



# **New 499 ID Basics**

Overview for Service Providers

March 6, 2024



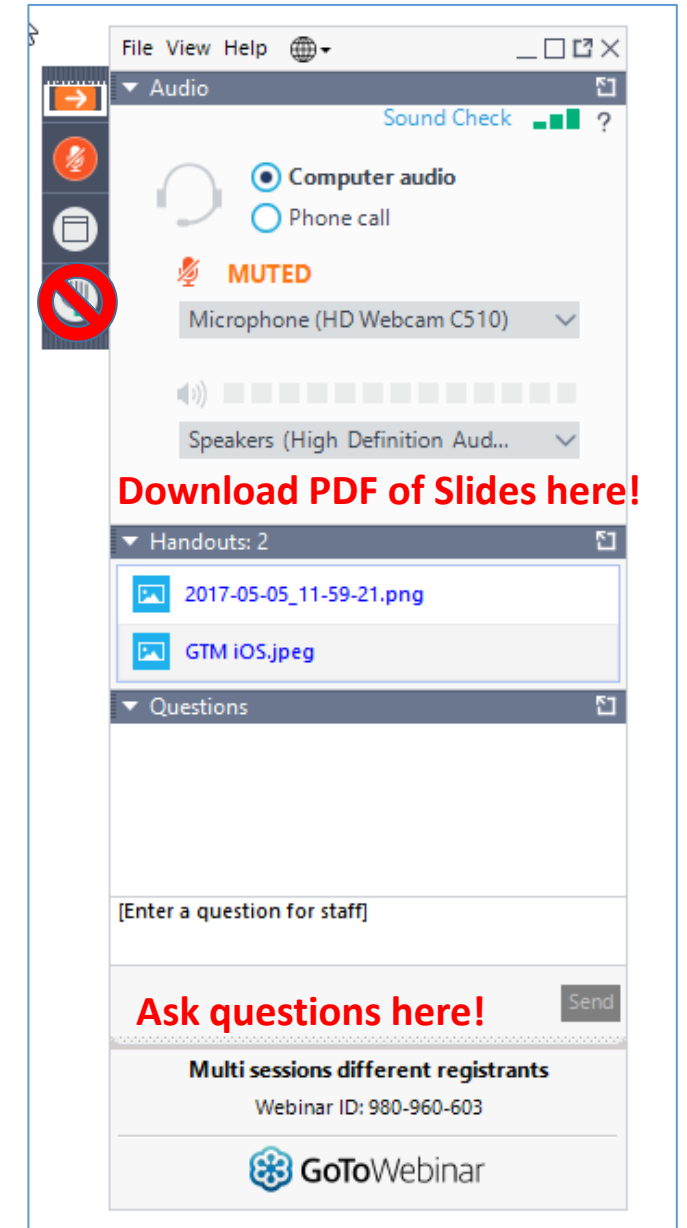
Universal Service  
Administrative Co.

# 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 presentation 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 the Presenter

## **Al Cipparone**

Senior Telecom Industry Analyst | Contributor Operations

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

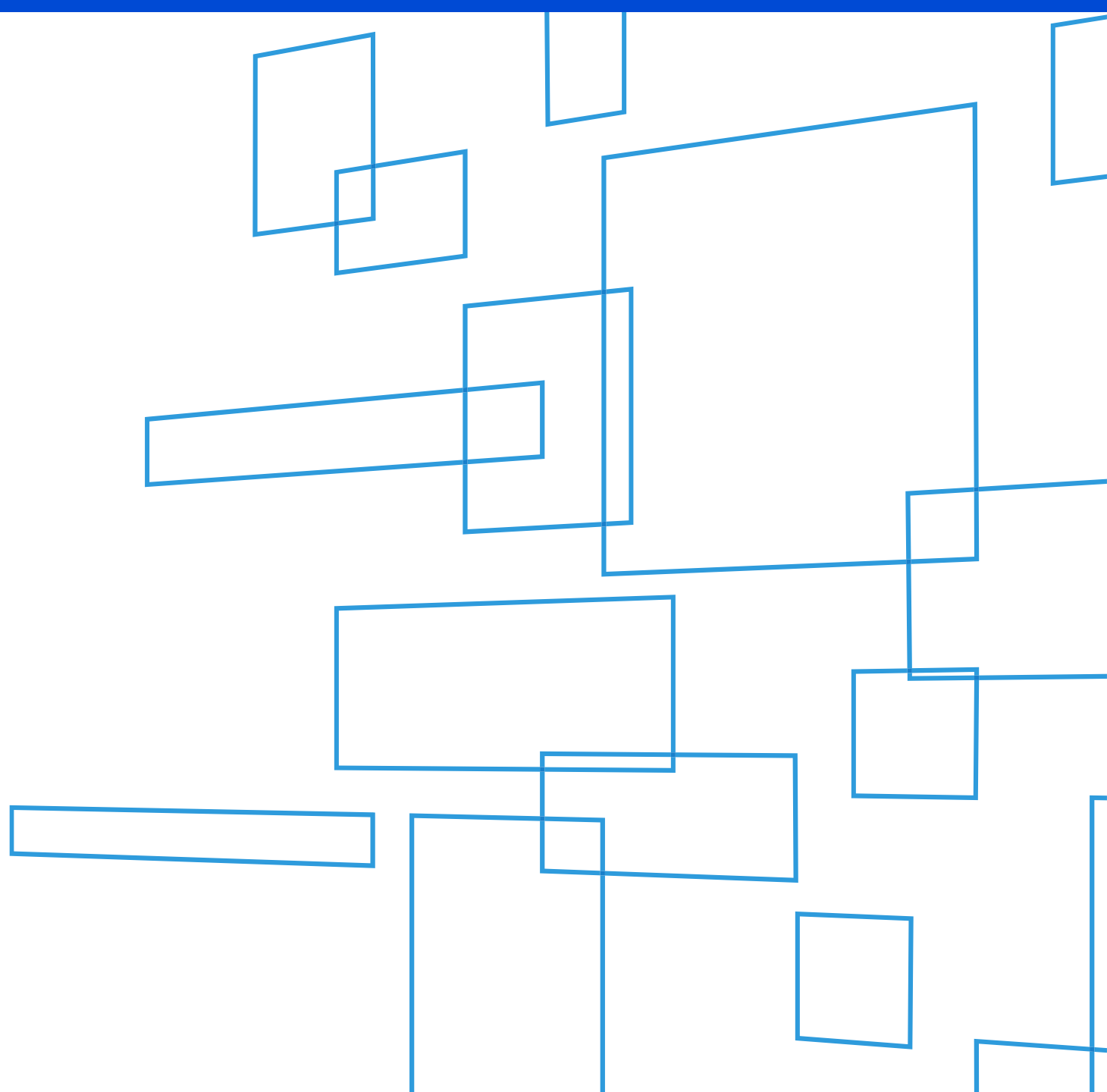
Al joined USAC in 2022 after many years in the telecommunications industry.

Raised in mid-Michigan, he moved to the Washington, DC area in 1984.

[Email: Albert.Cipparone@usac.org](mailto:Albert.Cipparone@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
- USAC's Website
- 499 ID Assignment
- Filing Calendar
- Quarterly Form 499-Q
- Annual Form 499-A

# **498 ID & 499 ID**

## Understanding the Difference

## Purpose of These IDs

### 499 ID

- Takes its name from the registration form – FCC Form 499-A
- Identification used to contribute to the Universal Service Fund



### 498 ID

- Takes its name from the registration form – FCC Form 498
- Identification used to receive Universal Service funding

Universal Service Fund



# ID Differences

## 498 ID

Nine-digit number beginning with “143” or “443”  
(i.e. 143999999, or 443999999)

### Who –

Telecommunications Providers

- Nine-digit number beginning with “143”

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

## 499 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

**ALWAYS** include these numbers on any correspondence with USAC.

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

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## Next Steps

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

1. Company Officer username and log in instructions for E-File.
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.**

# Required Form Filings

## Included in Assignment Email

The FCC Forms listed are based on the date you entered as the date you started selling telecom.

If you've entered the date the company started, you'll need to correct it!



Universal Service  
Administrative Co.

### FCC FORM 499 APPROVAL CONFIRMATION

Thank you for registering with USAC to set up the FCC Form 499 account for [REDACTED] LLC. USAC has completed the processing of your registration and the new 499 Filer ID for [REDACTED]. Please review "What and How to File" [in the Contributor section](#) on USAC's website to determine which future FCC Form 499 filings you are required to submit.

#### Required Previous FCC Form 499 Filings

The information reported on line 228 states that N[REDACTED] LC first provided telecommunications in U.S. on **May 2023** and because of this Nativ[REDACTED] must complete and submit the following previous FCC Form 499 filings:

#### 499Q Filings

- May 2023 FCC Form 499-Q
- February 2023 FCC Form 499-Q

Please note: FCC Form 499A 2014 and up filings must be submitted electronically through E-file while FCC Form 499A 2013 and prior must be sent via hardcopy mail to USAC.

