2021 FCC Form 499-A Webinar Series
Overview for All Others
February 25, 2021
Housekeeping

- The audience will remain on mute
- Enter questions at any time using the “Questions” box
- If your audio or slides freeze, restart the webinar
- A copy of the slide deck is available in the “Handouts” section of the webinar control panel
- This webinar will be recorded and available on the Services Providers: Webinar webpage
Meet Our Presenter

Amy Kavelman
Senior Telecom Industry Analyst | Contributor Operations

Ms Kavelman is a member of the 499 review team, responsible for reviewing all of the FCC Form 499-As submitted to USAC. She is also responsible for developing and delivering training for service providers. Amy has worked at USAC for ten years.

amy.kavelman@usac.org
Webinar Overview

This webinar is intended to provide guidance on filling out the FCC Form 499-A for providers of all other services, including but not limited to the following:

- local and long distance private lines
- payphones (including prison payphones)
- prepaid cards
- satellite services
Agenda

• Revenue Distinction
  • Reseller vs. End User
  • Interstate & International

• Service Specific Lines

• Common Line Numbers

• Wrap-Up
Revenue Reporting

Basics for Reporting Revenue on the FCC Form 499-A
Who Must File

Almost every telecommunications service provider must file FCC Form 499-A.

Must File
If you have a 499 ID, you must file.

- All VoIP providers, even resellers
- Audio bridging providers
- US Carriers that provide only international service
- Payphone aggregators

Who Doesn’t File?
Very few companies.

- All non-common-carriers that are de minimis*
- Government entities, including companies that provide exclusively to government agencies*
- System Integrators*

*and do not provide VoIP services
Record Keeping

- Filers must maintain records and documentation to justify information reporting on the FCC Form 499-A Worksheet, including the methodology used to determine projections and to allocate interstate revenues, **for five years**.
  - The FCC is added language to the 2020 form instructions to indicate that failure to “submit supporting documentation” when requested is subject to enforcement action and administrative penalties.

- USAC may ask you to provide the reports used by the filer that were used to determine the revenue numbers reported on the annual Form 499-A.
  - Example: $4,000 is reported as being collected as FUSF on Line 403. What report did you get that number from? You may be asked to provide it.

- Entities acquiring carrier operations through consolidation, merger, etc., must maintain the records of the acquired entity.
FCC Form 499-A Revenue Reporting

Total Gross Billed Revenue

Wholesale Revenue (Block 3)

End-User Revenue (Block 4)

Telecom Revenue (Lines 303-314)

Non-Telecom Revenue (Line 418)

Telecom Revenue (Lines 403-417)

Intrastate Revenue
*Not Explicitly Reported

Interstate Revenue Column (d)

International Revenue Column (e)

Intrastate Revenue
*Not Explicitly Reported

Interstate Revenue Column (d)

International Revenue Column (e)

USF Assesable
Definition of Reseller

- Wholesale companies report reseller revenue on Block 3
  - A reseller is defined in the instructions as revenue from a customer that:
    - Incorporates purchased telecommunications services into its own telecommunications offerings, and
    - Can reasonably be expected to DIRECTLY contribute to federal universal service support mechanisms based on revenues from those offerings.

Direct contributors to USF simply means that the company gets a monthly invoice from USAC for their contributions.

A reseller can also be *de minimis* and not pay USAC directly for USF. The underlying carrier would then report this revenue in Block 4.
Reseller Template

USAC-Designed Forms and Templates

Paper forms and templates designed to help gather information that is not found on an FCC Form. Follow instructions on each form for submission requirements.

- Location of the template is found at the top of the webpage.
- Certificates developed by the filer are acceptable as long as they meet the requirements outlined in the FCC Form 499-A instructions, page 37.
Questions?
Revenue Reporting

Interstate & International
Reporting Revenues by Jurisdiction

All revenue is entered using the same methodology. Enter the total revenue in the far left hand box, and then break out the interstate and the international. The percentages will be calculated after entering the revenue.

