

FCC FORM 690

ONLINE FILING USER GUIDE

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GETTING STARTED

Before you start filing, review the following:

- Ensure that your FCC Form 498 information is up to date. If it is not, contact USAC’s Customer Operations team for assistance at (888) 641-8722.
- Use Google Chrome or Internet Explorer (version 10 or higher) to complete FCC Form 690. Other browsers may experience compatibility issues.
- Review the [FCC Form 690 Instructions](#) for filing requirements.

IMPORTANT TIPS

No filings with USAC should be redacted; all filings to USAC are treated as confidential. If USAC receives a redacted filing it is considered non-compliant.

Carriers must use the naming convention as specified in the instructions when attaching PDF or ZIP files to specific line items on the form. If you are not uploading a USAC template (file type .xlsm only), the only other approved file types for uploading attached documents are PDF (.pdf) and ZIP (.zip).

USING EXCEL TEMPLATES

- When using our Excel templates, ensure that all fields are completed before attempting to upload it to the system.
- Be sure you are using the current versions of the templates, for the appropriate program year for which you are filing.
- When using the templates:
 - Do not try to modify the columns.
 - The first row must remain as column headers.
 - Each row of data must be in the proper sequence matching the column titles and compliant with formats as outlined in the FCC Form 690 Instructions.
 - Up to 10,000 rows can be imported using a single template.
 - Do not copy data from templates from prior years. Formatting and other requirements may have changed.
 - Carriers may use unique names when saving their Excel templates as long as the template files have the .xlsm extension.

NAVIGATING THE SYSTEM

- Do not use the browser back and forward arrows.
- The upload limit for files is 20MB.
- Always remember to save after completing a section of the form.
- If there is no activity after 30 minutes, the system will time out and you will need to log in again.
- To ensure all data saves correctly, do not open more than one browser window in E-File while populating the form.

PERMISSIONS IN E-FILE

FCC Form 690 can be completed by the FCC Form 498 General Contact or Company Officer, or authorized users who have been granted FCC Form 690 access by those individuals. Those are:

- 690 Officer – can enter data and certify
- 690 Agent – can enter data and, in the agent certification section, can certify
- 690 User – can enter data

With questions about setting up permissions for filing, or editing your FCC Form 498 information, contact USAC's Customer Operations team at (888) 641-8722.

LOGGING IN TO THE SYSTEM

- Navigate to the E-File log in screen: <https://forms.universalservice.org/>
- Enter your user ID, password, and click the box to accept the terms and conditions.
- To start filing the form, select **690 Online Form** from the **High Cost & Low Income** section in the left navigation menu.
- To edit entitlements or reset a password for existing users, select **Authorized Users** from the left navigation menu.
 - Each user is listed.
 - To edit their entitlements, select **entitlements**.
 - To reset their password, select **reset pwd**.
 - If you are the 498 Officer or 498 General Contact, you will also see the option to **remove** users.
 - Once changes are completed, click **Save**.
- To add a new authorized user, select **New User** from the **Authorized Users** section in the left navigation menu.
 - Enter the email address of the new user and click **Search**.
 - If the user is found in the system, their information will pre-populate. If they are not found, enter their information and click **Next**.
 - Select their 690 entitlement (690 Officer, 690 Agent, or 690 User) and which 498 IDs they should have the entitlement for, and click **Save**.

STARTING A FILING, OR SEARCHING FOR AN EXISTING FORM

SEARCHING FOR AN EXISTING FORM

There are many ways to search for a form that has already been started in the system. You can search by:

- Carrier name

- 498 ID
 - If the carrier has multiple SACs, each search result will link to the form for each SAC
- Study area code (SAC)
- Operating state

To search, click the **Search** button. To access a particular form, click the **Form 690** button for that listing. To start your search over, click the **Reset** button.

COMPLETING OR DELETING EXISTING FORMS

If you are coming into the system to return to a previously started form, select the “+” symbol in the far left column of the FCC Form 690 submissions table to see all forms created for the current program year.

The forms will be listed with:

- Submission period (the program year for which the form was submitted)
- Filing Type (Annual reporting, Payment 2, or Payment 3)
- Submitted date
- Status
 - Saved Not Certified
 - Certified
 - Certified Not Compliant
 - Ready for Certification
- Filing period (either “open” or “closed”)
- Timeliness (either “on time” or “late”)
- Edit/Submit (buttons for the actions associated with that form’s status)
 - Update (for saved, not certified forms or ready for certification forms)
 - Revise (for certified forms or certified not compliant forms)
- View/Print (an option to view or print that form)
- Download (option to download form and attachments)
- Filing number
- Delete (option to delete a form)
 - Note that carriers will not be able to delete the most recent certified filing
 - If the user roles “Carrier Officer” or “Carrier” are used to create the filing, either role can delete the filing; however, if the “Agent” role is used to create the filing, only the agent can delete the filing.