NOTE: FCC Form 499A 2014 and up filings must be submitted electronically through E-file while FCC Form 499A 2013 and prior must be sent via hardcopy mail to USAC.

If you have any questions, please contact USAC at (888)641-8722 or [CustomerSupport@usac.org](mailto:CustomerSupport@usac.org).

# Online Resources

# USAC Website

[www.usac.org](http://www.usac.org)

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



Subscribe Payments Open Data Sign In



Tools – Sign in to USAC's online systems

About ▾ E-Rate ▾ Rural Health Care ▾ Lifeline ▾ High Cost ▾ Service Providers ▾

Program Specific webpages

## Connecting Millions to Broadband Services

The Universal Service Fund helps communities and people across the U.S. stay connected to the information, resources, and care they need.



USAC administers the Universal Service Fund under the direction of the Federal Communications Commission (FCC).

Scroll down the page for links to program pages, as well as statistics on the universal service fund.

# Newsletter Subscription

COVID-19 Update: USAC remains open for business—Washington, DC office closed. [Learn more about USF program responses.](#)



Subscribe

Payments

Open Data

Sign In



Found on main webpage  
at [www.usac.org](http://www.usac.org)

About ▾

E-rate ▾

Rural Health Care ▾

Lifeline

## Choose Program

### Affordable Connectivity Program (ACP)

- ☐ Claims Updates
- ☐ Consumer Group Updates
- ☐ Program Updates
- ☐ Service Provider Training Invitations
- ☐ System and Technical Updates

### E-Rate

- ☐ News Brief
- ☐ Tribal Newsletter

### Tribal Stakeholders

### High Cost

- ☐ Detailed HUBB Updates
- ☐ Program Updates

### Lifeline

- ☐ Program Newsletter
- ☐ NLAD Bulletin
- ☐ Consumer Advocates

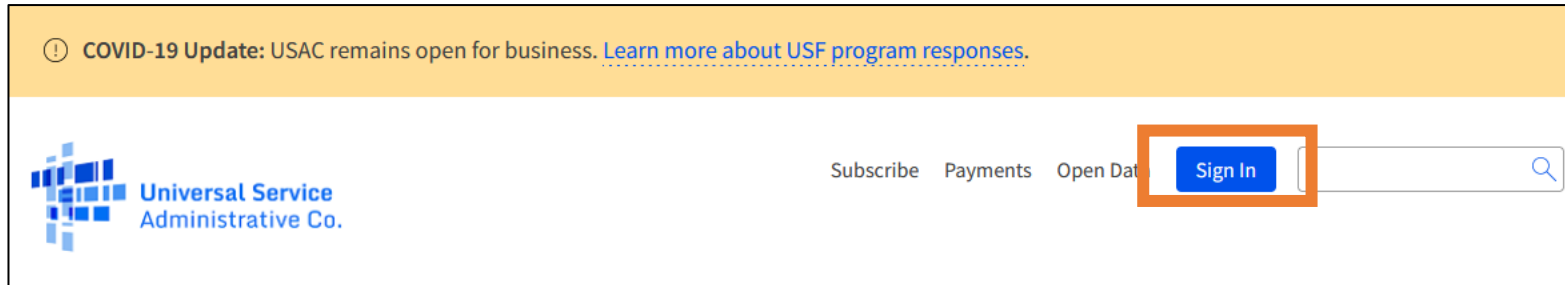
### Rural Health Care (RHC) Program

- ☐ Healthcare Connect Fund (HCF) Program (Consortia)
- ☐ Healthcare Connect Fund (HCF) Program (Individual HCPs)
- ☐ Telecom Program

### Service Providers

- ☒ FCC Form 499 (Contributors)

# USAC's Online Filing System – E-File



‘**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.

A screenshot of the USAC login page. At the top, the USAC logo is displayed. Below it, there are input fields for 'Username' (containing 'AmyOfficer@test.com') and 'Password' (masked with dots). A 'Forgot password?' link is below the password field. A large block of text provides a disclaimer about system access and security. Below this text is a checkbox labeled 'Click the box to accept' which is checked. Underneath is a statement: 'By signing in, I accept the terms and conditions of the USAC system.' At the bottom of the form is a blue 'Sign In' button. Below the button, there is a link: 'Don't have an account? Create an account'.



# Service Provider Specific Menu

Click on the words '**Service Providers**' and you'll see a drop-down menu with topics specific to Service Providers, the Forms 499 and 498 as well as a monthly invoice explanation.

Use the search box in the upper right-hand corner if navigating the menu is confusing.

The screenshot displays the Universal Service Administrative Co. website. The top navigation bar includes links for 'Subscribe', 'Payments', 'Open Data', and a 'Sign In' button. A search box is located in the upper right corner, highlighted with an orange border. Below the navigation bar, a horizontal menu features several categories: 'About', 'E-rate', 'Rural Health Care', 'Lifeline', and 'Hi'. The 'Hi' category is highlighted with a blue arrow pointing to a 'Service Providers' dropdown menu. This dropdown menu is open, revealing a grid of links organized into four columns. The first column lists 'Service Providers Home', 'Contributing to the USF', 'Who Must Contribute', 'Register for a 499 ID', 'Manage Your 499 ID', 'Forms to File', 'When to File', 'What to Expect After Filing', and 'Making Revisions'. The second column includes 'Making Payments', 'How to Pay', 'Contribution Factors', 'Invoices', 'Late Payments, DCIA, Red Light', 'Billing Disputes', 'Credit Balance Refunds', 'Annual True-Up Process', 'Non-USAC Payments', and 'Request Invoice Copy'. The third column contains 'Participating in a USF Program', 'Register for a 498 ID', 'Manage Your 498 ID', 'Disbursement Schedules', 'DATA Act', 'Resources', 'Announcements', 'Appeals and Audits', 'Forms & Instructions', 'Glossary of Terms', and 'Multi-Factor Authentication'. The fourth column lists 'Learn', 'Videos', 'Webinars', 'Newsletter', 'FAQs', and 'Contact Us'.

Universal Service Administrative Co.

Subscribe Payments Open Data Sign In

About E-rate Rural Health Care Lifeline Hi

Service Providers

Service Providers Home  
Contributing to the USF  
Who Must Contribute  
Register for a 499 ID  
Manage Your 499 ID  
Forms to File  
When to File  
What to Expect After Filing  
Making Revisions

Making Payments  
How to Pay  
Contribution Factors  
Invoices  
Late Payments, DCIA, Red Light  
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Participating in a USF Program  
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Forms & Instructions  
Glossary of Terms  
Multi-Factor Authentication

