Contributor Office Hours

Navigating E-File 499 Form Display
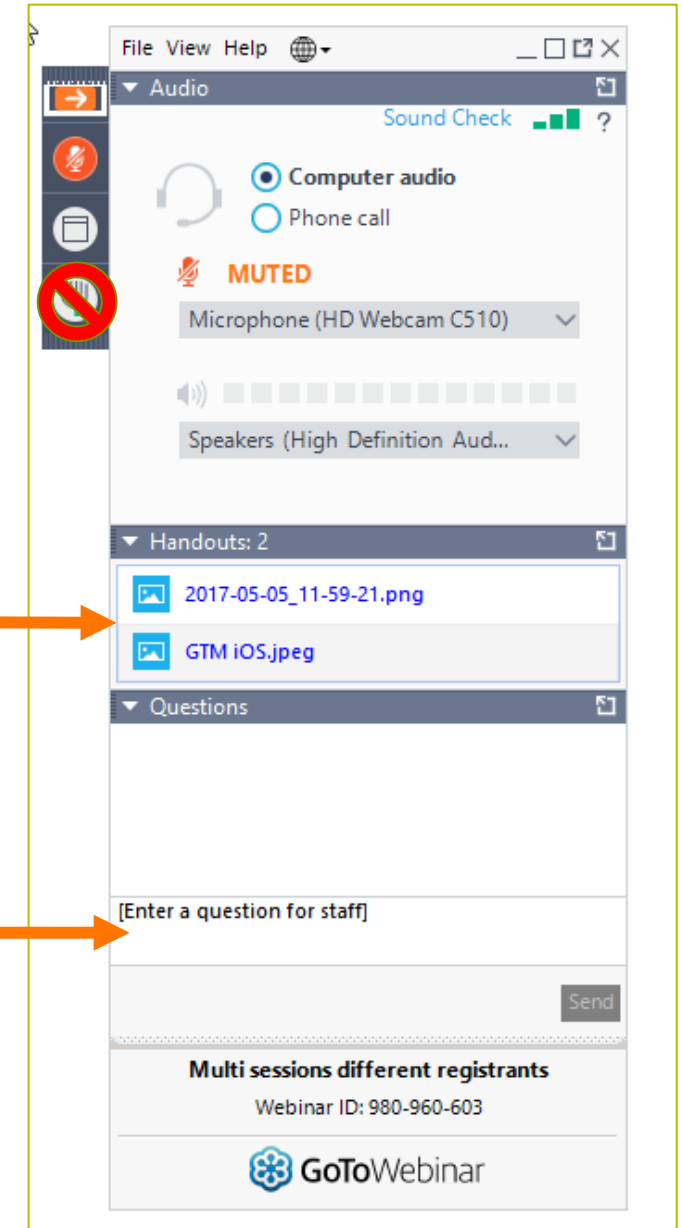
June 10, 2025

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.

- If your audio or slides freeze, restart the webinar.

- A copy of the presentation is in the '**Handouts**' section of webinar panel.

- Enter questions at any time using the '**Questions**' panel.

Webinar Recordings

Please be aware that this webinar is being recorded.

A copy of the recorded webinar, along with a copy of the presentation will be available on the Service Provider's '**Webinars**' webpage within two days.

Future webinars are also posted on the webpage as well as their registration link. At the beginning of each quarter, all webinars scheduled for that quarter will be posted.

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 14 years.

Agenda

- Webinar Format

- Navigating E-File

- Questions

- Assistance Resources

"Office Hours" Webinar Format

- Office Hours are 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.

Navigating E-File Forms

Filer's Main Page

For individual filers, this is the page displayed as the default.

USAC Test AL
889994

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

Filer Status: Active

Company Contacts +   Associated 498 IDs +

499 Forms   Payments   Messages (0)

499 Forms

⚠ You have **2 filing(s)** that require attention. Those filings are identified below marked in yellow in the Status column.   ✕
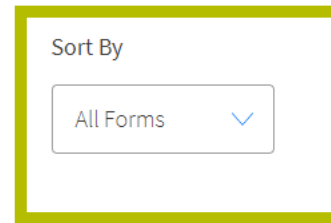
Sort By

Summary View ⌄

Displaying 1 to 10 of 17 records

499 Forms	Receipt Date	Status	View	Action
499-Q - May 2025 Filing - Rev 2	05/22/2025	Approved	📄	Revise | Certify
499-A - 2025 Filing - Rev 1	03/29/2025	Certified	📄	Revise | Certify

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Order of Use

- When multiple Form 499-As have been submitted, the latest 'revision' that is **Approved** is considered the form of record.

Sort By

All Forms

The default view is 'Summary View'
To see all forms submitted, you must select 'All Forms'.

Displaying 11 to 20 of 50 records

499 Forms	Receipt Date	Status	View	Action	DCA Approval Date
499-A - 2020 Filing - Rev 2	11/18/2020	Approved	PDF	Revise	Certify	11/19/2020
499-A - 2020 Filing - Rev 1	09/28/2020	Approved	PDF	Revise	Certify	09/29/2020
499-A - 2020 Filing	09/28/2020	Certified	PDF	Revise	Certify	

The revision submitted on 11/18/20 (Rev 2) sits on top as it is the most recent form that has been submitted and approved by USAC.

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Questions?

Contacting USAC

E-File Message Portal

499 Forms   Payments   **Messages (0)**

Inbox

Displaying 0 of 0 records

Archive

+ Compose

No new messages.

Show 10 ⌄ records

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

New Message   ✕

Company

USAC Test Amy

Email

☐ Notify all contacts

example@company.com

Category

--Select A Category-- ⌄

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

Cancel   Send

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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

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

Contact the CSC for issues relating to login, error messages, and other technical problems.

Thank You!