

E-Rate Consortium Q and A

1. The name as it appears on USAC system is mandatory. What do you put if you do not have it?
 - Do your best to provide the exact name as designated by USAC if you can. Providing this information helps us expedite the application.
2. If you do not currently have an E-rate number, may you still submit the Letter of Agency? (It does show it as optional on the application.)
 - Yes, you can still submit the LOA. Providing the address for the jurisdiction hq and branches will help us obtain the USAC entity number.
3. If any library requires authorization to sign the Letter of Agency by their Board or governing body, what is the liability or process to release the jurisdiction if it is unable to meet before October 31 and does not get authorization to sign?
 - As a reminder, the due date for the LOA is October 31. To discuss options, please contact Jarrid Keller by phone (916-653-4023) or by email (Jarrid.Keller@library.ca.gov).
4. If the systems can't get on the agenda for their governing body, what are some options for later dates?
 - As a reminder, the due date for the LOA is October 31. To discuss options, please contact Jarrid Keller by phone (916-653-4023) or by email (Jarrid.Keller@library.ca.gov).
5. What can you put in a staff report to send to a governing body describing this process and its importance?
 - The letter sent by State Librarian Greg Lucas on October 8th and the attached FAQ provides a good overview of this process and its importance. You can also download the slides used for this Q&A session at <http://www.library.ca.gov/lds/broadband.html>.
6. Rural libraries receive a bigger discount due to the geographical nature of the state. Would this discount with CENIC be even greater than the rural discount?
 - It is unknown at this time what the overall discount for the consortium will be. However, note that the higher discount achieved by rural locations will be carried into the overall consortium rate. Every effort will be made to ensure the highest discount possible for all participants in the consortia, as allowed under FCC rules for the new Form 471.
7. Are there any libraries that should not sign the Letter of Agency?
 - Libraries that do not intend to immediately connect to CalREN need not submit the LOA. **However, since this LOA covers the period through June 30, 2018, if you are even considering connecting to CalREN in the next three years, please do submit the LOA.** The existence of the LOA simply authorizes CENIC to perform activities on behalf of consortium members. If your library locations do not ultimately receive service from the consortium, your locations will not

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be listed on the consortium applications. Be mindful of your current ISP contracts, as early termination fees may make connecting to CalREN cost prohibitive at this time. If you currently have a contract that extends past July 1, 2015 that prohibits your ability to connect to CalREN, it would be helpful, for planning purposes, to know if you would consider connecting to CalREN at a future date and what date that would be.

8. Do libraries still need to file and continue to keep their E-rate for Internet and phone?
 - The intent of the consortium is to provide E-rate discounted connections to enable libraries to connect to the CalREN network for Internet Access. You may also have other E-rate eligible costs, such as phone service and other Internet access. You will continue to be responsible for filing the E-rate applications for these services. For the purposes of the first year of the library consortium, it may be necessary to allow for additional time for the service providers to install circuits connecting back to CalREN. To ensure your Internet access is fully eligible for E-rate discounts, if you currently apply for discounts on your primary Internet access service, and if your current arrangement with your Internet Service Provider is under month-to-month terms or a contract ending in June 30, 2015 it is recommended that you apply for Internet access on month-to-month terms in Funding Year 2015 to allow for transition time between your current Internet provider and CalREN. Note that duplicative services are not eligible under the E-rate program so it will be necessary for you to disconnect service immediately from your month-to-month provider once the access to CalREN is established.
9. Even if my library is not in a position to afford new computers and equipment, should I submit a Letter of Agency to be considered if funding is made available in a year or two?
 - Yes, since we are using a multi-year LOA covering the period through June 30, 2018. However, note that you will need to notify CENIC no later than February of your intent to withdraw from the consortium for the first year.
10. Does this mean I can no longer use my E-rate consultant for discounts if I join the consortium?
 - No, you can continue to use your E-Rate consultant for any E-rate eligible services other than your connections back to the CalREN backbone.
11. Do I need to be aware of my current ISP contracts and termination dates?
 - Yes, this is very important. There may be early termination fees which make joining the consortium cost prohibitive at this time. If you are interested in connecting to the network in the next three years, it would be helpful for CENIC to know when you would anticipate needing a connection to CalREN based upon your current contract expiration dates.
12. What if my discount is better? Can I withdraw?

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- Yes, you can withdraw from the consortium. However, note that there are many benefits to participating in the consortium, including possible lowered cost of service, so it is important to take this into consideration in addition to actual E-rate and CTF discount received.
13. Are there additional administrative fees to be part of the consortium?
- No.
14. If I get a circuit to CalREN, do I also have to pay for a circuit to the Internet?
- No. CalREN has connectivity to the commodity Internet, which means connectivity to CalREN provides you with connectivity to all CalREN'S value add service offerings including the Internet.
15. When do E-RATE and CTF discounts take effect after the LOA is submitted?
- July 1, 2015 or when the service is connected.
16. If my current ISP provides a fiber connection to my building, can I use that fiber connection or do I have to pay for a new one?
- Maybe. It depends who bids on circuits for RFP and what can be negotiated.
17. What speeds will be available to connect to CalREN?
- 100 Mbps, 250 Mbps, 500 Mbps, 1 Gbps and 10 Gbps if warranted.
18. My current ISP manages my firewall. What will happen to my firewall if I migrate to CalREN?
- The Library is responsible for any device that sits on the other side of CENIC's handoff connection. CENIC does not manage customer devices.
19. How will my Library connect to CalREN? Will every branch have a direct connection?
- CENIC will use aggregation points to connect libraries. There will be a central site (HQ) with connection to the CalREN backbone, and other sites (branches) will connect back to the central site. This is commonly referred to as a hub and spoke model.
20. As a current E-Rate participant - we still have to pay whatever cost is left after the E-Rate and CTF funding - would there still be that cost or would it be covered 100% by the consortium?
- You are still responsible for paying the remainder of the balance after the E-Rate and CTF discounts are applied.

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21. And if our current E-Rate discount is 90% - is that what we'd still pay or would it be some type of average for the consortium?
- The consortium's E-rate discount will be an average of the discounts rate of all participants.