



When you call USAC’s customer operations line, you will receive the following options. Please note that many questions can be answered by visiting our website, www.usac.org.

Interested in or need help with the Lifeline Program?	First, dial 1
<p>Please Note: USAC is unable to assist with applying for Lifeline Program-supported service over the phone. You must contact your telecommunications company. To determine eligibility or locate a telephone company, please visit www.LifelineSupport.org. To find out who to contact about Lifeline Program related issues, please visit the Lifeline Program Consumer Issues page.</p>	
<p>Looking for information about eligibility and getting started in the Lifeline Program? Visit the Am I Eligible page of www.LifelineSupport.org.</p>	Dial 1
<p>Looking for information about how to find a telephone company in your state? Visit the Companies in My State page of www.LifelineSupport.org.</p>	Dial 2
<p>Already in the Lifeline Program and want information on how to maintain your service? Visit the Maintaining My Service page of www.LifelineSupport.org.</p>	Dial 3
Contributor support with the FCC Form 499, USF billing and collections, or red-light and DCIA	First, dial 2
<p>For assistance logging in to the USAC E-File system: You can reset your E-File password online.</p>	Dial 1
<p>Have questions about where and how to submit the FCC Form 499? To save time, you can find the same information on our website. Visit the Filing & Managing My 499s webpage on www.usac.org for information about the FCC Form 499.</p>	Dial 2
<p>For assistance related to filing your FCC Forms 499-A or 499-Q: USAC can only assist callers with FCC Form 499-related questions who are listed as the General Contact on the FCC Form 499.</p>	Dial 3
<p>For assistance related to USAC contributor invoices, billing, or collections:</p> <ul style="list-style-type: none"> Request a copy of a contributor invoice. USAC no longer accepts phone requests for copies of invoices; you can submit the request through email. Read instructions on the Understanding Invoices page of www.usac.org. Billing disputes: USAC can only assist callers with billing dispute questions who are listed as the General Contact on the FCC Form 499. Collections questions: Before you call, please note that for USAC to assist with collections questions, the caller must be listed as the General Contact on the FCC Form 499. 	Dial 4
<p>To respond to a request from USAC’s FCC Form 499 analyst staff: Know your Filer ID. In order for USAC to assist with these requests, you must have the relevant Filer ID as well as a copy of the email received from the FCC Form 499 analyst on hand.</p>	Dial 5
<p>For assistance in making payments: To save time, you can find the same information on our website. Visit the Making Payments section of www.usac.org. Click on Contributor Payments for specific information on payment deadlines and click on Payment Instructions for a making payments how-to guide.</p>	Dial 6

Service provider support with the FCC Form 498, disbursements, or payments		First, dial 3
For assistance logging in to the USAC E-File system: You can reset your E-File password online .		Dial 1
For questions about where and how to submit the FCC Form 498: To save time, you can find the same information on our website. Visit the Filing & Managing My 498 webpage on www.usac.org for information about why and how you would fill out and submit the form, and how to revise it.		Dial 2
For questions about a pending 498 ID application or questions related to the status of your 498 ID: USAC can only assist callers with 498 ID related questions who are listed as the Officer or General Contact on the FCC Form 498.		Dial 3
Want a copy of your remittance statement? Please note that USAC no longer accepts phone requests for copies of remittance statements. Submit the request as an email. Instructions can be found on the Payment & Remittance page of www.usac.org .		Dial 4
For questions related to approved disbursements, payment re-issue, or other payment requests: USAC can only assist callers with disbursement/payment related questions who are listed as the General Contact on the FCC Form 498.		Dial 5
For assistance regarding a netted or withheld payment: USAC can only assist callers with payment related questions who are listed as the General Contact on the FCC Form 498.		Dial 6
Support with the four universal service programs		First, dial 4
Schools and Libraries (E-rate) Program questions.		Dial 1
Lifeline Program carrier questions. Lifeline Program consumers should visit the Lifeline Program Consumer Issues page.		Dial 2
High Cost Program questions.		Dial 3
Rural Health Care Program questions.		Dial 4
Filing complaints		First, dial 5
To file a complaint about USAC or any of its vendors, or if you wish to report a potential rule violation through our whistle blower process. If you are a Lifeline Program consumer and have questions or problems with your service, want to report Lifeline Program fraud, or have a complaint about your telecommunications company, please visit the Lifeline Program Consumer Issues page.		Dial 1