











# ACCOUNT MANAGEMENT

This section provides information and procedures to enable users to perform administrative activities in E-File. These functions will simplify and expedite the filing of available forms.

## **This section will cover:**

- How to change an E-File password;
- How to modify a personal profile;
- How to create an Authorized User;
- How to reset the password of an Authorized User; and
- How to activate, deactivate, and manage entitlements of an Authorized User.

# ACCOUNT MANAGEMENT: USER GROUPS

E-File has four different user groups and is able to assign different privileges to each group. The user groups are: Company Officer, General Contact, Authorized User (which includes User, Agent, and Officer), and Preparers.

## COMPANY OFFICER:

A Company Officer is able to view, data enter, and certify certain forms for his or her associated 498 ID and/or Filer ID. A Company Officer account is automatically created for the certifying Company Officer on a paper FCC Form 498 or 499 once the form is processed. The account information is sent via email to the Company Officer who certified the form.

The FCC Forms 498 and 499 accounts allow a Company Officer to perform administrative tasks related to Authorized User accounts over which he or she has control such as electronically activating, deactivating, and managing entitlements and resetting passwords.

- FCC Form 498 Company Officer: Data enters and certifies FCC Forms 481, 497, 498, and 525 electronically. Has authority over accounts created and Authorized User accounts created by General Contacts for these forms.
- FCC Form 499 Company Officer: Data enters and certifies FCC Forms 499. Has control over Authorized User accounts created for this form.

Company Officers are ultimately responsible for the information contained in all forms certified, as well as all activity within Authorized User accounts. A General Contact will have access to Authorized User accounts created by the 498 Company Officer and will also be able to create and modify his/her own Authorized User accounts. However, any time a General Contact creates or modifies an Authorized User account, the 498 Company Officer oversees this process and can reject modifications. The 498 Company Officer may also need to file a revised FCC Form 498 listing a different General Contact.

498 Company Officers also have the ability to create Agent Authorized Users (see “Authorized User” section) for the FCC Forms 481, 497, and 525.

## GENERAL CONTACT:

### (Service providers only)

A General Contact is able to view, enter data for, and certify FCC Forms 481, 497, and 525 (this capability is limited to searching for and viewing information) for his or her associated 498 ID, and view and submit FCC Form 498 data to a 498 Company Officer for review, approval and certification. A certifying General Contact is responsible for the accuracy of the information contained in each form, as well as the certifications.

A General Contact account is automatically created when a hard copy FCC Form 498 is processed. The account information is sent to the General Contact via email who is listed on the form. To activate the account, the General Contact must log in and change his or her password. Although a General Contact account may have the functionality to certify a form, the account holder must be the person authorized to certify the form in order for it to be valid.

General Contacts are able to perform administrative tasks related to Authorized User accounts to which he or she has access such as electronically activating, deactivating, managing entitlements, and resetting passwords. General Contacts with FCC Form 498 rights may create Authorized Users for FCC 481, 497 and 525.

When General Contacts create Authorized Users and grant entitlements to them for FCC 497 or 525, those Authorized Users will have the ability to view, modify, and in some cases certify those forms. When a 498 Company Officer logs in to E-File, he/she will be able to see all of the Authorized Users created by the General Contact, in addition to the users that he/she created. Likewise, when a General Contact logs in to E-File, he/she will be able to see all Authorized Users that the 498 Company Officer has created, in addition to the users that he/she has created.

## **AUTHORIZED USER:**

An Authorized User has the ability to view and enter data for forms that a Company Officer or General Contact has granted them access to. If a 498 Company Officer or General Contact assigns the Authorized User rights to FCC Forms 481, 497 or 525, that Authorized User can view and enter data for the forms, and in some cases, certify the forms.

The account information is sent to the Authorized User at the email given by the creator of the account. To activate the account, the Authorized User must log in and change his or her password. Authorized Users are not able to view and submit revisions to an FCC Form 498.

In the case of FCC Form 499, when an Authorized User creates a form, he or she will need to submit it electronically to be certified by the 499 Company Officer.

Although an account may have the functionality to certify a form, the account holder must be the person authorized to certify the form in order for it to be valid. A certifying Authorized User is responsible for the accuracy of the information contained in each form, as well as the certifications.

Authorized User accounts are maintained by the Company Officer and the General Contact.

### Authorized User: Agent

An Agent is a type of Authorized User. An Agent has the ability to access and data enter the FCC Forms 481, 497, or 525, but only for the 498 ID(s) to which he or she has been granted access by a 498 Company Officer or General Contact.

An Agent is not able to access any other forms within E-File. An Agent also is able to certify FCC Form 525, however, the carrier will need its authorized employee to certify as well. An Agent cannot certify FCC Forms 481 or 497.