POPULATING THE FORM WITH DATA

CARRIER CONTACT INFORMATION

The following lines will be pre-populated:

- Line 010
- Line 015
- Line 020

Line 030	Enter the name of the individual to be contacted if USAC has questions about the data submitted. This should be the individual with the most knowledge of the data submitted on this form, even if it is not the individual entering the data.
Line 035	Telephone number for individual identified in Line 030
Line 039	Email address for individual identified in Line 030
Line 040	Use the radio buttons to answer if your carrier has filed the required information, pursuant to Section 54.1009, with an FCC Form 690 filing.
Line 041	If a carrier answers Yes on line 040, this line will appear to attach a description (PDF only) of the documents filed with the FCC Form 690 reporting.
Line 042	If a carrier answers Yes on line 040, carriers should enter the SAC associated with the attachment on line 041
Line 080	Use the radio buttons to indicate whether the study area the filing is for covers tribal lands. Answering Yes will add the (080) Tribal Lands Reporting screen to the filing.

(050) CARRIER CONTACT FORM

This section is prepopulated with last year's information, if applicable. All fields are editable and may be updated if necessary. However, please note that changing the contact information on this form will only update our Form 690 system.

Line 110	Enter the carriers FCC registration number
Line 111	Enter the filing carrier's name
Line 112	Enter the winning bidder's carrier name
Line 113	Enter the carrier's street address or PO Box number
Line 114	Enter the carrier's city
Line 115	Select the carrier's state
Line 116	Enter the carrier's zip code (5 digits + 4 digits, if applicable)
Line 117	Enter the carrier's telephone number and extension, if applicable
Line 118	Enter the carrier's fax number
Line 119	Enter the carrier's email address
Line 120	Enter the name of the carrier contact
Line 121	Enter the filing carrier's name
Line 122	Enter the carrier's street address or PO Box number
Line 123	Enter the carrier's city
Line 124	Select the carrier's state
Line 125	Enter the carrier's zip code (5 digits + 4 digits, if applicable)
Line 126	Enter the contact's telephone number and extension, if applicable
Line 127	Enter the contact's fax number
Line 128	Enter the contact's email address
Line 130	If an agent is preparing a filing on a carrier's behalf, enter the name of the authorized agent who prepared the filing
Line 131	Enter the agent's company name
Line 132	Enter the authorized agent's street address or PO Box number
Line 133	Enter the authorized agent's city
Line 134	Select the authorized agent's state
Line 135	Enter the authorized agent's zip code (5 digits + 4 digits, if applicable)
Line 136	Enter the authorized agent's telephone number and extension, if applicable

Line 137	Enter the authorized agent's fax number
Line 138	Enter the authorized agent's email address

Click the **Save** button at the bottom of the screen. If the system detects any errors, they will be displayed at the bottom of the screen.

(060) COVERAGE AND PERFORMANCE REPORTING

Please note that lines 140, 140a1 and 140a2 will not be visible when preparing Payment 2 and Payment 3 filings.

Line 140	This line will auto populate based on the dates entered on line 140a1 and 140a2.
Line 140a1	Select the coverage and performance start month and year
Line 140a2	Select the coverage and performance end month and year
	Attach Coverage and Performance data using the New Attachment button
Line 141	<p>This line is a dynamic table to enter Coverage and Performance data. Note that population information should be entered for auction 902 – Tribal Mobility Fund participants. Road miles should be entered for auction 901 – Mobility Fund Participants.</p> <p>For this line there are two options for data entry.</p> <ul style="list-style-type: none"> • Option 1: Input all required data into the appropriate Excel template and upload the template to the system. • Option 2: Manually enter all required data into the system directly.

OPTION 1: USE THE TEMPLATE

- Template allows for submission of up to 10,000 rows of data.
- Save the file to your computer.
- Click the **Click to Upload** button to upload the template.
- Review the data uploaded to ensure accuracy of the data transfer from your Excel template to the FCC Form 690 filing system.
- Click the **Save** button at the bottom of the screen. If the system detects any errors, they will be displayed at the bottom of the screen.

