New 499 ID Basics
Overview for Service Providers
May 3, 2021
1. Follow the email instructions for audio options
2. The audience will remain on mute
3. Enter questions at any time using the “Questions” box in the GoToWebinar panel
4. If your audio or slides freeze, restart the webinar
5. Relevant documents found in the “Handouts” box in the GoToWebinar panel
6. This webinar is being recorded and will be posted on the “Webinar” page on USAC’s website
Meet Our Presenter

Amy Kavelman
Senior Telecom Industry Analyst | Contributor Operations

Ms Kavelman is a member of the 499 team that analyzes revenue reported on the FCC Form 499-A. She has worked at USAC for 10 years.

amy.kavelman@usac.org
Webinar Overview

In this webinar, designed for service providers new to USAC, we’ll cover the basics of the 499 ID and the filing requirements.
Agenda

• 498 ID & 499 ID Purpose
• 499 ID Assignment
• Filing Calendar
• Quarterly Form 499-Q
• Annual Form 499-A
• Online Help
498 ID & 499 ID
Understanding the Difference
Purpose of These IDs

499 ID
1. Takes it’s name from the registration form – FCC Form 499-A
2. Identification used to contribute to the Universal Service Fund

498 ID
- Takes it’s name from the registration form – FCC Form 498
- Identification used to receive Universal Service funding

Universal Service Fund
ID Differences

**498 ID**

aka

SPIN (Service Provider Identification Number)

Nine digit number beginning with “143” (i.e. 143999999)

**Who** - Telecommunications Providers, Schools, Libraries

**Why** - to receive funding from any of the 4 programs USAC administers: *Rural Health Care, High Cost, Lifeline, Schools and Libraries*

**How** - Complete Form 498

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**499 ID**

aka

Filer ID or 499 Filer ID

Six digit number beginning with an “8” (i.e. 889993)

**Who** - All telecommunications Providers, including VoIP service providers and resellers

**Why** - to contribute to the Universal Service Fund

**How** - Complete Form 499-A

Companies that have a 498 ID don’t necessarily have to have a 499 ID, and vice versa!
499 ID Assignment

Next Steps
Email Notification of Assignment

Next Steps

Two emails were sent to the Company Officer listed on the registration form.

1. Company Officer user name and log in instructions
2. Assignment of the 499 Filer ID and a list of forms you are required to file.

The Company Officer should now add any employees as users to USAC’s E-File system. Functions performed in E-File are form preparers, additional company officers and employees responsible for paying USAC invoices.

ALL FCC Forms must be submitted online through E-File. Paper copies are not accepted.
Newsletter Subscription

Found on main webpage at www.usac.org
Adding E-File Users
Only Company Officers can add users to a 499 Filer ID. Select Add/Remove 499 Users under log in drop down.
Add Authorized Users in E-File

• The email address entered also acts as your E-File user ID

• The email address entered is specific to the person and not an email address shared with another person(s) or a generic email address (e.g. Billing @gmail.com)

• The email address listed above is the address to which business communications, including confidential business communications, may be sent.
Add Authorized Users in E-File

• Enter in the contact information of the user you are adding.

• Place a check mark in the box confirming that the user id you are adding meets the USAC terms and conditions.

• Scroll down to assign a role to the new user.
Add Authorized Users in E-File

• Determine the level of access you will grant to the new user.
  • Company officers are the only persons who can certify an FCC Form.
  • Company officers can also add/remove users who have authority to access the account.

• Select which Filer IDs the new user will have access to by highlight the filer ID and clicking the right arrow button to move it to the ‘Selected Filer IDs’ column.

• Complete the set up by clicking the ‘Submit’ button
2021 Filing Calendar

When to File the FCC Forms 499
Types of FCC Form 499

**FCC Form 499-A**

1. Required for EVERYONE
2. The FCC Form 499-A is the annual form used to report the company’s actual revenue billed during the prior calendar year.
3. The FCC Form 499-A is due annually on April 1.

