



E-Rate Program Overview

2024 Applicant and Service Provider Training

September 16, 2024

Housekeeping: General

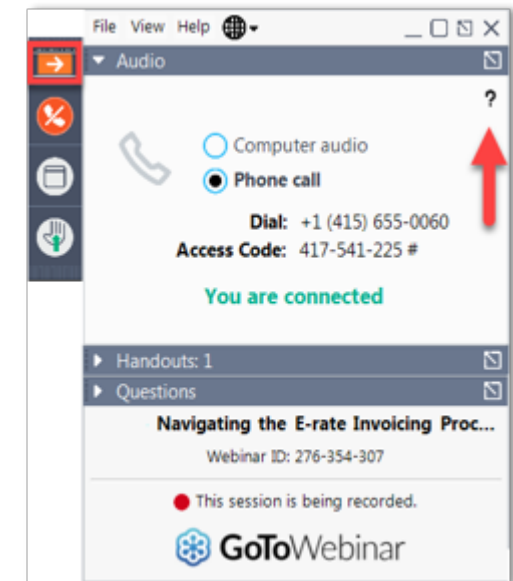
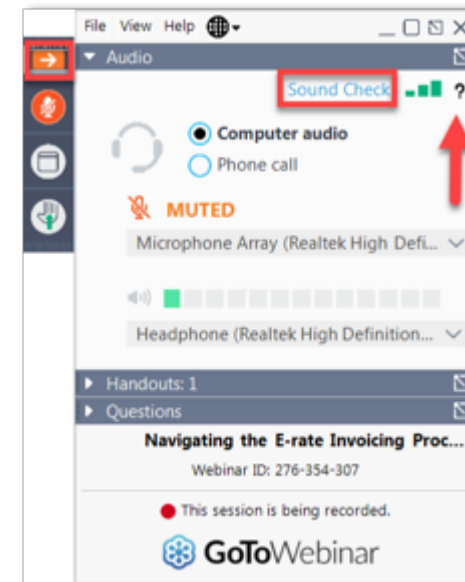
- To accommodate all attendees, real-time closed captions will be present during this presentation. We apologize in advance for any transcription errors or distractions.
- Audio is available through your computer's speakers.
- The audience will remain on mute.
- Use the **Questions** box to ask questions at any time.
- You can download the slide deck from the **Handouts** section of the webinar panel.



The screenshot displays a webinar control interface. At the top, there is a menu with 'File', 'View', and 'Help'. Below this is the 'Audio' section, which includes a 'Sound Check' indicator and two options: 'Computer audio' (selected) and 'Phone call'. A prominent orange 'MUTED' label is visible. The microphone is set to 'Microphone (HD Webcam C510)' and the speakers to 'Speakers (High Definition Aud...'. Below the audio settings is the 'Handouts: 2' section, listing two files: '2017-05-05_11-59-21.png' and 'GTM iOS.jpeg'. The 'Questions' section is currently empty, with a placeholder text '[Enter a question for staff]'. A red text overlay 'Download PDF of Slides here!' is positioned above the handouts. At the bottom, there is a red text overlay 'Ask questions here!' next to a 'Send' button. The footer contains the text 'Multi sessions different registrants', 'Webinar ID: 960-960-603', and the GoToWebinar logo.

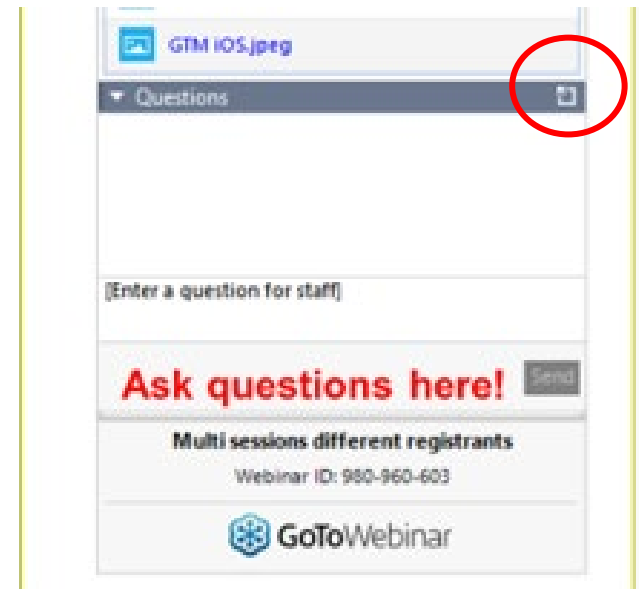
Housekeeping: Troubleshooting

- Click the **Sound Check** link, then the question mark icon to test your audio.
- If you lose audio or the slides freeze, restart the webinar.
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Housekeeping: Q&A

- There will be a live Q&A session focused on today's topics.
- Tips for submitting questions:
 - Use the **Questions** box in your webinar control panel anytime during the presentation.
 - Write in full sentences.
 - Ask one question at a time.
 - Ask questions related to today's webinar content.
- To view answers:
 - Click the box with the arrow icon in the top right corner of the **Questions** box to expand it and reveal all written answers.



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

1. Log in to the [E-Rate Productivity Center \(EPC\)](#)
2. Select the **Contact Us** link from the upper right menu on the landing page.

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.

Learn

- E-Learning Modules
- Videos
- Webinars**
- Regional Trainings
- Tribal Training
- EPC/BEAR Training Sites
- FAQs

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.
- 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."

Meet Our Team



Jonathan Wilkins

Senior Manager | E-Rate



Derrick Harrison

Program Analyst | E-Rate

Agenda

- USAC Overview
- E-Rate Program Overview
- Highlights and Recent Changes to the E-Rate Program
- Entity Eligibility
- Eligible Services Overview
- E-Rate Application Process Overview

Universal Service Administrative Company

Overview

Who We Are: The Universal Service Administrative Company

The Universal Service Administrative Company (USAC) is an independent, not-for-profit organization designated by the Federal Communications Commission (FCC) as the permanent administrator of the USF and its four programs.

- **The Universal Service Fund (USF):** Exists to ensure that all people in the United States have access to quality, affordable connectivity service.



Lifeline Program

Discounted phone and internet service to eligible low-income consumers.



High Cost Program

Reduced rates for telecom and broadband services in eligible high-cost areas.



E-Rate Program

Funding for broadband services in eligible schools and libraries.



Rural Health Care Program

Funding for telecom and broadband services for eligible rural health care providers.

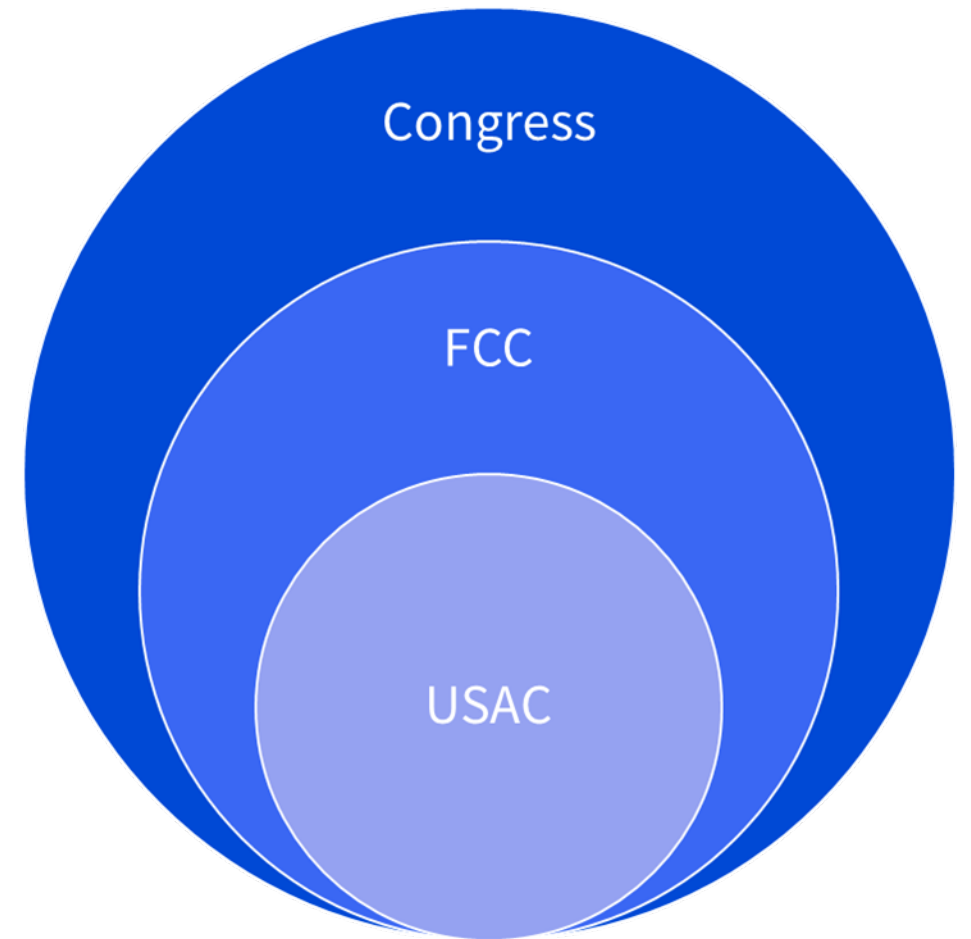


Program Overview

Schools and Libraries (E-Rate Program)

Who Makes The Rules?

