

E-File Contributor Messages

Overview for Service Providers

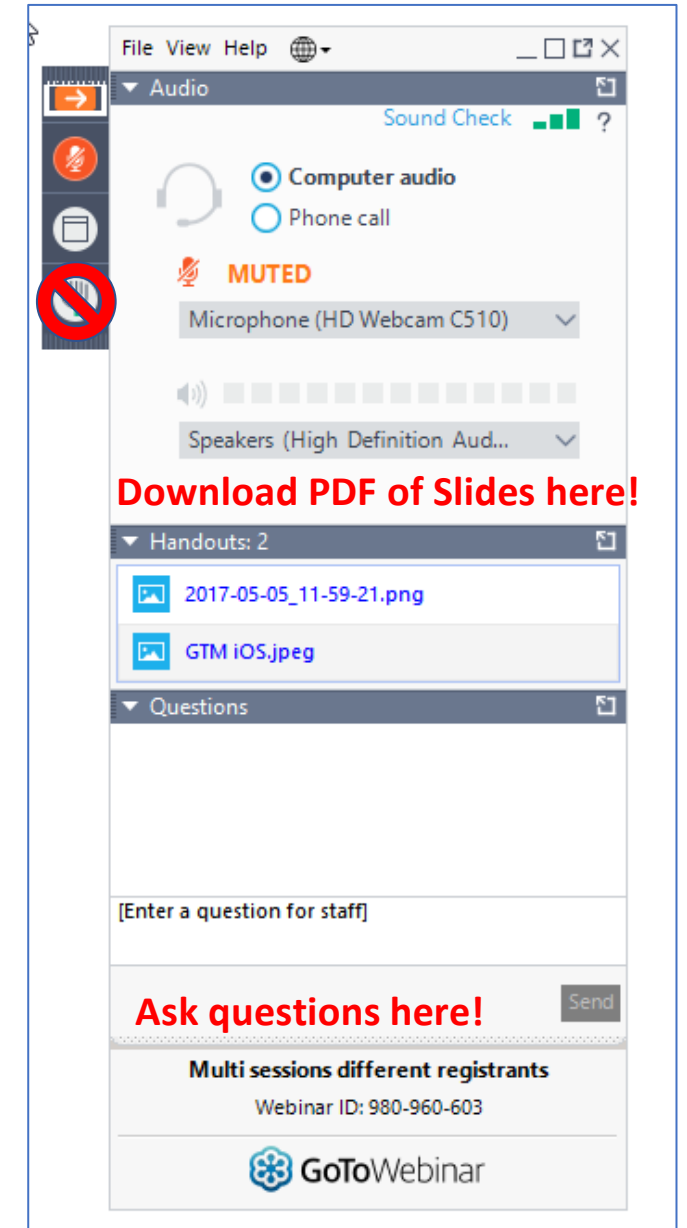
May 3, 2023

DISCLAIMER

To accommodate all attendees, real-time closed captions will be present during this presentation. We apologize in advance for any transcription errors or distractions. Thank you for your support.

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 in the “**Handouts**” section of webinar panel.
- This webinar is being recorded and a copy of the presentation will be on our website under Service Providers and “**Webinars**”.



Meet Our Team



Amy Kavelman

Senior Telecom Industry Analyst |
Contributor Operations

Amy is a member of the 499 team that analyzes revenue reported on the FCC Form 499-A.

