2021 FCC Form 499-A Webinar Series
Overview for Resellers
February 23, 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 for resellers.
• We will cover some commonly asked questions from resellers about completing their FCC Form 499-A revenue reporting.
Agenda

• Revenue Distinction
  • Reseller vs. End User
  • Interstate & International
• Use of Safe Harbor
• Service Specific Lines
• 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. If you have a 499 Filer ID, you must file.

The list of required filers includes:

- VoIP resellers are required to file their own 2021 FCC Form 499-A.
  - The underlying carrier will not file it for you.
- De minimis filers
  - For calendar year 2020, filers that report less than $52,318.66 of combined interstate and international revenues on Line 423, columns (d) and (e) of the 2021 FCC Form 499-A will be considered de minimis for 2020.
  - De minimis filers do not directly contribute to the universal service fund.
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*

USF Assessable
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 Certificates

Resellers attest to this definition by signing a Reseller Certificate. Certificates must be submitted annually.

The underlying provider should be asking you to complete one of these.

Certificate includes the following information
- 499 Filer ID, Company name, contact person, phone number of contact person
- Service specific
- List the dates that this certificate covers
- Includes the legal language outlined in the FCC Form 499-A instructions on page 37
  - I certify under penalty of perjury …

If you meet BOTH requirements and sign this certificate, then the underlying carrier cannot charge you FUSF. You must contribute directly to the FUSH.
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.

<table>
<thead>
<tr>
<th>Credit Balance Refund</th>
<th>Who Must File</th>
</tr>
</thead>
<tbody>
<tr>
<td>Credit Balance Refund Form</td>
<td>Use this form to request USAC refund your company’s credit balance. Learn more</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>FUSF Reseller Certification Template</th>
<th>Who Must File</th>
</tr>
</thead>
<tbody>
<tr>
<td>FUSF Reseller Certification Template</td>
<td>Wholesale carriers can use this template to get information from resale customers regarding their FUSF (federal Universal Service Fund) contributions. Learn more</td>
</tr>
</tbody>
</table>

• 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.

\[
\text{Total Revenue} \ [\text{Column (a)}] = \text{Intrastate Revenue} + \text{Column (d)} + \text{Column (e)}
\]

Enter \textit{interstate} revenue in Column (d)
Enter \textit{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.
- VoIP Safe Harbor 64.9%
  - 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
Safe Harbor Percentage

VoIP providers that cannot determine the actual interstate revenue to report either through call detail records or a traffic study, can use the FCC approved Safe Harbor percentage of 64.9%.

- Safe harbor percentages **can not be** applied to universal service pass-through charges, fixed local, or itemized toll charges. **All filers must report the actual amount of interstate and international revenues for these services.**

- All affiliated wireless telecommunications providers, interconnected and non-interconnected VoIP providers must make a single election for each type of safe harbor.

- Filers should use the same methodology (traffic study or safe harbor) to report interstate and international jurisdictions on the FCC Form 499-A as used on the FCC Form 499-Qs to forecast revenue in each quarter of the applicable calendar year.
Data Entry of Safe Harbor

- To enter revenues using the safe harbor percentage, enter in the total revenue in the ‘Total Revenues’ box.
- The system does not allow you to enter a % in the ‘Interstate %’ box.
- On your calculator, take the amount of total revenue you entered and multiply by .649 (VoIP Safe Harbor %) and enter the resulting answer in the ‘Interstate Revenues’ box.
- You’ll then see the ‘Interstate %’ box auto populate with the 64.9%.
Use of Safe Harbor

Resellers are welcome to use the Safe Harbor, but be aware that your underlying carrier may not be using it to charge you USF. Your FUSF amounts won’t match as a result.

Example: $100 for VoIP services.

- Reseller uses Safe Harbor percentage of 64.9% to determine that $64.90 is interstate and subject to USF.
- Underlying carrier determines interstate traffic is at 24.5% to determine that $24.50 is interstate and subject to USF.

This could make the difference between being de minimis and not.

Also explains why you collect a different amount of USF.

Ie. With a FUSF contribution factor of 31.5%, the reseller is collecting $20.44 and the wholesaler is collecting $7.72.
Customer Service Poll

Thank You!
Questions?
VoIP Revenues
Reporting VoIP Revenue

Most Used Service Specific Line Numbers

- Line 305.2 – VoIP offered as resale
- Line 404.4 – VoIP offered with broadband
- Line 404.5 – VoIP offered without broadband
- Line 414.2 – VoIP long distance
- Line 418.2 – Non Telecom associated with VoIP service
- Line 418.4 – Non Interconnected VoIP
VoIP-type Services – Other Names

- Interconnected VoIP
- Cloud PBX
- Seats
- SIP Trunk
- DID

All of these are reported on the lines associated with VoIP revenues.

While you may call the product something other than VoIP, the concept is the same.
Interconnected VoIP Services

Lines 404.4 and 404.5: Report all interconnected VoIP packages on one of these line numbers.

Interconnected Voice over IP protocol (VoIP) service is a service that:

- Enables real-time, two-way voice communications;
- Requires a broadband connection from the user's location;
- Requires Internet protocol-compatible customer premises equipment (CPE); and
- Permits users generally to receive calls that originate on the public switched telephone network and to terminate calls to the public switched telephone network.
Interconnected VoIP Long Distance

**Lines 414.2:** Report all interconnected VoIP long distance that is not included in the base rate.

Separately billed revenue for ordinary long distance provided to end users using interconnected VoIP.
Non-Telecom VoIP Services

Lines 418.2: Report all non-telecom revenue associated with the interconnected VoIP packages.