## **PREPARER:**

### **(Contributors Only)**

A Preparer has the ability to view and data enter FCC Forms 499 for his or her associated Filer ID. A Preparer account is automatically generated for the person listed as the Preparer on a hard copy FCC Form 499. The account information is sent via email to the Preparer listed on the form. To activate the account, the Preparer must log in and change his or her password. This account may only be deactivated upon the submission and processing of an FCC Form 499 with a different Preparer.



# ACCOUNT MANAGEMENT: PASSWORDS & PROFILES

Company Officer, General Contact, and Preparer accounts are established by providing the requested information on the FCC Forms 498 or 499 and submitting a signed copy to the address listed on the form. The accounts are established using the email addresses provided on the form.

It is the responsibility of the Company Officers to ensure their email addresses, as well as emails associated with any accounts they create or have control over, accept emails from USAC and that they, as well as any Authorized Users they create or have control over, may receive confidential business communications at the contact information provided for the account.

Password information will be provided by USAC via email once the signed form is received and processed. The sharing of user IDs and passwords, even with coworkers, is prohibited. Access to an online application account is restricted to the individual to whom that account is assigned.

## **PASSWORDS:**

Use caution while entering your user ID and password. Failure to enter a valid user ID and password combination within three attempts will result in the account being locked.

A valid E-File password must be at least six characters in length and contain at least one special character [ @, #, \$, %, &, \* ]. The password should not be the same as, or a subset of, your user ID.

Other methods of protecting your password include making sure that is not easily discernible, such as a common name or location, not posting or storing it in a location easily accessible by others, and routinely changing it.

## Changing a Password:

As a user of E-File, you can change your password at any time. Newly established accounts will require the password to be changed the first time the password is used to log in to E-File. It is recommended that you change your password frequently (at least once every three months) in order to protect your account information.

To change a password, after logging in to E-File, click on the “Change Password” option under “My Account” in the left hand menu. Enter your current password and enter your new password twice. Click the “Save” button. You should see a “Change Password - Confirmation” page to show that the action was completed successfully.

## Resetting a Password:

If you forgot or otherwise need to reset your password, you will either be able to reset it yourself or request that it be reset.

The procedure for requesting a password reset is dependent on the type of account. Company Officer, General Contact, and Preparer accounts should be able to reset their own password by going to the E-File page and clicking on “Forgot Password.”

When inputting the requested information, an account holder has three tries before the account locks and USAC’s Customer Operations team will need to be contacted. Upon successful reset, the account holder will receive an email with a temporary password.

Only the person assigned to the account may reset his or her password. Authorized Users with FCC Form 499 entitlements must contact their 499 Company Officer to obtain a password reset. Authorized Users with entitlements to forms other than the FCC Form 499 must contact their General Contact or 498 Company Officer to obtain a password reset.

To reset the password of an Authorized User, the Company Officer or General Contact must click on “Authorized Users” in the left hand menu. Click on the label “reset pwd” to the right of the Authorized User for whom you need to reset the password. After you click “OK” on the confirmation message, the new password will be displayed and emailed to the selected Authorized User. All users that

have had their password reset will be required to use that new password when they first log in.

## **PROFILES:**

E-File allows all users to create a profile. The profile stores contact information specific to their account. It also allows Company Officers and General Contacts to maintain addresses and contact information of Authorized Users.

To change or update your own contact information, click on “My Account” from the left hand menu. This will display your name and email address. It will also allow you to enter or update your address and phone number. When finished, click on the “Save” button to finalize and store the update.

Please note that updating information in your profile does NOT update information stored on your FCC forms.

If you are a Company Officer or General Contact and would like to edit the profile of an Authorized User, start by clicking on “Authorized Users” in the left hand menu. Click on the email address of the Authorized User’s profile that you would like to edit. Make any necessary changes to the information displayed and click the “Save” button to finalize and store the update.

## **OPTING OUT OF EMAILS:**

You have the option to opt out of electronic notifications (i.e., emails regarding forms ready to be certified, forms that have been successfully submitted, etc.).

If you opt out of electronic notifications, you will not receive information sent electronically.

## **ACCOUNT DEACTIVATION:**

There are two ways for a Company Officer or General Contact to deactivate an Authorized User account. (1) The Authorized User will be deactivated if all of their entitlements are manually removed from their account. (2) Or, from the main E-File home page, click on the Authorized User’s email address to display the profile for that user. Click the “Deactivate” button and when the pop-up appears to confirm your wish to remove all of that user’s entitlements, click “OK.” You will then receive a confirmation page verifying that the process was successful.

To deactivate a Preparer, a 499 Company Officer should submit an FCC Form 499 with the name of a different Preparer. Once this form has been processed by USAC, the original Preparer will be deactivated.

# ACCOUNT MANAGEMENT:

## CREATING NEW USERS

This section contains basic information about creating new users in E-File. For more specific information about creating different kinds of users for specific form filing within E-File, please skip to the “Form Submission” section.

### NEW AUTHORIZED USER:

Accounts for a 499 Company Officer and a Preparer are automatically created with the processing of a paper FCC Form 499. A 499 Company Officer is able to create new Authorized Users.