**FCC Form 499-Q**

1. Required for all non-de minimis filers
2. The FCC Form 499-Q is used to project or forecast the company's revenue for the next calendar quarter.
3. The FCC Form 499-Q due dates:
   - February 1
   - May 1
   - August 1
   - November 1

**ALL FCC Forms must be submitted online through E-File. Paper copies are not accepted.**
<table>
<thead>
<tr>
<th>Due Date</th>
<th>Revenue Reported</th>
<th>Revision Deadline</th>
<th>Contributor Invoice</th>
</tr>
</thead>
<tbody>
<tr>
<td>FCC Form 499-Q February 1, 2021</td>
<td>2Q projected 2021 4Q revenue 2020</td>
<td>March 17, 2021</td>
<td>April – June 2021</td>
</tr>
<tr>
<td>FCC Form 499-A April 1, 2021</td>
<td>Prior year: 2020 January - December</td>
<td>March 31, 2022</td>
<td>July 2021</td>
</tr>
<tr>
<td>FCC Form 499-Q May 3, 2021*</td>
<td>3Q projected 2021 1Q revenue 2021</td>
<td>June 17, 2021</td>
<td>July – September 2021</td>
</tr>
<tr>
<td>FCC Form 499-Q August 2, 2021*</td>
<td>4Q projected 2021 2Q revenue 2021</td>
<td>September 16, 2021</td>
<td>October – December 2021</td>
</tr>
<tr>
<td>FCC Form 499-Q November 1, 2021</td>
<td>1Q projected 2022 3Q revenue 2021</td>
<td>December 16, 2021</td>
<td>January – March 2022</td>
</tr>
</tbody>
</table>

* When a form due date falls on a weekend or holiday, the form is due the following business day.
Filing Dates – from the FCC Form 499-Q

One form is used to file all four of the quarterly filings. The relevant time periods are included on the form showing the filer exactly what time periods the form is reporting.

<table>
<thead>
<tr>
<th>Filing due</th>
<th>Historical revenues (lines 115-118) for</th>
<th>Projected revenues (lines 119-120) for</th>
</tr>
</thead>
<tbody>
<tr>
<td>November 1, 2020</td>
<td>July 1 – September 30, 2020</td>
<td>January 1 – March 31, 2021</td>
</tr>
<tr>
<td>February 1, 2021</td>
<td>October 1 – December 31, 2020</td>
<td>April 1 – June 30, 2021</td>
</tr>
<tr>
<td>May 1, 2021</td>
<td>January 1 – March 31, 2021</td>
<td>July 1 – September 30, 2021</td>
</tr>
<tr>
<td>August 1, 2021</td>
<td>April 1 – June 30, 2021</td>
<td>October 1 – December 31, 2021</td>
</tr>
</tbody>
</table>

* When a form due date falls on a weekend or holiday, the form is due the following business day.
Find the FCC Forms 499

Navigate to USAC’s website: www.usac.org

Click on the words "Service Providers" from the top right hand of page

Mega Menu will display with further menu selections for Service Providers.
Select **Forms & Instructions** from the drop down mega menu.
All 3 forms relevant to Service Providers can be found on this page.

The paper copy of the instructions as well as the form itself are listed in this section. Actual forms are the last pages of the instructions document.

Click on the name to open up a .pdf document.
As a company reselling services like VoIP or “cloud PBX” offerings, you are responsible for filing your own FCC Form 499-A and if necessary, an FCC Form 499-Q. Your underlying provider does not file these forms on your behalf.

You are also responsible for completing a reseller certificate to your underlying provider. These forms are designed and maintained by your underlying provider. On this form, you usually certify if you contribute directly to USAC for the USF or if you fall below the de minimis threshold.
Questions?
Quarterly Filing

Who is Required to File the 499-Q
1. Every non de minimis telecommunications company must file the FCC Form 499-Q.

2. De minimis filers are not required to file the FCC Form 499-Q, but they are requested to email USAC each quarter to notify of their continued de minimis status for the upcoming quarter.

   ◊ Send the email to ‘Form499@usac.org’
   ◊ Include your Filer ID, Company name and the reporting period (i.e February 499-Q) for which you expect to be de minimis.

So the key question is - what exactly is a de minimis company??
Definition of *de minimis*
A filer qualifies for *de minimis* status for a given calendar year when the revenue reported on its corresponding FCC Form 499-A is such that the calculated annual contribution to the federal Universal Service Fund is less than $10,000.

**Annual Revenue Threshold**
For calendar year 2021, filers that bill less than $44,248 of combined end user interstate and international telecommunication revenues will be considered *de minimis* for 2021.

