohibition on redundant or duplicative services for school bus wireless services.

- Schools may **situationally enter into agreements with multiple providers** such as when some buses are served by one provider and other buses by a different provider.
- Rural applicants may select a solution that allows a bus to be served by multiple providers. Schools and school districts can check their urban/rural status [here](#).

School Buses: Competitive Bidding

- School bus Wi-Fi is subject to all existing E-Rate rules and requirements, including those related to competitive bidding, cost allocation, and discounting rules.
- Applicants who entered into multi-year agreements for Bus Wi-Fi in the Emergency Connectivity Fund (ECF) program are **not exempt** from competitive bidding requirements.
- The competitive bidding exemption for Commercially Available Business Class Internet Option (CABIO) services **does not apply to bus services**. It only applies to services delivered to a school or library building.
- Service provider selection must be consistent with E-Rate program rules including selecting the most cost-effective service offering(s), using **price of the eligible equipment and services as the primary factor** in the evaluation matrix.

Wi-Fi Hotspots: Now E-Rate Eligible

- On July 18, 2024, the FCC adopted a Report and Order ([FCC 24-76](#)) making **Wi-Fi hotspots and mobile wireless Internet services for off-premises use** eligible for E-Rate program support.
- This will allow eligible schools and libraries to start **Wi-Fi hotspot lending programs** so that their students, school staff, and library patrons with need can check out E-Rate-supported Wi-Fi hotspots and services to engage in remote learning.
- Accordingly, the FCC adopted certain limitations, including funding caps per device/service and budgets, to ensure Wi-Fi hotspots are more effectively targeted to those with the greatest need.
- Wi-Fi hotspot requests will require separate applications as with Bus Wi-Fi applications.

Wi-Fi Hotspots: Now E-Rate Eligible

- Eligible schools and libraries can receive E-Rate support for Wi-Fi hotspots and wireless Internet services that can be used off-premises by students, school staff, and library patrons.
- Eligibility is limited to commercially available mobile wireless Internet services delivered through Wi-Fi hotspots.
- Wi-Fi hotspots and Internet services are subject to all existing E-Rate rules and requirements, including competitive bidding, cost allocation, and discounting rules.
- Applicants who entered into multi-year agreements for Wi-Fi hotspots services in the Emergency Connectivity Fund (ECF) program are not exempt from competitive bidding requirements.
- Service provider selection must be consistent with E-Rate program rules including selecting the most cost-effective service offering(s) and using price of the eligible equipment and services as the primary factor in the evaluation matrix.

Wi-Fi Hotspots: E-Rate Eligible

- **Wi-Fi hotspot:** a device that is intended to **provide Wi-Fi connectivity to a hotspot user as its sole function.**
- Wi-Fi hotspots will be **eligible as Category One (C1) network equipment** necessary to make C1 wireless Internet services functional.
 - Can be found on the FY2025 FCC Form 470 under “I seek bids for internet access and/or data transmission service” and “I seek bids for Category One network equipment or maintenance and operations.”
- Wi-Fi hotspot funding requests limited to fixed, **three-year budget cycle.** First cycle funding years (FY) 2025 – FY 2027.
- Off-premises **Wi-Fi hotspots equipment** and **mobile wireless Internet services** requests will be prioritized *after* on-premises Category 1 and 2 equipment and service requests, in the event demand exceeds available funding.

Eligible Equipment and Services

- **To be E-Rate eligible, Wi-Fi hotspots must:**
 - Be portable.
 - Be a single device (i.e., not a set of linked devices).
 - Be for use with a commercially available mobile wireless Internet service.
- **What is NOT eligible** for E-Rate funding:
 - Multi-functional devices (e.g., smartphones, PCs, notebooks, tablets, customer premises. equipment, routers or switches, and wireless access points, etc.).
 - Wireless services delivered to any broadband-enabled end user devices (e.g., laptops, tablets), fixed wireless connections and the related equipment, private 5G/LTE networks, fiber, and network expansion or construction.
- In addition, 1:1 Wi-Fi hotspot initiatives are not allowed, and each Wi-Fi hotspot must have an associated line of service to be eligible for E-Rate funding. Wi-Fi hotspots may not be warehoused/stored for future use or as replacements for lost, damaged, or stolen Wi-Fi hotspot devices.



Types of Eligible Service

Categories of Service

- Category 1 Services are services needed to support broadband connectivity **to eligible schools and/or libraries**
- Category 2 Services are
 - Services needed for broadband connectivity **within schools and/or libraries**, and
 - Services needed to bring broadband **into** and provide it **throughout** schools and libraries.

