

Select the buttons in sequence (each menu must load before making your next selection) to go to the topic you have a question about. For example, for a question about the Lifeline FCC Form 497, press 1 after the first menu loads, press 2 after the second menu loads, and press 2 after the third menu loads.

Program Questions & Inquiries			
Schools and Libraries Program			Menu Options
Questions on invoices under review and filing the FCC Forms 470, 471, 479, or 486.	1	1	1
E-File login and user account questions.	1	1	2
FCC Form 498 help and assistance.	1	1	3
Disbursement related questions.	1	1	4
Lifeline Program			Menu Options
For consumers looking for help with Lifeline.	1	2	1
Filing assistance with FCC Form 497.	1	2	2
E-File login and user account questions.	1	2	3
Questions about approved disbursements, FCC Form 498 help, and other inquiries.	1	2	4
High Cost Program			Menu Options
Filing assistance with High Cost forms.	1	3	1
E-File login and user account questions.	1	3	2
Questions about approved disbursements, FCC Form 498 help, and other inquiries.	1	3	3
Rural Health Care Program			Menu Options
Questions about a pending funding commitment or unapproved invoice.	1	4	1
E-File login and user account questions.	1	4	2
FCC Form 498 help and assistance.	1	4	3
Questions about approved disbursement information and all other inquiries.	1	4	4
Contributor & FCC Forms 499-A/Q Questions			
Contributors			Menu Options
E-File login and user account questions.	2	1	1
Questions or assistance with the FCC Form 499-A and FCC Form 499-Q.	2	2	2
Questions about contributor invoices, making payments, billing disputes, and collections.	2	1	3
To respond to a notice or request from the FCC Form 499-A/Q data collection staff.	2	1	4
Service Provider & FCC Form 498 Questions			
Service Providers			Menu Options
E-File login and user account questions.	3	1	1
Questions about FCC Form 498, filing assistance, or the address for submission.	3	1	2
Questions about approved disbursements, requests for re-issuance of payment, or duplicate remittance statements.	3	1	3
For assistance with netted or withheld payments.	3	1	4
Complaints & Whistleblower Alerts			
About USAC			Menu Options
Complaints about USAC or to report a rule violation.	4		