Total Revenue [Column (a)] = Intrastate Revenue + Column (d) + Column (e)

Enter interstate revenue in Column (d)
Enter international revenue in Column (e)

- Jurisdiction is based upon traffic; the originating and terminating points of the final product.
- Revenues from services offered under interstate tariffs should be identified as interstate revenues. (i.e. SLC & LNP)
## Interstate & International Examples

### Interstate Jurisdictions

- A call from Virginia to Illinois is considered an interstate call.

- Data circuits connecting an office in Nevada with another office in California is considered an interstate circuit.

### International Jurisdictions

<table>
<thead>
<tr>
<th>Filer Picks Up Call in US?</th>
<th>Destination</th>
<th>FCC Form 499-A Line</th>
<th>Example of Call</th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes</td>
<td>International End User Receiver of Call</td>
<td>414.1 (e)</td>
<td>Kansas to Mexico City Receiver</td>
</tr>
<tr>
<td>Yes</td>
<td>International End User Receiver of Call</td>
<td>414.1 (e)</td>
<td>London to Mexico, Filer received the call in US &amp; terminated it in Mexico City</td>
</tr>
<tr>
<td>Yes</td>
<td>US End User Receiver of Call (Inbound International Call)</td>
<td>418</td>
<td>London to Kansas</td>
</tr>
<tr>
<td>No, gets traffic offshore</td>
<td>Foreign Carrier in Mexico City who carries call the rest of the way</td>
<td>412</td>
<td>London to Mexico City Telecom</td>
</tr>
<tr>
<td>No, gets traffic offshore</td>
<td>International End User Receiver of Call</td>
<td>418</td>
<td>London Resident to Mexico Countryside recipient of call</td>
</tr>
</tbody>
</table>
Methods to Determine Jurisdiction

- Actual call detail records
  - This is truly the most accurate. If you can get these records and analyze, you should do so.
- Traffic studies
  - By nature, less accurate. We’ll discuss the requirements on the next slide.
- Safe Harbor for VoIP or Wireless Revenues
  - 2006 Contribution Methodology Reform Order, 21 FCC Rcd at 7545, para. 53.
  - may assume that the FCC (USAC) will not find it necessary to review or question the data underlying their reported percentages.
Traffic Studies

• Filers may use traffic studies to determine the amount to attribute to intrastate, interstate, and international revenue

• Traffic studies must meet the following requirements (page 41 on instructions):
  • Traffic studies must be designed to produce a margin of error of no more than one percent with a confidence level of 95%
  • If a non-random sample is used (one example of this is a stratified sample) the traffic study should be described and an explanation provided as to why the non-random technique doesn’t result in a biased sample
  • Traffic studies should include at least an explanation of the sampling and estimation methods used and an explanation of why it results in an unbiased result

Email your 2020 traffic studies that support your revenues reported on the 2021 FCC Form 499-A to the address Form499@usac.org at the same time you submit your Form 499-A.

  Subject Line: 2020 Traffic Study for Filer ID 8xxxxx
Customer Service Poll

Thank You!
Questions?
Revenue Reporting
Reporting Other Revenue

Specific Line Numbers

- Line 306 & 407 – Payphone Services
- Line 406 – Private Lines & Special Access
- Line 411 – Prepaid Calling Cards
- Line 413 – Operator & Toll Calls
- Line 416 – Satellite
- Line 417 – Audio Bridging and other long distance
Completing the FCC Form 499-A

From the main data entry screen, select the button named ‘Enter/Update Revenue Information’.
## Revenue Reporting Sections