Learn  
Videos  
Webinars  
Newsletter  
FAQs  
Contact Us

# Webinar Training Announcements

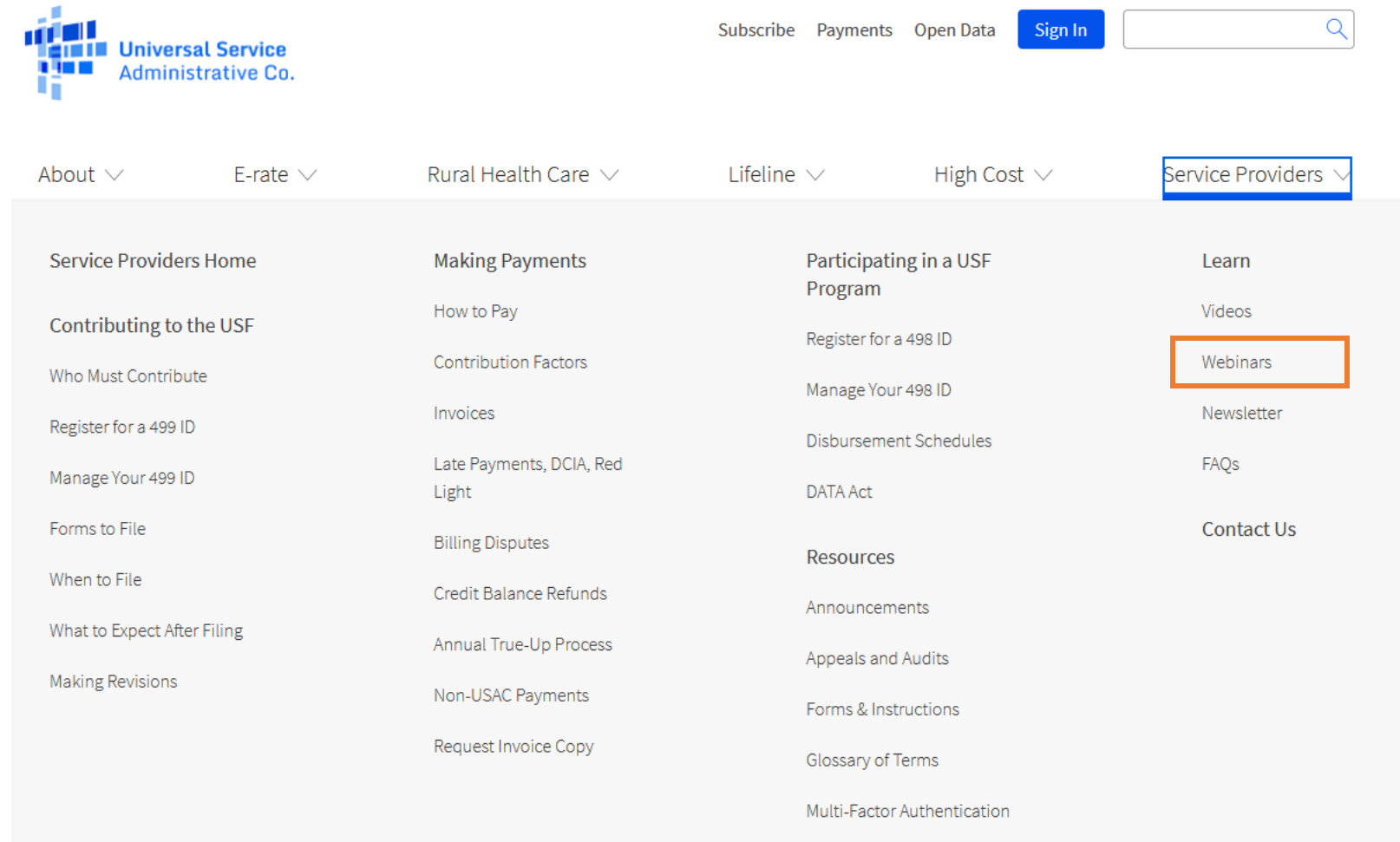
## Annual Form Training

- February

## Monthly Trainings

- New 499 ID
- Office Hours – open topic and discussion

Previous webinar recordings also stored here.



The screenshot shows the Universal Service Administrative Co. website. The top navigation bar includes links for 'Subscribe', 'Payments', 'Open Data', and a 'Sign In' button. A search bar is located to the right of the 'Sign In' button. Below the navigation bar, there are several dropdown menus: 'About', 'E-rate', 'Rural Health Care', 'Lifeline', 'High Cost', and 'Service Providers'. The 'Service Providers' dropdown menu is open, showing a list of links. The 'Webinars' link is highlighted with an orange border. Other links in the dropdown include 'Service Providers Home', 'Contributing to the USF', 'Who Must Contribute', 'Register for a 499 ID', 'Manage Your 499 ID', 'Forms to File', 'When to File', 'What to Expect After Filing', 'Making Revisions', 'Making Payments', 'How to Pay', 'Contribution Factors', 'Invoices', 'Late Payments, DCIA, Red Light', 'Billing Disputes', 'Credit Balance Refunds', 'Annual True-Up Process', 'Non-USAC Payments', 'Request Invoice Copy', 'Participating in a USF Program', 'Register for a 498 ID', 'Manage Your 498 ID', 'Disbursement Schedules', 'DATA Act', 'Resources', 'Announcements', 'Appeals and Audits', 'Forms & Instructions', 'Glossary of Terms', 'Multi-Factor Authentication', 'Learn', 'Videos', 'Newsletter', 'FAQs', and 'Contact Us'.

Universal Service Administrative Co.

Subscribe Payments Open Data Sign In

About E-rate Rural Health Care Lifeline High Cost Service Providers

Service Providers Home

Contributing to the USF

Who Must Contribute

Register for a 499 ID

Manage Your 499 ID

Forms to File

When to File

What to Expect After Filing

Making Revisions

Making Payments

How to Pay

Contribution Factors

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Late Payments, DCIA, Red Light

Billing Disputes

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Forms & Instructions

Glossary of Terms

Multi-Factor Authentication

Learn

Videos

Webinars

Newsletter

FAQs

Contact Us

# Additional Learning Resources

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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.

## Videos

These videos are designed to help you understand and manage the form filing process, FCC requirements, and other elements to offer service provider support.

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 [Overview](#)  
[Accessing E-File](#)  
[499 Filer ID Basics](#)  
[E-File Navigation](#)

[FCC Form 498](#)  
[FCC Form 499-A](#)  
 [FCC Form 499-Q](#)

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# **Contacting USAC**

Message System within E-File

# Customer Specific Contact

The best way to contact your assigned 499 analyst is via E-File Messages.

Located within the E-File portal, a secure message can be sent to ask specific questions about your filer ID, Forms 499, payments, invoice and any other inquiry.

The screenshot displays the 'Admin Center' interface for a user. At the top, there is a blue header bar with a 'Log Out' link. Below the header, the 'Admin Center' title is visible. A search bar contains the text '889993', and a 'Search' button is next to it. The main content area shows the customer name 'USAC Test Amy' and the ID '889993'. Below this, the 'Filer Status' is 'Active'. There are two expandable sections: 'Company Contacts' and 'Associated 498 IDs'. On the right side, there is a toggle switch for 'Notify USAC of De Minimis Status' with a help icon. Below the toggle, there is a 'Comments' button and a 'Company Details' button. At the bottom, there is a navigation bar with three tabs: '499 Forms', 'Payments', and 'Messages (0)'. The 'Messages (0)' tab is highlighted with an orange border. Below the navigation bar, the text '499 Forms' is displayed.

Admin Center

889993 Search

USAC Test Amy  
889993

Filer Status: Active

Company Contacts + Associated 498 IDs +

Notify USAC of De Minimis Status ?  
Notify USAC if your company will be *de minimis* in the upcoming quarters.

Comments

Company Details

499 Forms Payments Messages (0)

499 Forms

# **Adding E-File Users**

# Add Authorized Users in E-File

Only Company Officers can grant E-File access to additional users.

Click the down arrow next to your user ID in the top right-hand corner of the screen, then select the option, 'Add/Remove 499 Users'.

At the next screen, click the blue button '+Add User Accounts'.

The image shows a two-step process for adding authorized users. On the left, a user menu is open for 'AmyOfficer@test.com', with the 'Add/Remove 499 Users' option highlighted. An orange arrow points to the right, where the 'ADD OR REMOVE USER ACCOUNTS' screen is displayed. This screen has a 'Cancel' link in the top right. Below the title bar, there are instructions for adding and removing users. The '+Add User Accounts' button is highlighted with an orange box. Below this, there is a table with columns for 'Officer(s)', 'Remove', 'Preparer(s)', and 'Remove'. The table contains one row for 'Amy Officer' with email 'AmyOfficer@test.com' and two empty 'Remove' checkboxes. At the bottom of the screen are 'Save' and 'Cancel' buttons.

**ADD OR REMOVE USER ACCOUNTS** Cancel

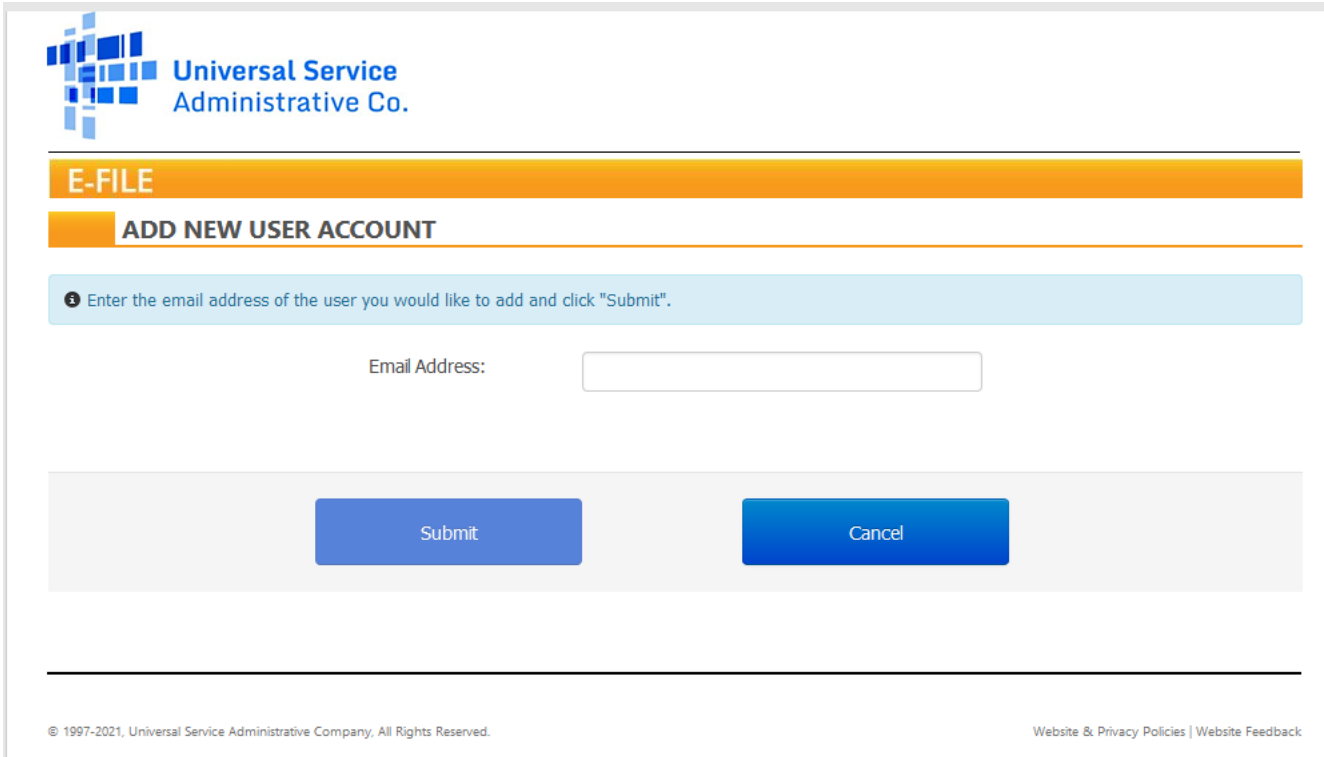
**Add User:** To create/add a user to an account, click "Add User Account". **+Add User Accounts**

