

Let's Explore E-rate FY 2024!

Lauren Abner

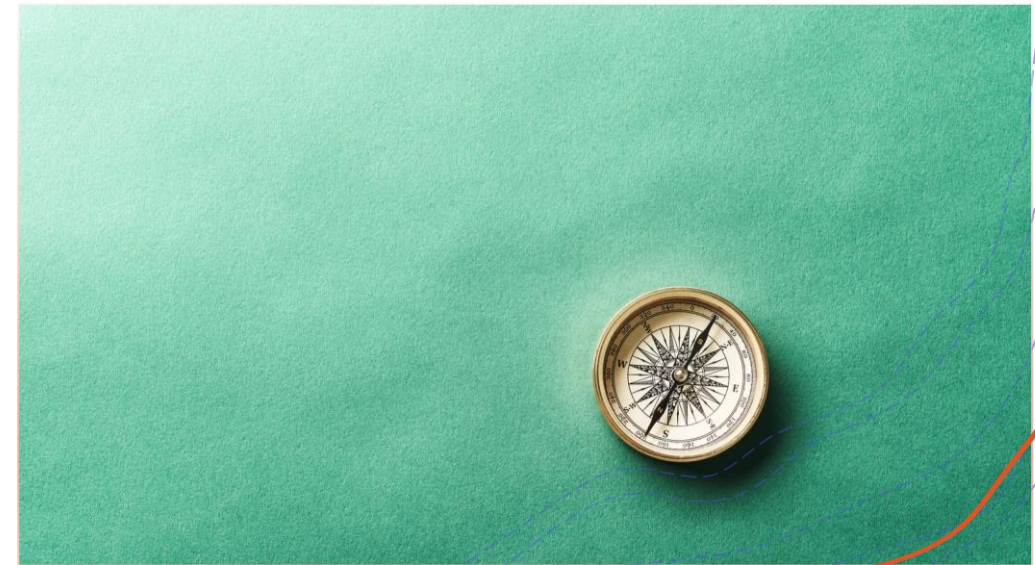
Kentucky Dept. for
Libraries & Archives

09.13.2023



Agenda

- + **Disclaimers**
- + **What's E-rate?**
- + **Changes for FY 2024**
- + **Library Eligibility**
- + **E-rate Eligible Services**
- + **Category Two Budgets**
- + **Application Cycle**
- + **E-rate Productivity Center**
- + **Checklist for FY 2024**
- + **Wrap-Up**



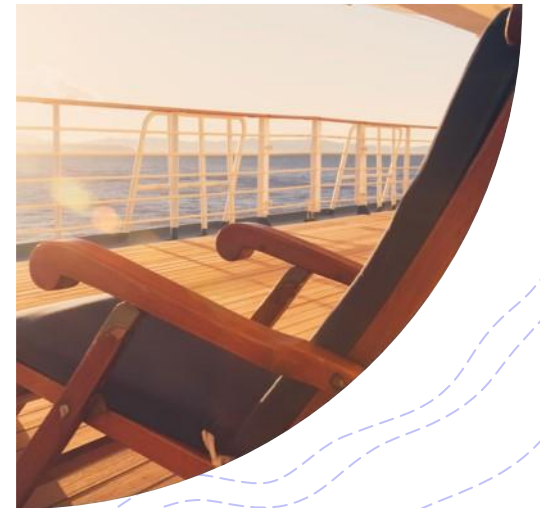
Disclaimers

This presentation is my unofficial interpretation of the FCC's E-rate rules and regulations. Official guidance can come only from the FCC and USAC.

USAC may update the application portal or the procedures after today's presentation. What I present is correct to the best of my knowledge at the time of the presentation.



What Is E-rate?



Agencies to Know

Federal Communications Commission



Universal Service Administrative Company



Universal Service
Administrative Co.

E-rate Basics

E-rate = Education rate for Schools & Libraries

- + **20-90% discounts on eligible products and services to make telecommunications more affordable**
- + **One of four FCC 'universal service' programs designed to provide comparable levels of connectivity to eligible groups, regardless of where they are located.**
- + **Core principles: competitive bidding and cost-effectiveness**

Voice	
Monthly Access Charges	\$186.9
Surcharges and Other	\$3.31
Charges & Credits	
Universal Service Charge	\$4.50
Taxes & Fees	\$6.75
Total Current Charges	\$201.53
Total Amount Due by January 13, 2012	\$201.53

E-rate is funded by fees applied to telecommunications invoices, not federal tax dollars.

Kentucky Libraries & E-rate

- + Each year, approximately 100 Kentucky libraries apply for E-rate discounts.
- + Average funding committed per library in Funding Year 2022: over \$17,000
- + Since 1998, Kentucky libraries have received over **\$25 million** in disbursements from the E-rate program.
- + Most Kentucky libraries receive 80-90% discounts










Billed Entity Numbers (BENs)

- + **A Billed Entity Number (BEN) is assigned to each independent library or library system as a unique identifier with the E-rate program.**
- + **Within a multi-branch library system, individual entity numbers are assigned to each eligible branch building. Some library systems have an entity number for the bookmobile, as well.**
- + **Example:**
 - + **128896 - Greenup County Public Library District (system BEN)**
 - + **45071 - Flatwoods Branch Library**
 - + **167990 - McKell Branch Library**
 - + **17001728 - Greenup (Main) Branch**
 - + **16080798 - Bookmobile Branch**
- + **Contact the KDLA Technology Consultant if you have questions about entity numbers.**

E-rate Funding Years

- <https://kdla.ky.gov/Library-Support/Library-Programs/E-rate/Pages/Funding-Years.aspx>