Accounts for a 498 Company Officer and a General Contact are automatically created with the processing of a paper FCC Form 498. A 498 Company Officer or General Contact is able to create new Authorized Users.

When a 498 Company Officer or the General Contact creates an Authorized User, both the 498 Company Officer and General Contact is able to manage the entitlements of that Authorized User, regardless of who originally created the account.

The 498 Company Officer or General Contact should log in to E-File and click on “New User” under the “Authorized Users” section in the left hand menu. If “New User” is not available, click on the “Authorized Users” header first, and then select “New User.” Enter the email address of the account you wish to create and click on “Search.”

If the Authorized User has already been created, the current profile information will be displayed. If this is a new user, who does not already have an Authorized User account, you will be required to enter their first and last name. After you have completed the user’s profile, click on the “Next” button to continue.

On the “User Management - Assign New User” page, the 498 Company Officer or General Contact is able to assign entitlements to the new Authorized User. Clicking on the “Cancel” button or closing the browser will cancel the transaction, forcing you to begin the process over again.

Once the entitlements are assigned, click on the “Save” button. You will then receive a confirmation page verifying that the creation of the new Authorized User was successful.

The process is the same for a 499 Company Officer creating a new Authorized User for the FCC Form 499.

### NEW AUTHORIZED USER: AGENT

The 498 Company Officer or General Contact should log in to E-File and click on “New User” under the “Authorized Users” section in the left hand menu. If “New User” is not available, click on the “Authorized Users” header first, and then select “New User.” Enter the email address of the account you wish to create and click on “Search.”

If the Authorized User has already been created, the current profile information will be displayed. If this is a new user, who does not already have an Authorized User account, you will be required to enter their first and last name. After you have completed the user’s profile, before clicking “Next,” you must click the appropriate agent box that relates to the form that the agent will need access to (Agent entitlements are limited to the FCC Forms 481, 497, and 525). Once you have selected the appropriate box, click the “Next” button.

On the “User Management - Assign New User” page, the 498 Company Officer or General Contact is able to assign entitlements to the new Agent. Clicking on the “Cancel” button or closing the browser will cancel the transaction, forcing you to begin the process over again.

Once the entitlements are assigned, click on the “Save” button. You will then receive a confirmation page verifying that the creation of the new Agent was successful.

# ACCOUNT MANAGEMENT: MANAGING ENTITLEMENTS

The user management system in E-File allows Company Officers and General Contacts to access and modify the privileges of related Authorized Users by assigning or removing entitlements.

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## ADDING ENTITLEMENTS:

When adding entitlements after the Authorized User account was initially created, select “Authorized Users” from the left hand menu and select the “entitlements” option to the right of the Authorized Users email address for which you would like to edit entitlements.

The “Authorized User Management – Entitlements” page shows which entitlements have been previously granted to a specific Authorized User. This page also shows entitlements you are able to grant to the Authorized User.

To assign an entitlement, go into the “Available” box, click in the box next to the 498 ID or Filer ID desired, and then click “Assign.” When the process has been successfully completed, a confirmation message will appear.

If entitlements need to be added to a specific group of Authorized Users (Contributors, Rural Health Care, Schools and Libraries, or High Cost and Lifeline), instead start by clicking on the “entitlements” link for a program. The “Authorized User Management – Entitlements” page shows Authorized Users grouped by program. To assign new entitlements, click the box next to the Authorized User and then click the “Assign” button. When the process has been successfully completed, a confirmation message will appear.

## REMOVING ENTITLEMENTS:

When removing entitlements after the Authorized User account was initially created, select “Authorized Users” from the left hand menu and select the “entitlements” option to the right of the Authorized Users email address for which you would like to edit entitlements.

The “Authorized User Management – Entitlements” page shows which entitlements have been previously granted to a specific Authorized User. To remove entitlements, go into the “Assigned” box, click in the box next to the Authorized User, Filer ID, or program desired, and click the “Remove” button. When the process has been successfully completed, a confirmation message will appear.

# FORM SUBMISSION

Submitting an FCC Form to USAC must take place in E-File.

## **This section will cover:**

- How to review and submit a form for certification;
- How to complete and submit the FCC Forms 498 and 499;
- How to submit an RHC invoice; and
- How to manage a bulk submission.

# FORM SUBMISSION:

## FCC FORM 498

This section contains information about completing the FCC Form 498, Service Provider and Billed Entity Identification Number and General Contact Information Form, in E-File. The FCC Form 498 instructions may be found on the USAC website ([www.usac.org/sp/tools/forms.aspx](http://www.usac.org/sp/tools/forms.aspx)).

A General Contact or 498 Company Officer with entitlements for the 498 ID may enter data for the FCC Form 498. A 498 Company Officer, authorized by the company to submit FCC Forms 498, must certify the form. A General Contact, authorized by the company to make changes to existing information, may submit changes to the 498 Company Officer for viewing, modifying, approval, and certification.