**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".

Officer(s)	Remove	Preparer(s)	Remove
Amy Officer	<input type="checkbox"/>		<input type="checkbox"/>

**Save** **Cancel**

# Add Authorized Users in E-File



The screenshot shows the 'ADD NEW USER ACCOUNT' form on the Universal Service Administrative Co. E-File portal. The form includes a header with the company logo and name, a title bar for 'E-FILE', and a sub-header for 'ADD NEW USER ACCOUNT'. A light blue instruction box states: 'Enter the email address of the user you would like to add and click "Submit".' Below this is a label 'Email Address:' followed by a text input field. At the bottom of the form are two buttons: 'Submit' and 'Cancel'. The footer contains copyright information and links to 'Website & Privacy Policies' and 'Website Feedback'.

Universal Service Administrative Co.

**E-FILE**

**ADD NEW USER ACCOUNT**

Enter the email address of the user you would like to add and click "Submit".

Email Address:

**Submit** **Cancel**

© 1997-2021, Universal Service Administrative Company. All Rights Reserved. [Website & Privacy Policies](#) | [Website Feedback](#)

- 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



E-FILE

"ADD USER ACCOUNT" NON-EXISTING ACCOUNT

Email Address:

AnnOfficer@test.com

**i** This email address is not associated with an existing E-File user account. To continue granting entitlements to this person, complete the requested information below. Select whether the person's E-File account should have the capabilities of a company officer or preparer; select the Filer ID(s) the person should have access to, and click "Submit."

Name

First

MI

Last

Position Title

Job Title

Phone Number

XXX-XXX-XXXX

Ext.

☐ Click this box to confirm that

- The email address listed above is specific to the person and not an email address shared with another person(s); and
- The email address listed above is the address to which business communications, including confidential business communications, may be sent. The email address will be used to create an E-File user account and/or give the existing E-File user account additional entitlements.
- If granting company officer entitlements to the person listed above, clicking the box also confirms that the person listed above is a company officer of the selected company(ies) and Filer ID(s) identified below. [Click here for more information](#)

- 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

☐ Company Officer  
☒ Preparer

All FilerIDs

889993

Selected FilerIDs

Submit Cancel

- 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 highlighting 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

# **2024 Filing Calendar**

When to File the FCC Forms 499

# Types of FCC Form 499

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## 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.
4. USAC will notify you of due date.

## 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
4. USAC will not notify you of due dates

# 2024 Filing Deadlines

Due Date	Revenue Reported	Revision Deadline	Contributor Invoice
FCC Form 499-Q February 1, 2024	2Q projected 2024 4Q revenue 2023	March 18, 2024	April – June 2024
<b>FCC Form 499-A</b> <b>April 1, 2024</b>	<b>Prior year: 2023</b> <b>January – December</b>	<b>March 31, 2025</b>	<b>July 2024</b>
FCC Form 499-Q May 1, 2024	3Q projected 2024 1Q revenue 2024	June 17, 2024	July – September 2024
FCC Form 499-Q August 1, 2024	4Q projected 2024 2Q revenue 2024	September 16, 2024	October – December 2024
FCC Form 499-Q November 1, 2024	1Q projected 2025 3Q revenue 2024	December 16, 2024	January – March 2025

\* When a form due date falls on a weekend or holiday, the form is due the following business day.

# Quarterly Filing Periods

## 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.

Below is a screen shot from E-File's data entry for the FCC Form 499-Q. You can find a copy of this form on our [website](#).

### Block 3: Contributor Historical and Projected Revenue Information

113. Indicate which Quarterly filing this represents

Filing due

- ☐ November 1, 2023
- ☒ February 1, 2024
- ☐ May 1, 2024
- ☐ August 1, 2024

Historical revenues (lines 115-118) for

July 1 - September 30, 2023

October 1 - December 31, 2023

January 1 - March 31, 2024

April 1 - June 30, 2024

Projected revenues (lines 119-120) for

January 1 - March 31, 2024

April 1 - June 30, 2024

July 1 - September 30, 2024

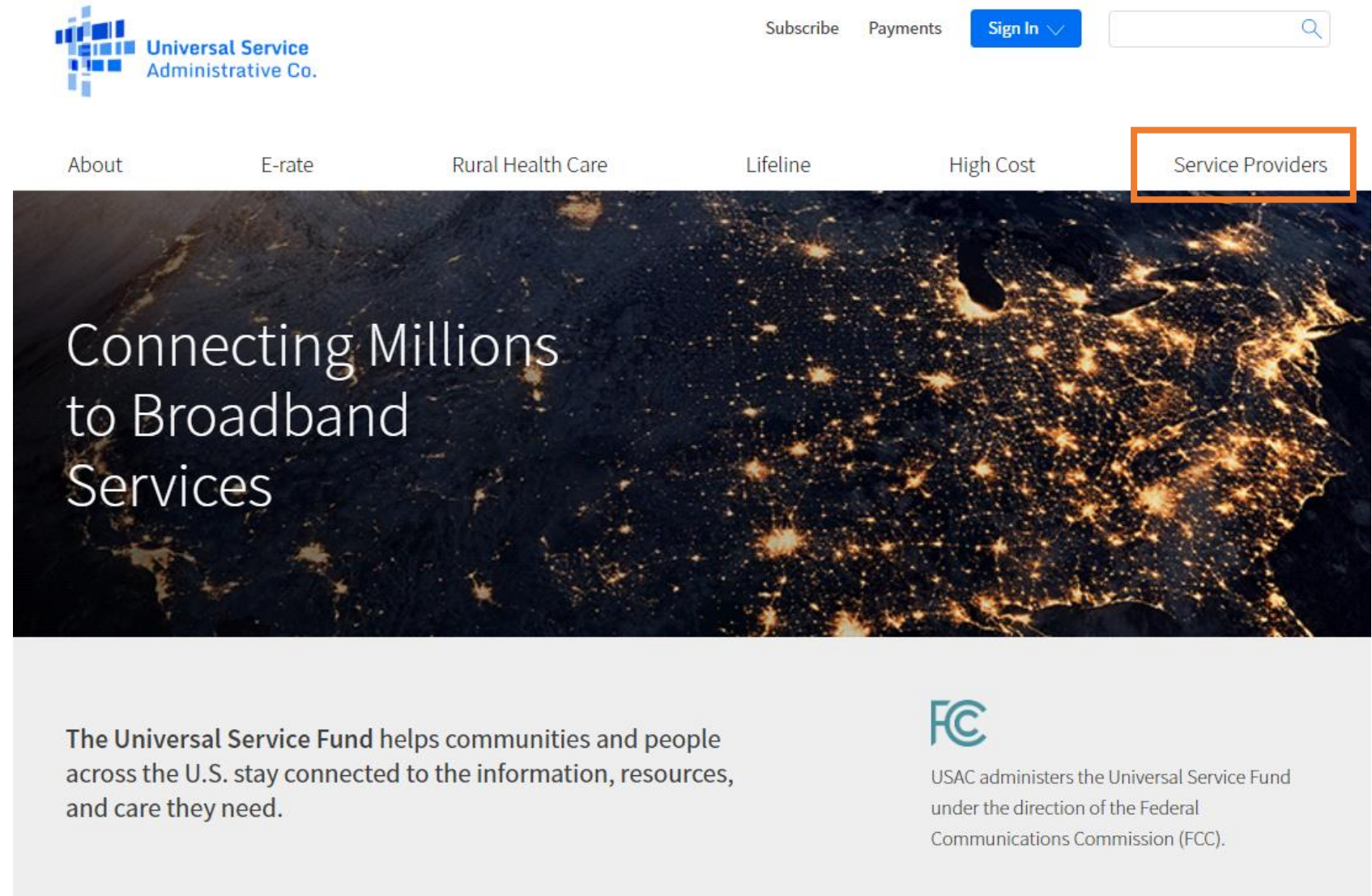
October 1 - December 31, 2024

# Find the FCC Forms 499

Navigate to USAC's website:  
[www.usac.org](http://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.



# Find the FCC Forms

Select “Forms & Instructions”  
from the drop-down mega  
menu.