### Form 499-A Line #

<table>
<thead>
<tr>
<th>Lines 303-315</th>
<th>Carrier’s Carrier</th>
</tr>
</thead>
<tbody>
<tr>
<td>This section is for reporting revenues received from (1) carriers that contributed to the federal universal service fund (USF); or (2) USAC or state sources for universal service support.</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Lines 403-417</th>
<th>End-User</th>
</tr>
</thead>
<tbody>
<tr>
<td>This section is for reporting revenues received from end-users, or carriers that did not contribute to the federal USF, for providing telecommunications or interconnected VoIP services.</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Lines 418.1-418.3</th>
<th>Non-Telecommunications</th>
</tr>
</thead>
<tbody>
<tr>
<td>This section is for reporting revenues received for providing non-telecommunications services.</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Lines 511</th>
<th>Excluded Reseller Revenue</th>
</tr>
</thead>
<tbody>
<tr>
<td>This section is for reporting revenues from carriers that did not contribute to USF that you would like to exclude from other contribution bases (e.g., NANPA, TRS, LNP).</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Lines 421-422</th>
<th>Uncollectible Revenue or Bad Debt</th>
</tr>
</thead>
<tbody>
<tr>
<td>This section is for reporting any uncollectible revenue or bad debt.</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Lines 503-510</th>
<th>Regional Percentages</th>
</tr>
</thead>
<tbody>
<tr>
<td>This section is required for carriers and providers of interconnected VoIP with revenue to indicate regional billing data.</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th></th>
<th>Certifying Officer Information</th>
</tr>
</thead>
<tbody>
<tr>
<td>This section you will need to fill out the filer’s Certifying officer information.</td>
<td></td>
</tr>
</tbody>
</table>
Expanding the Revenue Section

When you select each section, you’ll need to click ‘Yes’ to go into the section. The system was designed to ‘talk’ the user through data entry. Many find it easier to look for the specific line numbers.
End User Revenue Categories

• The resulting screen will show all of the end user revenue categories. The intent is that you read the questions, and answer if your company has that type of revenue.

• If you prefer to reference the actual line numbers from the FCC Form 499-A (i.e. Line 403, 404.4, 404.5), click the 'Expand All' at the bottom of the screen.
Private Line and Business Data Service

**Line 406:** Instructions on page 25 and 26

- Revenues from providing local services that involve dedicated circuits, private switching arrangements, digital subscriber lines, and/or predefined transmission paths, including those services that provide dedicated point-to-point transmission of data at certain guaranteed speeds and service levels using high-capacity connections.

- Revenues from special access lines resold to end users unless the service is bundled with and charged as part of a toll service, in which case the revenues should be reported on the appropriate toll service line.

- Revenues from offering dedicated capacity between specified points even if the service is provided over local area switched, multi-protocol label switching (MPLS), asynchronous transfer mode (ATM), or frame relay networks.
Private Line continued

**Line 406:**– Instructions on page 25 and 26

- Revenue from broadband transmission service, including consumer broadband-only loop service, voluntarily provided on a common carrier basis to providers of retail broadband Internet access except as set forth below. This provision does not include revenue from broadband transmission service offered on a common-carrier basis by rate-of-return carriers that are exempt from the contribution obligations on those services pursuant to Commission order.

- Filers should report on Line 406 revenues derived from the sale of special access service on a common carrier basis to providers of retail broadband Internet access service.

- All other revenues from local private line service and business data service billed to end users must be reported on Line 406.
Payphone Services

**Line 306 & 407:** Report all payphone revenues – Instructions on page 27

- **Line 306** should include revenues received from carriers as payphone compensation for originating toll calls. (dial-around)

- **Line 407** should include revenues received from customers paid directly to the payphone service provider, **including all coin-in-the-box revenues.** Do not deduct commission payments to premises’ owners.

NOTE: A good way to determine the interstate revenue amount is by looking at the phone bills from your underlying carrier for your pay phones. The interstate revenue reported on line 407 typically is under 20%.
Prepaid Calling Cards

**Line 411:** Report all prepaid calling card revenue – Instructions on page 29

- Revenues from prepaid calling cards provided either to customers, distributors, or to retail establishments.
- Prepaid service where the customer utilizes the service provider’s switching platform and a personal identification number (PIN) for purposes of verification and billing, even if the customer does not receive a physical card.

Gross billed revenues should represent the amounts actually paid by end user customers and not the amounts paid by distributors or retailers, and should not be reduced or adjusted for discounts provided to distributors or retail establishments. All prepaid card revenues are classified as end-user revenues. For purposes of completing this Worksheet, prepaid card revenues should be recognized when end-user customers purchase the cards.
Operator and Toll Calls with Alternative Arrangements

**Line 413:** Instructions on page 29

- All calling card or credit card calls, person-to-person calls, and calls with alternative billing arrangements such as third-number billing, collect calls, and country-direct type calls that either originate or terminate in a U.S. point
- All charges from toll or long distance directory assistance
- Revenues from all calls placed from all coin and coinless, public and semi-public, accommodation and prison telephones, except that:
  - Calls that are paid for via prepaid calling cards should be included on Line 411.
  - Calls paid for by coins deposited in the phone should be included on Line 407
Satellite Service

**Line 416:** Instructions on page 31

- Revenues from providing space segment service and earth station link-up capacity used for providing telecommunications or telecommunications services via satellite.