- Congress enacted the Telecommunications Act of 1996, which directed the FCC to establish the E-Rate program and the other USF programs.
- The FCC sets rules and policies for the program and gives direction to USAC.
- USAC is responsible for the day-to-day administration of the E-Rate program.



What is E-Rate?

- The E-Rate program provides support to schools and libraries across the nation to obtain affordable, high-speed broadband services and internal connections to connect students and library patrons with learning opportunities and services.



How is This Accomplished Through E-Rate?

- The E-Rate Program provides **discounts of up to 90 percent** to eligible schools (K-12), libraries, and groups of schools and libraries (e.g., consortia, districts, systems) for eligible internet access, data transmission services, and internal connections (e.g., Wi-Fi equipment, cabling, and basic maintenance services) that are competitively bid and approved on the application (FCC Form 471).
- These discounts result in a reduction in the costs of the equipment and services to the schools or libraries requesting funding through the E-Rate program.
- For example: A library with a 90 percent discount rate purchasing \$1,000 in eligible broadband services would pay its 10 percent non-discount share of costs (i.e., \$100) to the service provider. The **E-Rate program would pay the remaining 90 percent (i.e., \$900)** to the service provider.

E-Rate Program Overview

Provides funding to help schools and libraries obtain affordable telecommunications and Internet access.

FY2024 Program Cap **\$4.9B**

Eligible Applicants

Public and private schools (K-12), libraries, and groups of schools and libraries (e.g., consortia, school districts, library systems), as well as Tribal schools, libraries, and Tribal college and university (TCU) libraries that also serve as a public library.

Eligible Services

Schools and libraries are eligible for discounts between 20% and 90% of the costs of eligible equipment and services. The applicant pays the remaining share (e.g., a 90% applicant pays \$100 on a \$1,000 request). *Discount varies based on the school or library’s level of poverty, urban/rural status, and the type of service.

CATEGORY 1 Services that support connectivity to schools and libraries. For example, data transmission and Internet access service, including special construction services for network builds.

CATEGORY 2 Services that support connectivity within schools and libraries. This includes internal connections (e.g., routers, cabling, or other equipment needed for a Wi-Fi network); managed internal broadband services (MIBS), and basic maintenance of internal connections (BMIC).

Examples of Common/ Frequent Purchases

Top C1 Purchases:

- Leased lit fiber
- Internet access provided over fiber or copper
- Commercially available internet access
- Cable provider internet
- Satellite internet

Top C2 Purchases:

- Internal Connections: Cabling, routers, switches, modems, wireless access points, right to use licenses
- BMIC: repair and upkeep of eligible IC
- MIBS: Managed Wi-Fi agreements



Highlights and Recent Changes to the E-Rate Program

Category Two (C2) Budget Management

Wi-Fi Hotspot Update

FCC Form 470 Update

Potential Changes

Reminder: FY24 Recent Program Changes

FY2021 – 2025 Category Two (C2) Budget Management

FY2025 is the last year of the FY2021-2025 Funding cycle.

- Unused funds from the FY2021 – 2025 Category Two (C2) budget will not roll over to the next budget cycle.
- Recapture your unused funds by Q1 of 2025 to make them available for your FY2025 Funding Requests (FRNs)
- Review the [FY2021-2025 Category Two \(C2\) Budget Management Guide](#) to learn how to:
 - View available FY2021-2025 C2 Funding using the [Category Two \(C2\) budget tool](#)
 - Identify unused funds, i.e., committed but not disbursed and are beyond their Invoicing Deadline Date (IDD) using the [E-Rate FRN Invoice Deadline Tool](#)
 - Submit an FCC Form 500 to reduce commitments of unused funds by Q1 of 2025 making unused funds available for FY2025 FRNs

Off-Premises Wi-Fi Hotspots: 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 entities, to ensure Wi-Fi hotspots are more effectively targeted to those with the greatest need.


Off-Premises Wi-Fi Hotspots: Now E-Rate Eligible

- Eligible schools and libraries can receive E-Rate support for Wi-Fi hotspots and mobile wireless Internet services that can be used **off-premises** by students, school staff, and library patrons.
- 3-year budget, \$90/\$15 caps, and 45% limit
- Wi-Fi hotspots and Internet services are subject to all existing E-Rate rules and requirements, including competitive bidding, 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.
- View our [Wi-Fi Hotspot Eligibility Webinar](#)
- More information is will be available on the upcoming [Off Premises Wi-Fi Hotspot – Summary Overview](#) page.

FCC Form 470 Updates: Allowable Contract Date Changes

- RFP Upload
 - Allow users to upload an RFP document to any non-cancelled Form 470, even if that Form 470 did not originally have an RFP.
- Substantial Change Question/New Layout to RFP Upload Screen
 - New Yes/No question: Does this new RFP constitute a substantial change to your FCC Form 470?

You can learn more information about the 28-Day waiting period [here](#).

News Tasks (70) **Records** Reports Actions 

Add an RFP to FCC Form 470

QC Smile School District - Used for Dashboard testing - Test ACD reset - Form #250000201 - Funding Year 2025

Upload RFP

Changes to the FCC Form 470, including uploading a new RFP document, may require applicants to restart the 28-day waiting period before selecting a service provider, signing a contract, or submitting and certifying an FCC Form 471. Ministerial or clerical errors, such as updating contact information, do not require a reset of the 28-day waiting period. However, changes that materially affect the competitive bidding process, such as changing the services or equipment being requested, do require restarting the 28-day waiting period.

If you are requesting bids for additional equipment, services, or recipients of service not included on the original FCC Form 470, you may need to file a new FCC Form 470.

Please review the [USAC.org](https://www.usac.org) for additional guidance.


Does this new RFP constitute a substantial change to your FCC Form 470? *

Yes

No

If you select yes, the 28-day waiting period will reset, and the Allowable Contract Date on your FCC Form 470 will be updated accordingly. If the new Allowable Contract Date prevents you from certifying the FCC Form 471 before the application window closes, you must request a waiver from the Commission after certifying the FCC Form 471.

Uploading a new RFP document with substantial changes and not waiting the minimum 28 days may result in denial of funding.

Please add an RFP here  *

Associate RFP to Service Request(s)

Category 1: Data Transmission and/or Internet Access

Please select the service request(s) that apply to the RFP uploaded above.

Allowable Contract Date (ACD) Changes (cont.)

- ACD Automatic Reset
 - When “Yes” is selected for substantial change question, the allowable contract date will automatically update to extend by 28 days.
 - Day of modification/new RFP is day 0, the following day is day 1. ACD on Summary screen will change to reflect new date.
- ACD Automatic Reset Validations
 - ACD cannot be reset if the FCC Form 470 is referenced on an FRN which is not cancelled. Error message will appear.
 - FCC Form 471 cannot be certified if an FRN is citing an FCC Form 470 whose ACD is in the future. Error message will appear.
 - If the offending FCC Form 470 is removed from the application, the app can be certified.

Additional Potential Changes to the E-Rate Program

Eligible Services List Public Notice (DA 24-743):

- This year's ESL Public Notice is currently out for comment. Comments were due August 30 and reply comments are due September 16.