The screenshot shows the Universal Service Administrative Co. website. The top navigation bar includes the logo, links for 'Subscribe', 'Payments', 'Open Data', and a 'Sign In' button. A search bar is also present. Below the navigation bar, a mega menu is displayed with four main categories: 'About', 'E-rate', 'Rural Health Care', and 'Lifeline'. The 'Lifeline' category is expanded, showing a list of links. The 'Service Providers' link is highlighted with an orange box and an arrow pointing to it. The 'Forms & Instructions' link is also highlighted with an orange box and an arrow pointing to it.

Universal Service Administrative Co.

Subscribe Payments Open Data Sign In

About E-rate Rural Health Care Lifeline

Service Providers

Service Providers Home

Contributing to the USF

Who Must Contribute

Register for a 499 ID

Manage Your 499 ID

Forms to File

When to File

What to Expect After Filing

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Multi-Factor Authentication

Learn

Videos

Webinars

Newsletter

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Contact Us



# Form 499 & Instructions

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.

## [FCC Form 499-Q](#)

- filed 4 times a year.

## [FCC Form 499-A](#)

- filed once a year

The screenshot shows the Universal Service Administrative Co. website. The top navigation bar includes links for About, E-rate, Rural Health Care, Lifeline, High Cost, and Service Providers (which is highlighted). Below the navigation bar is a breadcrumb trail: USAC | Service Providers | Resources | Forms & Instructions. The left sidebar contains a 'Resources' section with a 'Forms' dropdown menu. The 'Forms & Instructions' menu item is selected, showing a list of links: Prior Year Forms, USAC-Designed Forms and Templates, Upcoming Dates, Announcements, Quick Links, Glossary of Terms, Appeals and Audits, and Multi-Factor Authentication. The main content area is titled 'Forms & Instructions' and contains a paragraph: 'This list of forms pertain to service providers for purposes of contributing to the USF and registering to receive disbursements.' Below this is a table with three rows of form information. A blue arrow points to the 'FCC Form 499-A' row. The table columns are: Form Name, Due Date, and Who Must File. The rows are: FCC Form 498, FCC Form 499-A, and FCC Form 499-Q.

Form Name	Due Date	Who Must File
<a href="#">FCC Form 498</a> <a href="#">FCC Form 498 and Instructions</a>	Submit at any time	Service providers participating in USF Programs <a href="#">Learn more</a>
<a href="#">FCC Form 499-A</a> <a href="#">FCC Form 499A and Instructions</a>	April 1	All 499 Filer IDs <a href="#">Learn more</a>
<a href="#">FCC Form 499-Q</a> <a href="#">FCC Form 499-Q and Instructions</a>	Feb 1, May 1, Aug 1, Nov 1	All contributors to USF <a href="#">Learn more</a>

The links open a .pdf document that contain the instructions to the form, with a copy of the form at the end of the document.  
*These documents are provided for reference only, as the forms must be completed online through USAC's E-File system*

# Questions?

# Quarterly Filing

Who is Required to File the 499-Q

# FCC Form 499-Q Purpose

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## What is it?

- 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.*
- While the filer reports both historical and projected revenues on the form, **only the projected revenues are used to determine the contribution amount** billed in the upcoming quarter.

# Define “*de minimis*”

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## 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.

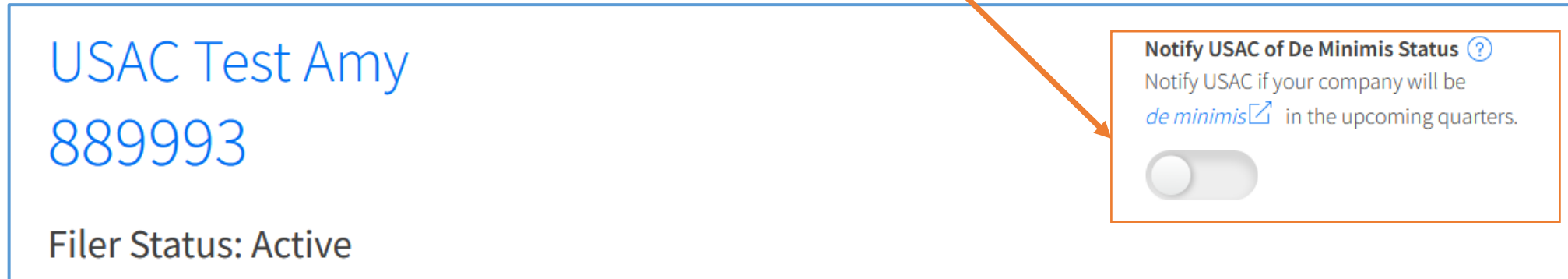
## Annual Revenue Threshold

For calendar year 2024, filers that bill less than **\$41,841** of combined **end user** interstate and international telecommunication revenues will be considered *de minimis* for 2024.

If the company has determined that they will be required to be a direct contributor to the Federal Universal Service Fund, that company must file an FCC Form 499-Q, the quarterly filing.

# Who Must File

1. Every non de minimis telecommunications company must file the FCC Form 499-Q. This means your company is a direct contributor to the FUSF and is billed monthly by USAC. If the company does not file, a late filing fee will be applied.
2. *De minimis* filers are not required to file the FCC Form 499-Q, but must notify USAC of their status by selecting the *de minimis* button on their main screen.



USAC Test Amy  
8899993

Filer Status: Active

**Notify USAC of De Minimis Status** ?  
Notify USAC if your company will be [de minimis](#) in the upcoming quarters.

☐

An orange arrow points from the text 'by selecting the de minimis button on their main screen' in the list above to the 'Notify USAC of De Minimis Status' toggle switch in the interface.

# **Filing Online**

Accessing the Forms Through E-File

# Online Filing – Before You Start

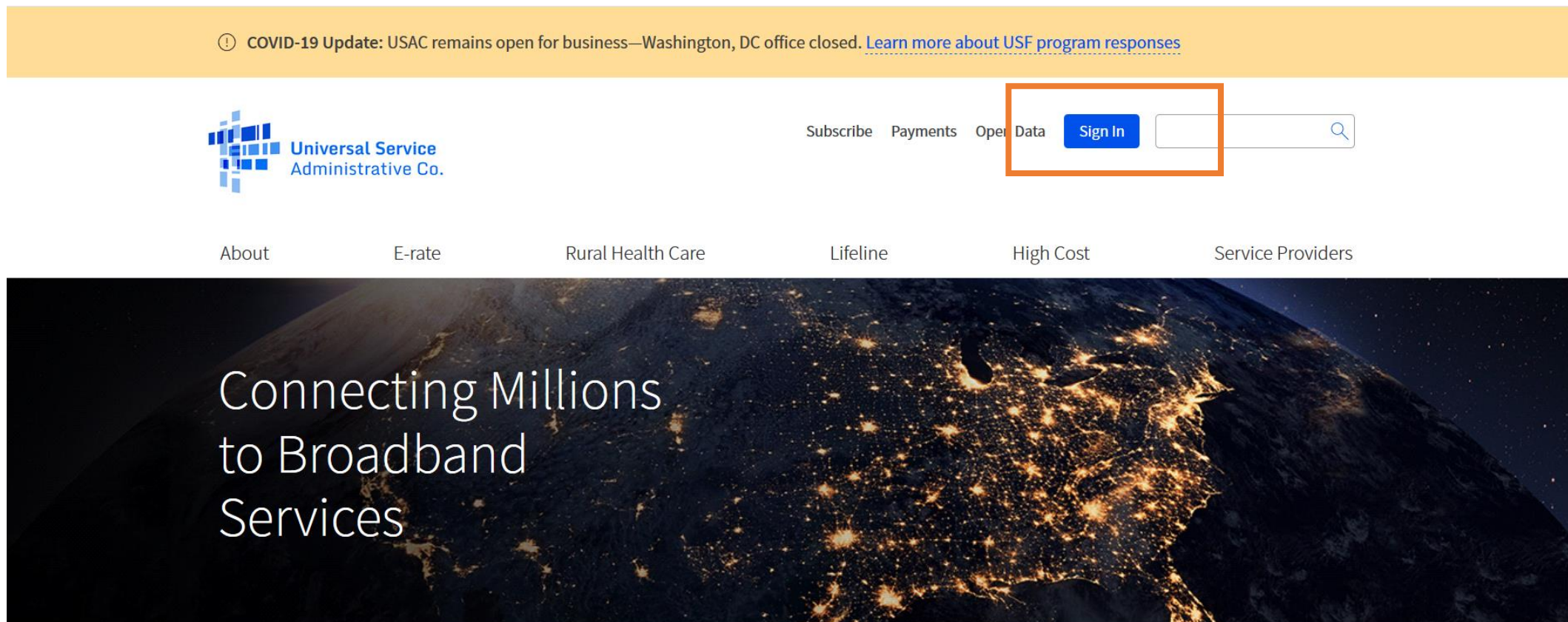
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- Chrome and Firefox internet browsers are recommended.
  - Safari and mobile access is not recommended.
- Make sure your internet browser's 'pop up blocker' is **OFF**.
  - The system opens a new window to display the data entry screen for the FCC 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](mailto:form499@usac.org)'
    - ✓ '[CustomerSupport@usac.org](mailto:CustomerSupport@usac.org)'
    - ✓ '[form499@universalservice.org](mailto: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.



