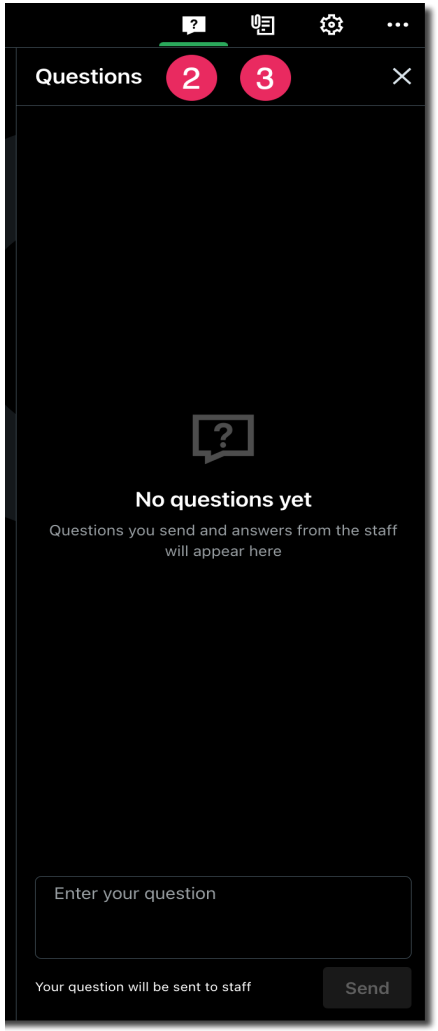
New 499 Filer ID Basics

Overview for Service Providers

January 7, 2026

Housekeeping

- The audience will remain on mute.
- If your audio or slides freeze, restart the webinar.
- A copy of today's presentation is available in the handouts section of the GoToWebinar control panel.
- **Enter questions at any time using the "Questions" box.**
- Audio is available through your computer's speakers.
- Toggle Closed Captioning on or off using the GoToWebinar control 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.

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

Meet Our 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. He has worked at USAC since 2022.

Email: Form499@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

Available for Public Use

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!

Available for Public Use

499 ID Assignment

Next Steps

Email Notification of Assignment

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 additional users to USAC's E-File system to prepare forms or make payments to USAC.

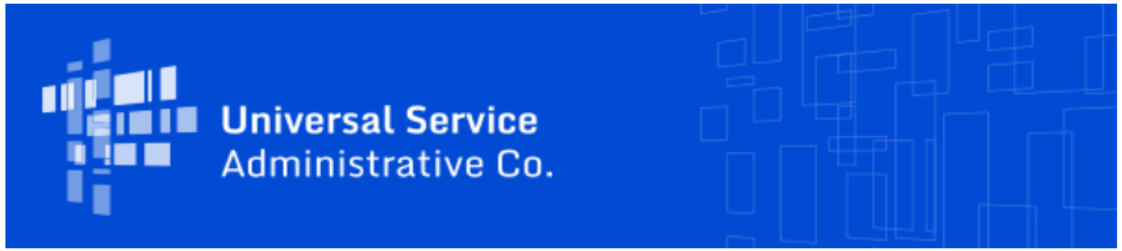
ALL FCC Forms 499 must be submitted online through E-File. Paper copies are not accepted.

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!



FCC Form 499 Approval Confirmation

Note: This email is an automatic notification and unable to receive replies. If you have questions, please use the contact information at the bottom of this email.

Thank you for registering with USAC to set up an FCC Form 499 account for
USAC processed your registration and assigned your company the new 499 Filer ID

Please review the Forms to File webpage to determine which future FCC Form 499 filings you are required to submit.