Which leads to the question, “How do I know if I’m below the threshold for a quarter?”

**Quarterly Revenue Threshold**
For every quarter in 2021, if the revenue reported on Line 120(b) + (c) is $11,016.95 or less, then the service provider will be *de minimis*.
Form 499-Q

Understanding the Sections
The FCC Form 499-Q (quarterly) is used to determine the amount of money a company must contribute to the universal service fund for a quarter. It is similar in concept to the IRS quarterly estimated tax forms a business must file. The same form “template” is used for each quarter’s filing. While the filer reports both historical and projected revenues on the form, only the projected revenues are used to determine the contribution amount.
### Paper Form 499-Q

- **Company Identification and Contact Info**
- **Reporting Period**
- **Safe Harbor designation (Line 114)**
- **Historical revenue reporting (Lines 115-117)**
- **Projected revenue reporting (Lines 119 & 120)**
- **Signature and Certification**
Filing Online

Accessing the Forms Through E-File
Online Filing – Before You Start

• Make sure your internet browser’s ‘pop up blocker’ is OFF.
  • The system opens a new window to display the data entry screen for the FCC Form 499-Q.
  • If you have clicked ‘Start Form’ and you don’t see a new, smaller window – you most likely have the pop-ups blocked.

• Please ensure these email addresses from USAC don’t go to your SPAM folder!
  • Important USAC communication comes from the following emails:
    ✓ ‘form499@usac.org’
    ✓ ‘CustomerSupport@usac.org’
    ✓ ‘form499@universalservice.org’

• Not sure if you are *de minimis* or not? FILE the form anyway!
  • We would rather have you report your revenues than us having to estimate on your behalf.
All data entry and submission of 499 forms is done while logged in to USAC’s online system called E-File. You can log in from the main USAC webpage, www.usac.org, by clicking the blue ‘Sign In’ button at the top of the page.
Once logged in to E-File, the new service provider portal will appear. Only systems in which you have authorization to access will appear. In this example, the user can only access the 498 ID and the 499 Filer ID. Select ‘Manage FCC Forms 499’.
Using the new E-File navigation system, navigate to the Filer ID that you wish to work on. Scroll to the bottom of the screen and summary view of the FCC Form 499s.

To enter the November 499-Q, select ‘Start Form’ action from right hand side at end of the row.
Block 3:

- This section contains the revenue, both past and predicted.
- USAC uses the revenues reported on Line 120 to calculate your support mechanism charges (USF)

<table>
<thead>
<tr>
<th>Block 3: Contributor Historical and Projected Revenue Information</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Historical revenues (lines 115-118) for</strong></td>
</tr>
<tr>
<td>Filing due</td>
</tr>
<tr>
<td>November 1, 2019</td>
</tr>
<tr>
<td>January 1 - March 31, 2020</td>
</tr>
<tr>
<td>April 1 - June 30, 2020</td>
</tr>
<tr>
<td>July 1 - September 30, 2020</td>
</tr>
<tr>
<td>October 1 - December 31, 2019</td>
</tr>
<tr>
<td><strong>Projected revenues (lines 119-120) for</strong></td>
</tr>
<tr>
<td>January 1 - March 31, 2020</td>
</tr>
<tr>
<td>April 1 - June 30, 2020</td>
</tr>
<tr>
<td>July 1 - September 30, 2020</td>
</tr>
<tr>
<td>October 1 - December 31, 2019</td>
</tr>
<tr>
<td>113. Indicate which Quarterly filling this represents</td>
</tr>
<tr>
<td>Filing due</td>
</tr>
<tr>
<td>November 1, 2019</td>
</tr>
<tr>
<td>January 1 - March 31, 2020</td>
</tr>
<tr>
<td>April 1 - June 30, 2020</td>
</tr>
<tr>
<td>July 1 - September 30, 2020</td>
</tr>
<tr>
<td>October 1 - December 31, 2019</td>
</tr>
<tr>
<td>114. Check if using safe harbor to allocate interstate/intrastate revenues for each of the following (as applicable):</td>
</tr>
<tr>
<td>Historical billed revenues with no allowance or deductions for uncollectables. See instructions.</td>
</tr>
<tr>
<td>Total Revenues in $ (a)</td>
</tr>
<tr>
<td>Interstate Revenues in $ (b)</td>
</tr>
<tr>
<td>International Revenues in $ (c)</td>
</tr>
<tr>
<td>115. Telecommunications provided to other universal service contributors for resale as telecommunications or as interconnected VoIP</td>
</tr>
<tr>
<td>116. End user telecommunications revenues including any pass-through charges for universal service contributions, but excluding international-to-international revenues</td>
</tr>
<tr>
<td>117. All other goods and services</td>
</tr>
<tr>
<td>118. Gross billed revenues from all sources [sum of above]</td>
</tr>
<tr>
<td>$0.00</td>
</tr>
<tr>
<td>119. Projected gross billed end user interstate and international telecommunications revenues including any pass-through charges for universal service contributions, but excluding international-to-international revenues</td>
</tr>
<tr>
<td>120. Projected collected end user interstate and international telecommunications revenues including any pass-through charges for universal service contributions, but excluding international-to-international revenues</td>
</tr>
</tbody>
</table>