OPTION 2: MANUALLY ENTER DATA

- Click the **Add New Row** button to add a new row to the table.
- <a1>: Select the state
- <a2>: Enter the county (up to 30 characters of text).
- <a3>: Enter the census block code (between 12 and 16 characters). This space will permit users to enter text only, numbers only, or a combination of letters and numbers.
- <b1>: Enter the resident population per census block (integer > or equal to 0). Note that if b1 is populated with zero, then the system will require b2 and b3 to also be populated with zero.
- <b2>: Enter the resident population newly reached by service (integer > or equal to 0). Note limitations described in b1.
- <b3>: Enter the total resident population reached by service (integer > or equal to 0). Note limitations described in b1.

- <c1>: Enter the road miles per census block (decimal > or equal to 0). Note that if c1 is populated with zero, then the system will require c2 and c3 to also be populated with zero. Also, decimals may be entered into c1-c3, but should only be done so using two decimal places (example – 3.55). More than two decimals will not be accepted by the Excel upload template or by the 690 filing system if entered directly.
- <c2>: Enter the road miles per census block newly served (decimal > or equal to 0). Note limitations described in c1.
- <c3>: Enter the total road miles covered per census block (decimal > or equal to 0). Note limitations described in c1.
- <d>: Select “Yes” or “No” to indicate if the Electronic Coverage and Performance Data is attached above.

Continue to use the **Add New Row** button to add as many rows as you need. If you are adding more than ten rows, click the arrow(s) button below the table to view rows 11 and beyond. To delete a row, check the box next to the row and click the **Delete Selected Row(s)** button. To delete all the rows, check the box in the subject line and it will select all the rows and then click **Delete Selected Row(s)** to delete all the rows.

To make edits or review certain rows within the table, you can enter a row number in the “enter the row number” search box and the table will display the page with your specified row number. To revert back to row 1, simply erase the row number in the “enter the row number” search box.

Click the **Save** button at the bottom of the screen. This will populate the boxes located below the dynamic table. If the system detects any errors, they will be displayed at the bottom of the screen.

(080) TRIBAL LANDS REPORTING

This section of the form will only become visible if a carrier indicates that the study area covers tribal lands on the Data Collection Form.

Line 142	Select the state in which the SAC associated with the specific area authorized for support is located.
Line 143	Enter the county name associated with the specific SAC authorized for support (may enter up to 500 characters).
Line 144	Enter the Tribal land(s) on which the carrier provides service (may enter up to 1000 characters).
Line 145	Attach a PDF file that outlines discussions the carrier has had with Tribal governments by clicking the New Attachment button.
Lines 146 - 154	Select Yes , No , or Not Applicable from the drop-down menu for each question. These questions confirm that you have addressed all the necessary points in your PDF indicated on each line. Answer Yes if you have addressed the point(s) in the PDF document attached to line 145.

Click the **Save** button at the bottom of the screen. If the system detects any errors, they will be displayed at the bottom of the screen.

(090) PROJECT UPDATE INFORMATION

Line 200	Provide the date the reporting carrier was authorized to receive support for the SAC listed. Refer to the public notice which identified the reporting carrier as the winning bidder and the winning bid that is authorized to receive Mobility Fund Phase I support.
Line 201	Provide the date when the reporting carrier expects to complete construction in the specific SAC listed.
Line 202	Enter the cumulative amount of Mobility Fund Phase 1 support specific to the SAC listed that the reporting carrier is eligible to receive from the FCC as a winning bidder for Mobility Fund Phase 1 support. All entries reflect monetary amounts. Do not use \$ when entering data in this line. Use numbers only.
Line 203	Enter the cumulative amount of Mobility Fund Phase 1 support specific to the SAC listed which the reporting carrier has received as of this reporting period. All entries reflect monetary amounts. Do not use \$ when entering data in this line. Use numbers only.
Line 210	Provide the date when you completed construction in the SAC listed.
Line 211	Using the New Attachment button, attach a PDF file that outlines the carrier's compliance with the requirements of 47 CFR Section 54.1005(b)(2)(v).
Lines 212 – 213	Check the box on each line to confirm that the indicated data has been included in the file attached to line 211.
Line 218	Click the radio button to indicate if your network will support 3G or 4G mobile service.

Click the **Save** button at the bottom of the screen. If the system detects any errors, they will be displayed at the bottom of the screen.