Equipment and services may be fully or only partially eligible for E-Rate Support.

Categories of Services

- **Category One (C1)**
 - Data Transmission and/or Internet Access
 - Bus Wi-Fi
 - Off-premises Wi-Fi hotspots
 - Wi-Fi Hot spots is the only C1 equipment and/or service with a budget
- Visit the [Eligible Services List](#) on our website
- **Category Two (C2)**
 - Internal Connections, Managed Internal Broadband Services, and Basic Maintenance of Internal Connections
 - Applicant has a budget or limit on how much funding can be requested
 - Budget covers a five-year period (FY2021-2025)
 - See [Category Two Budgets](#) page

Category One Services – Service to the Entity - Examples

- Leased lit fiber or leased dark fiber
- Internet access
- Satellite service
- DS-1 (T-1), DS-3 (T-3), etc.
- DSL
- Broadband over power lines
- Equipment and services supporting mobile broadband to eligible school buses

Category One Services – Service to the Entity – Eligible Costs

- Eligible costs associated with Category One services:
 - Monthly charges
 - Special Construction
 - Installation and Activation charges
 - Software
 - Modulating electronics/equipment necessary to make an eligible Category One broadband service functional
 - Maintenance and operations charges, including costs of for software needed for the operation of or maintenance of Network Equipment
 - The FY 2024 Eligible Services List clarified that the software necessary to operate or maintain Category One equipment is eligible.

Types of Category Two Service

- **Internal Connections (IC)** - The equipment and services used to bring broadband into, and provide it throughout, schools and libraries.
- **Basic Maintenance of Internal Connections (BMIC)** – Basic maintenance and technical support appropriate to maintain reliable operation for eligible broadband **internal connections**.
- **Managed Internal Broadband Services (MIBS)** – Third-party operation, management, and monitoring of eligible broadband internal connections (owned or leased equipment).

Category 2 services have a five-year budget, based on student count (schools) or square footage (libraries).

The type of Category 2 service you select must be consistent between your FCC Form 470 and FCC Form 471.

Category Two Service Type Examples

- **Internal Connections**

- Cabling, routers, switches, and modems
- Right-to-use software or Client Access Licenses

- **Basic Maintenance of Internal Connections (BMIC)**

- The **repair and upkeep** of eligible cabling, routers, switches and modems
- Multi-year maintenance service subscriptions

Note: Only maintenance services **provided in the applicable funding year** are eligible in that year (i.e., 1 year of a 3-year subscription should be requested on a current year funding request and invoiced a year at a time over the 3-year period).

- **Managed Internal Broadband Services (MIBS)**

- Managed Wi-Fi agreement

Basic Maintenance of Internal Connections (BMIC) Detail

Basic Maintenance of Internal Connections Types

- Basic Maintenance of Internal Connections is the **repair and upkeep of eligible internal connections**.
- The two types of Basic Maintenance Internal Connections are:
 - **In-Person Services**, which include on-site repairs (Time and Material Contracts)
 - **Remote Services**, which include Maintenance Support Services (such as, basic technical support, configuration changes, bug fixes, patches, software upgrades, support service subscription licenses, technical support licenses)
- The equipment being maintained must be eligible in order for the maintenance to be eligible for E-Rate support.
 - If repair or replacement work is performed under a maintenance contract, USAC only reimburses for the **actual work performed**.
- The [Eligible Services List](#) issued by the FCC defines eligible BMIC services each year.

Examples of Basic Maintenance of Internal Connections

- Repair and upkeep of eligible hardware (**In-Person Services** / Time and Materials)
- Wire and cable maintenance (**In-Person Services** / Time and Materials)
- Configuration changes (**Remote Services**/ Maintenance Support Services)
- Basic technical support including online and telephone-based technical support (**Remote Services** / Maintenance Support Services)
- Software upgrades and patches including bug fixes and security patches (**Remote Services** / Maintenance Support Services)

Any license that provides **maintenance functionality** should be requested under **BMIC** on the FCC Form 470/471 (not client access or right to use licenses).