Required Action: Submit Previous FCC Form 499 Filings
The reported information states that first provided telecommunications in the U.S. in on August 2021 is therefore required to submit the following previous FCC Form 499 filings:

499A Filings

- 2025 FCC Form 499-A - Reporting Calendar Year 2024 Revenues
- 2024 FCC Form 499-A - Reporting Calendar Year 2023 Revenues
- 2023 FCC Form 499-A - Reporting Calendar Year 2022 Revenues
- 2022 FCC Form 499-A - Reporting Calendar Year 2021 Revenues

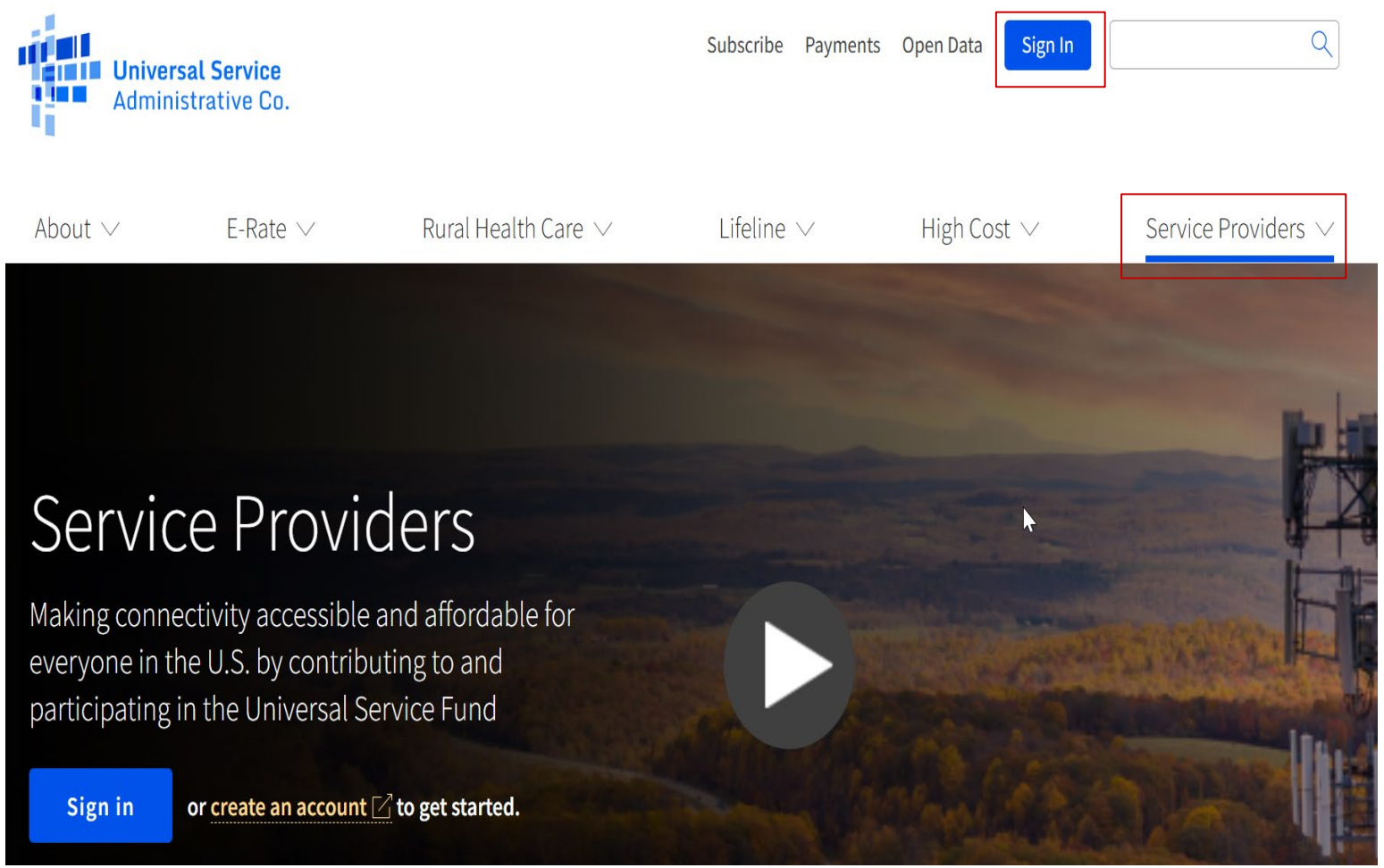
499Q Filings

- November 2025 FCC Form 499-Q

Please note: FCC Form 499-A filings submitted in or before 2013 must be submitted to USAC via the mail as hard copies. FCC Form 499-A filings submitted from 2014 onwards must be submitted to USAC electronically through E-File.

