

13:04:36 From Cory Hocker to Everyone:

Hi, I'm an AI assistant helping Jennifer White take notes for this meeting. Follow along the transcript here: [https://otter.ai/u/qscp2seA7zcsEmfjxnNFxD0lepg?utm\\_source=va\\_chat\\_link\\_1](https://otter.ai/u/qscp2seA7zcsEmfjxnNFxD0lepg?utm_source=va_chat_link_1)

You'll also be able to see screenshots of key moments, add highlights, comments, or action items to anything being said, and get an automatic summary after the meeting.

13:05:18 From Justin Brasher to Everyone:

Yay, Lauren! KDLA Superstar

13:05:48 From Rhonda Florence to Everyone:

Amen! Lauren is the GOAT!!!!!!!!!!!!!!

13:06:26 From Justin McClain to Everyone:

Let's Go Dr. King!!! #MagentaMagic

13:07:39 From Brian Simons to Everyone:

Our City attorney has ruled we cannot participate in meetings with AI generated notes. However, since we will not speak, but ask questions by chat, we will be ok since there's not chance for AI to mess up what we say. Just an FYI.

13:07:56 From Robert Bocher to Everyone:

The final wi-fi hotspot Order was posted on Monday, 7/29. It's at: <https://docs.fcc.gov/public/attachments/FCC-24-76A1.pdf>. It has very few changes from the draft Order.

13:10:30 From Eric Napier to Host and panelists:

Absolutely. A necessity for sure

13:13:40 From Heather Petro to Everyone:

What if we are a public library that already circulates T-Mobile hotspots through Tech Soup and Mobile Beacon? Will we be able to use the e-rate funds towards the cost of that process?

13:16:02 From Lauren Abner to Host and panelists:

@Heather Petro -- which vendor handles the invoicing for your hotspots? That vendor will need to have a SPIN in order for your library to request discounts. MobileBeacon didn't have a SPIN during the Emergency Connectivity Fund, but they may be willing to obtain one.

13:16:06 From Michael Flood to Everyone:

@Heather - subject to your 3-year budget formula, the participation of Tech Soup and/or Mobile Beacon as E-Rate Service Providers, and other rules in this Order, YES - you WILL be able to use your existing hotspots with E-Rate funded service in funding year 2025.

13:16:36 From Joseph McKenzie to Everyone:

We have 60 each of hotspots, chromebooks, and tablets provided free by AT&T, but have no more funding to continue the digital service. Would funding for allow us to switch to T-Mobile using the same devices?

13:16:47 From Jim Fallis to Everyone:

Will T-Mobile be the hotspot vendor for everyone?

13:16:48 From Donna Ohr to Everyone:

Bouncing of the above question - can we leverage our ECF

funded equipment with these monies?

13:17:05 From Michael Flood to Everyone:

Normal E-Rate competitive bidding rules apply.

13:18:02 From Michael Flood to Everyone:

@Donna and @Joseph – yes, you may use existing HOTSPOT devices with E-Rate service in funding year 2025. However other devices (tablets, laptops, chromebooks) are not eligible.

13:18:23 From Josh Dinkel to Everyone:

Will this slide deck be available after the webinar? Thank you

13:18:33 From Justin McClain to Everyone:

Great word Dr. King!

13:19:04 From Danielle Koch to Everyone:

Great presentation Dr. King's. Thank you for your support for

SHLB. 🚗

13:19:07 From Michael Flood to Everyone:

@Jim – I'm sure TMO would love to serve you! But e-rate competitive bidding rules do apply here.

13:19:14 From Lynn Nguyen to Everyone:

Is this program part of the Digital Equity's \$1.25 billion Competitive Grant Program?

13:19:23 From Katherine Messier to Host and panelists:

Dr King – can you talk about the main obligations service providers have under these rules to avoid warehousing?

13:19:45 From Michael Flood to Everyone:

@Lynn – no, this part of E-Rate, not part of the NTIA administered DEA programs.

13:20:14 From Kristen Engebretsen to Everyone:

Yes, @joshdinkel slides and webinar recording will be available on the SHLB website shortly after today's event.

13:20:28 From Gina Spade to Host and panelists:

@Katherine, I will be discussing those rules for service providers shortly.

13:20:37 From Josh Dinkel to Everyone:

@kristen thank you!

13:21:19 From Gina Spade to Lauren Rachuba (SHLB)(direct message):

Lauren, I can only write to hosts and panelists, not everyone, I think.

