

Contact the High Cost Program

The High Cost Customer Service Center (CSC) is here to support service providers participating in USAC's High Cost program. This tip sheet outlines recommended steps for common scenarios users may experience.

General Information



Information about deadlines for High Cost's various funds:

- Visit the [High Cost Funds](#) webpage for important dates and deadlines. For additional questions email HCQuestions@usac.org or call High Cost CSC at (844) 357-0408 Monday-Friday 8 a.m. to 8 p.m. ET.



Question about an email sent from hccerts@usac.org or hcinfo@usac.org:

- Unless the email states otherwise, respond to hccerts@usac.org or hcinfo@usac.org directly with your question(s).

PMM or HUBB Error Messages



Error message received in HUBB or PMM:

- Email the High Cost CSC at HCQuestions@usac.org with your **SPIN**, **SAC**, and **fund**. Include a screenshot of the error message and the steps you took prior to receiving the error message.



Error message received when uploading data into HUBB or PMM:

- Email the High Cost CSC at HCQuestions@usac.org with your **SPIN**, **SAC**, and **fund**. Include a screenshot of the error, the file you are trying to upload, and any error logs you may have.

Form Assistance



Red Light status notices or FCC Form 499/Filer ID information:

- The CSC can help confirm Red Light status but cannot remove or change Red Light status before an official USAC review. See the [Late Payments, DCIA, Red Light](#) page.
- Email customersupport@usac.org or call the Service Providers/Contributors Customer Service Center at (888) 641-8722 Monday-Friday, 9 a.m. to 5 p.m. ET with any additional questions. Be sure to have your **SPIN**, **SAC**, and **fund** readily available.

**FCC Form 498, E-File system, or service provider roles and entitlements in the E-File system:**

- Visit the [How to Use E-File](#), [Register for a 498 ID](#), and [Manage My 498 ID](#) webpages.
- Email customersupport@usac.org or call the Service Providers/Contributors Customer Service Center at (888) 641-8722 Monday-Friday, 9 a.m. to 5 p.m. ET with any additional questions. Be sure to have your **SPIN**, **SAC**, and **fund** readily available.

**Lifeline FCC Form 555 and FCC Form 497:**

- For the FCC Form 555, visit the [Annual Filings](#) webpage or email Form555@usac.org.
- For the FCC Form 497, visit the [Lifeline Claims System \(LCS\)](#) webpage or email LIFilings@usac.org.

**Confirmation needed about document certification:**

- Email HCQuestions@usac.org or call High Cost CSC at (844) 357-0408 Monday-Friday 8 a.m. to 8 p.m. ET. Be sure to have your **SPIN**, **SAC**, and **fund** readily available.

Unique Entity Identifier

**The High Cost CSC can:**

- Provide information regarding the Unique Entity Identifier (UEI) requirement available through SAM.gov and contact information for the SAM.gov Federal Service Desk.

**The High Cost CSC cannot:**

- Issue a Unique Entity Identifier (UEI).

**To obtain a Unique Entity Identifier...**

- Visit [SAM.gov](https://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.