Online Resources

USAC Website www.usac.org

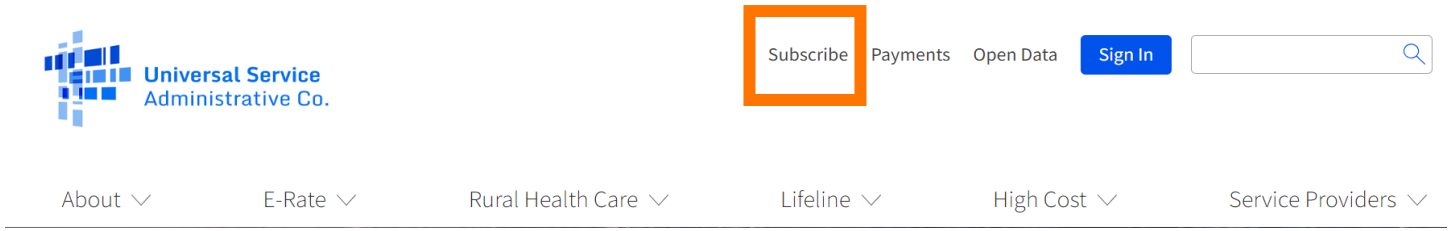


Tools – Sign in to USAC's online system E-File

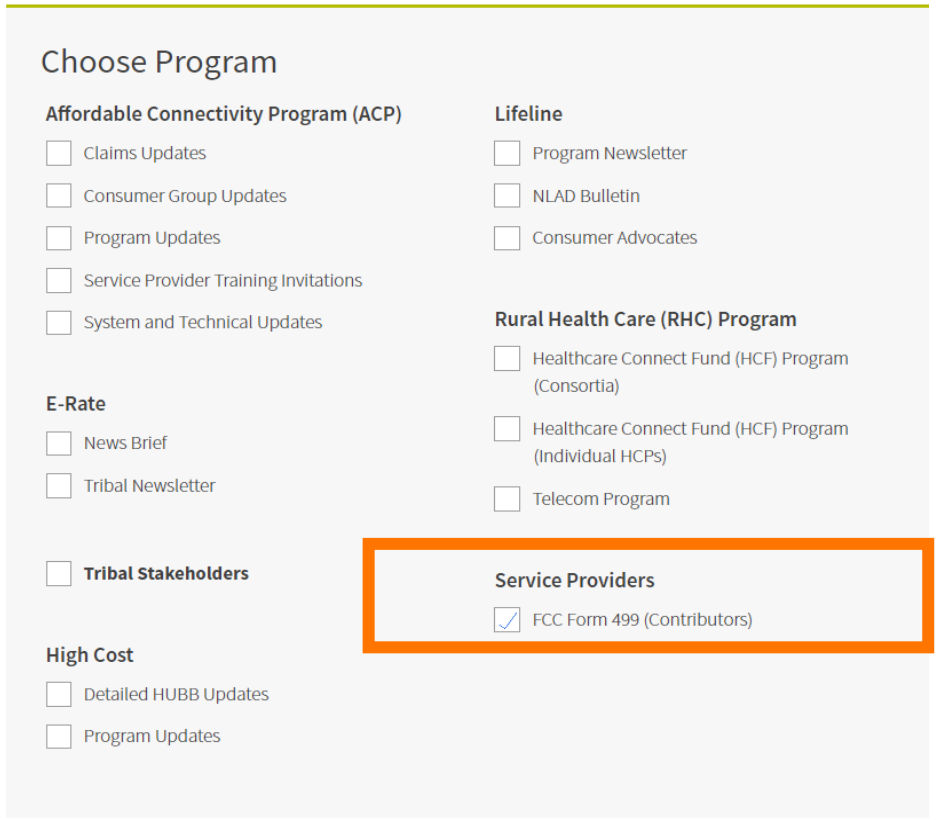
Program Specific webpages

Scroll down the page for links to program pages as well as information on the Universal Service Fund.