The form must be submitted via E-File. Once received, the form is processed by USAC.

### FIRST-TIME SUBMISSION:

Submitting the FCC Form 498 is required for new service providers. A new service provider is a company or entity, which has not previously requested a 498 ID as required for participation in universal service programs.

From the login page of E-File, click on “New Service Provider” to access the new service provider instructions page. Read the instructions carefully and click on “Continue” to display the FCC Form 498.

Complete the FCC Form 498. If you have specific questions regarding the completion of the form, contact our Customer Operations team at (888) 641-8722 or visit our website ([www.usac.org](http://www.usac.org)) for help.

When all required data has been entered on each page, click “Click here to Preview and Submit the Form.” If you have errors in any field, a pop-up window will display them. Correct any errors and enter any missing data and preview the form again until no errors remain.

When the data is validated without system errors, review the form a final time for completeness and accuracy. Click on the “Submit” button to transmit the data to USAC. If the form is submitted, the “New Service Provider – Confirmation Message” will be displayed. Keep this confirmation number for your records.

After submitting the form via E-File, your 498 Company Officer will be alerted via email to certify the form.

Once USAC has received 498 Company Officer certification, an email will be sent to the General Contact and 498 Company Officer when the 498 ID request is approved and the E-File account has been created.

### REQUESTING A NEW 498 ID:

After you have logged into E-File, click on “New 498 ID” under the “Service Providers” section of the left hand menu. Read the instructions for creating a new 498 ID and click “Continue.”

A pop-up window will provide you with the terms and conditions. Accepting the terms and conditions will allow the Company Officer to review, certify, and submit the form to USAC. If you reject them, you will be allowed to enter information on the form, but USAC will require a hard copy for processing.

After accepting the terms and conditions, complete the FCC Form 498. If you have specific questions regarding the completion of the form, contact our Customer Operations team at (888) 641-8722.

When all required data has been entered on each page, click “Click here to Preview and Submit the Form.” If the system detects any errors, a pop-up window will display them. Correct any errors, enter any missing data, and preview the form again until no errors remain.

When the data is validated without system errors, review the form a final time for completeness and accuracy. Click on the “Submit” button to transmit the data to USAC. If the form is submitted, the “New Service Provider – Confirmation Message” will be displayed. Keep this confirmation number for your records. After submitting the form via E-File, click on “Click Here” to view the form as a PDF.

If the General Contact and 498 Company Officer information provided can be authenticated by E-File, an email will be sent to the 498 Company Officer requiring him or her to review and certify the form in order for the data to be transmitted to USAC.

Once USAC has approved the form, an email will be sent to alert the General Contact and 498 Company Officer.

### **FORMS PENDING CERTIFICATION:**

After a General Contact completes the data entry portion of the FCC Form 498, the data is placed into “Pending Officer Approval” status until the form is reviewed and certified by the 498 Company Officer listed on the form. To certify the form, the 498 Company Officer will need to follow these steps after he or she has logged in to E-File. First, click on “Form 498” in the left hand menu under “Pending Certifications.” Click on the 498 ID to display the terms and conditions. Accepting the terms and conditions will allow the 498 Company Officer to review, certify, and submit the form to USAC. If rejected, the 498 Company Officer will be allowed to enter information on the form, but USAC will require a hard copy for processing.

Review the information thoroughly, make any necessary changes, and click on either “validate” or “reject” on the last page of the PDF. After the form has been validated, click on the “Certify” button on the last page. A confirmation message will verify that the process was successful.

# FORM SUBMISSION:

## FCC FORM 499-A

This section contains procedures for completing the FCC Form 499-A, Telecommunications Reporting Worksheet, in E-File. The FCC Form 499-A instructions may be found on the USAC website ([www.usac.org/cont/tools/forms](http://www.usac.org/cont/tools/forms)).

The FCC requires universal service contributors to file two different versions of the FCC Form 499. The FCC Form 499-A is filed annually in April. The FCC Form 499-Q is filed quarterly in February, May, August, and November.

An Authorized User and/or the 499 Company Officer may enter data for an FCC Form 499-A. A 499 Company Officer must certify the form. The form must be submitted online via E-File. Once received, the form is processed by USAC.

### NEW FILER REGISTRATION:

All new contributors are required to register their company with USAC. A new contributor is a company or entity that has not previously requested or obtained a Filer ID. A Filer ID, which USAC issues to the company upon successful registration, is required for contributing to the universal service fund.

New filer registration consists of the company filing the non-revenue portion of FCC Form 499-A.

On the login page of E-File, click on “New Contributor—Registration In Progress” to access the New Filer Registration page. You will need your company’s IRS Employee Identification Number (EIN).

Complete each section, as listed in the left-hand navigation, of the FCC Form 499-A. If you have specific questions regarding the completion of the form, contact our Customer Operations team at (888) 641-8722. You may also visit the “Filing & Managing My 499s” section of our website or read the contributor FAQs.

