

# Contributor Office Hours

Manage Your 499 Filer ID

September 13, 2023



Universal Service  
Administrative Co.

# 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.
- A copy of the slide deck is in the **‘Handouts’** section of webinar panel.
- The recorded webinar will be available on the Service Provider’s **‘Webinar’** webpage.



# 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 13 years.

# Agenda

- Introduction
- Webinar Format
- Manage Your 499 Filer ID
- Questions
- Assistance Resources

# “Office Hours” Webinar Format

- Office Hours will be held monthly.
- Brief presentation of a common topic at the beginning
- Open the floor to questions from attendees
  - Attendees type their question in the ‘**Questions**’ box in the GoToWebinar panel
  - USAC staff will repeat the question so everyone can hear
  - USAC staff will answer the question, keeping identify of the asker private
  - If question contains specific company information, USAC staff will follow-up with an email, keeping the question private.

# **Manage Your 499 Filer ID**

# Registration Information

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## Ensure Company Information is Accurate

At least once a year, review the registration information contained in Block 1 and Block 2 of the FCC Form 499-A to ensure the information is current.

Typically, this review can be done while completing the annual form, the FCC Form 499-A due April 1 of every year.

During the year, if any name, address or registration information changes, please update within 30 days of the change.



# Registration Information

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## Changes to be Completed by USAC

- Company name change
- EIN change
- DBA

You must send in a copy of the W-9 showing the correct information to 'Form499@usac.org' and request USAC update the information.

# Billing Address Information

## Billing Address Should be Verified

The detailed monthly paper invoice explaining how the contribution amount is calculated is mailed to the designated address. It is the service provider’s responsibility to ensure that the address is current.

Can be updated on the current FCC Form 499-Q (quarterly form).

112. Billing address and billing contact person [Bills for Universal Service contributions will be sent to this address.]

Do you want to enter foreign address? ☐ Yes ☒ No

Street 1 : PO Box 135

Street 2 : room 5

Street 3 : 1B2L

City : Mana

State : PA

Zip : 20031 1234 Country : United States

First : Manny

Last : Notes

Phone : (671) 444-5555 Ext 0

Fax : (201) 444-8888

E-Mail : amyuser@test.com

# Deactivate the 499 Filer ID

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Select the form that matches the company's situation from the “Manage Your 499 ID” [webpage](#).

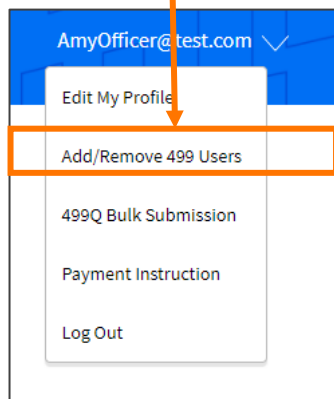
- Sale
- Merger
- Out of Business
- No Longer Providing Telecom

It is important to notify USAC and deactivate the 499 Filer ID in E-File if the company is no longer in business or selling telecommunications. USAC treats all active 499 Filer IDs as active companies, and will continue to invoice contributions, late filing fees and requiring annual forms to be submitted.

# Maintain Authorized Users

Company Officers should periodically review authorized users.

From upper right-hand corner, click on down arrow next to username, then select 'Add/Remove 499 Users' option.



[Cancel](#)

## ADD OR REMOVE USER ACCOUNTS

**Add User:** To create/add a user to an account, click "Add User Accounts". [+ Add User Accounts](#)

**Remove User:** To remove a user's access to an account, check the "Remove" check box next to the person's name and click "Save".

889993	USAC Test Amy				
Officer(s)		Remove	Preparer(s)		Remove
Amy Officer	AmyOfficer@test.com	<input type="checkbox"/>			
		<input type="checkbox"/>			

Max of 5 Company Officers

Unlimited preparers

Save

Cancel

**Questions?**

# New Planned E-File Feature – 499-Q DM Notification

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- A new feature is planned for E-File in October 2023: FCC Form 499-Q De Minimis Notification Enhancement
- This new feature will provide:
  - Service Provider users a one-button tool to communicate de minimis status to USAC.
  - In so doing, communication that previously occurred using e-mail will be performed directly in E-File.
- More information on this new feature is planned for announcement in Service Provider webinars and the 4<sup>th</sup> Quarter 498/499 Spotlight Newsletter.

# Contributors/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](mailto:CustomerSupport@usac.org)

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

**Thank You!**







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