Do not include:

- Revenues derived from the lease of bare transponder capacity
Audio Bridging

**Line 417:** Instructions on page 31

- All other revenues from providing long distance communications services.
- Toll teleconferencing.\(^{57}\)
- Switched data, frame relay and similar services where the customer is provided a toll network service rather than dedicated capacity between two points.

\(^{57}\)Audio bridging service providers should report all audio bridging revenues as telecommunications revenues. See *Intercall Order*, 23 FCC Rcd at 10734, 10739, paras. 8, 25 - 26.
Common Line Revenue Reporting
**Universal Service Surcharge Revenues**

**Line 403**: Report all USF collected from end users on this line
- Federal USF is categorized as interstate
- State USF is just included in the total revenue reported in column (a)

<table>
<thead>
<tr>
<th>Universal Service Surcharge Revenues</th>
</tr>
</thead>
<tbody>
<tr>
<td>Did you receive any USF surcharge revenues from customers to recover state or federal USF contributions?</td>
</tr>
</tbody>
</table>
| YES - [click here]  />
| NO - Continue to next question />

Please report revenues from state and federal USF surcharges. Please note that revenues from federal USF surcharges should be reported as 100% interstate.

<table>
<thead>
<tr>
<th>Show Helpful Hint</th>
</tr>
</thead>
<tbody>
<tr>
<td>403 Surcharges or other amounts on bills identified as recovering state or federal USF contributions</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Total Revenues</th>
<th>Interstate %</th>
<th>International %</th>
<th>Interstate Revenues</th>
<th>International Revenues</th>
</tr>
</thead>
<tbody>
<tr>
<td>$</td>
<td>0.00%</td>
<td>0.00%</td>
<td>$</td>
<td>0.00</td>
</tr>
<tr>
<td>$</td>
<td>0.00%</td>
<td>0.00%</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

34
Line 405 - SLCs, PICCs, and ARCs

Did you receive any revenues for access tariffs (i.e., tariffed subscriber line charges (SLCs), Access Recovery Charges (ARCs), and/or Primary Interexchange Carrier Charges (PICCs) levied by a local exchange carrier on customers that are not pre-subscribed to an interexchange carrier)?

Yes - Click here
No - Continue to next question

Please report revenues charged to end-users specified in access tariffs, such as tariffed subscriber line charges (SLCs), Access Recovery Charges (ARCs), and/or Primary Interexchange Carrier Charges (PICCs) levied by a local exchange carrier on customers that are not pre-subscribed to an interexchange carrier.

Show Helpful Hint

405 Separately stated line items on customer bills for SLC charges, PICC charges, ARC charges

<p>| | | | | |</p>
<table>
<thead>
<tr>
<th></th>
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<th></th>
<th></th>
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</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>$</td>
<td>0.00</td>
<td>%</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Total Revenues</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Interstate %</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>International %</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Interstate Revenues</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>International Revenues</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
Reporting Revenue Line 405

• Line 405 includes tariffed subscriber line charges (SLCs), Access Recovery Charges (ARCs), or Primary Interexchange Carrier Charges (PICCs) charged by a local exchange carrier on customers that are not presubscribed to an interexchange carrier.

• Intrastate SLC charges should be listed in your state tariff or be in an intrastate only general ledger account and not listed as a Federal Subscriber Line Charge on the invoice. It should be reported on line 405 as 100% intrastate (shown in column A only).
Non-Telecommunications Revenue

**Line 418.3** – All Non-telecommunications revenues reported here. Instructions on pages 32 & 33.

Examples include but not limited to the following:

- Information Services
- Revenues for the provision of broadband transmission offered on a non-common-carrier basis to providers of broadband Internet access
- Revenues for the provision of broadband Internet access
- Published directory services
- Billing and collection services
- Inside wiring
- Pole attachments
Did You Know?
Common Audit Findings

Common Audit Findings: Contributors

In USAC's continuing efforts to ensure carriers are successful at following FCC rules, we have put together a list of some of the most common problem areas identified during audits.