amy.kavelman@usac.org



Al Cipparone

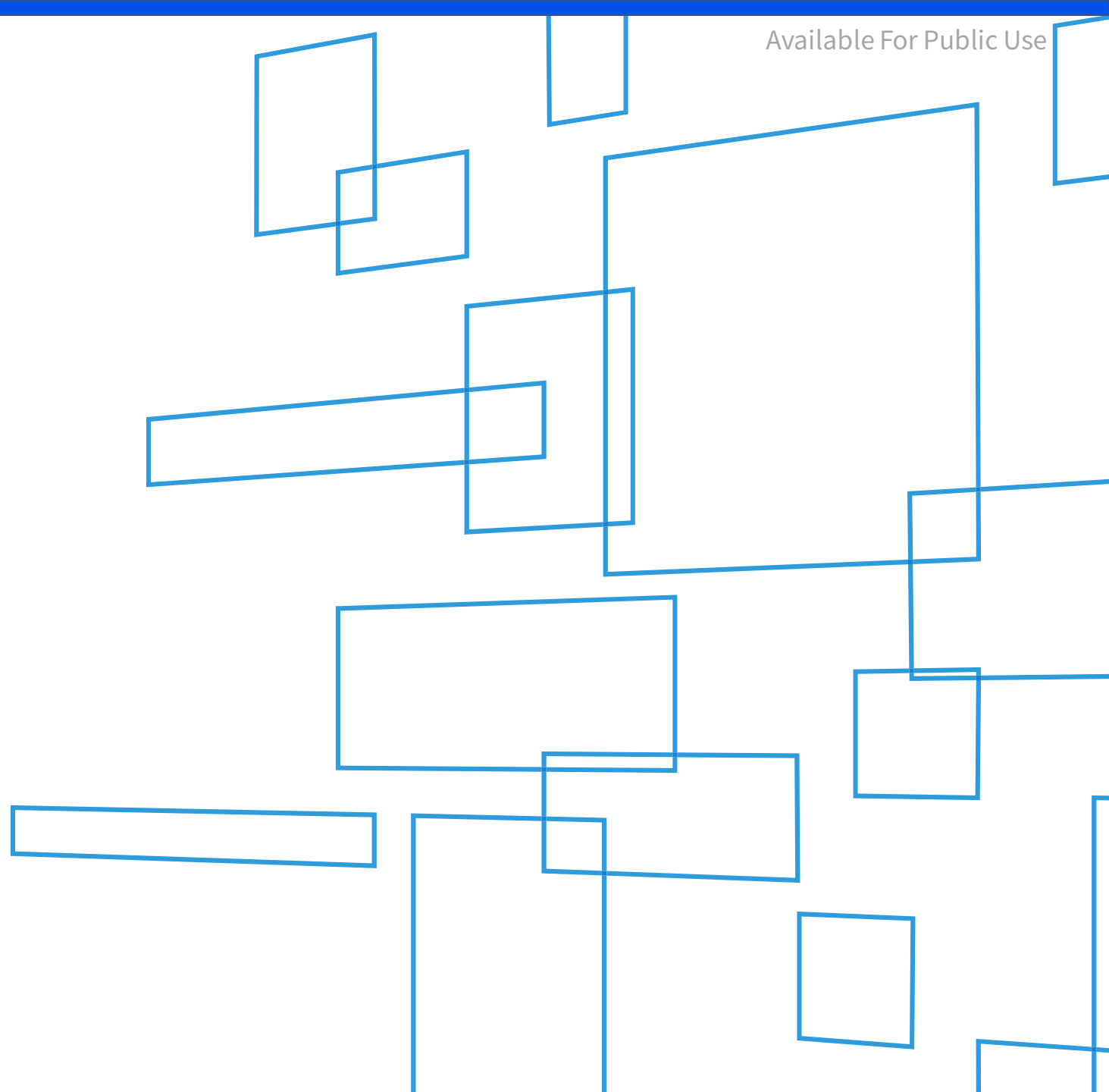
Senior Telecom Industry Analyst |
Contributor Operations

Al is a member of the 499 team. Al recently joined USAC after many years in telecommunications.

albert.cipparone@usac.org

Webinar Overview

In this webinar, designed for Service Providers, we'll cover the new E-File Contributor Messages capability in E-File.



Agenda

- E-File Contributor Messages Tool Description
- Response to 499-A Issues
- Initiating a Message
- Responding to a Message
- Troubleshooting
- Future Goals

E-File Contributor Messages Tool

E-File Contributor Messages Tool

What Is It?

- New communication tool that will allow preparers and officers to send and receive secure messages about revenue reported on the FCC Form 499-A.
- Message tool that will capture and save your correspondence with USAC analysts in a secure location.
- Direct messages that include details as well as updates from company users and USAC analysts.

E-File Contributor Messages Tool

What's Changing?

- When USAC analysts send issues or have general questions about revenue reported on the FCC Form 499-A, the analysts will post a message in E-File Contributor Messages.
 - USAC will send an automatic notification email to the preparer of the 499-A when the new message is posted.
 - This notification email may also be sent to company officers that have a registered user ID for that service provider when applicable.
- Instead of responding through email, company users can now view issue details and respond directly in E-File.

E-File Contributor Messages Tool

What's In It for Me?