When all required information has been entered on each page, click “Save & Continue” to electronically validate the information entered. If the system detects any errors, a warning will display in the “Progress Summary” section and the specific error(s) will display at the top of each affected section. Correct any errors and enter any missing

information and check the “Progress Summary” page until each section has been completed successfully. Only when all sections are completed successfully can you click the “Continue” button on the bottom of the page.

You then have the option to view the information you entered in PDF format. You can make edits as needed, or if the form is correct, hit “Submit” at the bottom of the page. Be sure all information is correct before you click “Submit.”

After you click “Submit,” a screen will appear that reads “New Filer Registration—Step 1 of 4 Complete.” This confirms that your information has been successfully submitted to USAC, but you have not completed registration. The 499 Company Officer will be alerted via email to certify the submission to complete registration.

Once USAC has received the certified form, an email will be sent to the Preparer and 499 Company Officer when the form is approved.

### ELECTRONIC SUBMISSION:

(For companies with Filer IDs)

After you have logged into E-File, click on “Create New Form” under the “Contributors” section of the left hand menu. Select the form you need to complete from the drop down menu and enter the Filer ID.

Please note, once the revision period for an FCC Form 499 has ended, that form will no longer be available in the drop down menu.

Click on the “Submit” button and a pop-up window will provide you with the terms and conditions. Accepting the terms and conditions will allow an Authorized User to complete the data entry and submit an electronic version to an authenticated 499 Company Officer to review, certify, and submit the form to USAC. Accepting the terms and conditions as a 499 Company Officer will allow for data



entry and certification directly to USAC. If the terms and conditions are rejected, data can be entered on the form, but USAC will require a hard copy for processing.

When all required data has been entered on each page, click “Submit or Certify” (the “Certify” button is only available to 499 Company Officers with an E-File account) to electronically validate the data that was entered. If the system detects any errors, a pop-up window will display them. Correct any errors and enter any missing data and submit the form again until no errors remain.

When the data is validated without system errors, review the form a final time for completeness and accuracy. Click on the “Submit or Certify” button to transmit the data to USAC. If the form is submitted, the “Form 499 – Confirmation Message” will be displayed. Keep this confirmation number for your records.

After submitting the form via E-File, click on “Click Here” to view the form as a PDF. The 499 Company Officer will be alerted via email to certify the form.

Once USAC has approved the form, an email will be sent to alert the Preparer and 499 Company Officer.

### **FORMS PENDING CERTIFICATION:**

If a Preparer or Authorized User has data entered the form to the point the form is complete and without errors, the data is placed into “Pending Officer Approval” status until the form is reviewed and certified by the Company Officer listed on the form.

To certify the form, the 499 Company Officer will need to first, click on “Form 499A” in the left hand menu under “Pending Certifications.” Click in the box next to each Filer ID or in the box below the check mark to select all forms in that section. To review and make any necessary changes to the forms, the 499 Company Officer may click on the link under “Form 499” column to see the individual form.

Review the terms and conditions. Accepting the terms and conditions will activate and enable you to click the “Certify” button to certify the form. A confirmation message will verify that the process was successful. If more forms are pending certification, the confirmation message will contain a link to view these forms. Rejecting the terms and conditions will require submission of a hard copy form to USAC.

# FORM SUBMISSION:

## FCC FORM 499-Q

This section contains procedures for completing the FCC Form 499-Q, Telecommunications Reporting Worksheet, in E-File. The FCC Form 499-Q instructions may be found on the USAC website ([www.usac.org/cont/tools/forms](http://www.usac.org/cont/tools/forms)).

The FCC requires universal service contributors to file two different versions of the FCC Form 499. The FCC Form 499-A is filed annually in April. The FCC Form 499-Q is filed quarterly in February, May, August, and November.

An Authorized User and/or the 499 Company Officer may enter data for an FCC Form 499-Q. The form must be submitted online via E-File. Once received, the form is processed by USAC.

### ELECTRONIC SUBMISSION:

After you have logged into E-File, click on “Create New Form” under the “Contributors” section of the left hand menu. Select the form you need to complete from the drop down menu and enter the Filer ID this form will be applied to.

Please note, once the revision period for an FCC Form 499 has ended, that form will no longer be available in the drop down menu.

Click on the “Submit” button and a pop-up window will provide you with the terms and conditions. Accepting the terms and conditions will allow an Authorized User to complete the data entry and submit an electronic version to an authenticated 499 Company Officer to review, certify, and submit the form to USAC. Accepting the terms and conditions as a 499 Company Officer will allow for data entry and certification directly to USAC. If the terms and conditions are rejected, data may be entered on the form, but USAC will require a hard copy for processing.

When all required data has been entered on each page, click “Click here to Preview and Submit the Form” or “Click here to Preview and Certify the Form” to electronically validate the data that was entered. If the system detects any errors, a pop-up window will display them. Correct any errors and enter any missing data and submit the form again until no errors remain.