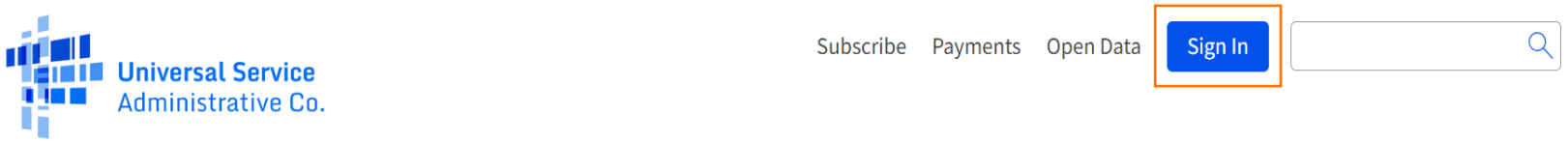
Newsletter Subscription



Found on main webpage at www.usac.org



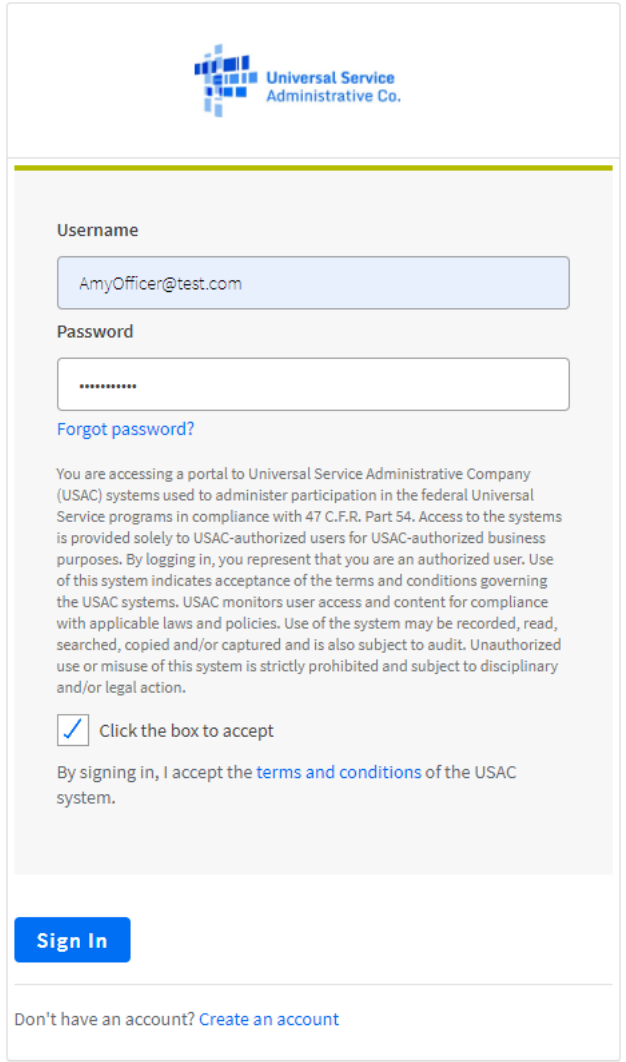
USAC's Online Filing System - E-File



'**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 a 6-digit code to the applicable email address (Username) to enter prior to logging in to the system.