# Log in to E-File

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](http://www.usac.org), by clicking the blue 'Sign In' button at the top of the page.



# Online Filing the FCC Forms 499

Once logged in to E-File, the 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 the paragraph '[Manage FCC Forms 499](#)'.

**Universal Service Administrative Co.** [Sign Out](#)

## Dashboard

**Notification:** In accordance with the Supply Chain orders, new certifications have been added to the following forms: RHC - FCC Form 463 and the Telecom invoice, E-rate - FCC Form 473, and High Cost & Lifeline - FCC Form 481. Service providers are required to submit these annual certifications. For additional information, visit the [USAC Supply Chain](#) page.

### Upcoming Dates

- 09/12 2023** [Webinar: New 499 ID Basics](#)
- 09/13 2023** [Webinar: Managing Your 499 ID](#)
- 09/15 2023** [August Form 499-Q Revision Deadline](#)

### Service Providers

- [Manage FCC Forms 498](#) - Provide contact and banking information for entities that receive support from universal service programs, manage authorized users.
- [Manage FCC Forms 499](#) - Report revenue on FCC Forms 499, make USF payments, view payment history, download invoice summary and manage users.

### Help?

- [Send us a message](#)
- [Click here](#)
- Call us**  
(888) 641-8722

# Online Filing the FCC Forms 499

Using the E-File navigation system, navigate to the Filer ID that you wish to work on, if you have more than one 499 Filer ID.

Scroll to the bottom of the screen and summary view of the FCC Form 499s.

The forms are listed in chronological order. In the 'Action' column, your choices for form entry are in blue.

499 Forms

Payments

Messages (0)

499 Forms

!








You have 7 filing(s) that require attention. Those filings are identified below marked in yellow in the Status column.

X

Sort By

Summary View

Displaying 1 to 10 of 19 records











499 Forms	Receipt Date	Status	View	Action	DCA Approval Date	Admin
499-Q - August 2023 Filing		Not Started		<a href="#">Start Form</a>		
499-Q - May 2023 Filing		Not Started		<a href="#">Start Form</a>		
499-A - 2023 Filing		USAC Estimate		<a href="#">Revise   Certify</a>		<a href="#">Admin</a>
499-Q - February 2023 Filing		USAC Estimate		<a href="#">Revise   Certify</a>		<a href="#">Admin</a>
499-Q - November 2022 Filing		USAC Estimate		<a href="#">Revise   Certify</a>		<a href="#">Admin</a>
499-A - 2022 Filing - Rev 1		Cancel		<a href="#">Revise   Certify</a>		<a href="#">Admin</a>
499-A - 2022 Filing		USAC Estimate		<a href="#">Revise   Certify</a>		<a href="#">Admin</a>

# Online FCC Form Status

There are a number of different statuses that a form can be assigned.

*Not Started, Certified, DCA Approved* are the most common.

A complete list of the different statuses can be found [here](#).

499 Forms	Receipt Date	Status	View	Action	DCA Approval Date	Admin
499-Q - November 2023 Filing		Not Started		<a href="#">Start Form</a>		
499-Q - August 2023 Filing	07/31/2023	Approved		<a href="#">Revise</a>   <a href="#">Certify</a>	07/31/2023	<a href="#">Admin</a>
499-Q - May 2023 Filing		Approved		<a href="#">Revise</a>   <a href="#">Certify</a>	04/14/2023	<a href="#">Admin</a>
499-A - 2023 Filing - Rev 1		Pending Officer Approval		<a href="#">Revise</a>   <a href="#">Certify</a>		<a href="#">Admin</a>
499-A - 2023 Filing	02/24/2023	Issue - Response Required		<a href="#">Revise</a>   <a href="#">Certify</a>	03/07/2023	<a href="#">Admin</a>
499-Q - February 2023 Filing - Rev 2		Approved		<a href="#">Revise</a>   <a href="#">Certify</a>	03/02/2023	<a href="#">Admin</a>
499-Q - November 2022 Filing	09/30/2022	Approved		<a href="#">Revise</a>   <a href="#">Certify</a>	12/17/2022	<a href="#">Admin</a>
499-A - 2022 Filing - Rev 1		Issue - Response Required		<a href="#">Revise</a>   <a href="#">Certify</a>		<a href="#">Admin</a>
499-A - 2021 Filing - Rev 10	01/27/2022	Approved		<a href="#">Revise</a>   <a href="#">Certify</a>	01/27/2022	<a href="#">Admin</a>
499-A - 2020 Filing - Rev 4		Issue - Response Required		<a href="#">Revise</a>   <a href="#">Certify</a>		<a href="#">Admin</a>
Show <input type="text" value="10"/> records						
<a href="#">&lt;</a> <b>1</b> <a href="#">&gt;</a> of 4 pages						

# **Monthly Invoice**

How USAC Uses the Revenues on the 499-Q

# USAC Online Invoice

On or around the 15<sup>th</sup> of the month, an online invoice is available to authorized users in E-File.

To access this invoice page, from the 'Payments' section, scroll down to the 'Select Payment View', click in the box, and select 'Invoices'.



Invoice Number:  
Statement Date: 08/21/2020  
New Balance:  
Payment Due Date: 09/15/2020

Filer ID  
Billing Contact

### STATEMENT OF ACCOUNT

Date	Description	Charges/Credits
	Previous Balance	
08/11/2020	Payment	
08/14/2020	Support Mechanism Adjustment - 2020 499A	
08/14/2020	Support Mechanism Charges	

“Support Mechanism Charge” is your monthly contribution.

TOTAL OUTSTANDING USAC BALANCE AS OF 08/14/2020

Transactions occurring after 08/14/2020 are not reflected in this statement.

\*Please note that this is just the summary page of your invoice. A full invoice with more detail is being mailed to you.

### Payment Information

To make payments go to [www.usac.org/pay](http://www.usac.org/pay)

Under the Debt Collection Improvement Act of 1996 (Pub. L. 104-134) (DCIA), your BALANCE DUE is a demand that you pay a DEBT owed to the United States on or before the DUE DATE. Any portion of the DEBT unpaid after the DUE DATE is a DELINQUENT DEBT, which incurs interest at the annual rate equal to the U.S. prime rate as of the DATE OF DELINQUENCY plus 3.5 percent from that DATE until the DEBT is paid in full. Any portion of the DEBT unpaid more

### Summary

\$0.00

Total Payment Due

Make a Payment

Details

\$0.00

Total Current

\$0.00

Total Past Due

Select Payment View

Payment History

Payments

No payment data within the last 24 months.

Return to Account Summary

Select Payment View

See the payment history, invoices, balance details

Payment History

Invoices

Invoice History

Balance Details

True-Up Statements

# USAC Paper Invoice

## DETAILED SUMMARY OF CHARGES AND CREDITS

Page 1, Lower left hand side

### FORM 499Q DATA

This month's support mechanism charges were calculated using an FCC contribution factor of 0.212000 and the following revenue data:

#### November 2019 499Q

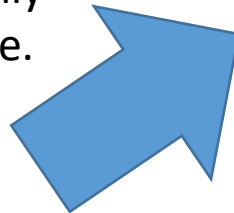
120b	\$108,378.00
120c	\$0.00

If the figures do not correspond with your records, please contact USAC  
Customer Service at 888-641-8722

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.



### SUPPORT MECHANISM CHARGES

Your monthly support mechanism charges were calculated according to the following formulas:

#### Quarterly Contribution Base

The quarterly contribution base is a portion of your quarterly revenue that USAC considers when determining your quarterly Universal Service Fund contribution. The quarterly contribution base equals your interstate plus international revenue. Your current quarterly contribution base equals:

$$\frac{\$108,378.00}{\text{Interstate Revenue (Line 120B)}} + \frac{\$0.00}{\text{International Revenue (Line 120C)}} = \frac{\$108,378.00}{\text{Quarterly Contribution Base}}$$

#### Adjusted Quarterly Contribution

USAC adjusts carriers' quarterly contribution bases by the amount that they are expected to contribute in that quarter. The calculation for an adjusted contribution amount is as follows, and takes into account the circularity deduction:

$$\begin{aligned} &\frac{\$108,378.00}{\text{Quarterly Contribution Base}} * \frac{0.212000}{\text{FCC Contribution Factor}} = \frac{\$22,976.14}{\text{Unadjusted Contribution}} \\ &\frac{\$22,976.14}{\text{Unadjusted Contribution}} - \left( \frac{\$22,976.14}{\text{Unadjusted Contribution}} * \frac{0.175696}{\text{FCC Circularity Factor}} \right) = \frac{\$18,939.32}{\text{Adjusted Contribution}} \end{aligned}$$

#### De Minimis Eligibility

Carriers whose expected annual contribution is less than \$10,000 are considered de minimis and are exempted from paying into the Universal Service Fund. To be exempt, a carrier must meet the de minimis criteria on both the current 499A and 499Q forms.