When the data is validated without system errors, review the form a final time for completeness and accuracy. Click on the “Preview and Submit” or “Preview and Certify” button to transmit the data to USAC. If the form is submitted, the “Form 499 – Confirmation Message” will be displayed. Keep this confirmation number for your records.

After submitting the form via E-File, click on “Click Here” to view the form as a PDF. The 499 Company Officer will be alerted via email to certify the form.

Once USAC has approved the form, an email will be sent to alert the Preparer and 499 Company Officer.

### FORMS PENDING CERTIFICATION:

After the data entry portion of the FCC Form 499-Q is completed, the data is placed into “Pending Officer Approval” status until the form is reviewed and certified by the 499 Company Officer listed on the form.

To certify the form, the 499 Company Officer will need to first, click on “Form 499Q” in the left hand menu under “Pending Certifications.” Click in the box next to each Filer ID or in the box below the check mark to select all forms in that section. To review and make any necessary changes to the forms, the 499 Company Officer may click on the link under “Form 499” column to see the individual form.

Review the certification terms and conditions. Click in the box to accept the terms and conditions and the “Certify” button will be activated. Click on the “Certify” button. A confirmation message will verify that the process was successful. If more forms are pending certification, the confirmation message will contain a link to view these forms.

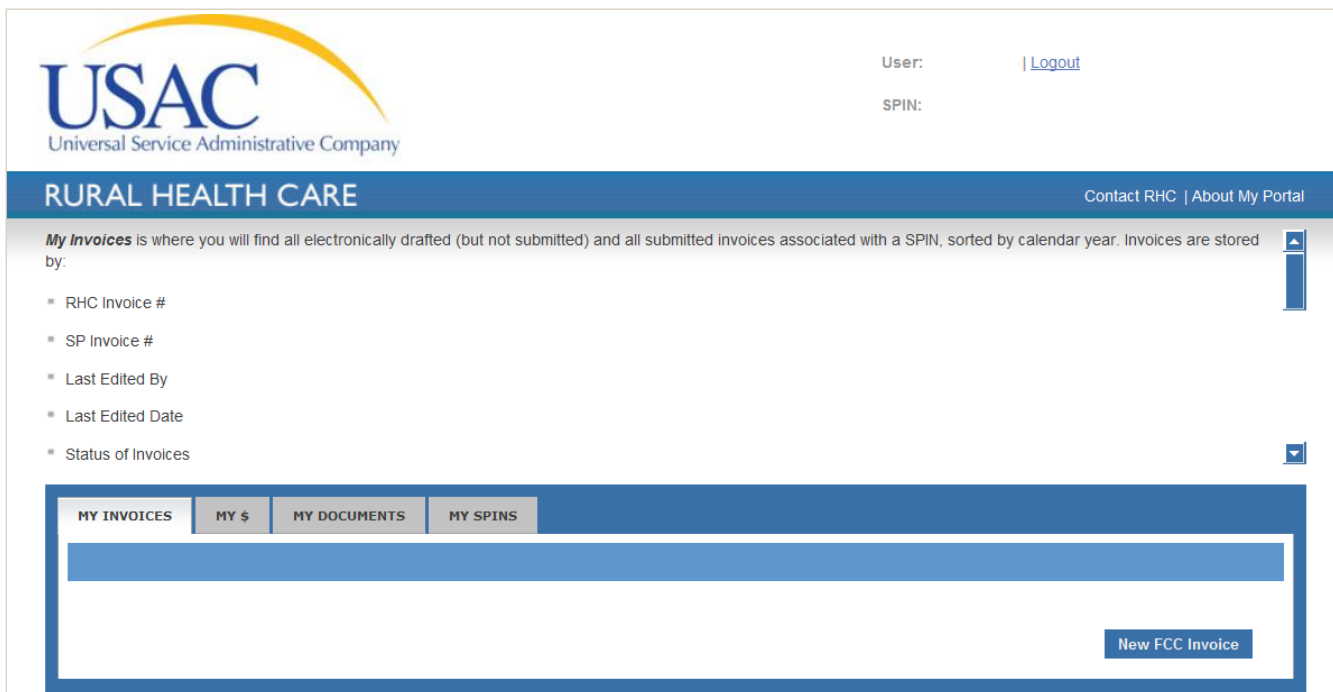
# FORM SUBMISSION: RHC INVOICE

This section contains information about completing the Rural Health Care (RHC) Program invoice in E-File. The invoice instructions may be found in the “RHC Notes” section found within E-File after clicking on “New FCC Invoice.”

498 Company Officers, General Contacts and entitled Authorized Users may access the RHC Program service provider portal and invoice function through E-File.

After you have logged in to E-File, click on “Invoice” under the “Rural Health Care” section of the left hand menu. Please note, the information on the “Information Center” page will vary based on the permissions and entitlements associated with your account.