E-Rate rulemaking:

- In July 2024, the Federal Communications Commission sought comment (FCC 23-56) on further E-Rate changes, including:
 - Changes to the ESL moving some services from BMIC to IC beginning in FY2025
 - Guidance on Transition of Services
 - A grace period for applicants/SPs to file the one-time 120-day invoicing extension or refile a denied/partially invoice after the invoice deadline

Reminder: FY24 Recent Changes to the E-Rate Program

Specific updates to the E-Rate program beginning in FY24 include the following changes:

- For E-Rate eligible equipment/services **within a library**, implementing an **exemption to the competitive bidding requirements** for **all libraries** seeking E-Rate support for **Category Two (C2)** equipment/services that total a **pre-discount price of \$3,600 or less per library** per funding year (FY2024 and forward)
- 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**.
- More information is available on the [Wi-Fi on Buses – Summary Overview](#) page.

Reminder: FY24 Recent Changes to the E-Rate Program

Changes to E-Rate for Tribal libraries include:

- Updated program definitions, defined Tribal entities, modified eligibility for Tribal college and university (TCU) libraries that serve the public, increased discount rate for C2 services, increased C2 budget floor (now \$55,000) (FY2024) (see FCC 23-56 issued on July 21, 2023)
- Extended the Tribal Library Pilot Program into FY2024: USAC will provide one-on-one support, group training sessions for participants, and E-Rate program trainings covering the program basics and processes (contact Gem Labarta at TribalLiaison@usac.org for more information)



Entity Eligibility

What Entities Are Eligible?

Library Eligibility

Tribal Library Eligibility

Non-Instructional Facility Eligibility

Consortium Eligibility

What Entities are Eligible?

- **Schools** – Elementary and secondary schools as defined by the Elementary and Secondary Education Act.
 - For-profit schools are not eligible.
 - Schools with endowments of \$50 million or greater are not eligible.
 - Educational Service Agencies are eligible in some states and territories.
- **Libraries (includes Tribal Libraries and Tribal College and University Libraries)**
- **Non-Instructional Facilities**
- **Consortia of Eligible Entities – (a consortium of eligible schools and/or libraries)**
 - A Tribal government can create a consortium and include its Tribally-controlled schools and libraries as consortium members, and a Tribal government employee can act as the contact person for the consortium leader.

Library Eligibility

- A library must be eligible for assistance from State Library administrative agency under the Library Services Technology Act (LSTA), as amended by the Museum and Library Services Act of 2018.
- A library may be designated as a Tribal library by a Tribal Council (e.g., pursuant to a Tribal Resolution) and becomes eligible for USF support as long as the following three characteristics are true:
 - Regularly scheduled hours,
 - Staff, and
 - Materials available for library users.
- The library's budget must be completely separate from that of any school.
 - Please note, however, that **Tribal Colleges and University (TCU)** libraries can apply for E-Rate support when they are also serving as a public library in their community by having dedicated library staff, regular hours, and a collection available for public use. E-Rate support is restricted to TCU library use only (see FCC 23-56 issued on July 21, 2023).
 - Equipment and services supporting the TCU library's needs are eligible for E-Rate support. Only in instances where broadband support is requested for a portion of the network serving the Tribal College or University will cost allocation be required.
 - Broader connectivity requirements of the higher education institution are not eligible for E-Rate funding.
- Cannot operate as a for-profit business.

E-Rate Tribal Entity

- The definition was updated for FY24 in the FCC 23-56 and the Federal Register:
 - An entity is “Tribal” for purposes of E-Rate funding if it is a **school operated by or receiving funding** from the Bureau of Indian Education (BIE), *or*
 - If it is a **school or library operated by** any Tribe, Band, Nation, or other organized group or community, including any Alaska native village, regional corporation, or village corporation (as defined in, or established pursuant to, the Alaska Native Claims Settlement Act (43 U.S.C. 1601 et seq.)) that is recognized as eligible for the special programs and services provided by the United States to Indians because of their status as Indians.
- Check the tribal box in your entity’s profile in the E-Rate System (EPC) during the **administrative window** (typically **October – January**). Starting this year, you will also be asked to provide your Tribal affiliation. Designation provides Tribal Libraries with:
 - Access to higher discount rates for Tribal libraries at the 85-90% discount rate for Category Two (C2) (services and equipment providing connections within the library).
 - Access to a higher C2 funding floor for Tribal libraries (\$30k in additional funding, \$55k vs. \$25k for the 5-year period).

Non-Instructional Facility Eligibility

- A Non-Instructional Facility (NIF) is a school building without classrooms or a library building without public areas. Non-instructional facilities on school and library property are eligible to receive discounts on data transmission services and internet access services (**Category One** services).
 - **Examples of NIFs on library property** include, but are not limited to:
 - Bookmobile garages;
 - Interlibrary loan facilities; and
 - Library technology centers.
 - **Examples of NIFs on school property** include, but are not limited to:
 - Administrative buildings;
 - School bus barns and garages; and
 - Facilities associated with athletic activities.
- In FY24, **Category Two** services are allowed for NIFs when they are for essential shared equipment located at a NIF and eligible E-Rate purposes as long as the most cost-effective solution is chosen. The NIF's usage of the shared equipment will no longer be required to be cost-allocated in these instances.
- More information is available on the [Non-Instructional Facility](#) page.

Consortium Eligibility

- A consortium (plural consortia or consortiums) is a **group of E-Rate eligible entities** that seek competitive bids or E-Rate funding for eligible equipment and services on behalf of its members. Consortia are not themselves eligible for discounted services, but they can conduct competitive bidding processes and/or apply for eligible equipment and services on behalf of their members.
- Schools and libraries can come together to form consortia. There are two common reasons why applicants will choose to form a consortium:
 - One is to aggregate demand for **lower prices**; and
 - The other is to provide expertise to **assist small entities with the application process**. These small entities can come together and work with the consortium leader to conduct the competitive bidding and application processes on their behalf.
- The [consortium leader](#) is responsible for ensuring that necessary certifications are made, responding to USAC inquiries on behalf of members, and maintaining records.
- Review the [Registration Checklist for New Tribal Libraries](#) (PDF).

Eligible Services Overview

Category One (C1) and Category Two (C2) Services

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

Eligible Services Examples

- **Category One (C1)**
 - Point-to-point transport services with the ability to securely transmit data between locations (transmitting data between eligible locations) such as Fiber, Copper, Microwave, Satellite, & bus Wi-Fi.
 - Off premise Wi-Fi hotspots (subject to 3-year budget limit & per device/plan caps).
 - Commercially available access to the internet such as through a cable internet provider or satellite internet provider.
- **Category Two (C2)**
 - Routers, switches, cabling, basic firewalls, other equipment needed to utilize a broadband connection within a school or library to transport the internet to publicly accessible areas of the library.
 - A plan that covers the **repair and upkeep of eligible equipment** needed to use a broadband connection within a school or library.
 - Services provided by a vendor to operate, manage and monitor eligible internal connections (owned or leased equipment) necessary for the broadband connectivity within schools and libraries.
 - **Not eligible for funding:** End-user equipment, such as laptops, computers, headsets, speakers, etc.



E-Rate Application Process Overview

- Before You Begin
- Application Cycle Overview
- Step-by-Step Application Overview

Before You Begin

Before You Begin: New Schools and Libraries

Follow the steps below to prepare your E-Rate program application:

1. Obtain an [FCC Registration Number](#).
2. Obtain a [Billed Entity Number \(BEN\)](#) and create a user profile in the [E-Rate Productivity Center \(EPC\)](#).
3. Designate your entity's Tribal status by [checking the Tribal box](#).
4. Solicit bids for eligible services and equipment by completing an [FCC Form 470](#) and wait at least [28 days](#) before selecting your service provider(s). If your purchase meets the requirements under [Commercially Available Business Internet Access](#) or the Library Category Two \$3,600 exception in the E-Rate rules, proceed to start services without completing this step.
5. Create your Contract Record and file your [FCC Form 471](#) funding application to request E-Rate support.

Special Information for Tribal Governments

A Tribal government can create a consortium for its Tribally controlled schools and libraries, and a Tribal government employee can act as the consortium leader. The consortium as an entity is not eligible for discounted services, but they can run competitive bidding processes and/or apply for discounted services on behalf of their eligible member entities. Any schools or libraries can come together to form a consortium.