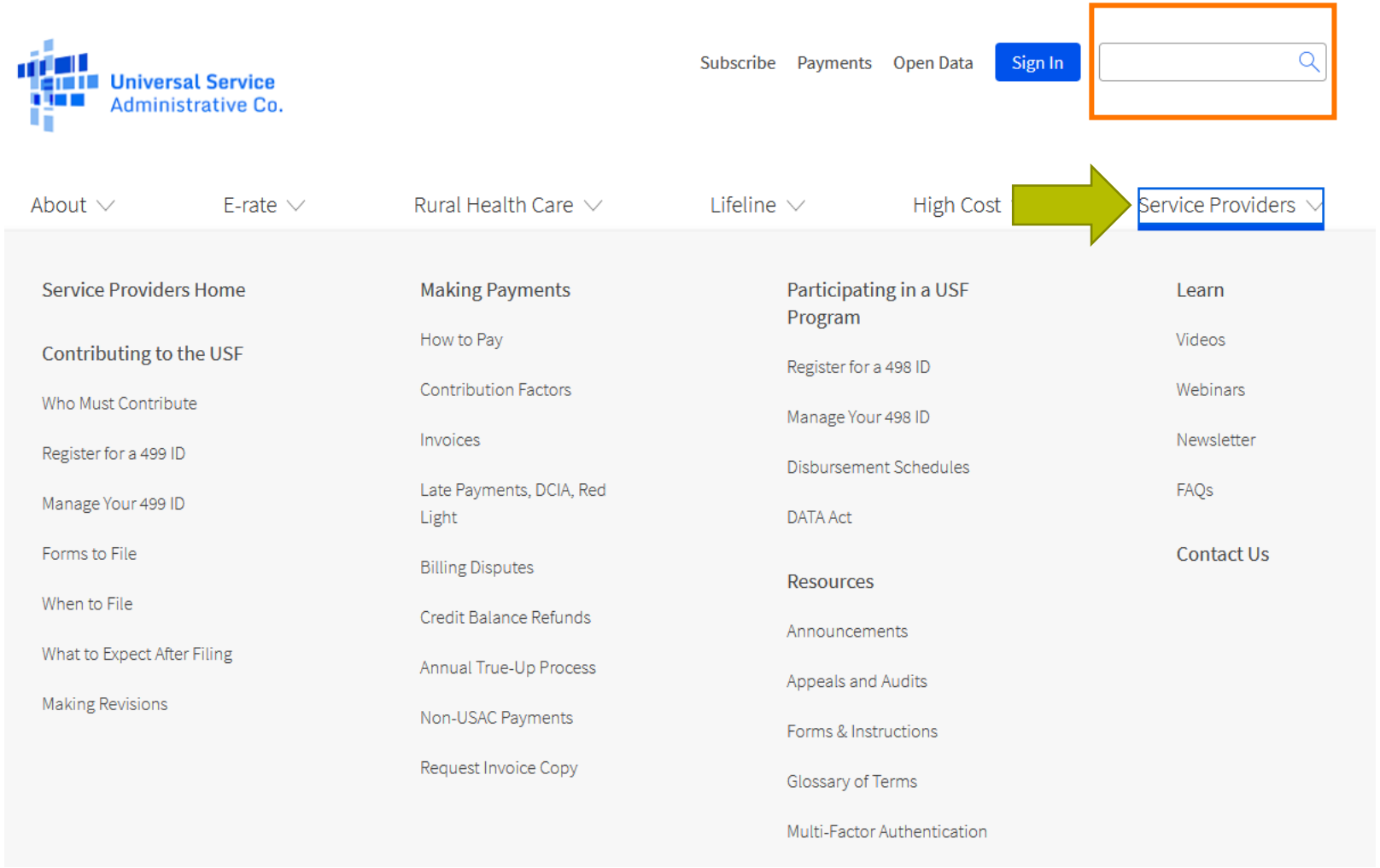
It's important not to share usernames.
That's a violation of our terms and conditions.



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.

Use the search box in the upper right-hand corner if you are looking for a subject not on the menu.

