



Service Providers/Contributors

Customer Service Center Tips

Email customersupport@usac.org or call the Service Providers/Contributors Customer Service Center (CSC) at (888) 641-8722 for assistance Monday-Friday, 9 a.m. – 5 p.m. ET.

The Service Providers/Contributors CSC can:	The Service Providers/Contributors CSC cannot:	If the Service Providers/Contributors CSC cannot help you...
Answer general questions regarding participation in USAC programs as a service provider or contributor.	Confirm eligibility to participate before an official FCC Form 498 form submission.	FCC Form 498/Service Providers can visit the Service Providers Get Started webpage. All service providers seeking to participate in a USAC program should file the FCC Form 498 .
	Confirm an organization's obligation to file the FCC Form 499 or contribute to the Universal Service Fund (USF) before an official review by a qualified FCC Form 499 analyst.	FCC Form 499/Contributors can visit the Service Providers' Contributing to the USF webpage. Any telecommunications provider, including VOIP providers and resellers, must file the FCC Form 499 .
Assist with filing FCC Forms 498 and/or 499. Including accessing forms, resolving error messages, or status of review.	Provide scenario-specific/in-depth assistance with form questions or review a form or document for accuracy before an official submission.	Submit the FCC Form 498 . If information is missing or if the form was not completed properly, you will receive an email from USAC requesting additional information or correction to the submitted form. If you receive an information request and need more details, please respond to the email directly so your reviewer can provide further assistance.
		FCC Form 499/Contributors can visit our Learn webpage for training videos, webinars, and newsletters. For established contributors/FCC Form 499 filers, please use the Messages tab in E-File to reach a qualified FCC Form 499 analyst.



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Provide information on how to obtain a Unique Entity Identifier (UEI) with SAM.gov.	Create your UEI on your behalf or provide you with a status on your UEI registration.	Visit SAM.gov to obtain a UEI. Please note that it may take 4-6 weeks for your UEI to become active once you register with SAM.gov. For more information, visit USAC's SAM.gov UEI Requirement .
Help confirm Red Light status for organizations participating with USAC and provide certain details surrounding the delinquent debt.	Remove or change Red Light status before an official USAC review.	Review the Late Payments, DCIA, Red Light webpage. Review your organization's account in E-File to review payment history, form statuses, and detailed billing information. To make a payment to USAC, review the How to Pay page for additional information and instructional videos.
Provide general information on contributor-related billing issues.	Waive, reduce, or modify assessed charges before a dispute is filed and reviewed by a qualified billing analyst.	See the Billing Disputes webpage. Email us your question or dispute regarding USAC-related charges.
Guide stakeholders to the correct team for assistance and provide helpful resources if a stakeholder receives an email requesting more information or has questions about another program (RHC, E-Rate, Lifeline, HC).	Transfer a call to a specific team or analyst at USAC.	If you have received an email from a specific team or analyst with USAC and need more information, please reply to that specific email/message requesting further clarification.
Assist with troubleshooting multifactor authentication (MFA) issues.	Change your E-File username or password immediately on your behalf.	See the Multi-Factor Authentication webpage for instructions and information about E-File sign-on, single sign-on dashboard, password reset and requirements, text verification codes, and MFA troubleshooting FAQs.