Basic Maintenance of Internal Connections Services Do Not Include

- **Actual Equipment** being maintained (e.g., cabling, access points, switches)
 - These are eligible under **Internal Connections**.
- Unbundled warranties (Not Eligible for E-Rate Funding)
- Network management services, including 24-hour network monitoring (Eligible under **Managed Internal Broadband Services, MIBS**)
- The management, operation, and monitoring of eligible broadband internal connections (Eligible under **Managed Internal Broadband Services, MIBS**)
- Maintenance on ineligible equipment (**Not Eligible** for E-Rate Funding)
- Internal connections software (**including Right to Use** and **Client Access Licenses to make equipment functional**): Internal connections software allows the equipment to function and distribute high-speed broadband. They do **not** provide support or maintenance and are therefore ineligible as BMIC. Such software is eligible as **Internal Connections**.

Mixed Functionality

Some equipment has **mixed** BMIC & Internal Connections (IC) functionality

- Some vendor licenses may include both **BMIC** & **IC** functionality such as **Right-to-Use** (RTU) and **Maintenance Services on the same license**.
- Split the license based on functionality (i.e., RTU and maintenance) into separate FRNs for BMIC and IC
 - Contact the manufacturer or [USAC's Customer Service Center](#) (CSC) to obtain the breakdown for specific functionality that is included in a specific mixed services license

Tip: During your competitive bidding process, if you are seeking bids for Right-To-Use functionality and maintenance subscription services, be sure to post for all applicable service types on the FCC Form 470. (**i.e., IC and BMIC**)

Mixed Functionality - Example

Some licenses or service subscriptions may have **mixed** BMIC & Internal Connections (IC) functionality

- Question to ask: Is the “Prepaid Multiyear” license or subscription:
 - A Right-to-Use license and therefore an internal connections item and/or
 - Software upgrades and patches including bug fixes and security patches and therefore the SKU is basic maintenance of internal connections?

Tip: If it contains features of **both** types, you should work with the vendor to determine if a separate identifiable price exists for the different aspects.

Time and Materials / On-Site Maintenance Example

- In-person repair of eligible internal connections equipment
- Billed at an hourly rate
 - Example: A cable is cut or frayed, and the service provider sends on-site maintenance to repair the cable.
- Applicant is billed for both the time and necessary materials to complete the repair.
- When invoicing E-Rate for time and Materials Basic Maintenance and Internal Connections, please provide the hours worked, the hourly rate, and the equipment being maintained.

Maintenance Support Service (Single Year) Example

- Includes eligible BMIC services such as:
 - Ongoing operating system software updates and upgrades.
- May also includes an ineligible service:
 - Advanced security features like Intrusion Protection Systems or Deep Packet Inspection.
 - Advanced or next-generation firewall or other network security services.
- Check to see what services are eligible and ineligible in the [E-Rate Eligible Service List](#).

Maintenance Support Service (Cont.)

- Partially eligible BMIC support
 - Includes eligible and ineligible services
 - Therefore, this subscription is **partially** eligible for BMIC support.
- Your service provider can provide more information regarding eligibility and functionality of equipment and services.
- [Contact us](#) if you need assistance.

Multi-Year Maintenance Support Services

These are preventive and remedial services that physically repair or optimize hardware, including maintenance under contract and per-incident repair

- **Services are only eligible for one funding year at a time.**
- You must apply for funding for each year separately.
 - Example: A 3-year maintenance contact for \$12,000 can be submitted for reimbursement for each funding year associated for a maximum of \$4,000 per funding year.
 - Prorate the cost of the service for one year and only invoice after the services are received **for the applicable funding year.**
 - If services extend outside the funding year window, the invoice will be modified to only pay the current funding year services.
 - Inform the reviewer which year of the **multi-year** contract you are invoicing for.
 - Example: 3-year maintenance contract for **FY 2021 – 2024.** When submitting your request for your 2nd year, indicate that fact to the reviewer.

Multi-Year Maintenance Services Example

- An applicant has received a **3-year maintenance support subscription**, (a 24-hour, 365 days a year service) to get the latest upgrades and updates.
- During the submission of each year's FCC Form 471 request, the applicant should:
 - Cost allocate the services by the term of the subscription and **only request funding and invoice for 1 year of the** services.
 - Submit a new FRN for one year of service.
- Since the applicant has already been billed by the service provider for the 3 years upfront, when invoicing USAC, the applicant/service provider would reference the same service provider bill from year one.
- The applicant/service provider should also explain to the reviewer why the date on the service provider bill is outside of the funding year.

Changing Service Types After Submitting FCC Form 471

All services must be properly bid during the FCC Form 470 process.

