



# High Cost Customer Service Center Tips

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

Topic	Recommended Steps
<b>Error message received in HUBB or PMM.</b>	Email the High Cost CSC at <a href="mailto:HCQuestions@usac.org">HCQuestions@usac.org</a> with your SPIN, SAC, and fund. Include a screenshot of the error message and the steps you took prior to receiving the error message.
<b>Error message received when uploading data into HUBB or PMM.</b>	Email the High Cost CSC at <a href="mailto:HCQuestions@usac.org">HCQuestions@usac.org</a> 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.
<b>Confirmation needed about document certification.</b>	Email <a href="mailto:HCQuestions@usac.org">HCQuestions@usac.org</a> 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.
<b>Question about an email sent from <a href="mailto:hccerts@usac.org">hccerts@usac.org</a> or <a href="mailto:hcinfo@usac.org">hcinfo@usac.org</a>.</b>	Unless the email states otherwise, respond to <a href="mailto:hccerts@usac.org">hccerts@usac.org</a> or <a href="mailto:hcinfo@usac.org">hcinfo@usac.org</a> directly with your question(s).
<b>Assistance needed with Red Light status notices or FCC Form 499/Filer ID information.</b>	The CSC can help confirm Red Light status but cannot remove or change Red Light status before an official USAC review. See the <a href="#">Late Payments, DCIA, Red Light</a> page. Email <a href="mailto:customersupport@usac.org">customersupport@usac.org</a> 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.
<b>Assistance needed with the FCC Form 498, E-File system, or service provider roles and entitlements in the E-File system.</b>	Visit the <a href="#">How to Use E-File</a> , <a href="#">Register for a 498 ID</a> , and <a href="#">Manage My 498 ID</a> webpages. Email <a href="mailto:customersupport@usac.org">customersupport@usac.org</a> 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.
<b>Assistance needed with Lifeline FCC Form 555 and FCC Form 497.</b>	For the FCC Form 555, visit the <a href="#">Annual Filings</a> webpage or email <a href="mailto:Form555@usac.org">Form555@usac.org</a> . For the FCC Form 497, visit the <a href="#">Lifeline Claims System (LCS)</a> webpage or email <a href="mailto:LIFilings@usac.org">LIFilings@usac.org</a> .
<b>Information about deadlines for High Cost's various funds.</b>	Visit the <a href="#">High Cost Funds</a> webpage for important dates and deadlines. For additional questions email <a href="mailto:HCQuestions@usac.org">HCQuestions@usac.org</a> or call High Cost CSC at (844) 357-0408 Monday-Friday 8 a.m. to 8 p.m. ET.