



Contributor Office Hours

Post Form 499-A Processing

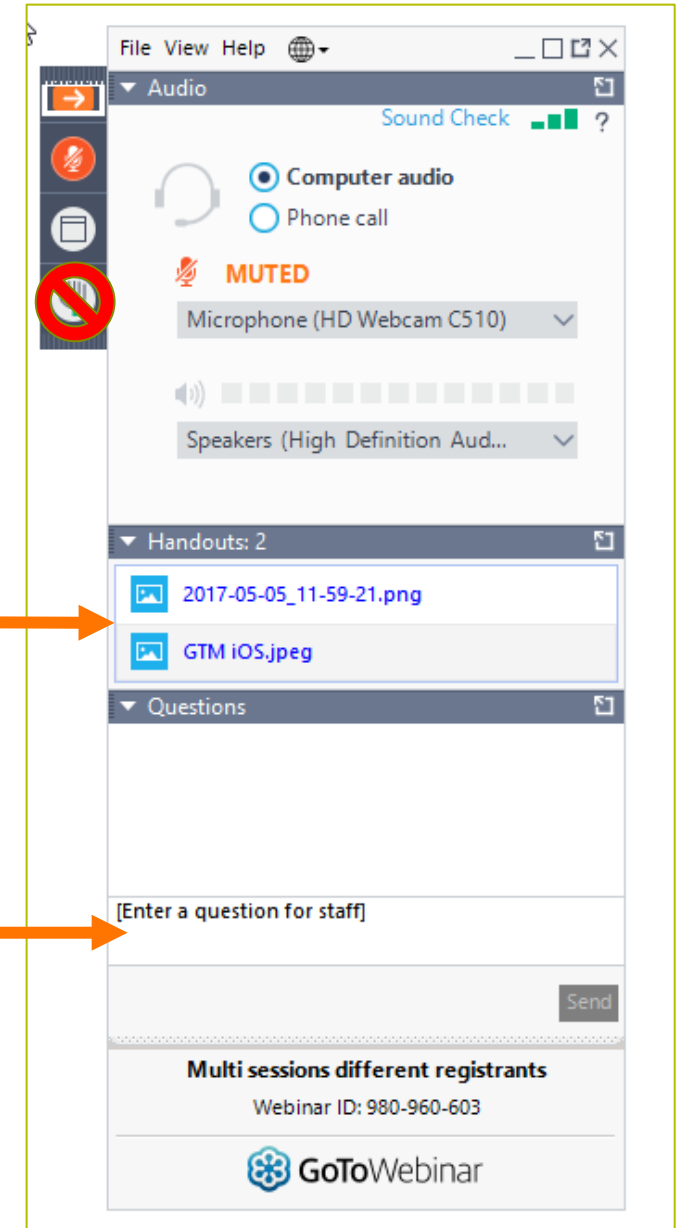
May 7, 2025

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

- Introduction
- Webinar Format
- FCC Form 499 Status
- 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.

Forms Status Explained

Forms Prior to Submission to USAC

- Annual forms (FCC Form 499-A) are not considered complete until an E-File company officer certifies and submits the form.
 - Form status will state 'Pending Officer Approval'.
- If the form is not submitted by the due date of April 1, USAC will create an 'estimate' based on the last form that the service provider submitted.
 - Our billing system requires a form in order to assess contribution levels.