499-A Translation - Carrier’s carrier revenue, Lines 303-314 revenues

499-A Translation – End User only – Lines 403-417

499-A Translation – NON telecommunications Lines 418

499-A Translation – End User only – Lines 403-417
### Revenue Reporting Sections

#### Historical

<table>
<thead>
<tr>
<th>Line</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>115.</td>
<td>Telecommunications provided to other universal service contributors for resale as telecommunications or as interconnected VoIP</td>
</tr>
<tr>
<td>116.</td>
<td>End-user telecommunications revenues including any pass-through charges for universal service contributions, but excluding international-to-international revenues</td>
</tr>
<tr>
<td>117.</td>
<td>All other goods and services</td>
</tr>
<tr>
<td>118.</td>
<td>Gross-billed revenues from all sources [sum of above]</td>
</tr>
<tr>
<td>119.</td>
<td>Projected gross billed end-user interstate and international telecommunications revenues including any pass-through charges for universal service contributions, but excluding international-to-international revenues</td>
</tr>
<tr>
<td>120.</td>
<td>Projected collected end-user interstate and international telecommunications revenues including any pass-through charges for universal service contributions, but excluding international-to-international revenues</td>
</tr>
</tbody>
</table>

#### Projected

<table>
<thead>
<tr>
<th>Line</th>
<th>Description</th>
<th>Value</th>
</tr>
</thead>
<tbody>
<tr>
<td>119.</td>
<td>Projected gross billed end-user interstate and international telecommunications revenues including any pass-through charges for universal service contributions, but excluding international-to-international revenues</td>
<td>$270,000.00</td>
</tr>
<tr>
<td>120.</td>
<td>Projected collected end-user interstate and international telecommunications revenues including any pass-through charges for universal service contributions, but excluding international-to-international revenues</td>
<td>$270,000.00</td>
</tr>
</tbody>
</table>
IF USAC notices any large differences, USAC will notify the preparer with another email outlining potential issues.

Don’t ignore this email!

It tells you that USAC noticed the filing you just submitted is significantly higher than the previous 499-Q.

This email also includes when you need to submit revisions by.
The Form 499-Q has a very short revision window of 45 days!

This is because the data collected on the form is time sensitive. USAC uses the data for invoicing as well as determining the USF contribution factor.

Click the ‘Revise’ button to open up the 499Q form again and submit changes.

Revisions submitted after the revision date will not be used.
Monthly Invoice

How USAC Uses the Revenues on the 499-Q
On or around the 15th of the month, an online invoice summary is available to authorized users.

To access this summary page, from the ‘Payments’ section, scroll down to the ‘Select Payment View’, click in the box, and select ‘Invoices’.
USAC takes the revenue input on Line 120b + 120c. This is displayed on your invoice, page 1, lower left corner.

USAC outlines the calculations for the monthly contribution amount on page 2 of the invoice.
Questions?
Purpose of the Annual Filing
A company reports their actual historical revenues on the FCC Form 499-A. The 2021 FCC Form 499-A reports actual revenues from calendar year 2020. USAC takes the numbers on the 2021 FCC Form 499-A and compares them to the projected revenue from the quarterly FCC Forms 499-Q.
Compare 499-Q revenue to the 499-A revenue

If the company’s projected revenues for calendar year 2020, reported on the FCC Form 499-Qs, are too high, USAC will calculate your credit.

The company ‘contributed’ too much over the year.