Before You Begin: EPC Administrative Window

The EPC Administrative Filing Window is the period during which applicants can make updates to their profile information in EPC to prepare for the upcoming FCC Form 471 application filing window. During the administrative window, applicants can update their student counts, National School Lunch Program (NSLP) participation rates, contact information, and request a Category Two (C2) Budget recalculation.

- **First-time Filers**
 - If you are new to the E-Rate program, you will need a user account in the E-Rate Productivity Center (EPC) .
 - For security purposes, you will also need a login and password for One Portal, our multi-factor authentication security system.
 - If you are new to the program, our Customer Service Center (CSC) at (888) 203-8100 can help you set up your organization's EPC profile and your account administrator.
- **Existing EPC User Accounts** – The EPC Administrative Window is closed. You will not be able to make changes to your EPC profile when the administrative window is closed. If you need to modify some information in an entity profile when the profiles are locked, contact the CSC for further guidance.

The administrative window closes – and the applicant profiles are locked – shortly before the FCC Form 471 application filing window opens in January. The administrative window will open in October and will close in January.

Understanding Entity Types

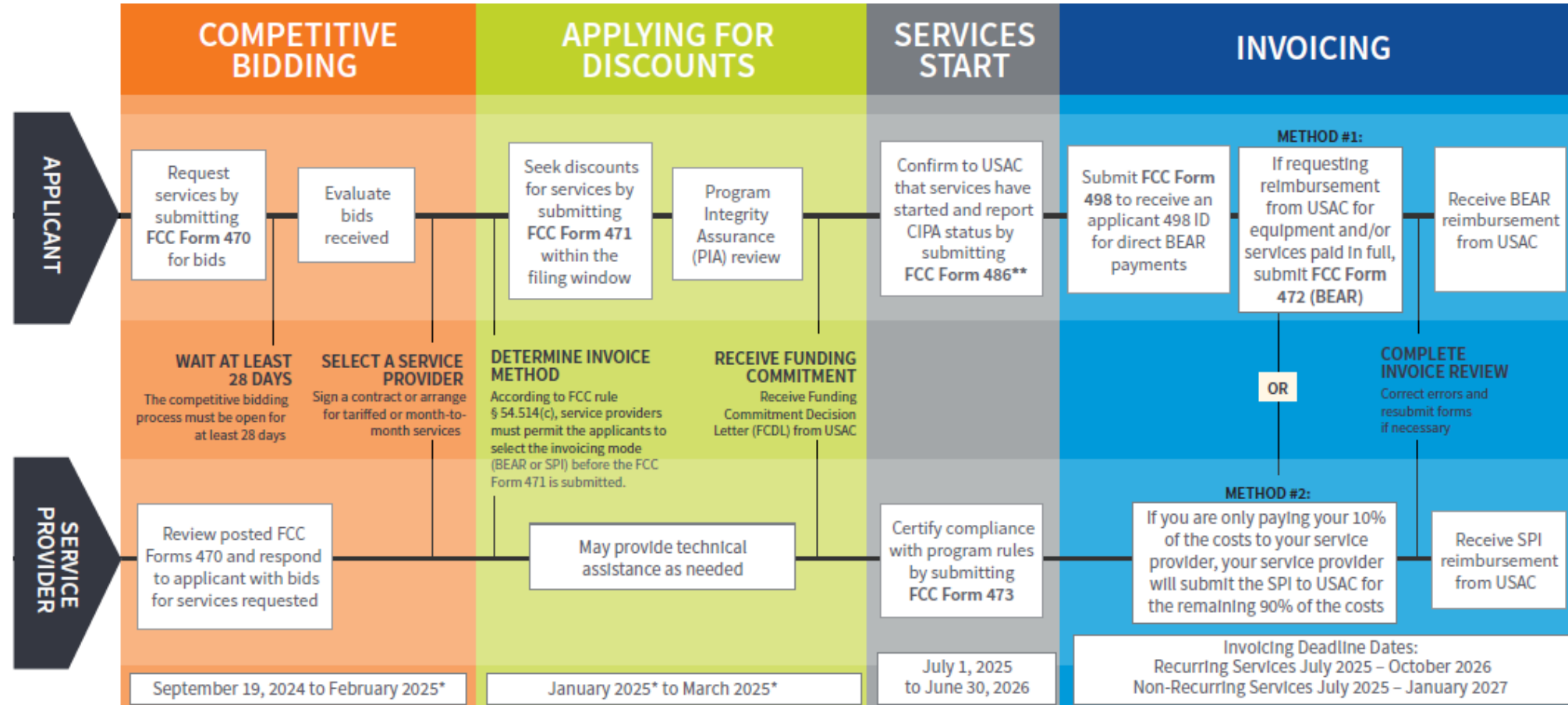
- A parent entity makes decisions on behalf of the child entity, such as filing program forms on their behalf.
- A parent entity may also be responsible for managing their child entity's information in EPC.
- In general, organization accounts in EPC are assigned to parent entities, and their associated child entities are listed on those accounts.
- The **three most common parent-child relationships** in EPC are:
 - A school district (parent entity) to the individual schools and non-instructional facilities (NIFs) that are part of that school district (child entities).
 - A library system (parent entity) to the individual library outlets/branches and NIFs that are part of that library system (child entities).
 - A consortium leader (parent entity) to the members of the consortium (child entities).
- In general, a parent entity must have a BEN to identify itself in its role as a parent entity. The parent entity represented by this entity number is not itself eligible for discounts.

The Account Administrator

- Every parent organization (independent school, independent library, school district, library system, consortium, service provide and consultant) in EPC needs an **account administrator**.
- **Account Administrators:**
 - Create new users
 - Modify the rights of existing users (user permissions)
 - Modify information about their organization
 - Link or unlink their organization to consulting firms and consortia
 - Modify (change) the account administrator
 - Add or confirm Tribal status

Application Cycle Overview

Application - Process Flowchart: FY2025



*Date ranges reflect a typical timeline and are subject to change.

FOR MORE INFORMATION:

- Website: The application process is broken down in detail for both applicants and service providers on the Schools and Libraries Program website (www.usac.org/sl).
- Glossary of Terms: Definitions for program terms and acronyms.
- **Consortium members report their CIPA status by submitting the FCC Form 479 to their consortium leader. The consortium leader then files the FCC Form 486.
- To adjust funding commitments and/or modify the dates for receipt of services after the FCDL is issued, file the FCC Form 500.

Applicant Forms and Important FY2025 Dates

Competitive Bidding

September 19, 2024
to
February 2025*



Apply for Discounts

January 2025
to
March 2025*



Start Services

July 1, 2025
to
June 30, 2026



Invoice USAC

Recurring Services
July 2025 – October 2026*

Non-recurring Services
July 2025 – January 2027*

470

471

486

472
(BEAR)

OR

474
(SPI)

* Date ranges reflect a typical timeline, but are subject to change.

Step-by-Step Application Overview

Competitive Bidding

FCC Form 470

FCC Form 470: Description of Services Requested and Certification Form



FCC Form 470 Overview

- Use FCC Form 470 to start your competitive bidding process.
 - Prepare to evaluate bids.
 - Create an evaluation matrix using the price of the eligible services or equipment as the primary factor.
 - You may use other bid evaluation factors, but price of the eligible equipment and services must be the most heavily weighed factor.
 - Wait at least 28 days before selecting a service provider.

Requesting Services

- Start your competitive bidding process by filing an FCC Form 470.
 - You may provide a Request for Proposal (RFP) document as well, but it is not required.
 - If included, the RFP document should be added when the FCC Form 470 is certified. If filed separately, you must restart your 28-day waiting period before selecting a service provider.
- Your FCC Form 470 (with or without RFP document) notifies potential bidders of the types and quantities of equipment and/or services requested.
- Only the applicant or its authorized representative can prepare, sign, or submit the FCC Form 470.

Competitive Bidding Requirements

- If you are a first-time E-Rate applicant, you can receive services under an existing contract under limited circumstances described below.
 - You can remain with an existing contract if it is still the most cost-effective solution after posting an FCC Form 470, waiting 28 days, and evaluating bids (Kalamazoo Order).
 - More information available on the [Selecting Service Providers](#) page.
- Applicants need to have evidence (signed contract or written notification to your service provider) of a legally binding agreement in place before submitting the FCC Form 471.
- Applicants must carefully consider **all bids received** and then select the most cost-effective service offering, using price as the primary factor in the bid selection. Other factors may be used in the bid evaluation process, but price of the eligible equipment and services must be weighted most heavily.
- An applicant can still participate if only one bid or no bids were received.