Kentucky Library Support: Lauren Abner lauren.abner@ky.gov or (502) 564-1728	Application Process			Recurring Services		Non-Recurring Services	
	Form 470 – Competitive Bidding 	Form 471 – Application to Request Discounts 	Form 486 – Service Start Date + CIPA Certification 	Service Dates for Category One or Two 	Invoicing Deadline (SPI/BEAR) 	Service Dates for Category Two Purchase & Installation 	Invoicing Deadline (SPI/BEAR) 
Funding Year 2022	Closed	Closed	120 days from: FCDL or Service Start Date (whichever is later)	July 1, 2022 to June 30, 2023	October 30, 2023	April 1, 2022 to Sept. 30, 2023	January 29, 2024
Funding Year 2023	Closed	Closed	120 days from: FCDL or Service Start Date (whichever is later)	July 1, 2023 to June 30, 2024	October 28, 2024	April 1, 2023 to Sept. 30, 2024	January 28, 2025
Funding Year 2024	Late February 2024 competitive bidding deadline	Mid-January to Late March 2024 application filing window	120 days from: FCDL or Service Start Date (whichever is later)	July 1, 2024 to June 30, 2025	October 28, 2025	April 1, 2024 to Sept. 30, 2025	January 28, 2026
Notes	Most applicants open at least one 28 calendar day competitive bidding process each year.	All applicants must file the Form 471 every year to receive a funding commitment.	All applicants file the Form 486 to release funding for invoicing. FCDL = Funding Commitment Decision Letter	Both Category One and Two services may be recurring (ex: monthly internet)	May request one 120-day extension by the deadline	Non-recurring = one-time purchases such as networking equipment	May request one 120-day extension by the deadline



Changes for FY 2024

Sealed Bidding in Kentucky

The threshold for sealed bidding has been raised to \$40,000 effective June 29, 2023. This change affected libraries that adopted the Kentucky Model Procurement Code for Local Government (KRS 45A.343 – 45A.420), as well as non-MPC libraries that follow KRS 424.260.

What this means for E-rate:

Fewer libraries will need to go through a sealed bidding process for new internet contracts or networking equipment upgrades!

Tribal Library Order

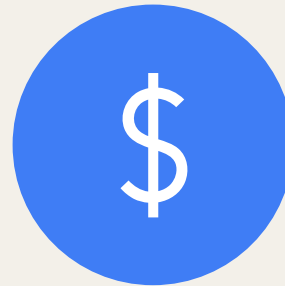
The FCC released the [Tribal Library Order](https://www.federalregister.gov/d/2023-16985) on July 21, 2023. It appeared in the Federal Register on August 10, 2023: <https://www.federalregister.gov/d/2023-16985>

- + Comments are due September 25th, reply comments are due October 23rd
- + **Changes for Tribal Libraries**
 - + Tribal College (TCU) Eligibility
 - + Tribal Library C2 discount increase and 5 year budget increase
 - + Tribal Representation on USAC Board
 - + Enhanced Training for Tribal Entities
- + **Changes for ALL Libraries**
 - + Category Two Bidding Exemption for all libraries
 - + Relief from Cost Allocation for Internet Usage, Cabling and NIFs
 - + BEAR Reminders for All Applicants

Category Two Bidding Exemption



This bidding exemption is for ALL public libraries (including Tribal libraries), but not for schools.



Purchases of \$3,600 (pre-discount) or less are exempt from posting an FCC form 470 for services or equipment.



Purchases must still be cost-effective and will be subject to review by USAC for cost-effectiveness.



This exemption does not apply to schools, but the FCC asks for comments in their Further Notice of Proposed Rulemaking on whether schools should also be eligible for the \$3,600 bidding exemption.

Relief from Cost Allocation for Ineligible Internet Usage



This relief is for ALL applicants in the E-rate program.



Cost allocation is not required when ineligible usage of internet is limited to 10% or less of total usage.



Establishes a "Safe Harbor". When at least 90% of an applicant's requested Internet service is being used for eligible purposes, the remaining ineligible use of the Internet service will be presumed to be ancillary and, therefore, cost allocation is NOT required.