For more information about the audit process, review the BCAP page of our website, which includes a checklist of documentation contributors should maintain for audit purposes. Using all of this information will help to expedite the audit process and should reduce or eliminate audit findings in the future.

Audit Findings

For specific areas of revenue reporting on the FCC Form 499-A, we have outlined a description of the revenue reported, some common audit findings, and ways to prevent a finding like this in the future.

- Description of real audit findings
- Audit tips from the internal audit team and 499 analysts
Uncollectable Revenues

Bad Debt Reporting
Revenue Reporting Sections

Form 499-A Line #

- **Carrier's Carrier**
  This section is for reporting revenues received from (1) carriers that contributed to the federal universal service fund (USF); OR (2) USAC or state sources for universal service support.

- **End-User**
  This section is for reporting revenues received from end-users, or carriers that did not contribute to the federal USF, for providing telecommunications or interconnected VoIP services.

- **Non-Telecommunications**
  This section is for reporting revenues received for providing non-telecommunications services.

- **Non-Interconnected VoIP**
  This section is for reporting revenues received for providing non-interconnected VoIP services.

- **Excluded Reseller Revenue**
  This section is for reporting revenues from carriers that did not contribute to USF that you would like to exclude from other contribution bases (e.g., NANPA, TRS, LNP).

- **Uncollectible Revenue or Bad Debt**
  This section is for reporting any uncollectible revenue or bad debt.

- **Regional Percentages**
  This section is required for carriers and providers of interconnected VoIP with revenue to indicate regional billing data.

- **Certifying Officer Information**
  This section you will need to fill out the filer's Certifying officer information.

Lines 421-422
Uncollectable Revenue or Bad Debt

- The filer has the option to enter uncollectible revenue or bad debt on the FCC Form 499-A.
- Gross billed revenue from all sources will be totaled for you on Line 419.
- On line 421, enter the uncollectible revenue associated with the total gross billed revenue that is shown on line 419.
Uncollectable Revenue or Bad Debt

The filer has the option to enter uncollectible revenue or bad debt from end user telecommunications activities on the FCC Form 499-A.

- **Gross universal service contribution base revenue** from all sources will be totaled for you on Line 420.
- On line 422, enter the uncollectible revenue associated with this revenue on line 420.
- Will lower the net contribution base and results totaled on Line 423.
Third Party Administrators
Contribution Base

<table>
<thead>
<tr>
<th>Support Mechanism</th>
<th>Funding Basis</th>
</tr>
</thead>
<tbody>
<tr>
<td>Universal service</td>
<td>Line 423(d) + Line 423(e)* revenues corresponding to universal service contributions**</td>
</tr>
<tr>
<td>TRS (Filers with end-user revenues must pay a minimum of $25)</td>
<td>Line 514(a) for contributions funding IP CTS** Line 514(b) for contributions funding all other forms of TRS</td>
</tr>
<tr>
<td>NANPA (Filers with end-user revenues must pay a minimum of $25. Filers with no end-user revenues must pay $25.)</td>
<td>Line 420(a) Line 412(a) Line 511(a)</td>
</tr>
<tr>
<td>LNPA - by region (Filers with only carrier’s carrier revenue in a region must pay $100 for that region)</td>
<td>Line 420(a) Line 412(a) Line 511(a) times percentages on Lines 503 through 509</td>
</tr>
</tbody>
</table>

* Line 423(e) is excluded from the contribution base if the total of amounts on Line 423(d) for the filer consolidated with all affiliates is less than 12% of the total of Line 423(d) + Line 423(e) for the filer consolidated with all affiliates. See 47 CFR § 54.706(e).  
** The contribution base for an individual filer is the projected collected interstate and international revenues for the quarter, reduced by an imputed amount of universal service support pass-through charges, based on the actual factor for the quarter. See Contribution Methodology Order, 17 FCC Red 24952, see, e.g., Proposed First Quarter 2004 Universal Service Contribution Factor, CC Docket No. 96-45, Public Notice, 18 FCC Red 25111 (2003). See also FCC, Contribution Factor & Quarterly Filings - Universal Service Fund (USF) 