Competitive Bidding – Exemptions

All purchases must go through a competitive bidding process, with some exemptions:

- Multi-year contracts that have already been competitively bid through the FCC Form 470 process.
- C1 services for Commercially Available Business-Class Internet Access if all of the following are met:
 - It is **commercially available**. This means that it is publicly available to non-residential customers (such as enterprise, small business, or other government customers) in the same form and at the same rates that it is offered to schools or libraries. Therefore, it may not be purchased through a master contract signed for just certain customers, even if the contract includes schools and libraries.
 - It is **low cost**. This means that the total annual pre-discount cost for the service, including any one-time costs such as installation, **does not exceed \$3,600 per year per school or library**.
 - It is **high-speed**. This means that the service must provide **bandwidth speeds of at least 100 Mbps downstream and 10 Mbps upstream**.
- Beginning in FY2024, library requests for **Category 2 (C2)** equipment and services totaling \$3,600 or less annually per library are exempt from competitive bidding requirements if it is cost-effective.

Competitive Bidding – State/Tribal-Wide Contract Purchasing

- A state master contract is a contract that is competitively bid and put in place by a state government entity for use by an eligible entity. When competitively bidding the state master contract, a State/Tribal wide agency can submit a statewide FCC Form 470 that applicants can reference if they are purchasing from the state master contract.
- Alternatively, if the state master contract was not competitively bid using an FCC Form 470, the applicant may file an FCC Form 470 and consider the state master contract as one of the bids received in their bid evaluation process.

Requesting Services: Requests for Proposals

- **Requests for Proposals (RFPs)** may be created to describe specific needs and circumstances in more detail.
- RFP documents are any documents that provide additional information to potential bidders on the scope or details of your project.
 - For most types of service requests, RFPs are not required.
 - However, you must issue an RFP for some requests or if you are required to do so by state, Tribal, or local rules.
 - In addition, RFPs are required for self-provisioned networks and dark fiber requests.
- Services on your FCC Form 470 and RFP must match.
- All RFPs and RFP documents must be attached to your FCC Form 470 in EPC.

Review Resources for Competitive Bidding

- Review the Related User Guides:
 - [FCC Form 470 Services Guiding Statements Reference Table](#) (PDF)
- Instructional videos on FCC Form 470 are available online:
 - [How to file an FCC Form 470 eLM](#)
- Keep information about Eligible Services on hand:
 - [Eligible Services List](#) webpage
 - Eligible Services 101 Webinar [Slide Deck](#) (PDF)
- Preview the Training Sample for [FCC Form 470](#) (PDF)

Selecting Service Providers

Evaluating Bids

Evaluating Bids

- To evaluate incoming bids, create a [bid evaluation matrix](#) or similar document.
- Develop evaluation criteria or factors to assess the bids.
 - You can have one or multiple factors.
- Assign each evaluation factor a point value or percentage.
 - **The price of the eligible equipment and services must be the most heavily weighted factor.**
 - Other factors, including other non-price factors, can be considered as well, but they cannot be weighted equally or higher than price of the eligible equipment and services.
- The vendor with the most overall points is the winner.
- **Resources**
 - Review the [How to Construct an Evaluation Matrix](#) webpage
 - Download a [Sample Bid Evaluation Matrix](#) (PDF)
 - More details available in the Appendix Section of this slide deck

Bid Evaluation Matrix

- Evaluate your bids using a matrix, filled in with your chosen factors and point values.

| Factor | Points Available | Vendor 1 | Vendor 2 | Vendor 3 |
|--|------------------|-----------|-----------|-----------|
| Price of eligible equipment and services | 50 | 15 | 50 | 35 |
| Prior experience with vendor | 20 | 20 | 0 | 20 |
| Service provider bonded | 20 | 7 | 13 | 20 |
| Local or in-state vendor | 10 | 10 | 8 | 7 |
| Total | 100 | 52 | 71 | 82 |

Result: Vendor #3 wins. Note that this may not be the lowest cost vendor.

Special Cases

- If you only receive one bid, you accept it if it's cost effective.
- If you receive zero bids, you may solicit bids.
- Duplicative (backup or redundant) services are not [eligible](#) for E-Rate support.
- Be sure to abide by our [gift rules](#), which are in effect throughout the funding year.
- Find out more information on special cases in our Fall Training: Pre-Commitment Webinar on September 19, 2024.

If you have any question on these issues, please [Contact Us](#).

Contracts

- Applicants must have a signed contract or other legally binding agreement in place and loaded in EPC **prior to submitting their FCC Forms 471 to USAC.**
- Applicant must not sign a contract before the Allowable Contract Date (ACD), which is 28 days after the FCC Form 470 is filed or the RFP is posted, whichever is later. For example, if you file your FCC Form 470 on January 1, you may select (sign a contract with) a service provider **on or after January 29.**
- **Signed contracts constitute the best evidence that a legally binding agreement exists and must not be signed before the minimum 28-day period is completed.**
- **A verbal offer and/or acceptance will not be considered evidence of the existence of a legally binding agreement.**
- Learn more on the [State Master Contracts](#) webpage.
- **Instructional Videos:**
 - [How to Create a Contract Record](#) (5:58 mins)
 - [How to Create a Contract for Low-Cost High-Speed Internet](#) (4:55 mins)

Applying for Discounts

Discounts are calculated and reported to USAC on FCC
Form 471

FCC Form 471: Description of Services Ordered and Certification Form

- Apply for Discounts using FCC Form 471
- Provide information about your requests
 - Discount level
 - Costs of services
 - Service providers

**Apply for
Discounts**

471

FY2025 Dates

January 2025

To

March 2025

Review Resources for Calculating Entity Discounts

- Entity discounts range from 20 to 90 percent of the cost of eligible services. You can:
 - Refer to the program's [discount matrix](#) for basic information on discount percentages, and
 - Review information on [calculating your discount](#) to find out what your discount would be.
- **Reminders**
 - Applicants seeking additional [E-Rate discounts to match State/Tribal funding for Special Construction](#) must submit information with their FCC Form 471 filing that USAC will use to determine eligibility.
 - Schools and libraries can apply on their own or they can form [consortia](#) to aggregate demand and thereby negotiate lower prices. The entity leading the consortium may or may not be eligible for discounts.

Discount Matrix

| Income <i>Measured by percentage of students eligible for NSLP</i> | Urban Status Discount Rate | Rural Status Discount Rate |
|--|---|-----------------------------------|
| Less than 1% | 20% | 25% |
| 1% to 19% | 40% | 50% |
| 20% to 34% | 50% | 60% |
| 35% to 49% | 60% | 70% |
| 50% to 74 % | 80% | 80% |
| 75% to 100% | 90% for C1, 85% for C2 | |
| | Tribal Libraries: FY23 and earlier: 90% for C1, 85% for C2 FY24 and later: 90% C1 & C2 | |

- National School Lunch Program (NSLP), Category One (C1) Services, Category Two (C2) Services
- The maximum discount rate for FY2024 and later C2 equipment and services was increased by the FCC in FCC 23-56 from 85% to 90% for tribal libraries with NSLP percentages between 75-100%

Category Two (C2) Budgets

- Your C2 budget for the 5-year period is determined when the first C2 FCC Form 471 in the budget cycle is certified. This includes a certified consortium FCC Form 471 that includes your organization.
- **For the FY2021-FY2025 cycle:**
 - The **school multiplier** is \$167.00 per student.
 - The **library multiplier** is \$4.50 per square foot for all libraries.
 - The **funding floor** is \$55,000 for tribal libraries and \$25,000 for all other entities.
- Applicants receive the funding floor (\$55,000 or \$25,000) when the C2 budget calculation for an entity results in a figure below their funding floor (less than 150 students or 5556 square feet of library space). Examples of entities eligible for the funding floor:
 - A **school** with fewer than 150 students ($\$167/\text{student} * 149 \text{ students} = \$24,883$ therefore **\$25,000**).
 - A non-Tribal **library** with less than 5,556 square feet ($\$4.50/\text{square foot} * 5555 \text{ square feet} = \$24,997.50$ therefore **\$25,000**).
 - A **Tribal library** with less than 12,223 square feet ($\$4.50/\text{square foot} * 12,222 \text{ square feet} = \$54,999$ therefore **\$55,000**).
- Watch the [Category Two Budgets Webinar Recording](#) and review the slide deck.