You meet the de minimis criteria on neither the 499A or the current 499Q. Therefore, you are not eligible for the de minimis exemption during the current quarter.

Your eligibility was calculated using the contribution factors established by the FCC for determining de minimis status on each form:

499A:

$$\frac{\$466,977.82}{\text{499A Contribution Base}} * \frac{0.178000}{\text{FCC Estimated Annual Factor}} = \frac{\$83,122.05}{\text{Estimated 499A Contribution}}$$

499Q:

$$\frac{\$18,939.32}{\text{Adjusted Contribution}} * 4 = \frac{\$75,757.30}{\text{Estimated 499Q Contribution}}$$

For more information on the FCC estimated annual factor, please see the Form 499A Instructions. For more information on the current FCC contribution factor, visit the FCC website at [www.fcc.gov](http://www.fcc.gov).

#### Support Mechanism Charges

Your total monthly contribution is determined by multiplying one-third of your adjusted quarterly contribution base by the current quarter's FCC contribution factor.

$$\frac{1}{3} * \frac{\$18,939.32}{\text{Adjusted Quarterly Contribution}} = \frac{\$6,313.11}{\text{Total Monthly Contribution}}$$

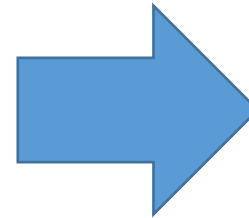


# USAC Paper Invoice

February 2024 FCC Form 499-Q

April, May, June 2024  
USAC invoices

114. Check if using safe harbor to allocate interstate/intrastate revenues for each of the following (as applicable):	<input type="checkbox"/> Cellular and Broadband	<input type="checkbox"/> Paging	<input type="checkbox"/> Analog SMR	<input type="checkbox"/> Interconnected VoIP
Historical billed revenues with no allowance or deductions for uncollectables. See instructions.	Total Revenues in \$ (a)	Interstate Revenues in \$ (b)	International Revenues in \$ (c)	
115. Telecommunications provided to other universal service contributors for resale as telecommunications or as interconnected VoIP	\$0.00	\$0.00	\$0.00	
116. End-user telecommunications revenues including any pass-through charges for universal service contributions, but excluding international-to-international revenues	\$0.00	\$0.00	\$0.00	
117. All other goods and services	\$0.00	Column (b) and (c) not requested for Lines 117 and 118		
118. Gross-billed revenues from all sources [sum of above]	\$0.00			
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		\$0.00	\$0.00	
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		\$0.00	\$0.00	



Universal Service Administrative Co.

ABC Communication, Inc.  
Attention: Edward Smith  
316 Universal Avenue, Suite 100  
Washington, DC, 20005

Filer 499 ID: 838000  
Invoice Number: UBD10009056607  
Statement Date: 07/23/2019  
New Balance: \$ 26,326.80  
Payment Due Date: 08/15/2019

ACCOUNT STATUS

• Account is in good standing.

STATEMENT OF ACCOUNT

Date	Description	Charges	Credits
06/19/2019	Previous Balance	\$10,498.84	
06/27/2019	Payment		(\$5,249.42)
07/15/2019	Support Mechanism Charges	\$6,352.26	(\$5,249.42)
07/15/2019	Support Mechanism Adjustment - 2019 499A	\$19,974.54	
TOTAL OUTSTANDING USAC BALANCE AS OF 7/15/2019		\$26,326.80	

Transactions occurring after 07/15/2019 are not reflected on this statement.

Under the Debt Collection Improvement Act of 1996 (Pub. L. 104-134) (DCIA), your BALANCE DUE is a demand that you pay a DEBT owed to the United States on or before the DUE DATE. Any portion of the DEBT unpaid after the DUE DATE is a DELINQUENT DEBT, which may result in sanctions, including interest, penalties, and administrative charges. Failure to file a Telecommunications Worksheet may result in a late filing fee DEBT added to your BALANCE DUE. Read the reverse of this invoice for important information about these sanctions and your legal rights and obligations.

Statement Date	Invoice Number	Filer 499 ID	Balance Due USAC
07/23/2019	UBD10009056607	838000	\$ 26,326.80

FORM 499-Q DATA

This month's support mechanism charges were calculated using an FCC contribution factor of 0.244000 and the following revenue data:

	May 2019 499Q
120a	\$97,208.00
120c	\$0.00

If the figures do not correspond with your records, please contact USAC Customer Service at 888-641-8722

PAYMENT INFORMATION

All payments received (regardless of specific instructions) will be applied to your outstanding USAC balance in historical order as outlined in FCC order 07-150.

Go to [www.usac.org/pay](http://www.usac.org/pay) to make a payment.

Balance Due USAC

\$ 26,326.80

ON (Date) will be applied to your outstanding USAC balance in historical order as outlined in FCC order 07-150.

to make a payment.

The revenue projections entered on Line 120 will be used for determining your contribution amounts billed on the 2nd quarter of 2024 invoices.



# Questions?

# **Annual Filing FCC Form 499-A**

# FCC Form 499-A Purpose

## What is it?

A company reports their actual historical revenues on the FCC Form 499-A.

*The 2024 FCC Form 499-A reports actual revenues from calendar year 2023.*

USAC takes the revenue on the 2024 FCC Form 499-A and compares to the projected revenue from the quarterly FCC Forms 499-Q that were filed in 2023.

### Estimated Revenues – Total for Year

499-Q November 2022 Filing (1Q 2023)  
499-Q February 2023 Filing (2Q 2023)  
499-Q May 2023 Filing (3Q 2023)  
499-Q August 2023 Filing (4Q 2023)

Compare to

### Actual Revenues

- 2024 FCC Form 499-A  
January – December 2023

## Compare 499-Q revenue to the 499-A revenue

If the company's projected revenues for calendar year 2023, 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.

## **Certify and Submit**

Complete the FCC Form 499





# Certify & Submit

## 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.

Account #	Company Name	Form	Status	View	Action
889993	USAC Test Amy	499-Q - November 2020 Filing - Rev 3	Pending Officer Approval		Revise   <a href="#">Certify</a>
80	Communications, LLC	499-A - 2022 Filing - Rev 1	Pending Officer Approval		Revise   <a href="#">Certify</a>
889994	USAC Test	499-A - 2022 Filing	Pending Officer Approval		Revise   <a href="#">Certify</a>
889993	USAC Test Amy	499-A - 2020 Filing - Rev 2	Pending Officer Approval		Revise   <a href="#">Certify</a>

### MAIN PAGE: 2022 FCC FORM 499-A (REPORTING ACTUAL REVENUES FROM CALENDAR YEAR 2021)

Thank you for choosing to electronically file your FCC Form 499-A. Use this E-File system to update your registration information and to report your actual revenues from calendar year 2021. As you enter your data, be sure that you understand the requirements as indicated in the [2022 FCC Form 499-A Instructions](#).

#### Update Registration Information

(Pages 1-3 of FCC Form 499-A)

Review and update your registration information, 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 FCC Form 499 submissions.

#### Enter/Update Revenue Information

(Pages 4-8 of FCC Form 499-A)

Enter or update your revenue information for calendar year 2021. If you are submitting a revision, the E-File system has pre-populated revenue information from your last filing.

### Submitting 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.

Save & Close Form

Review & Certify  
My Filing to USAC

# **Third Party Funds**

Administrators Receiving 499-A Information

## Authorized Access to Annual Form Data

- The administrators of each of the funds below use the revenue reported on the FCC Form 499-A to calculate and assess any necessary contributions.
- These administrators will notify companies of their required contributions to each of these funds. You will be invoiced separately for each of these funds.
- On a monthly basis, USAC provides the administrators with data from the most recent FCC Form 499-A filed.
- This data includes contact information, receipt date information, and reported revenues.
- For more information, refer to the FCC Form 499-A instructions on who is required to contribute to these funds and what revenue line number is provided.



# Third Party Funds

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- 1. Telecommunications Relay Services (TRS)** enables an individual who is deaf, hard of hearing, deaf-blind, or who has a speech disability to communicate by telephone or other device through the telephone system at no additional cost. Every common carrier interstate telecommunications services and every VoIP provider (including interconnected and non-interconnected) must contribute to the TRS Fund. See 47 C.F.R. Sections 64.601(b), 64.604.
- 2. Local Number Portability (LNP)** enables end users to keep their telephone number when switching from one telecommunications service provider to another. The shared costs of long-term number portability attributable to a regional database shall be recovered from all telecommunications carriers and interconnected VoIP providers servicing a given region. See 47 C.F.R. Section 52.32.
- 3. North American Numbering Plan Administration (NANP)** is a numbering scheme for the public switched telecommunications networks (PSTN) within the United States, Canada, and participating Caribbean countries. All telecommunications carriers and interconnected VoIP providers in the United States shall contribute to meet the costs of establishing numbering administration. See 47 C.F.R. Section 52.17.
- 4.** In addition, the FCC utilizes the revenue data contained in the FCC Form 499-A to bill carriers **Interstate Telecommunications Service Provider (ITSP)** regulatory fees. The ITSP is collected to cover the regulatory costs associated with the FCC's enforcement, policy and rulemaking, user information, and international activities. See 47 U.S.C. Section 159(a).