- **No more encrypted messages.** E-File Contributor Messages creates a secure location to resolve issues involving detailed financial information.
- **Archived communications.** Company users will now have a single archive of communications sent and received to USAC about FCC Form 499-A issues.
- **Convenient way to respond.** Service providers will have access to view FCC Form 499-A issues and respond directly via the tool.

E-File Contributor Messages Support

Who To Contact?

- **Contributor Messages.** Use this contact for 499-A issues and topics found in the drop down when composing a message.
- **Customer Service Center.** Use this contact for general questions e.g., login issues.

Response to 499-A Issues

Response to 499-A Issues (Current)

From: form499@usac.org
Sent:
To:
Subject: ISSUE 2023 FCC Form 499-A -



FCC FORM 499 NOTICE OF ISSUE(S)

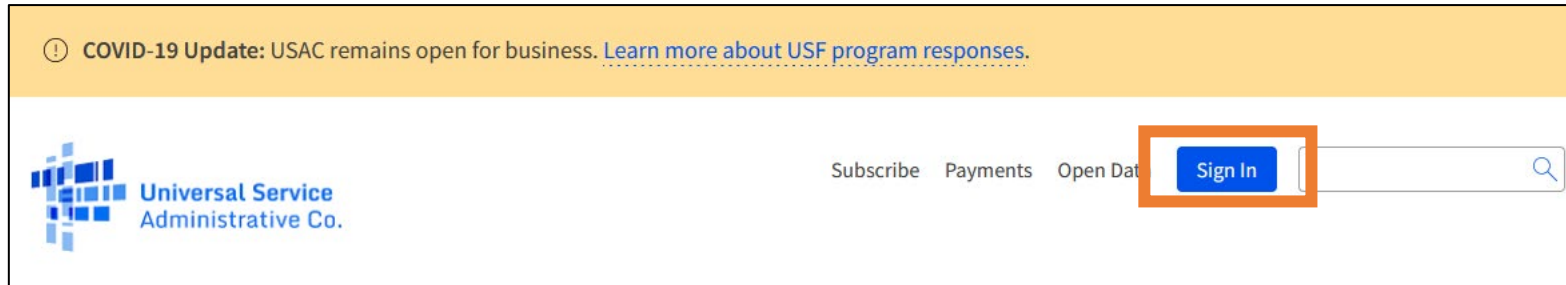
Thank you for filing the 2023 FCC Form 499-A Rev 1 for Filer ID

USAC has reviewed and compared your 2023 FCC Form 499-A Rev 1 Form to your company's prior FCC Form 499-A and FCC Form 499-Q filings and has found the following possible issue(s):

- Line 403 - The percentage of interstate revenue reported on line 403, column (b) is less than 100%. This means that in addition to your Federal USF fees (which are reported as 100% interstate) you have included State USF fees (which are reported as 0% interstate). To confirm the reporting of your USF fees please provide 5 customer invoices identifying the State USF charges, or if no State USF is collected, please revise the Form 499A with Federal USF reported as 100 % interstate.

A response to the issue(s) presented above is required within one week of receiving this email. You may respond directly to this email. The FCC Form 499-A worksheet instructions can be found on USAC's [website](#). Thank you.

Response to 499-A Issues (Current)



COVID-19 Update: USAC remains open for business. [Learn more about USF program responses.](#)