Calculating C2 Budgets with 10 or Fewer Sites

- School districts with 10 or fewer schools and library systems with 10 or fewer library branches have the option to calculate their C2 budgets on a per-site basis and then combine the results.
 - **Small school district example:** A school district consists of three schools – one school with 50 students, one school with 100 students, and one school with 200 students. This school district can calculate its C2 budget as $\$25,000 + \$25,000 + \$33,400 = \$83,400$, because the first and second schools would be eligible for the funding floor.
 - **Small tribal library system example:** A library system consists of a bookmobile with 75 square feet, a library branch with 4,000 square feet, and a library branch with 12,500 square feet. This library system could calculate its C2 budget as $\$55,000 + \$55,000 + \$56,250 = \$166,250$, rather than multiplying the square footage by \$4.50 ($16,575 \times \$4.50 = \$74,587.50$) because the bookmobile and the smaller library branch would be eligible for the Tribal library funding floor of \$55k.
 - This Tribal library system would have a C2 budget of **\$166,250** for the 5-year period. For Tribal Library entities at the **90% discount rate**, E-Rate would pay **\$148,500 of these costs** through E-Rate for these eligible pre-approved services/equipment during invoicing.

Calculating Wi-Fi Hotspot Budget: FY 2025-FY 2027

- The budget is the maximum amount of pre-discount funding permitted for Wi-Fi hotspots and/or service over three funding years.
- ***Independent School or District Budget = [student count x (20 hotspots/100 students) x C1 discount rate] x \$630***
 - Calculate Wi-Fi hotspot and service budgets by **multiplying student count by 20%** (i.e., 20 hotspots per 100 students) **and multiply by the C1 discount rate. This number is rounded up to the nearest ten.** The applicant then **multiplies that rounded number by \$630** to determine the three-year pre-discount budget.
- ***Library or Library System Budget = [square feet x (5.5 hotspots/1000 sq ft) x C1 discount rate] x \$630***
 - Calculate Wi-Fi hotspots and service budgets **multiplying square footage, allowing 5.5 devices per 1,000 square feet, and multiply that by the C1 discount rate. This number is rounded up to the nearest ten.** The applicant then **multiplies that rounded number by \$630** to determine the three-year pre-discount budget.

Calculating Hotspot Budget Examples

***Remember to round up to the nearest 10 when multiplying the bracketed elements**

| School or School District | | |
|---------------------------|---------------|---|
| Students | Discount Rate | Hotspot Budget (FY25-27) |
| 500 | 40% | \$25,200 $[500 \text{ students} \times (20 \text{ hotspots}/100 \text{ students}) \times 0.4] \times \$630 = \$25,200$ |
| 500 | 90% | \$56,700 $[500 \text{ students} \times (20 \text{ hotspots}/100 \text{ students}) \times 0.9] \times \$630 = \$56,700$ |

| Library or Library System | | |
|---------------------------|---------------|---|
| Square Footage | Discount Rate | Hotspot Budget (FY25-27) |
| 10,000 | 90% | \$31,500 $[10,000 \text{ square feet} \times (5.5 \text{ hotspots}/1000 \text{ square feet}) \times 0.9] \times \$630 = \$31,500$ |
| 100,000 | 90% | \$315,000 $[100,000 \text{ square feet} \times (5.5 \text{ hotspots}/1000 \text{ square feet}) \times 0.9] \times \$630 = \$315,000$ |

Three-Year Budget Cycle

- Fixed three-year budget cycles, beginning with funding years 2025 through 2027, after which the budgets will reset.
- The Wi-Fi hotspot budget represents the **maximum pre-discount amount** an applicant may request across three funding years, rather than an allocation of funding for Wi-Fi hotspots and service lines for which an applicant is entitled reimbursement.
- Entities are allowed to spread out their requests for Wi-Fi hotspots and services over the three-year timeframe, but the total pre-discount amount cannot exceed the budget over the three funding years.
- **Applicants may not request more than 45% of its three-year budget in any one year.**

Filing FCC Form 471

FCC Form 471 Overview

- Applicants file an FCC Form 471 (Description of Services Ordered and Certification Form) to request funding for eligible services and equipment for the upcoming funding year.
- Applicants must:
 - Include information on the recipients of services and service provider(s);
 - Provide detailed descriptions of services including costs and dates of service and/or the requested equipment; and
 - Certify compliance with program rules.
- The filing window for the FCC Form 471 – generally opens in **mid-January** and **closes in mid-March**.
- The FY2025 Filing Window will close in **mid-March 2025**.
- You can file FCC Form 471 after you have completed your competitive bidding process (FCC Form 470), waited 28 days, selected your vendor(s), and signed contract(s) (if appropriate).

Eligible Equipment or Services: Key Reminders

- Equipment and services fall into a particular **Category of Service**.
- Commitments for different categories of service can be for different term lengths.
 - Internal Connections – **All years** of the contract can be billed in a single funding year.
 - E.g., For a 3-year contract for 100% eligible Internal Connections equipment or services at a pre-discounted amount of \$12,000, the full amount of \$12,000 could be entered into a single Funding Request Number (FRN) for that funding year.
 - Basic Maintenance of Internal Connections (BMIC) – Only the **current year** of service can be included in a single funding year and multi-year contract amounts must be prorated.
 - E.g., For a 3-year contract for 100% eligible BMIC services at a total pre-discounted amount of \$12,000, the FRN could only request a single year of expenses, or \$4,000, in a single funding year. BMIC services can only be invoiced after they are actually provided/performed.

Eligible Equipment or Services: Key Reminders

- **E-Rate Eligibility:** Equipment or services may be partially eligible under E-Rate depending on the nature of the services and the Eligible Services List (ESL) for a particular year.
- **Applicants are responsible for determining before filing FCC Form 471:**
 1. Total Costs, and
 2. Ineligible portions

How To Determine

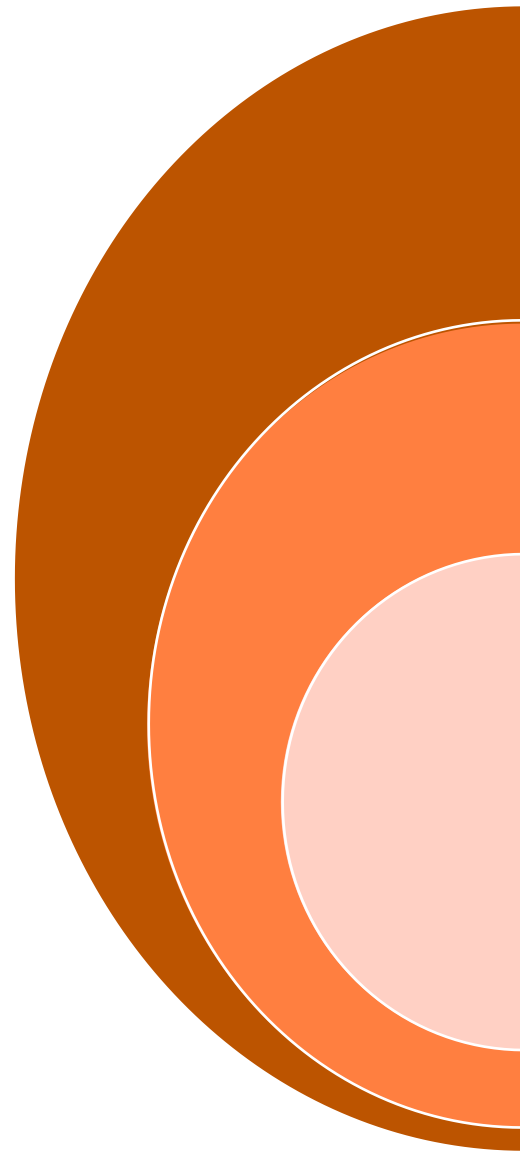
Contact the manufacturer or Customer Service Center (CSC) to determine a particular equipment item or service's eligibility before submitting your FCC Form 471 to:

1. Determine eligibility under E-Rate, and
2. Confirm the category of service for that eligibility.

Funding Commitment Decision Letter (FCDL) Terms Defined

- **Pre-Discount:** Total cost of the equipment/services before the E-Rate discount is applied.
- **Discount Amount:** Pre-Discount Amount *times* discount rate.
- **Post-Discounts & Invoicing Amounts:**
 - Total Eligible Charges *times* discount rate equals FRN committed amount on the FCDL.
 - The “Commitment Request” in EPC is the amount eligible for funding and payment through the E-Rate program and for payment during the invoicing process.
- **Non-Discount Amount:** Amount applicant pays for the services/equipment using non-E-Rate funds. The non-discount amount cannot be paid or credited by the service provider.