499 Forms	Receipt Date	Status	View	Action
499-Q - May 2023 Filing		USAC Estimate		Revise Certify
499-A - 2023 Filing - Rev 1		USAC Estimate		Revise Certify

Forms Prior to Submission to USAC

Status	Definition	Data Used
Not Started	This status indicates no form exists in E-File for the filing period. The form has not been started by the user nor has USAC generated an estimated form.	No
Incomplete	This form is incomplete. The 499 User/Company Officer has saved information in USAC's E-File system but has not certified the information.	No
Pending Officer Approval	This form has been verified by the 499 User but is awaiting final Company Officer certification of the data within E-File.	No
USAC Estimate	USAC has created an estimate for the purposes of forecasting contribution obligations.	Yes

Forms Submitted to USAC

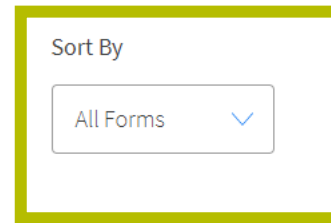
- Once USAC receives a form, we run a program that will review and analyze the revenue reported on the form for a variety of issues. These include, but not limited to the following:
 - Comparison of revenues between last year's form and this year's form
 - Interstate & International revenue allocation levels
 - Percentage of Federal Universal Service Fee reported on Line 403
 - Comparison of the total projected estimates reported (499-Qs) with the total actual revenues reported (499-A)
- If no issues flagged, the program will 'auto-approve' the form.
 - The analyst assigned to the filer ID may still review the filing and send out an inquiry anyway.

Form Submitted to USAC

Status	Definition	Data Used
Certified	This form is complete and the information has been certified by a Company Officer. No further action is required at this time.	Yes
Approved	A certified form has been received by USAC; USAC has reviewed the data and determined that no data points require clarification. No further action is required.	Yes
Issue – Response Required	A certified form has been received by USAC; USAC has reviewed the data and has reached out to the 499 User for further clarification about their filing. If the company does not respond, USAC will treat this filing as an estimate and reverse any credits issued to the company through the true up process.	Yes

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 ▼

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		Revise Certify	11/19/2020
499-A - 2020 Filing - Rev 1	09/28/2020	Approved		Revise Certify	09/29/2020
499-A - 2020 Filing	09/28/2020	Certified		Revise Certify	

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



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.

How to Handle ‘Issue – Response Required’

- The issue message is sent to the preparer listed on the form, and not the company officer.
- Read the issue message in E-File as it outlines the question from the analyst as well as any requests for supporting documentation.
- Have a question? Respond to the message. It will be reviewed by the 499 analyst assigned to your 499 Filer ID.
- Have the answer? Respond to the message.
- If the information you provide as a response to the issue on the form satisfies the analyst’s question, you won’t necessarily get a response from them, but you will receive an email that the FCC Form 499-A was approved.
- If the information you provide needs further clarification, you will get another message from the analyst until it is determined that a Revision of the 499-A is required, or the Form 499-A is approved.

Questions?

Out of Period Submissions

- Annual forms (FCC Form 499-A) can be revised without restrictions up until March 31 of the year AFTER it was due.
 - E.g. the 2025 FCC Form 499-A can be revised until March 31, 2026
- Service providers can submit a revision to the FCC Form 499-A after the one year revision deadline, but only revisions that result in an upward contribution base will be accepted.
- If the downward revision is the result of an issue resolution, the 499 analyst reviewing the form will let you know the issue is resolved.
 - The revision will have a status of 'Not Approved – Out of Period'.

Out of Period Submissions

Status	Definition	Data Used
Pending Officer Approval – OPR	This form is awaiting final Company Officer certification of the data within E-File. OPR stands for “Out of Period Revision” meaning this form was submitted outside the revision window.	No
Pending Review	This form is under review by USAC because it was submitted outside the revision window. USAC will notify the filer via email whether the form has been accepted or rejected.	No
Approved	USAC has reviewed the data and determined that no data points require clarification. No further action is required.	Yes
Not Approved – Out of Period	A revised form received outside of the revisions submission period has been reviewed by USAC, and has been rejected.	No

What Happens Next

- The annual True-Up process takes place on the July invoice.
 - This is where USAC compares the service provider's estimates made to the actual revenues reported on the FCC Form 499-A to determine if the contribution levels were sufficient.

We'll cover this process, in detail, in the July Office Hours webinar.

Questions?

Contacting 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 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

- 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!



Universal Service
Administrative Co.