After clicking on “Invoice,” the service provider portal’s “My 498 IDs” page will be displayed. Select the appropriate 498 ID and complete the associated invoice on the “My Invoices” page.



# FORM SUBMISSION: CERTIFICATIONS

A Company Officer can certify the FCC Forms 498 and 499 in E-File. The Company Officer is able to enter form data, review the form, make necessary corrections, and certify the form. Once electronically certified, the data is passed to USAC.

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## FCC FORM 498

To certify an FCC Form 498, the 498 Company Officer will log in to E-File and click on “Form 498” in the left hand menu, under the header “Pending Certifications.” All FCC Forms 498 requiring certification will appear in a list on the page.

Click on a form to open the terms and conditions page. The 498 Company Officer must first agree to the terms and conditions before certifying. If the 498 Company Officer chooses to reject the terms and conditions, the form must be printed out, signed, and mailed to the USAC address on the form for processing.

Once the terms and conditions have been accepted, review the form in its entirety and make any necessary corrections. Upon completion, click on the “Certify” button.

## FCC FORM 499

To certify an FCC Form 499, the 499 Company Officer will log in to E-File and click on “Contributors” in the left hand menu. On the “Information Center - Contributors” page, click on the Filer ID for the form that needs to be certified. When the history of the Filer ID is displayed, click on the “Certify” button to display the form in a PDF format.

Once the terms and conditions have been accepted, review the form in its entirety and make any necessary corrections. Upon completion, click on the “Certify” button to approve the form or click on the “Save” button to save the form data and defer the certification. When the certification has been successfully completed, a confirmation message will appear. Click on the “Close” button to acknowledge the confirmation.

# FORM SUBMISSION: BULK SUBMISSION

When data for more than a single Filer ID is submitted into the E-File system at the same time, during the process of making a quarterly FCC Form 499-Q filing, it is referred to as a bulk submission. This section contains instructions and tips for creating a properly formatted file that can be used to perform a bulk submission within the E-File system.

It is highly recommended that all 499-Q quarterly filers (or authorized agents of filers) that need to submit data for more than a single Filer ID utilize the 499-Q bulk submission process. This process allows for all of the data associated with one or more Filer IDs to be transmitted to USAC via a single, properly-formatted text file.

## STEP 1 OF 3: ENTER 499-Q DATA IN TEMPLATE

Use the [Bulk Submission Template](#) as the “source document” to create a properly formatted bulk submission file (i.e., a pipe-delimited CSV text file).

The template is a Microsoft Excel (.xlsx) worksheet file that contains pre-formatted cells to be used for inputting data for each Filer ID). The pre-formatted cells are correlated with the data fields contained in the online FCC Form 499-Q.

1. Reset your Windows computer settings to ensure that your Microsoft Excel program uses a pipe-delimiter symbol, instead of a comma symbol. This system setting must be “activated” in order for a properly formatted CSV text file to be created in Step 2. Here’s how to do it on a Windows computer:
  - Go to “Control Panel”
  - Select “Region & Language”
  - At the bottom of the “Formats” tab, select “Advanced” or “Additional” settings
  - On the “Numbers” tab, change the list separator field to the Pipe symbol. You will need to type it in. The pipe symbol looks like a vertical line: |
  - Click the “Apply” button
  - Press OK to leave the numbers tab
  - Press OK to leave the formats tab
2. Enter the data associated with each particular Filer ID into each of the designated cells in columns B through BN of the template. Note: One single row of data

should correlate to all of the FCC Form 499-Q input data associated with a single Filer ID.

3. Save the file as a Microsoft Excel workbook file (with an xlsx file extension).

### Notes about the template:

- All data entry fields are labeled and cross-referenced back to the FCC Form 499-Q labeled data fields and their associated Block and Line item numbers.
- One template can be used to supply data for up to 100 Filer IDs.
- When used to bulk submit data, the template must contain data for at least two Filer IDs.

### Rules for successful population of the template:

- All data items that are entered into a single row must pertain to the data associated with the same single Filer ID.
- Each data item entered must contain properly formatted information that is consistent with the pre-formatted cells. The individual cell formatting should not be changed in any way or the file submission will fail in Step 3.
- All dates must be entered with this format: (mm/dd/yyyy)
- All fields requiring a check box type of response (bit fields) must contain a numeric character of 1 if true or 0 if false.
- Numeric fields into which no values are entered must contain a 0 (zero).
- Text fields that are blank must not contain any characters or spaces.
- All phone and fax numbers must include a dash as the fourth character (xxx-xxxx). Note: Area codes associated with phone numbers and fax numbers are stored in a separate field from the field that contains the seven-digit phone or fax number.
- FCC Registration Numbers (FRNs) must include dashes as the fifth and tenth characters. For example: xxxx-xxxx-xx

# FORM SUBMISSION: BULK SUBMISSION

- All fields that may potentially require the entry of data that contains leading zeros (such as ZIP code fields or FRN fields) have been pre-formatted as text fields within the template. Do not change the pre-existing formatting of these fields during the data entry process or the leading zeros may be lost.
- There are several fields that do not require you to enter any data when using the template. The company's legal name (field 102), Tax Identification Number (field 103), and the name under which the company is doing business (field 104) will all be auto-populated by the E-File system based on previously provided FCC Form 499 data associated with the Filer ID.
- Field 118 (gross-billed revenue from all sources) is system calculated and does not need to be entered.