Relationship Between Unique Numbers



| | |
|---|--|
| Choose Category 1 or 2 | C1 or C2 are filed on separate FCC Form 471s |
| Application Number FCC Form 471 | Each FCC Form 471 is assigned a unique number |
| Funding Request Number (FRN) Each FCC Form 471 can have one or multiple FRNs | Each FRN must have all of the following information in common: Billed entity number (BEN), contact information, category of service (C1 or C2), service type (data transmission and/or internet access, internal connections, BMIC, managed internal broadband services), FCC Form 470, service provider (SPIN), purchase type (contract, month-to-month, tariff), contract ID (if you have one), and service start and end dates. |
| FRN Line Item | Each FRN Line Item must have all of the following information in common: Equipment or service, rates and quantities, and ROS. Each may have unique or overlapping recipients of service (ROS). Duplicative or redundant services are ineligible. |

E-Rate FCC Form 471 Application Terms

- **Application Number** – A unique number that USAC assigns to each FCC Form 471. Each BEN can have one or more applications. Category 1 (C1) and Category 2 (C2) services must be on different applications. BENs applying for both categories of service will need at least two applications.
- **Funding Request Number (FRN)** - A unique number that USAC assigns to each funding request in an FCC Form 471. Each FCC Form 471 application can have one or multiple FRNs.
 - Each FRN must have all of the following information in common: BEN, contact information, Category of Service (C1 or C2), Service Type (Data Transmission and/or Internet Access, Internal Connections, BMIC, Managed Internal Broadband Services), FCC Form 470, Service Provider (SPIN), contract (if you have one), and dates of service.
- **FRN Line Item** - A unique number assigned to each Line Item within the FRN, beginning with the funding request number. For example, the first line item within FRN 2499059243 would be number 2499059243.001. Each FRN can have one or multiple line items.
 - Each FRN line item must have all of the following information in common: Equipment or service, rates and quantities, recipients of service.

E-Rate FCC Form 471 Application Terms

1. What is the specific equipment or service, and which category does it fall under?

- C1: Data Transmission or Internet Access
- C2: Internal Connections, Basic Maintenance of Internal Connections (BMIC), or Managed Internal Broadband Services (MIBS)
- If you are requesting both C1 and C2 services, you will need to put these requests on **different FCC Form 471 applications**.

2. Is this a contracted or month-to-month service or multiple contracts?

- Services under different contracts, or services provided on a month-to-month basis, must be under **different FRNs**.
- If services are being provided by **multiple service providers**, then **separate FRNs** must be created.

3. What is the exact type of equipment or connection being requested?

- C1 Example: Fiber Ethernet vs. Copper Cable Modem
 - Since both fall under Data Transmission/Internet Access, they may be able to share an FRN using separate line items.
- C2 Example: Switch vs. a License Providing Basic Maintenance Services
 - Since these are separate service types (i.e., Internal Connections and Basic Maintenance of Internal Connections) they require separate FRNs.

4. Are the recipients of service or the dates of service different?

- If either are different, **different FRNs** must be created.

Common FCC Form 471 Application Errors

1. Not correctly classifying the Category of Service or Equipment/Service type on the FCC Form 470

- Determine the equipment/services you need and contact the Customer Service Center (CSC) to verify correct classification of the equipment/services.
- Competitively bid for all necessary equipment and service types by filing an accurate FCC Form 470 that describes the equipment and service(s).

2. Filing an inaccurate FRN with the wrong equipment/service type

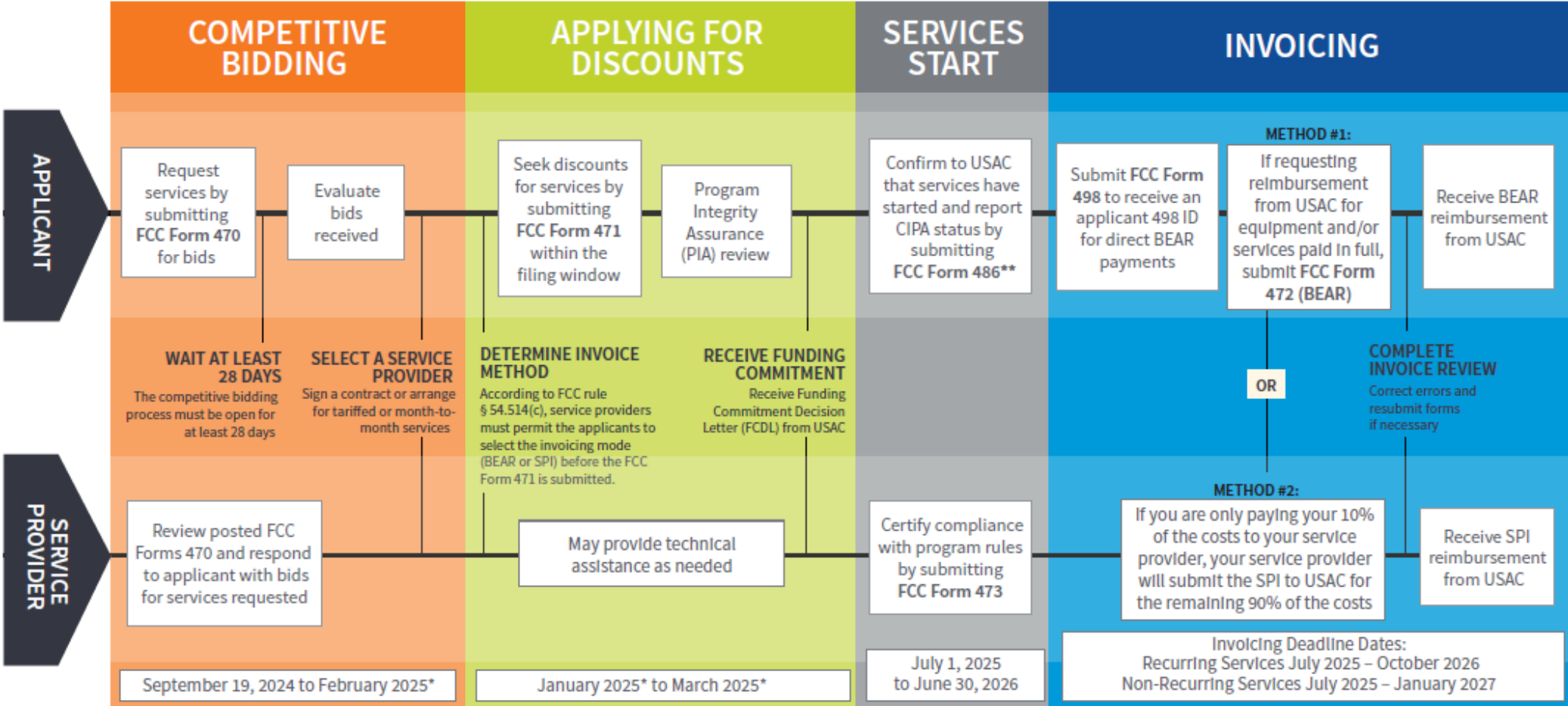
- Work with your service provider to ensure that equipment/services are accurately represented on the FCC_Form 471.
- Contact the Customer Service Center (CSC) or your Program Integrity Assurance (PIA) reviewer with any questions.

3. Failing to remove ineligible services/equipment.

- Work with your service provider to determine whether your requested equipment/services are 100% eligible.
- Remove any ineligible amounts when creating your FRN(s).

After Your FCC Form 471

Application - Process Flowchart: FY2025



FOR MORE INFORMATION:

- Website: The application process is broken down in detail for both applicants and service providers on the Schools and Libraries Program website (www.usac.org/sl).
- Glossary of Terms: Definitions for program terms and acronyms.
- **Consortium members report their CIPA status by submitting the FCC Form 479 to their consortium leader. The consortium leader then files the FCC Form 486.
- To adjust funding commitments and/or modify the dates for receipt of services after the FCDL is issued, file the FCC Form 500.

