

Questions & Answers How to File FCC Form 498 Webinar – October 2010

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General Inquiry

When is FCC Form 498 due, and how often do you have to submit it?

There is no deadline and no annual requirement for filing, only submit the form as needed for revisions. USAC recommends checking the form annually to make sure it's up to date.

If an Internet service provider offers video conferencing, what boxes should be checked in Block 14?

As long as the conferencing is carried over an IP network, the company can continue as an Internet service provider. If the company files the FCC Form 499, match the business code to that on the 499 forms.

How do I know if my Form 498 is valid, since I've had some rejections in the past?

If a company is concerned about what version is currently on file with USAC, it can visit the E-file system to view the latest information. For assistance in using the E-file system, please contact Customer Operations.

How do you know if you are required to file FCC Form 499?

Most telecommunications carriers must submit the FCC Form 499. Call USAC to determine whether your company needs to file. More information is available here: [Who Must Contribute](#)

Filing on Paper

Do I have to submit an “original application” even if I already have a SPIN?

An existing officer can request a new SPIN without submitting a paper form. Log in to E-File and under “service providers,” select “request a new SPIN.” Note that after completing the online request for a new SPIN, USAC must review and complete your request; E-File will not issue the SPIN immediately.

Can the Officer certify on paper instead of using E-File?

Yes. Do the data entry and submit the form online then view and print the form with the confirmation on the top. Have the officer sign it and then send it to USAC either electronically as a PDF or in hardcopy through the mail. It may take 7-10 days for USAC to note the certified status in the system.

Should I submit the entire form, or just the signature page?

If your company has not used E-File, you must submit the whole form. There are some cases where the whole form is not required; however, it is always better to submit a complete form.

E-File Login**If the Officer is new, how do they obtain a login to the E-File system?**

When a new officer is added on a Form 498 submission, USAC will automatically create an account and send the first-time login information via e-mail.

How do I retrieve a lost password?

Call Customer Operations or send an e-mail from your listed e-mail address and USAC will send a reset password message.

How can I find out if our officer has an E-File account?

All officers currently listed on the Form 498 should have an E-File account. See the above question to have a password reset for the officer. If he or she is not currently listed on the Form 498, you must submit a revision to add the officer.

E-File**Can I add contacts to approve and verify other forms?**

Yes. In E-File, go to the "Authorized User Process." Consult the E-File user guide (available under FAQs after login on the left side) for detailed information about managing users.

Can more than one e-mail address be designated to receive e-statements?

No. That e-mail goes strictly to the remittance contact; there is only one contact person per support mechanism.

We received a confirmation notice; however, the form was not processed. What happened?

There are situations where the form cannot be fully processed through E-File, including changing the Officer, tax ID or company name. In these cases, when the officer certifies the form, E-File will tell them that a hard copy is required. When you print the form, it will include the confirmation number at the top. Have the Officer certify the form and email, fax, or mail it to USAC with any additional required documentation. Customer Operations can assist you in determining the additional documents you might need to submit.

If the company officer is new, can they certify online?

No, they must submit a paper copy. Enter the data online, then print the form for the new officer to sign. You can mail, fax, or e-mail the signed form as a PDF. Upon receipt of the form at USAC, the new officer will automatically be assigned a user account, and information will be sent to the new officer via email.

Where is the "Certify" button on E-File?

Scroll down all the way to the bottom of the PDF to see the buttons clearly. We are working to make the buttons more visible.

High Cost

What is a SAC and how can I get one?

A Study Area Code identifies a service area for the High Cost and Low Income Programs. To obtain a SAC, contact hcorders@usac.org and ask for a SAC Request Form.

Do you have to list all SAC numbers if none change?

Check the “not changing” box when using E-File; list all SACs each time you submit a paper copy.

Schools & Libraries

Should I update the Schools and Libraries section since you no longer issue checks?

Yes. If we do not have the banking information, we must hold the payment. This is true for all support mechanism sections of the form.

How can I determine if a SPIN is certified for a particular year?

FCC Form 473 certifies that a service provider agrees to comply with all program rules. FCC Form 473 is independent of FCC Form 498. Find more information here: [FCC Form 473](#)

Changes/Revisions

I checked the wrong box. Should I resubmit the Form 498?

USAC recommends resubmitting the form. Resubmitting the form takes only a few minutes using E-File.

We acquired a company and their Officer is no longer with us. How can we certify?

The surviving Officer may sign for the departing officer if they provide sufficient legal documentation such as the merger or sale agreement that clearly demonstrates they own the SPIN. If you acquire another SPIN, consult the appendix in form’s instructions to learn what information USAC needs to process the acquisition. Submit a complete FCC Form 498 for the surviving SPIN and complete the first and last pages for the SPIN that will no longer be used.

DUNS

How can I obtain a Government DUNS Number?

Find information about obtaining a DUNS Number online at www.dnb.com and select “For U.S. Government Contractors, Vendors and Grant Recipients.”

Will USAC withhold payments if a company does not have a DUNS Number?

No, payments will continue. However, if you revise the form, a DUNS number is required. Please update your form once you receive a DUNS number.

Officer/General Contact

Does the Officer have to be a Board officer?

No. The FCC does not define what an Officer is, but the form states that the Officer is someone who is designated by the company and authorized to sign the form.

How does an Officer make a General Contact an authorized user?

It is automatic. During certification, E-File prompts the Officer to agree they grant the General Contact authorization to complete the form and add additional users.

How can we update the form if nobody knows who the Officer is?

Log onto E-file to review the current information on file for the Form 498. If you cannot log onto E-file, and are concerned that the information may not be current, submit a paper form with the appropriate General Contact and Officer. Once we process the form, E-File will replace the old Officer with the new one and give them the appropriate permissions.

If the Officer is terminated, who can sign the form?

The FCC does not define what an Officer is, but the form states that the Officer is someone who is designated by the company and authorized to sign the form. Send a paper revision with a different Officer's signature to certify and update the Officer on file.

Notices

Will I receive a notice when we submit an electronic payment?

When an electronic payment is submitted, USAC sends remittance statement. The statement will be e-mail or hardcopy depending on the preference indicated on the FCC Form 498. The statement goes to the remittance contact listed on the FCC Form 498.

If we submit changes on a paper form, does an approval notification go out?

Yes. Once the form is certified in our system, the officer will receive an electronic notification.

Will the Officer receive an e-mail notifying them to log in and certify?

Yes. When the General Contact submits the form, the Officer will be notified via e-mail.

Contact Us for Additional Assistance!

USAC Customer Operations

Toll Free: (888) 641-8722

CustomerSupport@usac.org

www.usac.org/fund-administration