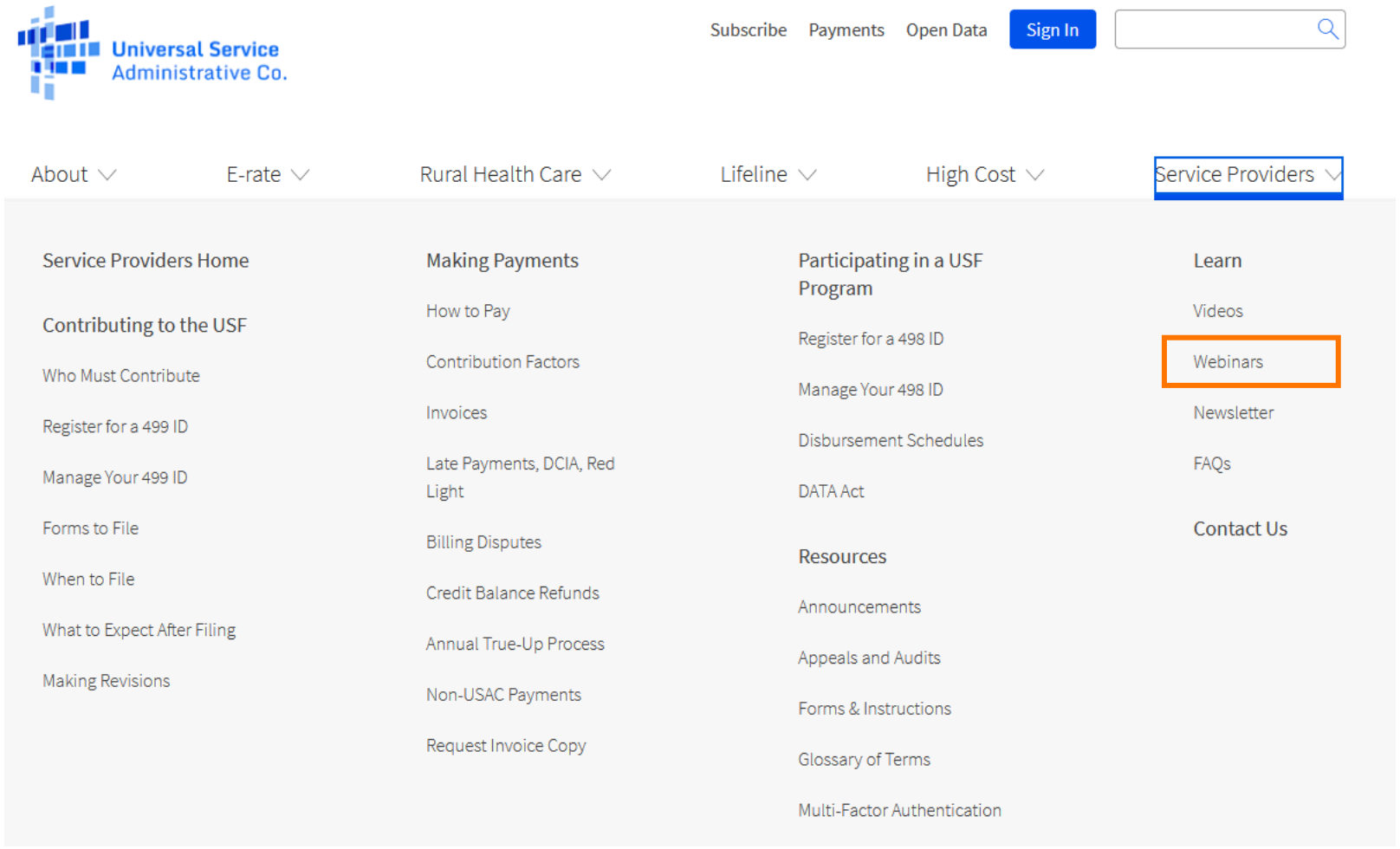


Webinar Training Announcements

Annual Form Training
- February & March

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