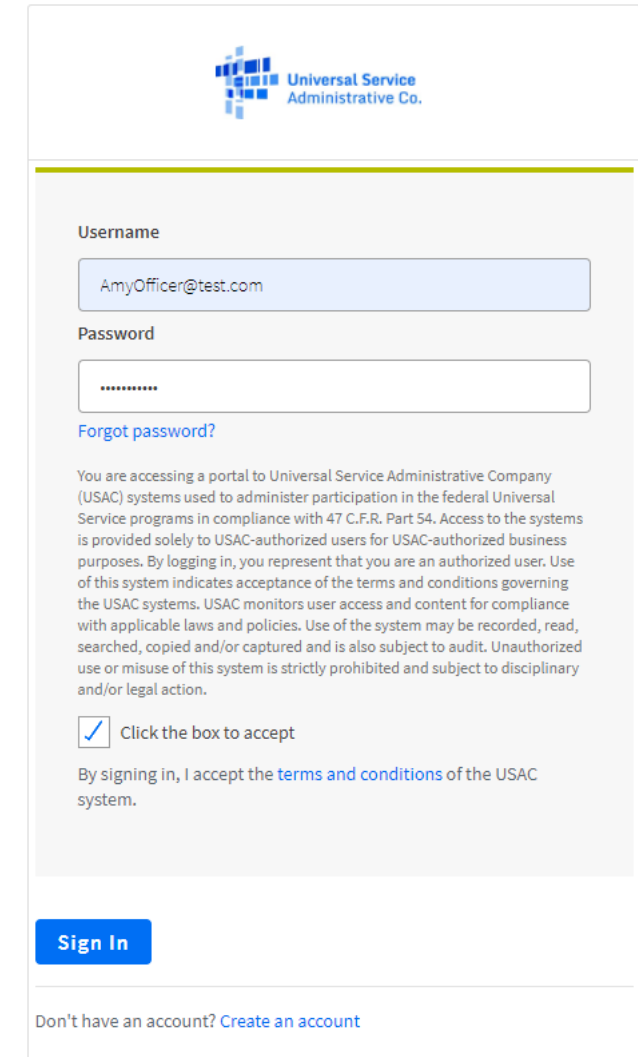
Universal Service Administrative Co.

Subscribe Payments Open Data **Sign In**

The ‘**Sign In**’ page will prompt you for a username and password to log in to the E-File system.

USAC maintains security using a multi-factor authentication system, sending the user ID (email address) a 6-digit code to enter, prior to logging in to the system.

**It’s important not to share usernames.
That’s a violation of our terms and conditions.**



Universal Service Administrative Co.

Username

AmyOfficer@test.com

Password

[Forgot password?](#)

You are accessing a portal to Universal Service Administrative Company (USAC) systems used to administer participation in the federal Universal Service programs in compliance with 47 C.F.R. Part 54. Access to the systems is provided solely to USAC-authorized users for USAC-authorized business purposes. By logging in, you represent that you are an authorized user. Use of this system indicates acceptance of the terms and conditions governing the USAC systems. USAC monitors user access and content for compliance with applicable laws and policies. Use of the system may be recorded, read, searched, copied and/or captured and is also subject to audit. Unauthorized use or misuse of this system is strictly prohibited and subject to disciplinary and/or legal action.

☒ Click the box to accept

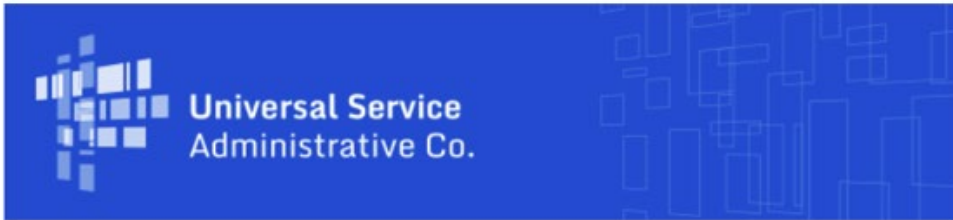
By signing in, I accept the [terms and conditions](#) of the USAC system.

Sign In

Don't have an account? [Create an account](#)

Response to 499-A Issues (New)

From: "USAC"
To:
Subject: ISSUE 2023 FCC Form 499-A



You have a message from USAC

Thank you for filing the 2023 FCC Form 499-A for Filer ID 889991 USAC Test Chang. USAC has reviewed and compared your 2023 FCC Form 499-A Form to your company's prior FCC Form 499-A and FCC Form 499-Q filings. Please log in to your account to view the issue(s) related to your account and to respond to USAC within one week.

[Log In](#)

Log in to your account and go to Service Providers > Manage FCC Forms 499 > Messages to view your correspondence from USAC.


Need Help? Contact Us!

If you have general questions or need assistance with E-File, call USAC Customer Operations at (888)641-8722 or CustomerSupport@usac.org. You may also visit us at www.usac.org.

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Response to 499-A Issues (Current)

Issue Emails Tab

 Universal Service Administrative Co.

FCC Form 499

Username

USAC Test

889997

Company Contacts +

Associated 498 IDs +

499 Forms


Payments

Issue Emails

To	From	Email Title	Sent On
	form499@usac.org	ISSUE 2019 FCC Form 499-A - 889997	6/28/2021 3:44:41 PM
	form499@usac.org	ISSUE 2019 FCC Form 499-A - 889997	6/28/2021 3:44:00 PM

Response to 499-A Issues (New)

E-File Contributor Messages Tab

 Universal Service
Administrative Co.