# Third Party Fund Administrators

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## List of Companies and Contact Information

<b>Fund</b>	<b>Administrator</b>	<b>Customer Service Number</b>
TRS	<a href="#">RolkaLoubé – Public Utility and Telecommunications Consulting</a>	(717) 585-6605
LNPA	<a href="#">Telcordia Technologies dba iconectiv</a>	(844) 560-8050
NANPA	<a href="#">North American Numbering Plan (NANP)</a>	(613) 760-4512
ITSP	<a href="#">Federal Communications Commission (FCC)</a>	(877) 480-3201, Option 6

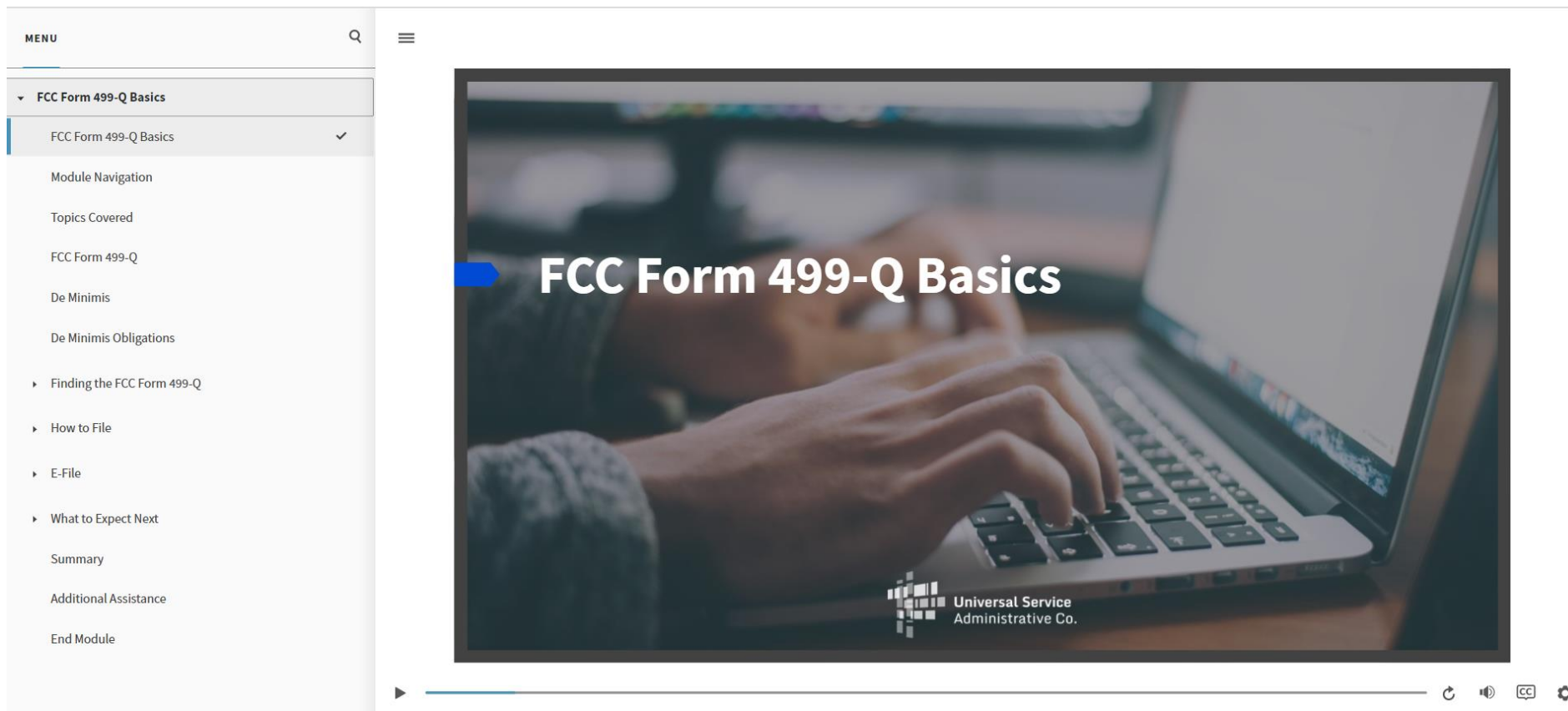
# **Form Specific Training**

Resources On-Line

# Training Video for Filing the FCC Form 499-Q

You can find an FCC Form 499-Q training module that explains the form and walks a user through filing the FCC Form 499-Q. It is self-paced and includes a menu so you can skip to specific sections.

This video is found on our 'Videos' page or directly by clicking this [link](#).



The screenshot displays a video player interface for the 'FCC Form 499-Q Basics' training module. On the left, a 'MENU' sidebar is visible, featuring a search icon and a list of topics. The 'FCC Form 499-Q Basics' section is expanded, showing a list of topics with a checkmark next to the main title. The main video area shows a person's hands typing on a laptop keyboard, with the title 'FCC Form 499-Q Basics' overlaid in large white text. The Universal Service Administrative Co. logo is in the bottom right corner of the video frame. Below the video, a progress bar and control icons (play, volume, closed captions, settings) are visible.

**MENU**

- ▼ FCC Form 499-Q Basics
  - FCC Form 499-Q Basics ✓
  - Module Navigation
  - Topics Covered
  - FCC Form 499-Q
  - De Minimis
  - De Minimis Obligations
  - ▶ Finding the FCC Form 499-Q
  - ▶ How to File
  - ▶ E-File
  - ▶ What to Expect Next
  - Summary
  - Additional Assistance
  - End Module





**FCC Form 499-Q Basics**

Universal Service Administrative Co.

# Webinars for Filing the FCC Form 499-A

In-depth training for the annual form happens every February. The webinars are recorded and found on the Webinars [webpage](#).

The following are recommended for reviewing how to complete an FCC Form 499-A.

<b>2023 FCC Form 499-A: VoIP Providers and Resellers</b> <a href="#">2023-499A-Series-VoIP-Providers</a> 	February 09, 2023   58:44	<a href="#">Watch</a>
<b>2023 FCC Form 499-A: Wireline and Wireless Carriers</b> <a href="#">2023-499A-Series-Wireline-Mobile-Service-Providers</a> 	February 08, 2023   54:34 minutes	<a href="#">Watch</a>
<b>2023 FCC Form 499-A: Getting Started</b> <a href="#">2023-499A-Series-General-Info</a> 	February 07, 2023   1:00:24 minutes	<a href="#">Watch</a>
<b>Office Hours: What's New on the 2023 FCC Form 499-A</b> <a href="#">Feb23 Contributor Office Hours</a> 	February 02, 2023   42:58 minutes	<a href="#">Watch</a>

# 2024 Annual Training Announcements

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Wednesday, February 7 – **What's New on the 2024 FCC Form 499-A**

- Review of the changes to this year's form

Monday, February 12 – **2024 FCC Form 499-A: Getting Started**

- General session reviewing the revenue collected and how to complete the form

Wednesday, February 14 - **2024 FCC Form 499-A: VoIP Providers and Resellers**

- Review of specific line number reporting for VoIP service providers

Thursday, March 7 – **Office Hours: Access to E-File**

- Review how to access and navigate E-File, set up new users, user roles.

All webinars are 2 p.m. – 3 p.m ET. [Register here.](#)

Webinars will be recorded and posted on the same website where you register.

# Weekly Webinars - Questions about the Annual Form

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**\* New \* this year.** Scheduled opportunities to ask questions about completing the 2024 FCC Form 499-A

## Friday, March 8 – **Annual Form Training: Registration Questions**

- Review of information found in Block 1 and Block 2.

## Friday, March 15 – **Annual Form Training: Wholesale Revenue (Block 3)**

- Review of line numbers reporting revenue in Block 3.

## Friday, March 22 - **Annual Form Training: End User Revenue (Block 4)**

- Review of line numbers reporting revenue in Block 3.

## Friday, March 29 – **Annual Form Training: Regional Percentages and Certification**

- Review of information reported in Block 5.

All webinars are 2 p.m. – 3 p.m ET. [Register here.](#)

Webinars will be recorded and posted on the same website where you register.

# Questions?



# How to Contact USAC

# E-File Message Portal

499 Forms   Payments   **Messages (0)**

**Inbox**  
Archive

Displaying 0 of 0 records

**+ Compose**

No new messages.

Show 10 records

Send a message to the Service Provider team directly through the new Message Portal in E-File.

**New Message**

**Company**  
USAC Test Amy

**Email**  
  
example@company.com

☐ Notify all contacts

**Category**  
--Select A Category--

- 499-A
- 499-Q
- Billing
- Credit Balance Refunds
- Deactivation
- Payments
- Red Light
- True-Up
- Other

Cancel   Send

# 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



**Universal Service**  
Administrative Co.