- Be sure to confirm that you are posting for all service categories for which you are requesting bid responses on the FCC Form 470.
- FCC Forms 470 with the correct service type are required for corrections to be made on the FCC Form 471.
- To request changes identified **after** the FCC Form 471 is certified and **before the FCDL is issued**:
 - Submit a Receipt Acknowledgement Letter (RAL) modification request
- To request changes identified **after the FCDL is issued**:
 - Submit a Service Substitution request with a detailed narrative
 - Background information
 - Calculation for changes (single vs. multi-year)
 - Reason for the correction

If an Item is Misclassified on Your FCC Form 471

After you receive your Funding Commitment Decision Letter, you may realize that a prepaid SKU (for example) was incorrectly classified as **Internal Connections** and should be classified as **BMIC**. The actions you take to remediate depend on the details.

- If you realize the error before the 60-day appeal period, file an appeal with USAC.
- If you realize the error after the 60-day appeal period, file a waiver of the appeal-filing deadline with the FCC.
- If the FCC Form 470 does not contain the category the item should be listed under, it must be re-filed.

More on Eligible Services

Budgeting by Category

- **Category One (C1)** services are not limited in cost as long as they are cost-effective (except as noted below).
 - Note: The recently-adopted Wi-Fi Hotspot Order adopts a budget and funding caps for Wi-Fi hotspots and services.
- **Category Two (C2)** services are limited by a pre-discount cost ceiling (the “Category Two budget”)
 - Budget period is five years
 - Budget is calculated based on:
 - Schools: Number of full-time students in the school
 - Libraries: Square footage of the library branch

Recurring Services

- Services that are billed **monthly** – (e.g., broadband internet access service)
- Must be received during the relevant funding year to be eligible for E-Rate funding.
 - For FY2025, this means that recurring services must be **received** between July 1, 2025, and June 30, 2026.

Non-Recurring Services

- One-time charges for equipment and services that are delivered and installed (e.g., wiring, other cabling or wireless installations and equipment).
- Applicants and service providers have until September 30 following the close of the funding year to deliver and install non-recurring C2 services.
- For **FY2025**, this means **non-recurring C2** services can be delivered from **July 1, 2025 through September 30, 2026**.
- This service delivery deadline can be extended under certain circumstances.

Advance Installation

What is Advance Installation?

- Some **Category One** non-recurring equipment can be installed as early as January 1, prior to the July 1 start of the funding year, if certain conditions are met. See [Advance Installation](#) for more information.
- **Category Two** non-recurring services can be installed beginning April 1 before the start of the funding year.



Advance Installation – Category One

Advance installation for non-recurring **Category One** equipment and services can occur provided the following conditions are met:

- The construction begins after selection of the service provider;
- The service provider must be selected pursuant to an FCC Form 470 posting;
- A Category One recurring service must depend on the installation of the infrastructure;
- The Category One recurring service's actual start date is on or after July 1 of the funding year.

Advance Installation – Category Two

- Advance installation of non-recurring **Category Two** equipment and services:
 - Services cannot start until after the **28-day competitive bidding process** is completed, and the service provider is selected.
 - Funding is not guaranteed until USAC issues a Funding Commitment Decision Letter.

Advance Installation Reminders

- Funding is not guaranteed until USAC issues a Funding Commitment Decision Letter (FCDL).
- Invoices FCC Form 472 or FCC Form 474 cannot be dated before July 1 of the funding year.

Basic Fiber Concepts

Introduction to Fiber - Types of Eligible Fiber

1. Leased lit fiber

A fiber-based broadband service where the service provider owns, maintains, and manages the network, and the E-Rate applicant pays a recurring fee to have data transported over the network.

2. Leased dark fiber

The applicant leases a portion of a fiber network owned by a service provider and pays separately for the network equipment, maintenance and operations, and data transport and/or internet access service over that fiber.

Introduction to Fiber - Types of Eligible Fiber

3. Self-provisioned network

Applicant ownership of a high-speed broadband network. The applicant hires a vendor to construct the network or a portion of the network, and thereafter completely or partially owns and maintains that network or portion. An E-Rate eligible entity may share the services and equipment used to construct and/or operate a self-provisioned network supported by E-Rate funding with an ineligible third-party entity so long as the ineligible third-party entity pays its fair share of the costs, i.e., its pro-rata portion of the undiscounted costs of the network.

Note: Although included as a fiber option, a self-provisioned network may utilize technologies other than fiber. The applicant owns the network that it hires a service provider to construct. The applicant must pay for the network equipment, pay to maintain the network, and pay for any data transport and/or internet access services separately.

