TEACH Roles and Responsibilities

TEACH Administrator

- File 470 for TEACH cat 1 circuit for TEACH customers.
- File 471 annually for TEACH customers for the cat 1 circuit.
- File 486 and 472 as requested by USAC.
- Provide a website with information necessary for the TEACH program and its customers.
- Provide customer facing portal so TEACH customers can place orders for TEACH service offerings.
- Provide input and requirements to procure a contract for cat 1 circuits for TEACH customers.

- Manage customer facing portal so TEACH customers can place orders for TEACH service offerings.
- Manage TEACH budget and approve spending

TEACH Service Delivery Coordinator

- Coordinate orders from TEACH customers with vendor.
- Act as liaison between customer and vendor.
- Project manage contract migrations and new orders
- Assist TEACH Administrator for day-to-day activities including portal management.
- Ensure proper documentation is received from customer to qualify for TEACH service.

TEACH Customer

- Submit service request orders through the TEACH portal as needed. Orders must be approved by TEACH.
- Provide TEACH a site contact to by used by TEACH and TEACH vendors to support service delivery. If the TEACH site contact changes, TEACH must receive timely notification.
- Service escalations may be requested through TEACH. Often the vendor escalates tickets as needed or required by the contract.

DPI

DPI serves as the E-Rate Coordinator for the State of Wisconsin. This includes:

- Consulting with and providing technical support to TEACH and the state's K-12 schools and public libraries on the E-Rate application and follow-up processes. From the TEACH perspective this

support includes addressing the unique issues with the type of E-Rate application (i.e., a consortium application covering a state contract) that TEACH submits.

- Serving as a communication conduit between TEACH and the schools and libraries it serves, especially on issues related to E-Rate.

- Providing recommendations to TEACH in the development of the TEACH Network contract.

- Submitting NSLP (school lunch) data to USAC which is used by TEACH and all other E-Rate applicants to set their level of E-Rate support.

- Submitting comments to the FCC on how to streamline and simplify the E-Rate program. Such comments often include recommendations that will benefit both the TEACH program and our state's schools and libraries.

Vendor

- Provide TEACH customers with delivery of cat 1 circuit.
- Provide Network Operation Help Desk for customer ticketing and support of cat 1 circuit.