- The revenue entered on the FCC Form 499-A is used not only by USAC for determining the USF contribution base.
- The third party administrators also receive a copy of this form for their use in calculating contributions to the following:
  - Telecommunications Relay Services (TRS)
  - North American Numbering Plan (NANPA)
  - Local Number Portability (LNP)
- Table 4, included in the instructions on page 47, outlines funding basis for each administrator.
Regional Percentages
For the LNP Administrator
Regional Percentages

- Carriers, including VoIP providers and resellers, are required to report the percentage of revenue sold in each region of the US as outlined on the form.

- Payphone service providers, private service providers, and shared-tenant service providers that have certified that they are exempt from contributing to the shared costs of LNP need not provide these breakdowns.
## LNP Regional Percentages

**REGIONAL REVENUE PERCENTAGES FOR LOCAL NUMBER PORTABILITY (LNP)**

<table>
<thead>
<tr>
<th>Region</th>
<th>Carrier’s Carrier Revenue Regions</th>
<th>End User Revenue Regions</th>
</tr>
</thead>
<tbody>
<tr>
<td>503 Southeast</td>
<td>Alabama, Florida, Georgia, Kentucky, Louisiana, Mississippi, North Carolina, Puerto Rico, South Carolina, Tennessee, and U.S. Virgin Islands</td>
<td>0 %</td>
</tr>
<tr>
<td>504 Western</td>
<td>Alaska, Arizona, Colorado, Idaho, Iowa, Minnesota, Montana, Nebraska, New Mexico, North Dakota, Oregon, South Dakota, Utah, Washington, and Wyoming</td>
<td>0 %</td>
</tr>
<tr>
<td>505 West Coast</td>
<td>California, Hawaii, Nevada, American Samoa, Guam, Johnston Atoll, Midway Atoll, Northern Mariana Islands, and Wake Island</td>
<td>0 %</td>
</tr>
<tr>
<td>506 Mid-Atlantic</td>
<td>Delaware, District of Columbia, Maryland, New Jersey, Pennsylvania, Virginia, and West Virginia</td>
<td>0 %</td>
</tr>
<tr>
<td>507 Mid-West</td>
<td>Illinois, Indiana, Michigan, Ohio, and Wisconsin</td>
<td>0 %</td>
</tr>
<tr>
<td>508 Northeast</td>
<td>Connecticut, Maine, Massachusetts, New Hampshire, New York, Rhode Island, and Vermont</td>
<td>0 %</td>
</tr>
<tr>
<td>509 Southwest</td>
<td>Arkansas, Kansas, Missouri, Oklahoma, and Texas</td>
<td>0 %</td>
</tr>
<tr>
<td>510 Total</td>
<td></td>
<td>0 %</td>
</tr>
</tbody>
</table>

Where are your customers located??

This percentage is used by the Local Number Portability (LNP) administrator to determine your contribution to the LNP fund.

- Enter the % sold in each region.
- The total must equal 100%.
Questions?
2021 FCC Form 499-A Webinar Series

All webinars begin at 2 p.m. ET and last approximately 1 hour.

- **VoIP Service Providers:** Thursday, February 11, 2021
- **Mobile Service Providers:** Tuesday, February 16, 2021
- **Wireline Local & Long Distance Companies:** Thursday, February 18, 2021
- **Resellers:** Tuesday, February 23, 2021
- **Providers of All Other Services:** Thursday, February 25, 2021

How to Register: usac.org > Service Providers > Webinars
Contact Us

• FCC Form 499-A hotline opens March 1
  • Phone: (866) 411-8722
  • Hours: Monday-Friday 9 a.m. to 5 p.m. ET
• Submit an email to Form499@usac.org
• Visit our online learning library
• USAC’s Customer Support Available Year-Round
  • (888) 641-8722