If the company’s projected revenues are too low, USAC will calculate a “true-up charge” to make up for the contribution deficit.

The company didn’t contribute enough over the year.

These charges/credits will appear on the company’s July invoice from USAC.
Sections of the Form 499-A
Eight pages in total.

**Block 1**: Identification information
- Agent for Service
- Preparer
- Billing
- Company Officers

**Block 2**: Contact Information
- Agent for Service
- Preparer
- Billing
- Company Officers

**Block 3**: Wholesale revenues

**Block 4**: End User revenues

**Block 5**: Regional revenue breakout
- Revenue totals

**Block 6**: Officer certification
Filing the Annual Form
Remember! All FCC Forms 499-A and 499-Q must be submitted online.
  • Paper copies are NOT accepted.

The 2021 FCC Form 499-A is ready in E-File.
  • Reporting revenue from calendar year 2020

USAC’s online system, E-File, will display a data entry screen, guiding the user through reporting the revenue on the form.
  • These screens do NOT look like the paper copy of the form.
Once logged in to E-File, the new service provider portal will appear. Only systems in which you have authorization to access will appear. In this example, the user can only access the 498 ID and the 499 Filer ID.
Online Filing the FCC Form 499

The FCC reviews and updates the FCC Form 499-A prior to releasing it for the year. Until the new form has been released, you will not see the form listed. Typically, the FCC releases the updated FCC Form 499-A in late February.

To start the FCC Form 499-A, select ‘Start Form’ from the row containing the FCC Form 499-A.
Main page for completing of the FCC Form 499-A in E-File.

Registration Info

Revenue Reporting

Submit the Form

Throughout the data entry process, the E-File system will conduct validations of your data and will advise you of any issues it detects. The "Review and Certify My Filing to USAC" button will be enabled only when any identified issues have been resolved.
Registration Information Summary

Information Reported in Registration Section
• Company identification
• Telecommunications services offered
• Holding Company/Affiliates
• Customer contact information
• Form preparer contact information
• USAC billing contact information
• List of company officers
• States where services are sold

Please review this information is correct when submitting the FCC Form 499-A. While the information is pre-populated from last year’s form, take a moment to review for accuracy.

Service providers can update this information at any time during the year by submitting a revision.
### Registration Information Data Entry

**Company Name:** USAC Test Army

**Filer ID:** 889993

**2019 FCC Form 499-A**

**Registration Information Summary**

- **Filing Contact:**
- **Future Filing Contact:**
- **Billing Contact:**
- **Agent for Service of Process:**
- **Company Officers:**
- **Filer Jurisdiction:**
- **Registration Summary**

---

**Telecommunication Activities**

- **Success:** This section is complete.

---

**Holding Company**

- **Success:** This section is complete.

---

**Customer Inquiries**

- **Success:** This section is complete.

---

**Edits**

- **Contributor Information**
- **Telecommunication Activities**
- **Holding Company**
- **Customer Inquiries**

---

**2019 FCC Form 499-A Telecommunications Reporting Worksheet (Reporting 2018 Revenues)**

- **Block 1: Contributor Identification Information**
- **Block 2: Company Information**
- **Block 3: Service Provider Information**
- **Block 4: Other Information**
- **Block 5: Affiliated Affiliates**
- **Block 6: Other Information**
- **Block 7: Summary**

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**Edits**

- **Contributor Information**
- **Telecommunication Activities**
- **Holding Company**
- **Customer Inquiries**

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**Notes:**

- **Use additional sheets if necessary. Each file must provide all required information.**
- **Pursuant to Title II, False Statements in the worksheet can be punished by fine or imprisonment.**

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### Registration Information Summary

Below please find all of the registration sections of the FCC Form 499-A, including your company contact names and addresses, carrier type and activities, and jurisdiction. The e-file system has pre-populated this information from your prior submissions. As you review and edit your data, be sure that you understand the requirements as indicated in the 2019 FCC Form 499-A Instructions.

Click here for more information about how to navigate through this section.