VALIDATE FILING

- Click on the **Validate** button to validate your filing.
- If there are errors within the Form 690 filing, the error messages will appear at the bottom of the screen. Carriers must clear all errors before the form can be certified.
- If validation is successful, the message received will vary based on the user's role.
 - 690 User: A message will appear that reads, "No errors detected in this filing. Your filing is eligible to be certified. An officer of the carrier's company must log in to E-File (Form 690) to complete the certify process."
 - 690 Agent: A message will appear that reads, "No errors detected in this filing. Your filing is eligible to be certified. An officer of the carrier's company must log in to E-File (Form 690) to complete the certify process."
 - 690 Officer: A message will appear that reads, "No errors detected in this filing. Your filing is eligible to be certified. Please proceed to the 'Urban Rate Comparability Certification', 'Accuracy Certification' and 'Certify Filing' screens to complete the certify process."

(071/072) URBAN RATE COMPARABILITY CERTIFICATION

To complete the Urban Rate Comparability Certification screen, you have to be logged into E-File as either a 690 Officer or 690 Agent. If the filing was prepared by a 690 Agent, both the 690 Agent and 690 Officer will need to complete portions of this screen. If you are using the 690 User role, you will not see this certification screen.

690 Officer

- If you are logged in as a 690 Officer, you will see “(071) Urban Rate Comparability Certification Compliance – Reporting Carrier Certification.”
- Enter the name of the 690 Officer
 - The name should match the name associated with the E-File user which should be displayed in the upper right hand corner of the screen after successfully logging into E-File; otherwise an error message will appear after the page has been saved.
- Enter the title or position of the 690 Officer.
- Enter the telephone number and extension (if applicable) of the 690 Officer.
- Please note that the “Signature of Authorized Officer” and “Date” fields will not populate until the 690 Officer has successfully certified the filing.
- If the filing was prepared by an agent, the officer must complete the “Certification of Officer or Employee to Authorize an Agent to File Compliance with 47 CFR § 54.1009(a)(4) on Behalf of Reporting Carrier” section.
 - Enter the name of the 690 Agent.
 - Enter the printed name of the 690 Officer (which should match the name associated with the E-File user ID, otherwise an error message will appear after the page has been saved).
 - Enter the title or position of the 690 Officer.
 - Enter the telephone number of the 690 Officer.
- Click the **Save** button at the bottom of the screen.

690 Agent

- If you are logged in as 690 Agent, you will see “(072) Urban Rate Comparability Certification Compliance – Agent Certification.”
- Enter the name of the authorized agent firm.
- Enter the name of the 690 Agent or the employee of the 690 Agent.
- Enter the title or position of the 690 Agent or the employee of the 690 Agent.
- Enter the telephone number and extension (if applicable) of the 690 Agent or the employee of the 690 Agent.

ACCURACY CERTIFICATION

- Once all elements of the FCC Form 690 have been completed, the filing in its entirety must be certified.
- To view the accuracy certification screen, you have to be logged into E-File as a “690 Officer” or “690 Agent” role.
- There are two sections. If an **Agent** has prepared the filing, they must complete the agent accuracy certification
 - Enter the name of the authorized agent firm.

- Enter the name of the 690 Agent or the employee of the 690 Agent.
- Enter the title or position of the 690 Agent or the employee of the 690 Agent.
- Enter the telephone number of the 690 Agent or the employee of the 690 Agent.
- Enter the telephone extension of the 690 Agent or the employee of the 690 Agent. This field is optional.
- If a 690 **User or Officer** completed the filing or following the completion of the accuracy certification by the agent, if applicable, the officer must complete this certification.
 - When an officer is signed in, a link at the top to the “Accuracy Certification” will be visible.
 - The “Printed Name of Authorized Officer” should match the name associated with the E-File user. This should be displayed in the upper right hand corner of the screen after successfully logging into E-File.
 - Otherwise an error message will appear after the screen has been saved and the filing will not successfully certify.
 - Enter the name of the 690 Agent (only if the filing was prepared by an agent).
 - Enter the printed name of the 690 Officer (which should match the name associated with the E-File user ID, otherwise an error message will appear after the page has been saved).
 - Enter the title or position of the 690 Officer.
 - Enter the telephone number of the 690 Officer.
 - Enter the telephone extension of the 690 Officer. This field is optional.
- Clicking “Save” after completing the accuracy certification will save the data entered within this section and will allow the carrier to confirm that they have not missed any required information. If you do not save the filing, any data entered may be lost.
- The “Signature of Authorized Officer” and “Date” fields will auto-populate following certification. They will appear on the completed certified PDF.

CERTIFY FILING

Once all elements of the FCC Form 690 have been completed, the filing in its entirety must be certified.