13:21:21 From Alicia Abramson to Everyone:

Do public library users still have to sign any kind of statement verifying eligibility to borrow the devices?

13:21:29 From Michael Flood to Everyone:

Follow supplement not supplant rules w/r/t braiding funding sources... The FCC and NTIA programs also have separate timelines and rules. You might consider working with an E-Rate consultant if you are not familiar with the E-Rate program.

13:22:31 From Michael Flood to Everyone:

Alicia – NO! They are NOT requiring a signature under this E-Rate program, a change from what was required under ECF, based on library feedback.

13:22:41 From Dr. Kiesha King to Host and panelists:

@Katherine in addition to what Gina will share, all service providers must provide on time and accurate usage reporting with time specific notifications so that schools and libraries can re-distribute hotspots to students/patrons who will use them.

13:23:10 From John Chadwick to Everyone:

It looks like the draft ESL left off clarification of WiFi on buses and WiFi mobile hotspots for Category Two.

13:23:24 From Luanne James to Everyone:

Next round of 470 forms are delayed due to this order---saw that on the USAV website

13:23:42 From Luanne James to Everyone:

USAC

13:23:56 From Michael Flood to Everyone:

@Alicia - see paragraph 51 of the order for language around AUPs instead of patron signatures.

13:24:51 From Kristen Corra, SHLB to Host and panelists:

Lauren Rahuba, can you post Dr King's answer into the chat for everyone to see?

13:25:19 From Michael Flood to Everyone:

@John - Hotspots and Bus Wi-Fi are both Category 1 service and equipment, not Category 2. The only difference is that if the E-Rate program is oversubscribed (in total), on-premise Cat1 and Cat2 will have priority over off-premise use cases (hotspots and bus wifi).

13:26:14 From Tracy t to Everyone:

B00000

13:26:19 From Joseph McKenzie to Everyone:

Would T-Mobile be able to put us in touch with local T-Mobile account representatives to address questions.

13:26:30 From Alicia Abramson to Everyone:

Is CIPA compliance required for e-rate funding for hotspots?

13:26:43 From Lori Special to Everyone:

I agree Tracy t.

13:26:59 From Vienna Baker to Everyone:

Are these slides available to us?

13:27:03 From Michael Flood to Everyone:

@Alicia - yes, CIPA requirements apply.

13:27:10 From Lauren Rachuba (SHLB) to Everyone:

From Dr. King: @Katherine in addition to what Gina will share, all service providers must provide on time and accurate usage reporting with time specific notifications so that schools and libraries can re-distribute hotspots to students/patrons who will use them.

13:27:44 From Donna Monahan to Everyone:

Joseph, yes we can direct you to the right person in your area. you can email me at : donna.monahan@t-mobile.com

13:28:08 From Michael Flood to Everyone:

@Alicia - discussion of CIPA starts at paragraph 97 of the Order.

13:28:22 From Alicia Abramson to Everyone:

@Michael, thanks.

13:29:07 From Sara DuBois to Host and panelists:

Can someone please briefly address how filtering works on hotspots?

13:29:13 From Leah Chumbler to Everyone:

I hope we will have access to this information following this zoom meet.

13:29:18 From Heather Petro to Everyone:

Is T-Mobile ready for the surge of demand that there is going to be?

13:29:24 From Cori Graham to Everyone:

So the budget is to calculate how much funding our organization would get over 3 years?

13:29:37 From Joseph McKenzie to Everyone:

How much is the Category 1 discount rate?

13:29:42 From Donna Monahan to Everyone:

yes we are!

13:30:17 From Silvia Christy to Everyone:

How can we find in which Category my library falls?

13:30:27 From Cassandra Wong to Everyone:

I apologize, how do we confirm what our category discount

13:31:06 From Robert Bocher to Everyone:

If the applicant first applies in the third year of its budget, it still restricted to 45%. Thus, it behooves applicants to apply this next year or in 2026.

13:31:09 From Kela Halfmann to Host and panelists:

Do I understand correctly that fixed wireless is completely off the table?

13:31:50 From Shannon McDermott to Everyone:

What happens if your square footage is changing due to remodeling?

13:31:51 From Dr. Kiesha King to Host and panelists:

@Heather T-Mobile has stood up a national team of Government Subject Matter Experts to support E-rate. We realize that most entities chose T-Mobile through ECF and want to be certain that we can provide a great experience through E-rate as well.