#### Contributor Information

- **Company Name**: USAC Test Amy
- **Filer ID**: 889993

#### Contributor Identification Information

- **Show Helpful Hint**
  - **Legal Name**: USAC Test Amy
  - **IRS Employer Identification Number**: 99-9999999
  - **Name Filer is Doing Business as (DBA)**: USAC Test Amy
  - **Management Company**:
  - **FCC Registration Numbers**
    - **000677775**
  - **Trade Names**
    - **Third Carrier**
  - **Corporate Headquarters Mailing Address**
  - **Do you want to enter foreign address?**
    - **Yes**
  - **PO Box 135**
  - **Space 5**
  - **Offices 8**
  - **United States**

#### Documents

- **Form 499-A Instructions**
# 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></td>
<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>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Lines 403-417</th>
<th>End-User</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<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>
</tr>
</tbody>
</table>

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

<table>
<thead>
<tr>
<th>Line 418.4</th>
<th>Non-Interconnected VoIP</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>This section is for reporting revenues received for providing non-interconnected VoIP services.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Lines 511</th>
<th>Excluded Reseller Revenue</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<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>
</tr>
</tbody>
</table>

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

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

| Certifying Officer Information | This section you will need to fill out the filer’s Certifying officer information. |

[Save & Close Form] [Go To Main Page]
Placed side by side, you’ll see that the online data entry screen does not look like the paper form.

Click the ‘Expand All’ selection at the bottom of the screen.....
After clicking the ‘Expand All’, every section is expanded and the corresponding line numbers that reference the paper form are displayed.

There’s a lot of lines, so use the scroll bar on the right hand side of the screen to scroll through all of the data entry questions.

If the line number is a service your company sells, enter the total revenue in the box on the left hand side of the screen. For each line on which you provide revenue numbers, you will be required to enter what portion of that total revenue can be attributed to interstate and international.

The percentage boxes are grayed out and will be calculated when you enter the actual revenue numbers.
Data Entry Navigation

At the bottom of each data entry page, there is a line of buttons for navigating through the data entry process.

- **Save & Return to Summary**: Saves form, **return** to summary page
- **Save & Continue**: Saves form, **advances** to next section
- **Save & Close**: Saves form, **EXITS** form data entry
Questions?
Certify and Submit

Complete the FCC Form 499
Review, Certify & Submit

Once the data entry is complete on the FCC Form 499-A, USAC does not consider it submitted until a Company Officer electronically signs (certify) and submits the form.

E-File preparers cannot submit the FCC Form 499-A, only a Company Officer can.

E-File gives the officer two methods for certifying forms.
Online Resources
**Webinar Training Announcements**

**Annual Training**
- February

**Quarterly Trainings**
- 499Q Basics

**Monthly Trainings**
- New 499 ID
- Office Hours – open topic and discussion

**Previous webinar recordings also stored here.**

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<table>
<thead>
<tr>
<th>About</th>
<th>E-rate</th>
<th>Rural Health Care</th>
<th>Lifeline</th>
<th>High Cost</th>
<th>Service Providers</th>
</tr>
</thead>
<tbody>
<tr>
<td>Contributing to the USF</td>
<td>Making Payments</td>
<td></td>
<td></td>
<td></td>
<td>Learn</td>
</tr>
<tr>
<td>Who Must Contribute</td>
<td>Who to Pay</td>
<td></td>
<td></td>
<td></td>
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<td>Multi-Factor Authentication</td>
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The USAC website offers several options to learn via our online video library as well.

Click on the words ‘Service Providers’ on the main webpage.

Select the ‘Videos’ option from the dropdown menu.
Five categories of video instructions are available to users.

Listed under the Videos left hand navigation menu.

Click on the different menu options to take you to the specific section.
A collection of videos containing helpful tips to service providers using the E-File system.

- E-File FCC Form 499 Redesign Single Filer ID
  - 8 minutes

- E-File FCC Form 499 Redesign Multiple Filer IDs
  - 11 minutes

- Multi-factor Authentication Sign On
  - 3:56 minutes

- How to Reset Your Password
  - 1:09 minutes

- How to Request Temporary 499 Account Reactivation
  - 2:46 minutes

- How to Add a New Company Officer
  - 3:30 minutes

- How to Add 499 Users
  - 2:55 minutes

- How to View Invoice Summaries
  - 1:26 minutes

- View Issue Emails
  - 1:07 minutes
Contact Us

- USAC’s Customer Support Team
  - Phone: (866) 641-8722 Option 4
  - Hours: Monday-Friday 9 a.m. to 5 p.m. ET
- Submit an email to Form499@usac.org
- Visit our online learning library