FCC Form 499

Username

USAC

889991

Filer Status: Active

Company Contacts +

Associated 498 IDs +

499 Forms

Payments

Messages (1)



499 Forms

Sort By

Summary View


Displaying 1 to 10 of 38 records

Bulk Certify

499 Forms	Receipt Date	Status	View	Action
499-Q - May 2023 Filing	04/13/2023	Certified		Revise Certify
499-A - 2023 Filing		Not Started		Start Form

Response to 499-A Issues (New)

E-File Contributor Messages Inbox

 Universal Service
Administrative Co.

E-File Contributor Messages

Username

Log Out

USAC Test
889991

Company Contacts +

Associated 498 IDs +

499 Forms

Payments

Messages (3)

Inbox

Archive

←

Displaying 1 to 3 of 3 records

☐

+ Compose

<input type="checkbox"/>	USAC	ISSUE 2020 FCC Form 499-A - 889991	04/05/2023
<input type="checkbox"/>	USAC	ISSUE 2021 FCC Form 499-A - 889991	04/05/2023
<input type="checkbox"/>	USAC	ISSUE 2022 FCC Form 499-A - 889991	04/05/2023


Show 10 records

< 1 >

 of 1 page

Response to 499-A Issues (New)

E-File Contributor Messages Archive

 Universal Service
Administrative Co.

E-File Contributor Messages

Username

Log Out

USAC Test

889991

Company Contacts +

Associated 498 IDs +

499 Forms

Payments

Messages (1)

Inbox

Archive

Displaying 1 to 1 of 1 records

☐

☐

USAC

ISSUE 2022 FCC Form 499-A - 889991

04/05/2023

Show

10

records

<

1

>

of 1 page

Questions?

Initiating a Message

Initiating a Message

Select the Compose button

The screenshot displays the 'E-File Contributor Messages' interface. At the top, there is a blue header bar containing the 'Universal Service Administrative Co.' logo, the title 'E-File Contributor Messages', and a 'Username' field with a 'Log Out' link. Below the header, the text 'USAC Test 889991' is visible. The main content area includes links for 'Company Contacts' and 'Associated 498 IDs'. A navigation bar shows '499 Forms', 'Payments', and 'Messages (3)', with 'Messages (3)' being the active tab. On the left, there is a sidebar with 'Inbox' and 'Archive' options. The main message list shows 'Displaying 1 to 3 of 3 records' and a search bar. The first row of the list has a '+ Compose' button highlighted with a blue circle and a blue arrow pointing to it. The table lists three messages from 'USAC' dated '04/05/2023'.

	USAC	ISSUE 2020 FCC Form 499-A - 889991	04/05/2023
<input type="checkbox"/>	USAC	ISSUE 2021 FCC Form 499-A - 889991	04/05/2023
<input type="checkbox"/>	USAC	ISSUE 2022 FCC Form 499-A - 889991	04/05/2023

Showing 10 records of 1 page

Initiating a Message

Select a Category

The screenshot displays the 'E-File Contributor Messages' interface. A 'New Message' dialog box is open, showing the 'Company' field with 'USAC Test Chang' and the 'Category' dropdown menu. The dropdown menu is open, showing options: '--Select A Category--', '499-A', '499-Q', 'Billing', 'Credit Balance Refunds', 'Deactivation', 'Payments', 'Red Light', 'True-Up', and 'Other'. A blue arrow points to the '--Select A Category--' option. The background shows the 'USAC Test Chang 889991' header and a list of messages.

Universal Service Administrative Co. E-File Contributor Messages

Username Log Out

USAC Test Chang 889991

Company Contacts +

499 Forms Payments Messages

Inbox Archive

Displaying 1 to 2 of 2 records

+ Comp

USAC

USAC

Show 10 records

Cancel Send

04/05/2023

04/05/2023

< 1 > of 1 page

Initiating a Message

Type in the Subject

The screenshot displays the 'E-File Contributor Messages' interface. A 'New Message' dialog box is open, overlaying the main content. The dialog contains the following fields:

- Company:** A text input field containing 'USAC Test Chang'.
- Category:** A dropdown menu with 'Red Light' selected.
- Subject:** An empty text input field, highlighted by a blue arrow.
- Message:** A large text area for the message body.