Relief from **Cabling** Cost Allocation for All Applicants

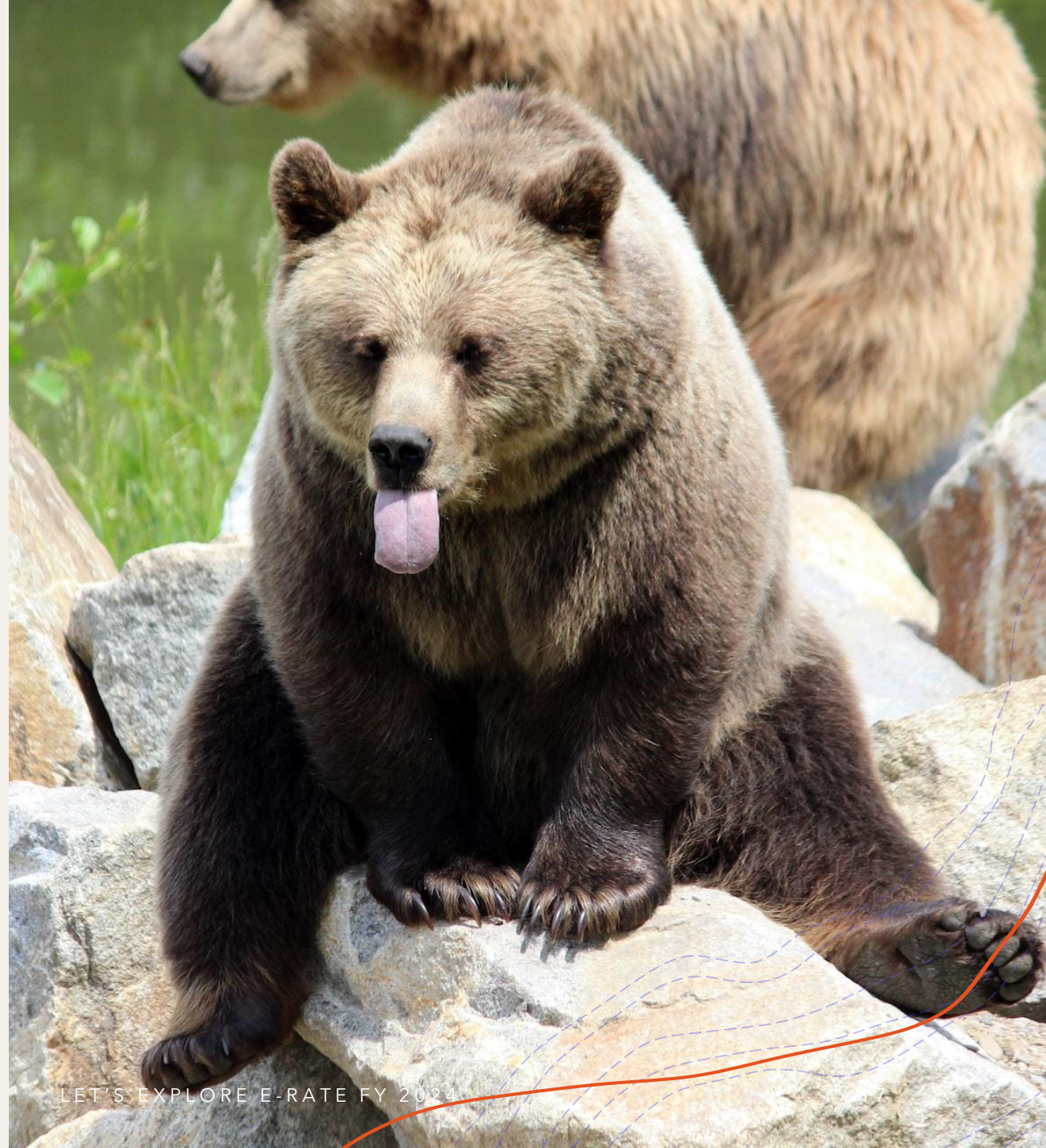
- + **Cabling primarily** used for distributing broadband **does not require cost allocation** even when ineligible equipment such as security cameras may be attached to the network.
- + **Cabling remains ineligible** if it is installed **specifically for a security camera network or for a dedicated voice network.**

Relief from **NIF Shared Equipment** Cost Allocation for All Applicants

- + **NIF= Non-instructional Facility** such as an admin-only branch, bookmobile garage, etc., where no public services are offered
- + **NIF's use of shared equipment is no longer required to be cost allocated when the selected equipment was chosen without regard for the NIF's use and is located inside the NIF.**
- + **NIF's use of shared equipment is still required to be cost-allocated when the equipment is NOT located inside of the NIF facilities at this time.**

FCC Form 472/BEAR Reminders for All Applicants

- + **USAC must now provide FCC Form 472/BEAR invoicing reminders three (3) weeks before the deadline for each funding request** where no requests for reimbursement have yet been submitted.
- + **USAC must also provide instructions on how to file for reimbursement along with instructions for requesting a 120-day invoice filing deadline extension.**



On the Horizon

+ **FCC Chairwoman Jessica Rosenworcel proposed the **Learning Without Limits initiative** this summer. The majority of FCC Commissioners must agree to move forward with a rulemaking process to add library patron hotspot lending to the E-rate Eligible Services List.**

+ The LWL initiative would also include a 3-year, \$200 million cybersecurity pilot program within the Universal Service Fund but not specifically part of E-rate.

+ **Movement on this initiative may begin next month because the **5th FCC Commissioner was approved** last week. **This isn't a done deal yet!****



GARRARDLIBRARY.ORG

859-792-3424

Library Eligibility

LSTA/E-RATE ELIGIBILITY

GARRARD
COUNTY PUBLIC
LIBRARY

Check Us Out On Social Media!
@GARRARDLIBRARY

Who Is Eligible for E-rate?

+ **Libraries must qualify for support from the Library Services and Technology Act (LSTA) as defined by the state library agency and must have funding as an independent entity.**

+ Most school libraries and academic libraries aren't eligible for E-rate because their budgets aren't independent from the school/university

+ **For Kentucky public libraries, the eligibility criteria are set by KDLA. See KDLA's Federal Funding page:**

<https://kdla.ky.gov/Library-Support/funding/Pages/Federal-Grants.aspx>

Kiosk/Mini-Branch Locations

- + **In recent years, Kentucky public libraries have experimented with kiosks (or mini-branches) to extend services to underserved areas of their county.**
- + **Several libraries have received E-rate funding for internet access and networking equipment or cabling to provide broadband internet at these locations.**
- + **Bath - Salt Lick Branch**
- + **Bourbon - Millersburg mini-branch** (*pictured at right*)
- + **Bullitt - 24/7 Library kiosk at former main branch**
- + **Jessamine - JCPL+ in Wilmore**
- + **Trimble - Milton & Park Branch in Bedford**
- + **Warren - 3 public access kiosks, 2 for targeted groups**



When CIPA Is Required



- + Federal law requires recipients of E-rate funding to filter their internet access in compliance with the **Children's Internet Protection Act (CIPA)** when receiving support for:
 - + **Internet Access**
 - + **Any Category Two funding**
- + **Exception:** If the E-rate funds are solely for telecommunications (transport only), then CIPA compliance is not required.

