

Broadband Florida Q4 2014 PPR Report Details

Project Attachment – Technical Assistance (E-rate)

Question 2: Describe your progress meeting each major activity/milestone approved in the Project Plan for this project; any challenges or obstacles encountered and mitigation strategies you have employed; planned major activities for the next quarter; and any additional project milestones or information.

The E-rate Assistance Team continued to provide outreach, assistance, and training to Florida schools and libraries throughout the quarter in addition to conducting research and analysis of factors affecting success rates in the program.

During the fourth quarter of 2014, the E-rate Assistance Team continued providing clarifying information to Universal Service Administration Company (USAC) Program Integrity Assurance (PIA) review and selective review staff for funding year 2014-15.

During the upcoming quarter, the team is scheduled to conduct training and application assistance, learn about how the schools and/or libraries are using E-rate support, and determine current and future education technology challenges. The team will continue working on other projects jointly with DMS and external stakeholder agencies.

[Outreach to Other Stakeholder State Agencies](#)

The team continues to work with the Florida Department of Education (DOE) staff directly responsible for NSLP statistics, technology plan review and approval, and continued to function as a liaison between USAC and the DOE regarding PIA questions pertaining to eligible entities and NSLP information.

[Outreach Within the Department of Management Services](#)

The E-rate team continues to work hand-in-hand with DMS product managers to ensure E-rate program compliance during DMS procurement processes and with resulting contracts. The team continued to advise DMS staff on procurements for services such as local & long distance telephone services, broadband contract amendments, and data service offerings. The team assisted in coordinating collection of data and documents requested by USAC.

The team continues to work with internal DMS staff to design and execute billing and USAC invoicing processes for State Master Contract customers and annual reconciliation of all broadband contract billing.

[Other E-rate Assistance Team Outreach Efforts](#)

The team issued weekly E-rate related bulletins via a customized LISTSERV and actively participated in weekly issues/teleconferences with the State E-rate Coordinators' Alliance. It also conducted weekly monitoring of USAC weekly briefs and distributed these bulletins to our constituency as needed via:

- Individual Phone or Email contact
- Webinar when appropriate
- One-on-one assistance
- Improved outreach and event registration methodology