Introduction to Fiber - Types of Eligible Fiber cont.

3. Self-provisioned network cont.

- Self-provisioned networks are a technology-neutral eligible service. Applicants may self-provision a fiber network, but applicants may also self-provision networks using other technologies (i.e., fixed microwave) or a mix of fiber and other technologies. In light of this, the FCC adopted a technology-neutral competitive bidding standard for self-provisioned networks – service provided over third-party networks.
- If an applicant specifies a requested bandwidth that other providers can provide, the technology-neutral competitive bidding standard expands the competitive bidding pool and helps to ensure that applicants requesting E-Rate support for self-provisioned networks only do so when it is the most cost-effective service option to meet their connectivity needs. It is possible that based on the applicant's bandwidth specifications that fiber may be the only option for receiving the requested bandwidth.

Fiber – What is Network Equipment?

- A single piece of Network Equipment (also called basic terminating equipment) is eligible under **Category One**.
 - The single piece must be located at the demarcation – the point at which the service provider would start to check if service were interrupted.
- Other pieces of Network Equipment can be eligible as **Category Two Internal Connections**.

Fiber – What is Network Equipment?

- Network Equipment includes the electronics and equipment necessary to make a Category One fiber service functional.



Resources

- [Eligible Services Overview Webpage](#)
- [Eligible Services List](#)
- [Eligible Services List \(ESL\) Glossary](#)
- [Fiber – Summary Overview](#)
- [Fiber Frequently Asked Questions](#)

Live Q&A

- Submit your questions about today's topics:
 - Eligible Services List
 - Types of Eligible Services
 - BMIC Detail
 - More on Eligible Services
 - Advance Installation
 - Basic Fiber Concepts

The screenshot shows a GoToWebinar control panel. At the top, there's a menu with 'File', 'View', and 'Help'. Below that is the 'Audio' section, which includes a 'Sound Check' indicator and options for 'Computer audio' (selected) and 'Phone call'. A 'MUTED' status is shown with a microphone icon. Below the audio section is a 'Handouts: 1' section with a file named 'Invoicing Webinar Slides.pptx'. The 'Questions' section is highlighted with a red box, and a red arrow points to the 'Questions' header. Below this is a text input field with the placeholder 'ENTER YOUR QUESTION HERE' and a 'Send' button. At the bottom, the webinar title 'Navigating the E-rate Invoicing Proc...' and ID '276-354-307' are displayed, along with a recording status indicator and the GoToWebinar logo.

Q&A Tips

- ✓ Type your queries into the “Questions” box in your webinar control panel.
- ✓ Write in full sentences.
- ✓ Ask one question at a time.
- ✓ Click the box with the arrow above the questions box to expand it and see all the written answers.

Questions?

E-Rate Customer Service Center (CSC)



Call us at (888) 203-8100

Monday – Friday 8 a.m. to 8 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 the landing page.

Upcoming Webinars

Our upcoming Fall Training webinars:

- E-Rate Fall Training: Category Two Budgets, October 17, 2024
- E-Rate Fall Training: EPC Admin Window, October 24, 2024
- E-Rate Fall Training: Post Commitment, October 31, 2024
- E-Rate Fall Training: Invoicing, November 7, 2024
 - Recommended for applicants and service providers
 - Suitable for all E-Rate experience levels
- Subscribe to the [E-Rate News Brief](#).
- Please visit the E-Rate [Webinars](#) page for additional information.

The screenshot shows a webpage with a navigation menu on the left and main content on the right. 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.

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.

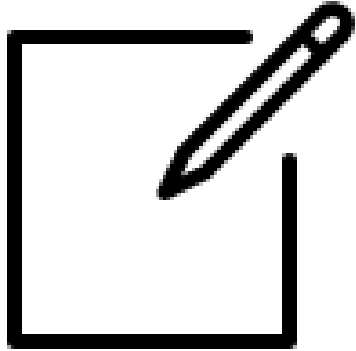
Equipment and Set-Up

To participate, you'll need:

- 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.
- You can listen the webinar audio using your computer speakers or headset, or by calling in using the number provided in your confirmation email.

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."

Take Our Survey



- We want to hear about your webinar experience.
- A survey will appear on your screen at the end of the webinar.
- If you are not able to complete the survey today, one will be emailed to you within one to two business days.
- We appreciate your feedback!

Thank You!





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