13:32:33 From Lauren Rachuba (SHLB) to Everyone:

From Dr. King: @Heather T-Mobile has stood up a national team of Government Subject Matter Experts to support E-rate. We realize that most entities chose T-Mobile through ECF and want to be certain that we can provide a great experience through E-rate as well.

13:32:51 From Robert Bocher to Everyone:

For discount info, see <https://www.usac.org/e-rate/applicant-process/applying-for-discounts/calculating-discounts/>

13:34:01 From Lori Special to Host and panelists:

How long to libraries have to keep hotspots that are no longer in service?

13:34:56 From Antonio Spina to Everyone:

What if we are already in a contract with a mobile provider for hotspots? How would this program work for those devices? With the bid process, I am assuming we would have to wait out the contract

and bid for the erate process, correct?

13:35:15 From Tiffany Robbins to Everyone:

My ECF per device rate through T-Mobile's Government program was \$30/month. I am not sure the proposed per device cap is going to make our hotspot lending program sustainable again.

13:36:02 From Robert Bocher to Everyone:

In a major change from the ECF, the new hotspot lending Order does NOT require library or school staff to intrusively ask patrons or students about their home internet access, or lack thereof (par. 31).

13:36:28 From Dr. Kiesha King to Host and panelists:

@Joseph Unless the applicant is in their 28 day quiet period, T-Mobile can support you. Please feel free to reach out to me if you are not familiar with your dedicated local T-Mobile partner.

13:36:48 From Tracy t to Everyone:



13:37:07 From Lauren Rachuba (SHLB) to Everyone:

From Dr. King: @Joseph Unless the applicant is in their 28 day quiet period, T-Mobile can support you. Please feel free to reach out to me if you are not familiar with your dedicated local T-Mobile partner.

13:37:08 From Edwin Rodarte to Everyone:

Do the devices need to be new? Can this funding take over existing hotspots whose funding is set to expire?

13:37:32 From Lori Special to Everyone:

@Tiffany, this is so true. The cost goes up when you add the back-end management software that is needed for checkout.

13:37:38 From Jenn Slone to Everyone:

Are there limitations on lending periods? During the ECF, we were able to provide hotspots to students and educators for the entire school year.

13:37:40 From Michael Flood to Everyone:

@Antonio - this is for funding year 2025, for services starting July 1, 2025. Hopefully you can work with your current provider to ensure they respond to your E-Rate 470 for this program.

13:37:48 From Heather Petro to Everyone:

We constantly have a long holds list on our devices. I can't imagine them not being used.

13:37:59 From Kristen Corra, SHLB to Host and panelists:

Lots of questions about using existing (already purchased) hotspots with this funding. Unless anyone objects, I'll ask Lauren and Gina to clarify this

13:38:26 From Dr. Kiesha King to Host and panelists:

@Tiffany, T-Mobile's E-rate program team is designing a new E-rate offer with specific terms, pricing, and reporting aligned to the ruling.

13:38:43 From Lauren Rachuba (SHLB) to Everyone:

From Dr. King: @Tiffany, T-Mobile's E-rate program team is designing a new E-rate offer with specific terms, pricing, and reporting aligned to the ruling.

13:38:44 From Frank Haskett to Everyone:

@Heather, I'd agree, we always have lots of holds  
13:38:48 From Brian Simons to Everyone:  
I missed it, what is AUP stand for?  
13:39:12 From Rhonda Florence to Everyone:  
@Brian Acceptable Use Policy  
13:39:14 From Dr. Kiesha King to Host and panelists:  
@Brian AUP=Acceptable Use Policy  
13:39:29 From Michael Flood to Everyone:  
@Tiffany - applicants are permitted to purchase services or equipment above the caps, but the program will not provide subsidy / discount above those caps. For example, if you had a \$30 service plan, E-Rate would pay a portion of \$15, based on your discount rate. You would be responsible for the rest of that \$15 and the \$15 above to get to \$30.

Price must be the main factor in the competitive bidding process, but not the only factor.

13:40:44 From Tracy t to Everyone:  
we are regularly turning hotspots off and on when they aren't returned on time, so it will be interesting to see how that plays out  
13:40:48 From Lori Special to Everyone:

The no termination fee. Does it apply to public libraries, too? Some of our rural public libraries don't have the funding to replace broken or missing hotspot devices. One library with a tech librarian learned how to repair the hotspots and McGiver parts and service.