## STEP 2 OF 3: CONVERT TEMPLATE TO CSV TEXT FILE

After populating the data fields (with data associated with a minimum of two Filer IDs), convert the file to a pipe-delimited CSV text file.

Note: The pipe-delimited CSV text file is the only type of file that can be used in conjunction with the 499-Q Bulk Submission upload process within the E-File system.

To convert your template:

1. Delete rows 1 through 10 of the workbook (Excel column headings cannot be included in the file that is used to create the CSV text file.)
2. Save the Excel Workbook as a CSV text file. You must choose the "CSV (Comma Delimited)" file type from the Excel "file type" drop-down screen when saving the file.

### About the CSV text file:

- Each row will contain 66 data fields (associated with a single Filer ID) and each of these fields must be separated by a pipe symbol.
- On a standard computer keyboard, the pipe symbol appears on the same key that contains the backwards slash \ symbol. The pipe separator symbol appears as one longer or two shorter vertical lines located directly

above the backwards slash \ symbol. It prints out as a single vertical line that looks like this: |

- A pipe separator symbol must be used to separate each of the 66 data fields that are contained within the CSV text file that is created, even if no data is provided for a particular field. Two adjacent pipe separators with nothing showing between them represents a data field that contains "no data."

## STEP 3 OF 3: UPLOAD THE CSV FILE IN E-FILE

The 499-Q bulk submission file (i.e., the pipe-delimited CSV text file created in STEP 2) can be uploaded into E-File by either an Authorized User, or a 499 Company Officer.

1. After signing into E-File, click on the "499 Bulk Submission" option. On the bulk submission main page, a user can perform three tasks:
  - Select a CSV file to be uploaded into E-File
  - Upload the selected CSV file
  - Search for files that have been previously uploaded for a specified Filer ID (to include form type, Filer ID, upload date, submission status, and comments)
2. Select "Please click here to upload this file into the E-File system." This will take you to the file upload page.
3. On the file upload page, click the "Browse" button (to locate and designate the actual CSV text file that you want to upload).
4. Select the desired CSV text file and then click the "Upload" button.
5. When the file upload is complete, one of the following messages will display:
  - Form 499Q - File Upload Success Message (If the file was uploaded successfully.)
  - Form 499Q - File Upload Error Message (If the file was not uploaded successfully. If you receive this message, you must "correct" the CSV file and then upload the "corrected" CSV file by clicking the "Upload Corrected File" button. When this message is displayed, it is typically because the file is not properly formatted. For help with formatting issues,

# FORM SUBMISSION: BULK SUBMISSION

carefully review Steps 1 and 2 of this process to ensure all rules were followed.

6. Once you have reached the “Form 499Q - File Upload Success Message” page, you may select:
  - “Next” to have the currently uploaded records validated.
  - “Back” to return to the upload page and upload a replacement file.

After clicking “Next,” you will return to the bulk submission main page. At this point, you can either delete or submit the data associated with a specified Filer ID by placing a checkmark in the appropriate box (in the left-most column of the table) and then click either the “Delete Selected” button or the “Submit Selected” button.

Data for any Filer ID submitted can be validated in the same manner that data on individually submitted FCC Forms 499-Q are validated. The “Validate” button performs a data validation check on all selected files and refreshes the submission status and comments columns.

## CERTIFY THE DATA

The data associated with any Filer ID submitted must be certified in one of two ways:

- Individual form certification
- Group form certification

### Individual form certification:

Navigate to the “Pending Certifications” section. Select the forms individually by clicking on the Filer ID link under the “Form 499” column, allowing you to view the entire form. Forms may be shown in separate sections based on the certification language associated with a particular form. You may have to scroll down the page to view all forms available for certification.

### Group form certification:

Navigate to the “Pending Certifications” section. To certify one or more forms, select the form(s) you would like to certify by checking the box to the left of the “Form 499” column. You may select all forms in the section by clicking the box below the check mark in the heading of the table.

Upon selecting one or more forms to certify in one section, the other sections will be removed from the screen.

You will be able to return to the “Pending Certifications” page at a later time to certify the remaining pending forms. Once the form(s) you choose to certify are selected, you must review the certification language and the terms and conditions below and click the box to the left of the terms and conditions. You then may click the “Certify” button at the bottom of the page to certify the selected forms.

After certifying a section, a screen will appear listing the forms that were successfully certified.