At the bottom of the dialog are 'Cancel' and 'Send' buttons. The background interface shows a header with 'Universal Service Administrative Co.' and 'E-File Contributor Messages', a search bar, and a list of messages with columns for 'Inbox', 'Archive', and 'Displaying 1 to 2 of 2 records'.

Initiating a Message

Compose the Message

The screenshot displays the 'E-File Contributor Messages' interface. A modal window titled 'New Message' is open, allowing a user to compose a message. The background interface includes a header with the Universal Service Administrative Co. logo, a search bar, and a 'Log Out' link. The main content area shows 'USAC Test Chang 889991' and a 'Company Contacts +' link. A sidebar on the left lists 'Inbox' and 'Archive'. The 'New Message' dialog box contains the following fields:

- Company:** A text input field containing 'USAC Test Chang'.
- Category:** A dropdown menu with 'Red Light' selected.
- Subject:** A text input field containing 'Red Light'.
- Message:** A large text area with a blue arrow pointing to it, containing the text 'I'.

At the bottom of the dialog box are 'Cancel' and 'Send' buttons. The background interface also shows a table with dates '04/05/2023' and a pagination control showing '1 of 1 page'.

Initiating a Message

Select Send

The screenshot displays the 'E-File Contributor Messages' interface. A 'New Message' dialog box is open, allowing a user to compose a message. The background interface includes a header with 'Universal Service Administrative Co.' and 'E-File Contributor Messages', a 'Username' field, and a 'Log Out' link. The main content area shows 'USAC Test Chang 889991' and a 'Company Contacts +' link. Below this, there are tabs for '499 Forms', 'Payments', and 'Messages'. A table lists messages with columns for 'Inbox', 'Archive', and 'Displaying 1 to 2 of 2 records'. The 'New Message' dialog box has the following fields:

- Company:** USAC Test Chang
- Category:** Red Light
- Subject:** Red Light
- Message:** How do I get off of Red Light?

At the bottom of the dialog box, there are 'Cancel' and 'Send' buttons. A blue arrow points to the 'Send' button, indicating the next step in the process.

Responding to a Message

Responding to a Message

Select the Message Link

The screenshot displays the 'E-File Contributor Messages' interface. At the top, a blue header bar contains the 'Universal Service Administrative Co.' logo, the title 'E-File Contributor Messages', and a user profile section with a 'Username' field and a 'Log Out' button. Below the header, the main content area shows the title 'USAC Test Chang 889991'. Underneath, there are two expandable sections: 'Company Contacts +' and 'Associated 498 IDs +'. A navigation bar below these sections includes '499 Forms', 'Payments', and 'Messages (0)', with 'Messages (0)' being the active tab. On the left side of the messages section, there are tabs for 'Inbox' (selected) and 'Archive'. The main message list displays 'Displaying 1 to 2 of 2 records'. It includes a search bar and a '+ Compose' button. The message list contains two entries, both from 'USAC' and dated '04/05/2023':

Message ID	Subject	Date
ISSUE 2020 FCC Form 499-A - 889991	ISSUE 2020 FCC Form 499-A - 889991	04/05/2023
ISSUE 2021 FCC Form 499-A - 889991	ISSUE 2021 FCC Form 499-A - 889991	04/05/2023

A blue arrow points to the 'ISSUE 2021 FCC Form 499-A - 889991' link in the second row. At the bottom, there is a 'Show 10 records' dropdown and a pagination control showing '< 1 > of 1 page'.

Responding to a Message

Select the Reply Arrow



Responding to a Message

Compose the Message

The screenshot displays the 'E-File Contributor Messages' interface. A modal window titled 'ISSUE 2021 FCC Form 499-A - 889991' is open, showing a message composition screen. The 'To:' field is set to 'USAC'. A large blue arrow points to the text input area. Below the input area are 'Cancel' and 'Send' buttons. The background shows a list of messages, including one from 'USAC' to 'USAC Test Chang' dated 'April 05, 2023, 02:59 PM'. The message content includes a notice about the FCC Form 499-A and lists several issues related to revenue reporting and bad debt calculation.