13:40:59 From John Windhausen to Lauren Rachuba (SHLB)(direct message):

Lauren, can you and Kristen C. continue the webinar past the hour even if I jump off? We are getting SO MANY questions.

13:41:36 From Robert Bocher to Everyone:

RE: No termination fee. Are providers prohibited from billing the library even if the library has a contract with the provider?

13:41:38 From Tiffany Robbins to Everyone:

@Michael - thank you. It does seem that the program is very similar to the e-rate program, including the bidding requirements and funding caps.

13:41:42 From Curtis Williams to Everyone:

A one-time per service year is going to be challenging for libraries as we use suspension/disabling of services to encourage patrons to return overdue devices. Interested in seeing how this plays out.

13:42:00 From Heather Petro to Everyone:

@Michael In regards to the bidding process, we only want to go through the Tech Soup/Mobile BEacon process due to the low cost AND the ease of their deactivation/reactivation process since we are a public library and need to deactivate and reactivate based on returns/overdues, etc. Would we be able to choose MB/TS even if they aren't the cheapest?

13:42:38 From Dr. Kiesha King to Host and panelists:  
@Antonio T-Mobile will be looking at all form 470's to ensure that we are responsive to your needs within the bid response window.

13:43:06 From Cori Graham to Everyone:  
What's a PIA review?

13:43:24 From Michael Flood to Everyone:  
@Lori and @Robert - if a line is terminated due to non-usage, the service provider is prohibited from charging the applicant (school or library) a termination fee or for further months of usage. See paragraph 60 of the Order.

13:43:45 From Jaerin Chung to Everyone:  
Can we request a replacement if some of the hotspots are broken/damaged during the contract of 3 years?

13:43:51 From Lauren Rachuba (SHLB) to Everyone:  
From Dr. King: @Antonio T-Mobile will be looking at all form 470's to ensure that we are responsive to your needs within the bid response window.

13:43:56 From Mike McCarthy to Everyone:  
I'm sorry for joining late, and if this question has been answered. Does a cell phone qualify as a "hotspot"?

13:44:17 From Lori Special to Everyone:  
@Curtis Williams. How long do you keep the hopspot in circulation when it is not returned? What is done with your devices that are broken or that need repair?

13:44:25 From Tracy t to Everyone:  
@Mike No. ONLY hotspots, no other devices

13:45:05 From Julia Legg to Everyone:  
That would be great!!

13:45:05 From Michael Flood to Everyone:  
Sorry, paragraph 62 for the termination info...:

"In the event of a terminated line of service resulting from this non-usage requirement, service providers are prohibited from billing the applicant for the balance that was not paid for by the E-Rate program."

13:45:29 From Douglas Harkness to Everyone:  
How do you CIPA a mobile hotspot? Do providers have web filters on the hotspots or will they in the future?

13:45:30 From Shannon McDermott to Everyone:  
a followup would be great!

13:45:32 From Vienna Baker to Everyone:  
Fantastic. Thank you for this information.

13:45:37 From Laura Pappenfort to Everyone:  
Yes, let's have a follow-up

13:45:39 From Heather Petro to Everyone:  
Is there a acontact available that we can send questions to after this?

13:45:49 From Michael Flood to Everyone:  
Douglas - yes, they do. And that is discussed in the CIPA section of the order.

13:45:50 From Kaylen Dinsmore to Everyone:

@Cori Graham - PIA is the abbreviation of Program Integrity Assurance. It is the portion of the E-Rate Application process where reviewers at USAC check the application form for completeness and accuracy.

13:46:00 From Leah Chumbler to Everyone:

Thank you. I hope we will have access to the info received today.

13:46:17 From Dr. Kiesha King to Host and panelists:

@Douglass T-Mobile has an education grade content filter service that we fund to ensure that schools and libraries can fulfill their CIOPA obligation,

13:46:41 From Jaerin Chung to Everyone:

are those hotspots all 5G? or 4G?

13:46:50 From Michael Flood to Everyone:

@Jaerin - either.

13:47:09 From Brandi Wehner to Everyone:

Do you have to use T-Mobile?

13:47:15 From Edwin Rodarte to Everyone:

What happens if a user checks out a hotspot but does not use it, will it be disconnected based on this rule?

13:47:16 From Michael Flood to Everyone:

@Brandi - no.

13:47:25 From Susan Drye to Host and panelists:

Someone else asked but I didn't see an answer...how does one CIPA a hotspot?