3 Steps to CIPA Compliance



**Internet
Safety
Policy**



**Notice &
Public
Meeting**

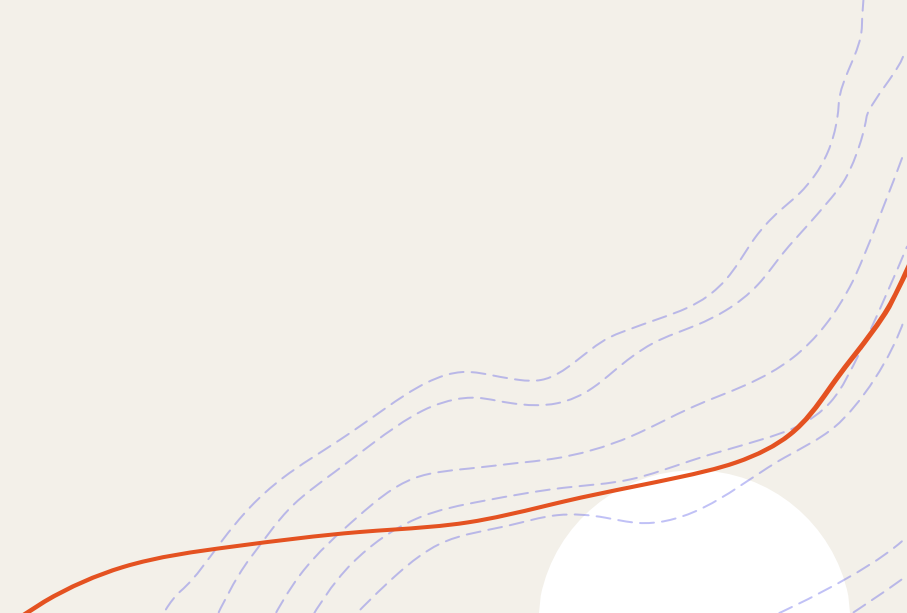


**Technology
Protection
Measure**

For more information on CIPA, see: <https://www.usac.org/e-rate/applicant-process/starting-services/cipa/>



E-rate Eligible Services



Eligible Services List

The full E-rate Eligible Services List can be downloaded from the USAC website:

<https://www.usac.org/e-rate/applicant-process/before-you-begin/eligible-services-list/>

Eligible services are separated into two broad categories:

Category One: Connectivity to the Building

Category Two: Connectivity to the Device

Note: At the time of this presentation, the draft FY 2024 Eligible Services List hasn't been released.

Category One

Data Transmission Services & Internet Access

- + **Monthly Internet service for branch buildings**, including installation – lines/circuits can be fiber or non-fiber (cable, DSL, satellite, etc.)
 - + **Fees for static IP addresses** are eligible as part of your library's internet access
 - + **Fees for “basic termination equipment, such as a cable modem, CSU/DSU, network interface device, or copper-to-fiber converter”** may be eligible as part of your library's internet access.
- + **Leased data lines** (T1, lit fiber, dark fiber, etc.)
- + **Cellular data (hotspot service)** *for bookmobile only – for now*
- + **Self-provisioned broadband networks** (owned/operated by applicant)
- + **Network Equipment required to make data transmission and/or internet access functional** (ex: modulating electronics)

Recurring service dates for FY 2024:
July 1, 2024 to June 30, 2025

No budget limit on Category One requests

Category Two

FY 2024 Early Installation:

April 1, 2024

FY 2024 Late Installation:

September 30, 2025

These eligible functions can be virtualized in the cloud or combined in equipment (like routing and switching).

**Some restrictions apply depending on usage, ineligible security components, etc.

† For a router leased from the internet service provider, your library may need to bid for Category Two Internal Connections for Function: Router. See 'Q9 of [FAQs: Eligible Fiber Services](#)

Internal Connections (IC)

- + **Cabling/Data Wiring** (bulk cable, drops, patch cables, cabling installation/removal)
- + **Switches** (hardware, licenses, transceivers, other modules)
- + **Routers†** (hardware**, licenses**, transceivers, other modules)
- + **Wireless Access points** (hardware, licenses)
- + **Wireless controller systems**
- + **Firewalls** (hardware, licenses**)
- + **UPS** (Uninterruptible Power Supply/battery backup)**
- + **Racks****
- + **Caching services or equipment**
- + **Antennas, connectors, & related components**
- + **Software supporting components on the list used to distribute broadband through the library**

Category Two

Basic Maintenance of Internal Connections (BMIC)

- + Repair and upkeep of eligible hardware (even if not purchased through E-rate)
- + Wire and cable maintenance
- + Configuration changes
- + Basic technical support including online and telephone based technical support
- + Software upgrades and patches including bug fixes and security patches

Managed Internal Broadband Services (MIBS)

- + 3rd party operation, management, and monitoring of eligible broadband internal connections (ex: managed Wi-Fi, managed firewall)

Funds for Learning has a good explanation of [Basic Maintenance of Internal Connections \(BMIC\)](#).

Miscellaneous (Cat 1 or 2)

Some taxes, surcharges, and other similar, reasonable charges

- Federal Access Recovery Charge on internet invoices - permissible charge for use of a local carriers network; not all ISPs charge this
- USF fees on internet invoices - "customer charges for universal service fees, but do not include additional charges for universal service administration"
- Kentucky taxes

Rental or lease fees for eligible components

Shipping

Training - only for new equipment purchased with Cat2 funds

Installation and configuration

- May be performed by a 3rd party rather than the vendor who sold the equipment

Category Two Budgets



C2 budgets for FY 2024

Category Two Budgets

- **The Category Two budget is the maximum eligible pre-discount cost on which your library's E-rate discount is applied.** Budgets are calculated for a fixed 5-year period. Current period: FY 2021-25.
- **Budget multiplier for all libraries: \$4.50/sq. ft. with a funding floor of \$25,000 pre-discount for small libraries**
- Budgets are calculated at the system level rather than the branch level.
- **Public service locations, including bookmobiles, contribute to the Category Two budget.** Administrative-only branches can receive *only* Category One support.