Universal Service Administrative Co. E-File Contributor Messages Username Log Out

USAC Test Chang 889991

Company Contacts +

499 Forms Payments

Inbox Archive

Display

Show

ISSUE 2021 FCC Form 499-A - 889991

To: USAC

Cancel Send

USAC to USAC Test Chang April 05, 2023, 02:59 PM

ISSUE 2021 FCC Form 499-A - 889991

FCC FORM 499 NOTICE OF ISSUE(S)

Thank you for filing the 2021 FCC Form 499-A Rev 6 for Filer ID 889991 USAC Test Chang. USAC has reviewed and compared your 2021 FCC Form 499-A Rev 6 Form to your company's prior FCC Form 499-A and FCC Form 499-Q filings and has found possible issue(s) with the filing:

- Line(s) 404.1 & 404.2 - The interstate and international revenue breakout of your local service revenue reported on line(s) 404.1 & 404.2 is greater than expected. Please explain how you calculated the interstate and international revenue breakout on line(s) 404.1 & 404.2.
- Line 422 - The percent of bad debt reported on Line 422 is greater than expected when compared to End User revenues calculated on Line 420. Please explain how you determined the end user bad debt reported on line 422.
- Projected Revenue versus Actual Revenue -- Interstate and/or international revenue projected on the FCC Forms 499-Q associated with the 2021 FCC Form 499-A (i.e. FCC Forms 499-Q due Nov. 2019, Feb. 2020, May 2020, Aug. 2020) substantially exceeds actual interstate and/or

04/05/2023 04/05/2023

< 1 > of 1 page

Responding to a Message

Select Send

The screenshot displays the 'E-File Contributor Messages' interface. A modal window is open for responding to a message titled 'ISSUE 2021 FCC Form 499-A - 889991'. The 'To:' field is set to 'USAC'. A text area contains the placeholder 'Test response'. A blue arrow points to the 'Send' button. Below the modal, the message details are visible: 'USAC to USAC Test Chang' dated 'April 05, 2023, 02:59 PM'. The message content includes the title 'ISSUE 2021 FCC Form 499-A - 889991' and a section titled 'FCC FORM 499 NOTICE OF ISSUE(S)' with a thank you note and a list of issues.

Universal Service Administrative Co. E-File Contributor Messages Username Log Out

USAC Test C
889991

Company Contacts +

499 Forms Payments

Inbox Archive

Cancel Send

USAC to USAC Test Chang April 05, 2023, 02:59 PM

ISSUE 2021 FCC Form 499-A - 889991

FCC FORM 499 NOTICE OF ISSUE(S)

Thank you for filing the 2021 FCC Form 499-A Rev 6 for Filer ID 889991 USAC Test Chang. USAC has reviewed and compared your 2021 FCC Form 499-A Rev 6 Form to your company's prior FCC Form 499-A and FCC Form 499-Q filings and has found possible issue(s) with the filing:

- Line(s) 404.1 & 404.2 - The interstate and international revenue breakout of your local service revenue reported on line(s) 404.1 & 404.2 is greater than expected. Please explain how you calculated the interstate and international revenue breakout on line(s) 404.1 & 404.2.
- Line 422 - The percent of bad debt reported on Line 422 is greater than expected when compared to End User revenues calculated on Line 420. Please explain how you determined the end user bad debt reported on line 422.
- Projected Revenue versus Actual Revenue -- Interstate and/or international revenue projected on the FCC Forms 499-Q associated with the 2021 FCC Form 499-A (i.e. FCC Forms 499-Q due Nov. 2019, Feb. 2020, May 2020, Aug. 2020) substantially exceeds actual interstate and/or

04/05/2023 04/05/2023

< 1 > of 1 page

Troubleshooting

Troubleshooting

Here's Some Tips!

- **Read** messages will show as read for **all** officers and/or preparers.
- Currently no functionality for attaching files.
- Messages will be specific to the company.
- Archived messages can be unarchived.

Troubleshooting

Unarchiving Messages



Future Goals

What Does the Future Hold?

- Reduction of 499-A emails.
- Goal for E-File Contributor Messages be the main communication system for service providers.
- The form499@usac.org mailbox will still be available.

Questions?

Service Providers Customer Service Center (CSC)



Call us at (888) 641-8722

Monday – Friday 9 a.m. to 5 p.m. ET



Email: CustomerSupport@usac.org

- Include in your email
 - 498 ID/Service Provider ID Number (SPIN)
 - 499 Filer ID



Universal Service
Administrative Co.