13:47:37 From Curtis Williams to Everyone:

@Lori we have a 3-month circulation policy for the hotspots. We keep the devices in penny suspension for no more than 6-months after being disabled. Right now our service provider has provided replacement devices upon request.

13:47:40 From Heather Petro to Everyone:

@Dr King- is there someone I can talk to about better T-Mobile service in the rural areas of our county?

13:47:43 From Shawn Cook to Everyone:

If we have hotspots that we wish to continue but would like to add to, do we need to fill out 2 470s or will we be able to fill out 1 470?

13:47:54 From Lisa Motschke to Everyone:

Would long-term loans be allowed? We did this for the ECF program to simplify record keeping, but also to make sure people had access because they needed it.

13:47:59 From Michael Flood to Everyone:

@Edwin - Service providers are required to notify after 60 days of non-usage. If there is still no usage, the line must be disconnected at most 30 days later.

13:48:02 From Curtis Williams to Everyone:

\*at no additional cost.

13:48:05 From Roderick Carrasco to Host and panelists:

just making sure I understand, once the funding has been



approved, it will go into effect January 1, 2025?

13:48:26 From Julia Legg to Everyone:

FYI, the draft FY2025 ESL has been released!

<https://docs.fcc.gov/public/attachments/DA-24-743A1.pdf>

13:48:42 From Michael Flood to Everyone:

@Shawn - you can do multiple 470s and have multiple service providers if needed (coverage reasons, for example).

13:48:45 From Purna Gurung to Everyone:

\*AUP\* is the program limited or open to all library customers?

Are there certain criteria?

13:49:16 From Chris Webber to Host and panelists:

I haven't had a chance to read the order, but assuming the competitive bidding rules haven't changed, any pre-existing contract would have to be bid out with a new 470. Assuming that pre-existing contract wins in the bidding process, the applicant would be able to apply for that contract starting in FY 2025.

13:49:19 From Win Himsworth to Everyone:

Doesn't a "loan" program seem to apply that there are spare hotspots available for loan? Could this be interpreted as prohibited "warehousing?"

13:49:26 From Antonio Spina to Everyone:

With the 3yr contract through the erate bidding process, what would it look like if the number of devices needed increases during that contract cycle? Would we be required to go out for bid again to increase our counts?

13:49:30 From Lori Special to Everyone:

@Curtis. Thanks. How much are you being charged for the management application for device monitoring?

13:49:42 From Cori Graham to Everyone:

Can the hotspots be loaned to non-profit organizations or are they for individual families only?

13:49:43 From Tracy t to Everyone:

yeah it is a lot of work to maintain a circulating hotspot collection and try to accurately track usage. you will need more staff time than you think ime. (public library)

13:49:43 From Matt Toth to Everyone:

I have run into different service providers that do not have coverage in some areas of our District. So could multiple providers be allowed?

13:49:47 From Mike McCarthy to Everyone:

Thanks @tracy, I am working on a plan to use Helium and their \$ 20-a-month plan for a city-wide deployment. Had hoped e-rate could be an option.

13:50:02 From Robert Bocher to Everyone:

RE: Replacement. Par 42, edited: In the event of loss or breakage, applicants may purchase extra devices with OTHER sources of funding to use with the E-Rate supported service, or they can request replacement devices in the next funding year if they have not exhausted their budgets.

13:50:09 From Heather Petro to Everyone:

@Win Most libraries have a holds process to reserve the hotspots so even though they are loaned out, they are always being used. Going from one person to the next.

13:50:19 From Edward Hernandez to Everyone:

Warehousing shouldn't be an issue, all of our hotspots are never in our shelves. Unreturned and broken hotspots is the real issue as stated before we are constantly turning off service until device is returned are we going to lose that option with TMobile?

13:50:39 From Curtis Williams to Everyone:

We are only charged the monthly rate which is currently around \$15/month.

13:51:17 From Lori Special to Everyone:

Thanks, @Curtis.

13:51:26 From Cori Graham to Everyone:

For stolen hotspots, are we still required to pay the remainder of the contract?

13:52:07 From Lori Special to Everyone:

@Cori, I hope we can terminate and buy a new one--if we have the funds.