Examples of non-telecommunication services bundled with Interconnected Voice over IP protocol (VoIP) service include the following:

• Telephones
• Equipment
• Fax service
• Vertical Features like call forwarding, directory listing, and voice mail.
Non-Interconnected VoIP Service

Line 418.4: Report all non-interconnected VoIP revenue on this line.

A non-interconnected VoIP service is a service that:

• Enables real-time voice communications that originate from or terminate to the user's location using Internet protocol or any successor protocol; and

• Requires Internet protocol compatible customer premises equipment; and

• Does not include any service that is an interconnected VoIP service.

Non-interconnected VoIP customers cannot make or receive calls from the PSTN.
Non-Telecommunications Revenue

**Line 418.3:** Report all other non-telecommunications revenue

- Revenues that are not derived from telecommunications (i.e., rent or sale of equipment).
- Revenues that are derived from other business activities like consulting or software sales
- Internet sales
**Universal Service Surcharge Revenues**

**Line 403:** Report all USF collected from end users on this
- 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 <strong>USF surcharge</strong> revenues from customers to recover state or federal USF contributions?</td>
</tr>
<tr>
<td>YES - [click here]</td>
</tr>
<tr>
<td>NO - Continue to next question</td>
</tr>
</tbody>
</table>

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

**Show Helpful Hint**

403 Surcharge or other amounts on bills identified as recovering state or federal USF contributions

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

• Your underlying carrier may be charging you a Universal Service Fee.
  • Do not report that charge on this form.

• If you charge your customers a universal service fee, either state or federal, you report that as ‘revenue’ on Line 403
  • On the customer’s invoice, it has a separate line item titled ‘Federal Universal Service Fee.

• If you have the USF “built into” the price of the product, do not report it on Line 403. Instead, report that revenue on the product specific line number.
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 #**

| Lines 303-315 | **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. |
| Lines 403-417 | **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. |
| Lines 418.1-418.3 | **Non-Telecommunications**  
This section is for reporting revenues received for providing non-telecommunications services. |
| Line 418.4 | **Non-Interconnected VoIP**  
This section is for reporting revenues received for providing non-interconnected VoIP services. |
| Lines 511 | **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). |
| Lines 421-422 | **Uncollectible Revenue or Bad Debt**  
This section is for reporting any uncollectible revenue or bad debt. |
| Lines 503-510 | **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. |
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.
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 #

Lines 421-422

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.
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.

---

### Table: End User Bad Debt

<table>
<thead>
<tr>
<th>Line</th>
<th>Description</th>
<th>Method</th>
</tr>
</thead>
<tbody>
<tr>
<td>420</td>
<td>Gross universal service contribution base amounts: end-user minus international originating and terminating in foreign points (FCC Form 499 lines 403 through 411 plus 413 through 417)</td>
<td>$0.00&lt;br&gt;0.00 %&lt;br&gt;0.00 %&lt;br&gt;$0.00&lt;br&gt;$0.00</td>
</tr>
<tr>
<td>422</td>
<td>Uncollectible revenue/bad debt associated with universal service contribution base revenue shown on Line 420</td>
<td>$0.00&lt;br&gt;0.00 %&lt;br&gt;0.00 %&lt;br&gt;$0.00&lt;br&gt;$0.00</td>
</tr>
<tr>
<td>423</td>
<td>Net universal service contribution base amounts (FCC Form 499 lines 420 minus 422)</td>
<td>$0.00&lt;br&gt;0.00 %&lt;br&gt;0.00 %&lt;br&gt;$0.00&lt;br&gt;$0.00</td>
</tr>
</tbody>
</table>

### Instructions:
- Enter the bad debt associated with your end-user revenue specific to the universal service contribution base from Line 420.
- On line 422, enter the uncollectible revenue associated with the 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>less</td>
<td></td>
</tr>
<tr>
<td>TRS</td>
<td>Line 514(a) for contributions funding IP CTS**</td>
</tr>
<tr>
<td>(Filers with end-user revenues must pay a minimum of $25)</td>
<td>Line 514(b) for contributions funding all other forms of TRS</td>
</tr>
<tr>
<td>NANPA</td>
<td>Line 420(a)</td>
</tr>
<tr>
<td>(Filers with end-user revenues must pay a minimum of $25. Filers with no end-user revenues must pay $25.)</td>
<td>Line 412(a)</td>
</tr>
<tr>
<td>plus</td>
<td></td>
</tr>
<tr>
<td>less</td>
<td>Line 511(a)</td>
</tr>
<tr>
<td>LNPA - by region</td>
<td>Line 420(a)</td>
</tr>
<tr>
<td>(Filers with only carrier’s carrier revenue in a region must pay $100 for that region)</td>
<td>Line 412(a)</td>
</tr>
<tr>
<td>plus</td>
<td></td>
</tr>
<tr>
<td>less</td>
<td>Line 511(a)</td>
</tr>
<tr>
<td>times percentages on Lines 503 through 509</td>
<td></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.

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

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

Where are your customers located??

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
Universal Service Administrative Co.