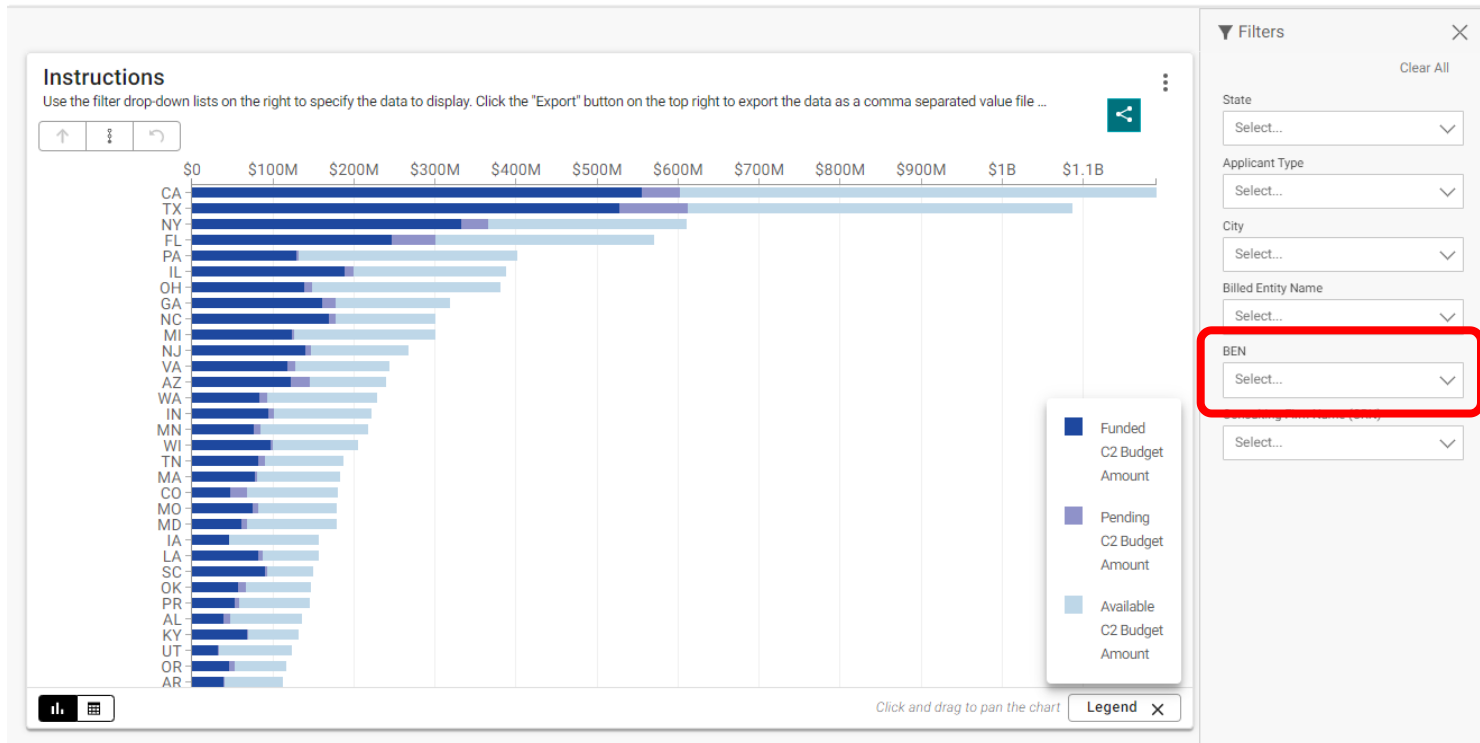
E-rate C2 Budget Tool FY2021+

E-Rate C2 Budget Tool FY2021+

Export

E-Rate

More Info



The E-rate C2 Budget Tool FY 2021+ is available from the USAC Tools page: <https://www.usac.org/e-rate/resources/tools/#Category-Two-Budget-Tools>.

Use the BEN filter to see and export the results specific to your library system. The tool automatically uses the C2 budget algorithm that results in the most funding for your organization.