13:52:19 From Denise Ard to Everyone:

We are a public library, our hotspot funding is coming to an end so interested in this. There is demand for the hotspots and patrons would like to keep as their personal wifi but we want it to be available to many patrons so we need to turn them off to get them back. Sometimes we don't get them back. I'm not clear if there are usage rules for public library patrons such as use for work and education, not streaming movies or playing games etc.

13:52:41 From Michael Flood to Everyone:

@Purna - there is not a limited population for library patrons. Schools do have a limitation (no Kindergarten, Pre-K, or Head Start). You must publish and follow the required AUP.

13:52:51 From Paul Stankus to Everyone:

what is the difference between hotspots "available for check out" (with the service turned on) and devices 'warehoused' -- are devices waiting for distribution for students but have not yet been distributed considered 'available for check out or are they warehoused. Many districts have devices they intend to distribute and would consider them available for check out-- but an auditor may consider them warehoused if the device hasn't actually been distributed yet

13:53:16 From Jaerin Chung to Everyone:

Is this funding opportunity covers any cost for damaged device replacement? or any warranty followed by the funding?

13:53:31 From Purna Gurung to Everyone:

@michael Thanks!

13:53:31 From Michael Flood to Everyone:

@Matt - yes, multiple service providers are allowed.

13:53:43 From Tracy t to Everyone:

@Denise I asked this in QA and apparently the rule for use for libraries is "proximate to library services" which works cover pretty

much any use imo

13:53:50 From Dr. Kiesha King to Host and panelists:

@Edward, you won't lose the ability to address lost, broken or unreturned devices. I do agree that the new rules will require pre-planning, but the great thing is that we actually have time to do that this time around!

13:53:57 From Kristen Corra, SHLB to Host and panelists:

I'll ask about requirements for broken or damaged devices next

13:54:02 From Lori Special to Everyone:

@Jarerin, I think there was a slide that said that we must replace devices with other funding.

13:54:22 From Jaerin Chung to Everyone:

@Tracy. thank you!

13:54:41 From Jaerin Chung to Everyone:

@Lori. Gocha. Thanks!

13:54:42 From Sharmaine Frazier to Everyone:

Very good recommendation Lauren!

13:54:44 From Heather Petro to Everyone:

I believe the devices are considered "warehoused" if they have not been active for 30 or 60 days.

13:54:57 From Kris Seerengan to Everyone:

Thank you

13:55:09 From Michael Flood to Everyone:

@Jaerin - no additional costs for device replacements or additional warranties. I suggest looking at the providers standard manufacturer's warranty.

13:55:41 From Joseph McKenzie to Everyone:

What if we have too many devices already and don't have the staff to distribute them or use them?

13:55:56 From Dr. Kiesha King to Host and panelists:

For service providers (T-Mobile): As soon as we're told they are broken/damaged, we have to shut off service. If they get the hotspot back in the case of the unreturned hotspot, there is that option to restore service once every funding year.

13:56:14 From Tracy t to Everyone:

This sounds easy but is so hard to do accurately

13:56:28 From Jaerin Chung to Everyone:

@Joseph. T-Mobile has a program of E-recycle. They actually repurchase those devices and add the fund into your T-Mobile account.

13:56:41 From Michael Flood to Everyone:

@Paul - see paragraph 59 "Limited Periods of Non-Use" in the Order.

13:57:00 From Mamie Eng to Everyone:

Not technically stolen, but delinquent?

13:57:02 From Jaerin Chung to Everyone:

They collect cellphone/smart phone, tablet, and respective accessories. No laptops/chrome book.

13:57:15 From Tracy t to Everyone:

again, my library friends- you will need more staff time than you think to manage these collections, so try to be ready this is an

exciting opportunity!

13:57:18 From Helen Conley to Everyone:

So we have to hold on to the broken devices? We cannot throw them away?

13:57:51 From Jaerin Chung to Everyone:

@Everyone. T-Mobile has E-Recycle program.

13:57:57 From Liz Gabbitas to Everyone:

@Tracy t you are 100% correct – but don't let that scare you away!

13:58:29 From Lori Special to Everyone:

@Tracy, that is so true. It takes a lot of time to manage hotspots. One of the libraries I work with has stopped offering hotspots because its too time intensive with a small staff at some branches with 1 staff person.

13:58:35 From Suzi Perez to Everyone:

My library has over 1000 hotspots and most the processing is handled by a team of five.

13:58:37 From Tracy t to Everyone:

@Liz Yes! I'm definitely not suggesting it's not worth it, just want to share my lessons learned to help others

13:58:57 From Michael Flood to Everyone:

Service Providers are required to provide usage reports on a monthly basis in an easy-to use / read format, including highlighting lines without usage in the prior 60 days.