FCC Form 486: Receipt of Service Confirmation and Children's Internet Protection Act Certification Form

- Submit FCC Form 486 to tell USAC when your services have started.
- Services should start before the deadline noted in your Funding Commitment Decision Letter (FCDL).
- The FCC Form 486 **MUST be certified** no later than (whichever is later):
 - 120 days after the Service Start Date (SSD) reported on the FCC Form 486, or
 - 120 days after the date of the Funding Commitment Decision Letter (FCDL).
- Late submission of the FCC Form 486 can impact your commitment.
- Verify **your Children's Internet Protection Act (CIPA) compliance**.
- Answer USAC review questions.

Start Services

486

FY2025 Dates

July 1, 2025,
to
June 30, 2026

File Service Provider Annual Certification (SPAC)

- Service providers file an [FCC Form 473](#) (Service Provider Annual Certification (SPAC) Form) to certify that they will comply with Schools and Libraries (E-Rate) program rules and guidelines.
- A new FCC Form 473 must be on file for each funding year they participate in the E-Rate program.
- FCC Forms 473 are filed in the E-Rate Productivity Center (EPC). Only full-rights users can certify an FCC Form 473.
- An FCC Form 473 is required for each [Service Provider Identification Number](#) (SPIN)/498 ID **every funding year** they participate in the E-Rate program
- The FCC Form 473 must be on file with USAC **before USAC pays an invoice**.
- Use the [Service Provider Download Tool](#) to view data from EPC (i.e. SPIN, SPAC field).
- View the Service Provider Course 1 [e-Learning Module](#); see module 2 for information on the FCC Form 473/SPAC form.

SPAC
473

Invoicing Methods

- The invoicing method is chosen by the applicant.
 - Must be decided before certification of FCC Form 471 (Description of Services Ordered and Certification Form).
 - Method is specific to the Funding Request Number (FRN).
 - Non-reversible once the method is chosen.
- Two Options:
 - FCC Form 472 (Billed Entity Applicant Reimbursement (BEAR) Form)
 - FCC Form 474 (Service Provider Invoice (SPI) Form)
- Once USAC processes an invoice for an FRN, the method of invoicing is set for that FRN and cannot be changed.
- Billed rates must not exceed contracted rates and USAC will only pay up to the committed and contracted rates.

**BEAR FCC
Form
472**

**SPI FCC
Form
474**

When to File an Invoice

- File after equipment and/or services are delivered and paid.
- Reminder, indicate your method on FCC Form 471:
 - For the BEAR Method, applicants pay service provider in full.
 - For the SPI Method, service providers bill applicant for their non- discount share first.
- You can choose the frequency.
- **Important! File invoices on or before the invoice filing deadline:**
 - Generally, October 28 for recurring services.
 - Generally, January 28 for non-recurring services.
 - If the deadline falls on a weekend or federal holiday, the deadline is extended to 11:59 p.m. ET on the following business day.
 - Filers are entitled to one, 120-day Invoicing Deadline Extension per FRN
 - You must file your invoice or deadline extension request BEFORE the invoice deadline
 - [Extensions are filed by the applicant and service providers within EPC](#)

**BEAR FCC
Form
472**

**SPI FCC
Form
474**

Document Retention

- Keep all records such as:
 - RFP documents
 - Winning and losing bids
 - Vendor correspondence
 - Evaluation matrices
 - Documentation and memos of zero or one bid received (if applicable)
 - Other competitive bidding documentation
 - Asset and service inventories
- Records can be kept electronically.
 - Use file names and folder names that are specific and descriptive to help you locate them more easily.
- The [Document Retention List](#) is available in the Resources section of the USAC website.
- **Applicants and service providers** are required to [retain documentation](#) that demonstrates compliance with the statutory or regulatory requirements for all E-Rate program purchases of equipment and services **for a period of 10 years** after the latter of the last day of the applicable funding year or the service delivery deadline for the funding request.
- Winning **service providers** must retain records related to the purchase and delivery of E-Rate eligible equipment, signed and executed contracts, bidding information, invoices, provision of services, and other matters relating to equipment and services.
- For example, for **recurring internet access service** for FY2023, both the **applicant and the service provider** must retain all records until **at least** June 30, 2034.

Live Q&A

- Submit your questions about today's topics:
 - USAC Overview
 - E-Rate Program Overview
 - Entity Eligibility
 - Eligible Services Overview
 - E-Rate Application Process Overview

The screenshot shows a webinar control panel with the following elements:

- Audio Section:** Includes a "Sound Check" indicator, "Computer audio" (selected) and "Phone call" options, a "MUTED" status, and dropdown menus for "Microphone Array (Realtek High Defi...)" and "Headphone (Realtek High Definition...)".
- Handouts Section:** Labeled "Handouts: 1" and contains a file named "Invoicing Webinar Slides.pptx".
- Questions Section:** Labeled "Questions" and contains a text input field with the placeholder "ENTER YOUR QUESTION HERE" and a "Send" button. A red arrow points to this section.
- Footer:** Displays the webinar title "Navigating the E-rate Invoicing Proc...", the ID "Webinar ID: 276-354-307", a recording status "This session is being recorded.", 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

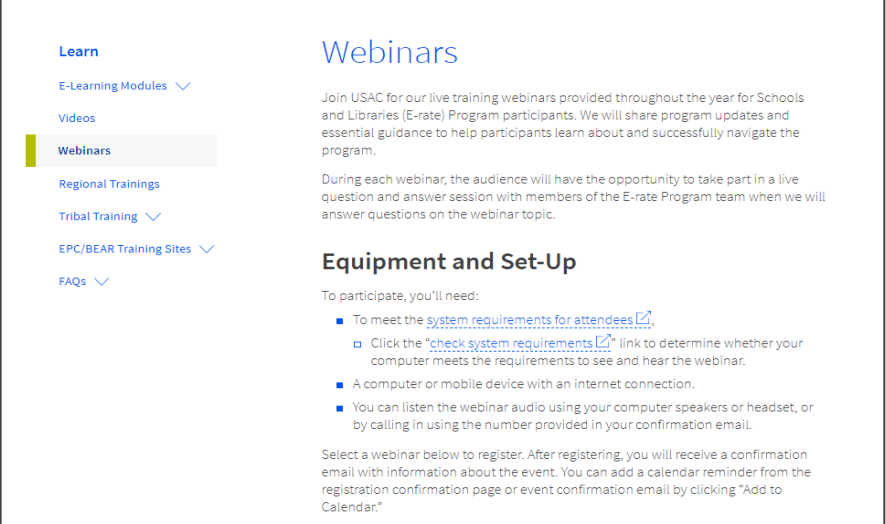
1. Log in to the [E-Rate Productivity Center \(EPC\)](#)
2. Select the **Contact Us** link from the upper right menu on the landing page.

Upcoming Webinars

Our upcoming Fall Training webinars:

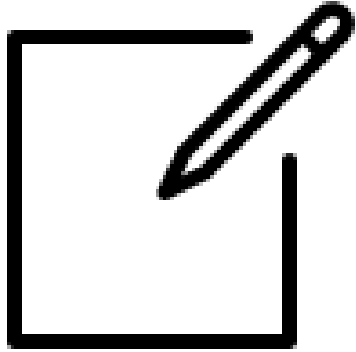
- E-Rate Fall Training: Pre-Commitment, September 19, 2024
- E-Rate Fall Training: Eligible Services, September 24, 2024
- E-Rate Fall Training: Category Two Budgets, October 17, 2024
- E-Rate Fall Training: EPC Admin Window, October 24, 2024
- E-Rate Fall Training: Post Commitment, October 31, 2024
- E-Rate Fall Training: Invoicing, November 7, 2024

Please visit the E-Rate [Webinars](#) page for additional information.



The screenshot shows a navigation menu on the left with the following items: 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 includes 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, it states: "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 "To participate, you'll need:" and a list of requirements: "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, it says: "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.'"

Share Your Thoughts



- 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, a link to it will be emailed to you within two business days.
- We appreciate your feedback!

Thank You!





**Universal Service
Administrative Co.**