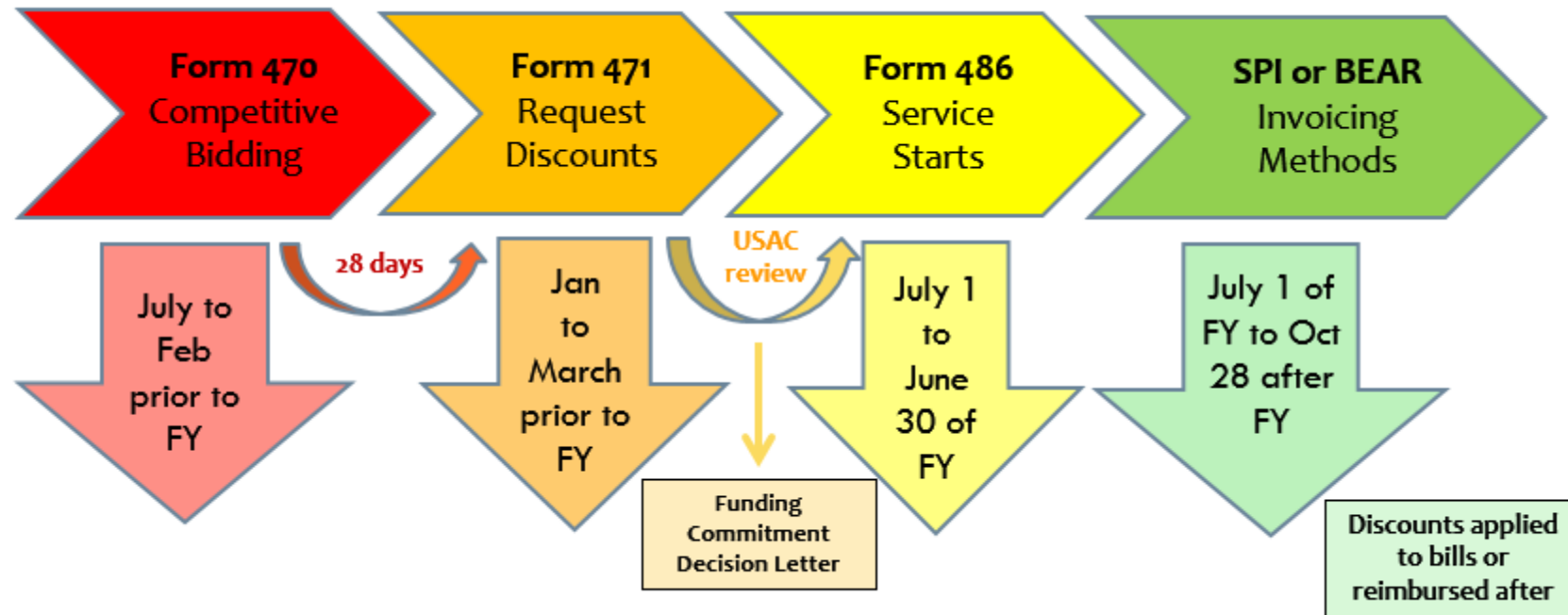
Updating EPC Profiles

- + **The Funding Year 2024 administrative window for updating entity profiles in the E-rate Productivity Center will remain open until shortly before the Form 471 filing window begins in mid-January**
 - + Update addresses
 - + Add annex locations associated with a branch
 - + Request entity numbers for new branches
- + **All budgeted entities for Category Two should have certain profile information in order for USAC to calculate discounts:**
 - + **Libraries: square footage, including for eligible bookmobiles and kiosks**

Application Cycle



E-rate Cycle



- **The deadline to start competitive bidding (Form 470) for Funding Year 2024 will likely be in late February 2024.**
- **The deadline for filing FY 2024 applications (Form 471) will likely be in late March 2024.**

Form 470 – Competitive Bidding



- + On the Form 470, applicants describe the E-rate eligible services they need. Potential service providers have at least **28 calendar days** to respond with bids.
 - + All vendors must be treated equally - **fair & open bidding**
 - + Cost must be the primary factor in choosing vendor
 - + Create a bid evaluation form if you receive multiple bids
 - + Keep records of the bid review process, decisions and actions taken
- + Filing a Form 470 does not obligate an applicant to sign contracts or accept E-rate funding.

Commercially Available Business-class Internet Option (CABIO)

A Form 470 for Internet service is not necessary if **ALL** these conditions are met:

- + Bandwidth is **at least 100 Mbps download** and **10 Mbps upload**
- + Pre-discount cost is **less than \$3600 annually** (\$300/month) for each branch, including installation or other eligible fees
- + Service and price are **commercially available to other business or government customers** in your area

Category Two Bidding Exemption

****NEW**** for libraries for FY 2024

- + **Libraries can skip the Form 470 for competitive bidding for Category Two services if \$3,600 or less per year is requested for each eligible location**
- + **Purchase must still be cost-effective;** USAC has not yet provided guidance for this requirement
- + **Includes all 3 Service Types for Category Two**
 - + **Internal Connections**
 - + **Basic Maintenance of Internal Connections**
 - + **Managed Internal Broadband Services**

Form 471 – Request Discounts



- + **The Form 471 = the E-rate application filed EVERY YEAR**
- + On the Form 471, applicants report which products and services they have chosen through competitive bidding -
 - + If contracts or legally binding agreements are required, they must be signed before filing a Form 471
 - + Include information about the service provider and costs
 - + Include discount calculation and request for a specific amount of funds

Application Review

- + **USAC reviewers may ask applicants for additional documentation to verify eligibility of services.**
 - + Will help you make allowable corrections to your Form 471
- + **Funding commitments are released in waves as applications are reviewed.**
 - + Funding Commitment Decision Letters for each Form 471 indicate which funding requests were approved and the amount of funding committed.
 - + Applicants receive FCDLs by email and can download them from the [E-rate Productivity Center](#).

Form 486 – Service Starts



- + Indicates the earliest date in the funding year when services started (or will start).**
- + Includes certifications regarding compliance with the Children’s Internet Protection Act.**
- + Must be filed before funding is released for E-rate invoicing**

SPI or BEAR – Invoicing Methods



Service Provider Invoicing (SPI)

- + Service provider automatically applies the discount rate to each bill
- + Less paperwork for you, but not all service providers will offer this (even if they're supposed to)

Billed Entity Applicant Reimbursement (BEAR)

- + Applicant pays the full cost upfront and files the BEAR to be reimbursed via direct deposit
- + More work on your part, but more control over timing of reimbursement

Special Topic: Unique Entity Identifier

For libraries that file the Form 472/BEAR for reimbursement:

- The **Form 498 for E-rate direct deposit** information was updated in May 2023 to include a field for the **Unique Entity Identifier (UEI)**.
 - The next time applicants modify the Form 498 (contact person, banking details), the UEI must be added.
 - At the time it's added, the UEI must be associated with **active entity registration in the federal System for Award Management ([SAM.gov](https://sam.gov))**.
- **Modifying the Form 498 for direct deposit will be mandatory at some future point, but USAC hasn't provided a timeline.**
- The KDLA Technology Consultant would love to help you with this.

E-rate Productivity Center

My Applicant Landing Page



Training

**Universal Service
Administrative Co.**

Welcome, Pioneer County Public Library System!