- The officer should check the box to indicate they have reviewed the data contained within the PDF and that they understand that the record retention requirements for High Cost program is ten years from the receipt of funding and will maintain supporting documentation for this filing consistent with High Cost program requirements.
- Click the **Certify** button to certify the FCC Form 690.
- Following certification, a confirmation screen will offer the option to print the confirmation. USAC recommends printing the confirmation.
- A confirmation email will also be sent to the e-mail address associated with the officer’s E-File account. If a confirmation e-mail is not received, please review your filing to ensure the status displays as “Certified” when viewed within the FCC Form 690 filing system. If you are still uncertain as to whether or not your filing has been certified correctly, please contact us at hccerts@usac.org.

BULK CERTIFICATION

- On the Form 690 Search screen, bulk certification is available for officers of carriers with more than one Study Area Code. Click the **Bulk Certify** button.
- Officers will see all study area codes available for certification – that is, those which have the “Ready For Certification” status.
- On the study area code selection screen, the officer can sort/filter the columns for SAC, 498 ID, and Carrier Name and can use the “View PDF” icons to view individual submissions. Check the box on the left to select a submission for certification and then click **Certify Selected SACs** at the bottom of the screen. To certify all the filings shown, you can click the checkbox in the subject header right under Select All to select all the boxes and then click **Certify Selected SACs** at the bottom of the screen.
- The next screen will indicate SACs chosen for certification.
- Officers must check the box at the top, indicating they have reviewed all data and understand the record retention requirement for the High Cost program.
- There will be one table of SACs.
 - For filings created by an agent, they will have the agent firm’s name shown under the Name of Agent column.
 - For filings that were created by a user or an officer, it will be displayed as “Not Applicable” under the Name of Agent column.
- After reviewing the SACs, enter the officer’s name, title or position, and telephone number, then click the **Certify** button.
- A confirmation screen will offer the option to print the confirmation. USAC recommends printing the confirmation.
- A confirmation e-mail will also be sent to the e-mail address associated with the officer’s E-File account. If a confirmation e-mail is not received, please review your filing to ensure the status displays as “Certified” when viewed within the FCC Form 690 filing system. If you are still uncertain as to whether or not your filing has been certified correctly, please contact us at hccerts@usac.org.

REVIEWING, REVISING AND COPYING A CERTIFIED FILING

REVIEWING AND REVISING COMPLETED FCC FORM 690

After the FCC Form 690 has been certified:

- Review the form by going back to the List of Form 690 page.
- Clicking the icon in the “View/Print” column will allow carriers to view and print the form, but not the attachments.
- By clicking the icon in the “Download” column, carriers may access all parts of the submission, including attachments, for download.
 - In the Download Files For Form 690 page, you will see Form 690 PDF Filing and Form 690 Attachments

- In Form 690 PDF Filing, this will include your complete certified PDF filing of the FCC Form 690. If you would like to get a copy of your Form 690 filing then you can check the box to select this filing and click **Download Selected Files** to have it download to your computer.
- In Form 690 Attachments, you are now able to access all the attachments made in the filing. You will see the following columns:
 - File Name column will display the naming convention used for the attachment
 - Line Item column will display the line item the attachment was made for, if applicable
 - Description column will display the description of the line item
 - Select column will allow you to check the boxes to download files
- To download all the files shown on this page, there is a “Select/Deselect All” checkbox which allows you to click in the box to select all the files shown or to deselect all the boxes. Then click **Download Selected Files** to download all the files to your computer.

To return to the List of Form 690 submission page, click the **Return to Submission List Results** button.

If you see an error, you can revise the form by clicking on the **Revise** button.

- The revise button will create a new filing based on the information previously entered.
 - Certified filings can now be deleted, but carriers will not be able to delete the most recent certified filing.
 - The Filing Number column denotes how many filings have been created and the Status column denotes the filing’s current status.

COPY FOR PAYMENT 2 AND PAYMENT 3

For the FCC Form 690, there is a tool to assist with completing Payment 2 or Payment 3 filings. When creating a Payment 2 filing:

- Click on the **Create Payment 2 – Form 690** or **Create Payment 3 – Form 690** button.
- Choose one of the filing options.
 - Clicking the **Create Filing Using a Blank Form** option will create a blank filing.
 - Clicking the **Create Filing Based on Data from the Latest Certified Filing** will create a filing that is populated with data from the most recent filing.
 - A Payment 2 will copy the most recently certified Annual or Payment 2 filing.
 - A Payment 3 will copy the most recently certified Annual, Payment 2, or Payment 3 filing.