13:59:16 From Valarie Kingsland to Everyone:

Workforce development is another important service

13:59:17 From Jaerin Chung to Everyone:

They purchase those old, broken cellphones/smart phones, tablets, and respective accessories, No Laptops/Chromebooks.

13:59:41 From Curtis Williams to Everyone:

Just for clarification, does double dipping mean you can only have one service provider? Or does it mean you can only request funding to cover one service provider?

13:59:47 From Michael Flood to Everyone:

Check-out programs should be designed to use a FIFO method, not LIFO to minimize non-usage risks.

13:59:55 From Lori Special to Everyone:

It would be great to have a specific session where ideas for hotspot distribution for libraries with small staff. 4

13:59:56 From Cara Randall to Everyone:

Are service providers considering reducing monthly service fees to be closer to the \$15/hotspot/month cap?

14:00:12 From Liz Gabbitas to Everyone:

+1 to Lori's idea

14:00:25 From Dr. Kiesha King to Host and panelists:

@Lori. I would absolutely love that! There are so many options and we have to thought partner!

14:00:35 From Michael Flood to Everyone:

@Cara – I believe competitive bidding will drive the prices down... but that remains to be seen!

14:00:36 From Jaerin Chung to Everyone:  
@Liz. Agree.

14:00:42 From Denise Ard to Everyone:  
Where are the slides posted? Link?

14:00:44 From Heather Petro to Everyone:  
Thank you! Please do a follow up session! How will we get the slides?

14:00:47 From Suzi Perez to Everyone:  
A follow up would be great. So many questions.

14:00:54 From Mala Muralidharan to Everyone:  
Another webinar please ... please gather all questions and do a follow up . TOO IMPORTANT

14:00:57 From Ross Millerick to Everyone:  
Thanks for the webinar

14:01:06 From Heriberto Madrigal to Everyone:  
Yes, a follow up will be great

14:01:16 From Ingrid Goodman to Everyone:  
A follow up is a great idea!

14:01:31 From Margaret England to Everyone:  
Appreciate all the information. A follow up session would be extremely helpful.

14:01:34 From Cesar Villa to Everyone:  
Thank you!

14:01:34 From Tracy t to Everyone:  
SHLB is an amazing org and I suggest all public libraries join. been super valuable to us as a library

14:01:35 From Crystal Hunter-Porte to Everyone:  
Thank you for the webinar.

14:01:43 From Michael Flood to Everyone:  
Cheer for SHLB!

14:01:54 From Mala Muralidharan to Everyone:  
[https://otter.ai/u/qscp2seA7zcsEmfjxnNFxD0lepg?](https://otter.ai/u/qscp2seA7zcsEmfjxnNFxD0lepg?utm_source=va_chat_link_1)  
utm\_source=va\_chat\_link\_1

14:02:06 From Rondi Downs to Everyone:  
Thank you for the information. Will the slides be available?

14:02:07 From Cassandra Wong to Everyone:  
Thank you for this webinar. Very informative

14:02:12 From Mala Muralidharan to Everyone:  
THat is the AI Chat link

14:02:34 From Karla Jenkins to Host and panelists:  
Is there a floor for tiny schools with less than 99 students?

14:03:07 From Mala Muralidharan to Everyone:  
How would we track that the device is not used. Will the SP let us know?

14:03:25 From Michael Flood to Everyone:  
Paragraph 70 of the Order: "We also remind applicants that the obligation of schools and libraries to keep track of and document the devices that they distribute includes documenting information about missing, lost, or damaged equipment."

To Gina's point. :)

14:03:28 From Mala Muralidharan to Everyone:  
SP = Service provider

14:03:37 From Lori Special to Everyone:  
Our libraries think they have to hold onto the broken devices for 7 years...

14:03:48 From Tracy t to Everyone:  
with T-Mobile you can see in their portal

14:03:56 From Michael Flood to Everyone:  
All hotspots are considered obsolete after 3 years, whether broken or not.

14:04:04 From Luanne James to Everyone:  
what if service provider wants to exchange the broken unit to get a new one?

14:04:28 From Dr. Kiesha King to Host and panelists:  
@Cara, I can only speak for T-Mobile on your question about meeting the FCC's pricing caps. We are building our E-rate program to align with these caps with considerations for additional fees that we may be able to cover to support all applicants. (filtering, fees, shipping, implementation, support, staging, etc.). I hope this helps.