Pending Inquiries

Type

-- Select a Type --



Funding Year

-- Select a Funding Year --



[Funding Request Report](#) | [FCC Form 470](#) | [FCC Form 471](#) | [FCC Form 486](#)
| [Appeal](#) | [IDD Extension](#) | [FCC Form 500](#) | [SPIN Change](#) | [Service
Substitution](#) | [Manage Users](#) | [Manage Organizations](#) | [USAC Website](#) |
[Contact Us](#) | [Help](#)

Application/Request

-- Enter an Application/Request ID or Nickname --

E-rate Productivity Center

- Application portal for filing almost all E-rate forms
- E-P-C or 'epic' for short.
- Link: <https://forms.universalservice.org/portal/login>
 - On the USAC One Portal Dashboard, select the paragraph of text for the 'E-rate Productivity Center (EPC)'
- Libraries can have several users with various permission levels to view, create, and/or certify specific forms. The account admin for the library creates accounts for additional library staff.
- Update your library's profile – contact info, square footage, etc.
- **Special note:** check to see if your library's [EPC Account Admin](#) is correct.

EPC Account Admin

- Pick a library staff member to act as Administrator for the account – usually person with primary responsibility for preparing E-rate forms. The account admin can create/deactivate other users, if needed.
- Information you'll need:
 - Administrator's First and Last Name
 - Administrator's Title
 - Administrator's email address (this will become login ID for the account)
 - Library's physical address (can add mailing address, too)
 - Library's Billed Entity Number
- Contact USAC Customer Support Center
 - Call 1-888-203-8100 for assistance

Create a New User (1/3)

My Applicant Landing Page



[Funding Request Report](#) | [FCC Form 470](#) | [FCC Form 471](#) | [FCC Form 486](#) | [Appeal](#) | [IDP Extension](#) | [FCC Form 500](#) | [SPIN Change](#) | [Service Substitution](#) | [Manage Users](#) | [Manage Organizations](#) | [USAC Website](#) | [Contact Us](#) | [Help](#)

Welcome, [Pioneer County Public Library System!](#)

Pending Inq

Type
Funding Year

From My Applicant Landing Page, the library's EPC Account Administrator can click on Manage Users to access options for adding & removing users or changing their permissions.

st ID or Nickname

CLEAR FILTERS

Create a New User (2/3)

Manage Users

Existing Organizations

<input checked="" type="checkbox"/>	Organization ID	City	State
<input checked="" type="checkbox"/>	Pioneer County Public Library System	Boonesburg	KY

Select your library

Click to Create a New User

Create a New User (3/3)

Create A User for Pioneer County Public Library System

User Details

User Type
Applicant

First Name*
Marian

Last Name*
The-Librarian

Middle Initial

Job Title*
IT Manager

Phone Number*
555-555-5555

Phone Extension
5555

Email*
marian.theibrarian@mailinator.com

Confirm Email*
marian.theibrarian@mailinator.com

marian.theibrarian@mailinator.com will be used as the username for the new account

Enter Contact Info

After you click on the green Continue button, you'll review the information before submitting the request. The new user will receive an email invitation.

Address

Address Line 1*
100 Main Street

Address Line 2

City*
Boonesburg

State*
KY

County

Zip Code*
40009

Zip Code Extension

Library's Address Will Autofill

User Permissions

In the table below, you can designate the permissions that you wish to give to each of your users for the various tasks you can complete in the portal. This table will continue to grow as more functionality comes online.

- Full rights users can start, complete, submit and certify forms.
- Partial rights users can start and enter data in the form, but cannot submit and certify them.
- View Only users can only see forms created by other people in your organization but cannot create forms themselves.
- Form 498 School or Library Officials can start, complete, submit, certify, modify, and deactivate Forms 498.
- Form 498 General Financial Contacts can start, complete, and submit Forms 498, but cannot certify new or updated Forms 498 or deactivate existing Forms 498.
- Post-Commitment Full and Partial rights user can start, complete, and submit Spin Change and Service Substitution requests. Post-Commitment View Only rights can view the submitted Spin Change Service Substitution requests.

Assign Permission Levels for forms

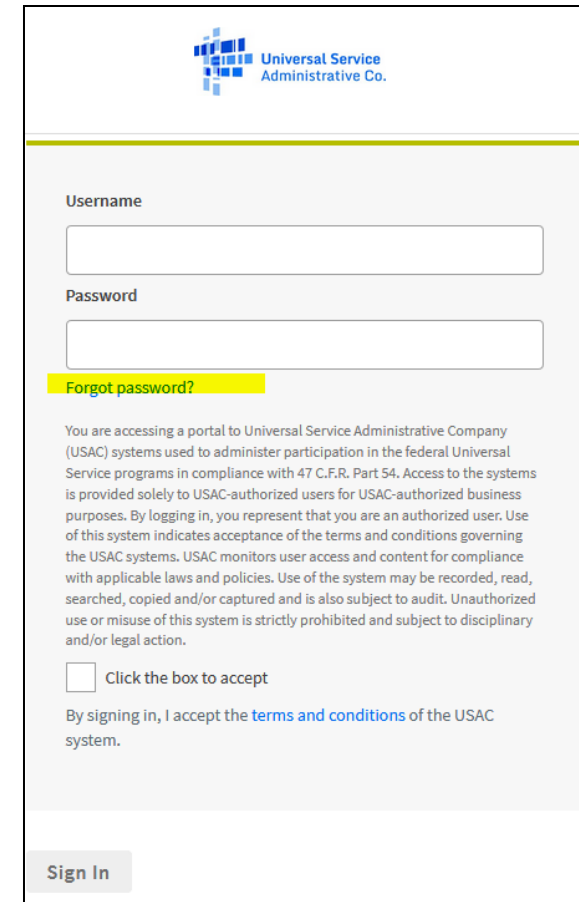
Apply All	470 Permission	471 Permission	498 Permission	Post-Commitment Permission	486 Permission	Appeals Permission
Full	Full	Full	School or Library Official	Full	Full	Full