14:04:29 From Kris Seerengan to Everyone:  
Thank you Gina for that clarification

14:04:33 From Doreen Wright to Everyone:  
Would we need to fill out a police report every time a patron does not return a device for an extended time period? We currently send patrons to collections.

14:04:40 From Michael Flood to Everyone:  
"Wi-Fi hotspots purchased with E-Rate funds and used off-premises will be considered obsolete at the end of the three year period. Obsolete equipment may be resold or transferred in consideration of money or any other thing of value, disposed of, donated, or traded."

14:04:48 From Tracy t to Everyone:  
Our service provider provides us reports on inactive devices

14:05:00 From Edwin Rodarte to Everyone:  
Crying over here with 1K plus devices broken or with service disconnected from ECF funds :/ - storage is tight

14:05:18 From Valarie Kingsland to Everyone:  


14:05:32 From Curtis Williams to Everyone:  
@Gina got it, thanks.

14:05:33 From Denise Ard to Everyone:  
Slide deck is posted here: <https://www.shlb.org/webinars>

14:05:34 From Lori Special to Host and panelists:  
@Gina Thanks!

14:05:54 From Dr. Kiesha King to Host and panelists:  
@Tracy, T-mobile is designing a special E-rate usage and notification process to support applicants. There may also be some best practices that you can put in place to help with managing this requirement.

14:07:51 From Suzi Perez to Everyone:  
Is funding provided in the form of reimbursement?

14:07:51 From Robert Bocher to Everyone:  
For the budget note that the discount rate is used twice to determine the final, post-discount budget. SHLB asked the FCC to provide more info on this but no further info is in the final Order.

14:07:52 From Lori Special to Everyone:  
So, a each branch of a library system can apply based on individual square footage?

14:07:54 From Justin Ramirez to Everyone:  
Will we be able to fund yearly device subscriptions for a hotspot MDM platform (i.e. Pintrac for Franklin T10 hotspots available from T-Mobile) with this funding?

14:08:24 From Tracy t to Everyone:  
@justin I also have that question

14:08:43 From Katherine Messier to Host and panelists:  
Is SHLB planning to address any of the additional topics the FCC is seeking public comment on in the R&O?

14:09:24 From Katherine Messier to Host and panelists:  
Or any of the panelists planning to address?

14:09:31 From Tracy t to Everyone:  
\$15 service, \$90 device

14:09:41 From Michael Flood to Everyone:  
Justin - no

14:09:51 From Win Himsworth to Everyone:  
Any comments on issues being raised in the FNPRM?

14:10:43 From Justin Ramirez to Everyone:  
Thanks!

14:10:50 From Tracy t to Everyone:  
strongly recommend people try to budget for a MDM for their hotspots if it's a collection of large size

14:10:53 From Curtis Williams to Everyone:  
Thank you for this presentation. I am "overdue" for another meeting and have to run. I'll look forward to receiving additional information on this program.

14:11:21 From Lori Special to Everyone:  
We need another webinar.

14:11:45 From Brian Lashbrook to Host and panelists:  
Mobile Beacon + T-Mobile is the Best!

14:12:23 From Lori Special to Everyone:  
Dr. King, can we have a webinar just for the front-end support that can be offered?

14:12:25 From Michela Lowry to Host and panelists:  
@Dr. King - does this funding mean that T-Mobile will be scaling back on Project 10Million offerings?

14:13:37 From Michael Flood to Everyone:  
TY to all presenters!

14:13:38 From Justin Brasher to Everyone:  
Thank you everyone!

14:13:42 From Julia Legg to Everyone:

Kudos!!

14:13:45 From Josh Brown to Host and panelists:

Thank you

14:13:47 From Lori Special to Everyone:

Great webinar

14:13:49 From Suzi Perez to Everyone:

Thank you.

14:13:49 From Andrea Tirres to Everyone:

Is the chat available after the webinar is over?

14:13:50 From Michelle Harken to Everyone:

Thank you for the great presentation!

14:13:52 From Kris Seerengan to Everyone:

Thank you very much

14:13:56 From Sharmaine Frazier to Everyone:

Excellent coverage and Information !!

14:13:58 From Cori Graham to Everyone:

Thanks

14:14:00 From Lily Rojo to Everyone:

thank you!