Cancel

Continue

Logging in for the 1st Time

- The email invitation will direct you to the E-rate Productivity Center:
<https://forms.universalservice.org/portal/>
- Click on Continue
- Choose the 'Forgot password?' link and enter your email address as the username.
- Accept the Terms & Conditions
- Problems? Call the USAC Customer Support Center at 1-888-203-8100



The screenshot shows the login page for the Universal Service Administrative Company (USAC). At the top right is the USAC logo. Below it are two input fields: 'Username' and 'Password'. A yellow button labeled 'Forgot password?' is positioned below the password field. A block of text contains the terms and conditions, followed by an unchecked checkbox and the text 'Click the box to accept'. Below this is a statement: 'By signing in, I accept the terms and conditions of the USAC system.' At the bottom left is a 'Sign In' button.

My Applicant Landing Page (1/2)

Continue in-process forms

Access user profile; log out of portal

News **Tasks (3)** Records Reports Actions

Appian

My Applicant Landing Page

Training
Universal Service Administrative Co.

Welcome, [Pioneer County Public Library System!](#)

Pending Inquiries

Type -- Select a Type --

Funding Year -- Select a Funding Year --

[Funding Request Report](#) | [FCC Form 470](#) | [FCC Form 471](#) | [FCC Form 486](#) | [Appeal](#) | [IDD Extension](#) | [FCC Form 500](#) | [SPIN Change](#) | [Service Substitution](#) | [Manage Users](#) | [Manage Organizations](#) | [USAC Website](#) | [Contact Us](#) | [Help](#)

APPLY FILTERS CLEAR FILTERS

Start new forms; use 'Contact Us' to open a customer service case.



From other pages, USAC logo returns you to My Applicant Landing Page

My Applicant Landing Page (2/2)

My Entities

Entity	Entity Number	City	State
Pioneer County Public Library System	208	Boonesburg	KY
Loganville Branch Library	209	Loganville	KY
Pioneer County Public Library Main Branch	210	Boonesburg	KY
Pioneer County Bookmobile	211	Boonesburg	KY

Make updates to profiles for library system and branches.

Customer Service Cases

Case ID	Topic	Nickname	Status	Date
74	Eligible Services	Eligibility of a Service	Pending	12/17/2015 8:34 PM EST

View in-process customer service cases

FCC Forms and Post-Commitment Requests

FCC Forms
 Post-Commitment Requests

Form Type:

Funding Year:

Status: All
 Incomplete
 Certified

Nickname	Application Number	Funding Year	Status
----------	--------------------	--------------	--------

Look up your library's certified & in-progress forms.

Checklist

Funding Year 2024



FY 2024 Checklist (1/4)

E-rate Productivity Center

- Update USAC's data relating to your library/library system
 - Are there new branches since the last year you applied?
 - Have the mailing or physical addresses changed?
- [E-rate Productivity Center](#) accounts
 - Account administrator has been set
 - Other users added with various permission levels
 - Contact information in your individual EPC user profile is correct

FY 2024 Checklist (2/4)

Eligible Services - what does your library need?

- Category One
 - Data Transmission and/or Internet Access
- Category Two
 - Internal Connections
 - Basic Maintenance of Internal Connections
 - Managed Internal Broadband Services

Contracts for existing services

- Do the contracts cover the entire funding year?
- Were those contracts approved during a previous E-rate application cycle?

FY 2024 Checklist (3/4)

Category Two Budget

- What is the square footage of each building?
Has it changed since last year?
- Will construction or renovation change the square footage or create new branches by the purchase/installation deadline for FY 2024 Category Two (September 30, 2025)?

FY 2023 Checklist (4/4)

Children's Internet Protection Act (CIPA) Compliance


- Will the library request E-rate support for Internet Access or any Category Two equipment or services?
 - If yes, has your library:
 - Implemented a filter that blocks visual images that are obscene, child pornography, or (sexual material) 'harmful to minors'?
 - Created an Internet Safety Policy that addresses children's online safety when using the library's internet?
 - Held a public meeting prior to adopting the policy? Do you still have documentation that notice was given before the meeting?

Help from KDLA

- Will I ask the Technology Consultant to review my Forms 470 and 471 before certifying? **(Correct answer: Yes!!!)**



Wrap Up



The way to get started is to quit talking and begin doing.

Walt Disney

Resources

+ **KDLA's E-rate page**

+ <https://kdla.ky.gov/Library-Support/Library-Programs/E-rate/Pages/default.aspx>

+ **USAC Schools & Libraries Division**

+ <https://www.usac.org/e-rate/>

+ **USAC Customer Support**

+ 1-888-203-8100 or Create a case in the [E-rate Productivity Center](#)

+ **E-rate Central state page for Kentucky**

+ <https://tools.e-ratecentral.com/us/stateInformation.asp?state=KY>

+ **Research your library's E-rate funding history:**

Funding Quick Search

Billed Entity Number SPIN

Search

Sign up for KYTECH LISTSERV®

- + **For Library Technology Support Staff:**
 - + **KYTECH** is a monitored discussion list devoted to those who work with technology for their library. By using this LISERV®, individuals from around the state will have the chance to ask questions, share ideas, voice concerns, and make valuable contacts all through their e-mail.
- + **TO SUBSCRIBE:** Send a blank message to: join-kytech@listserv.ky.gov
- + **E-rate updates and reminders are posted to KYTECH**



Thank You!

+Lauren Abner

+lauren.abner@ky.gov

+(502) 564-1728