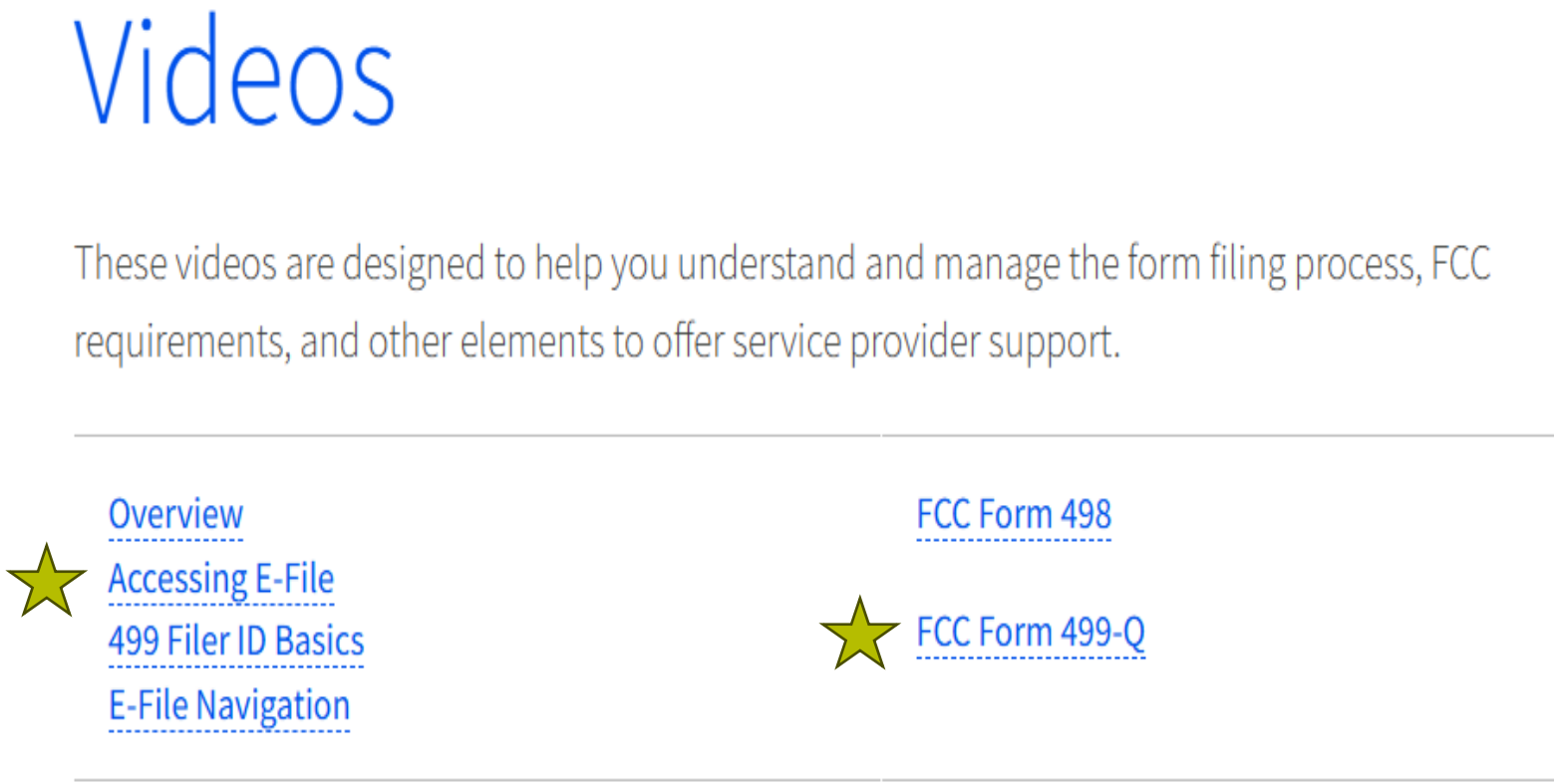
Previous webinar recordings also stored here.



Additional Learning Resources

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.



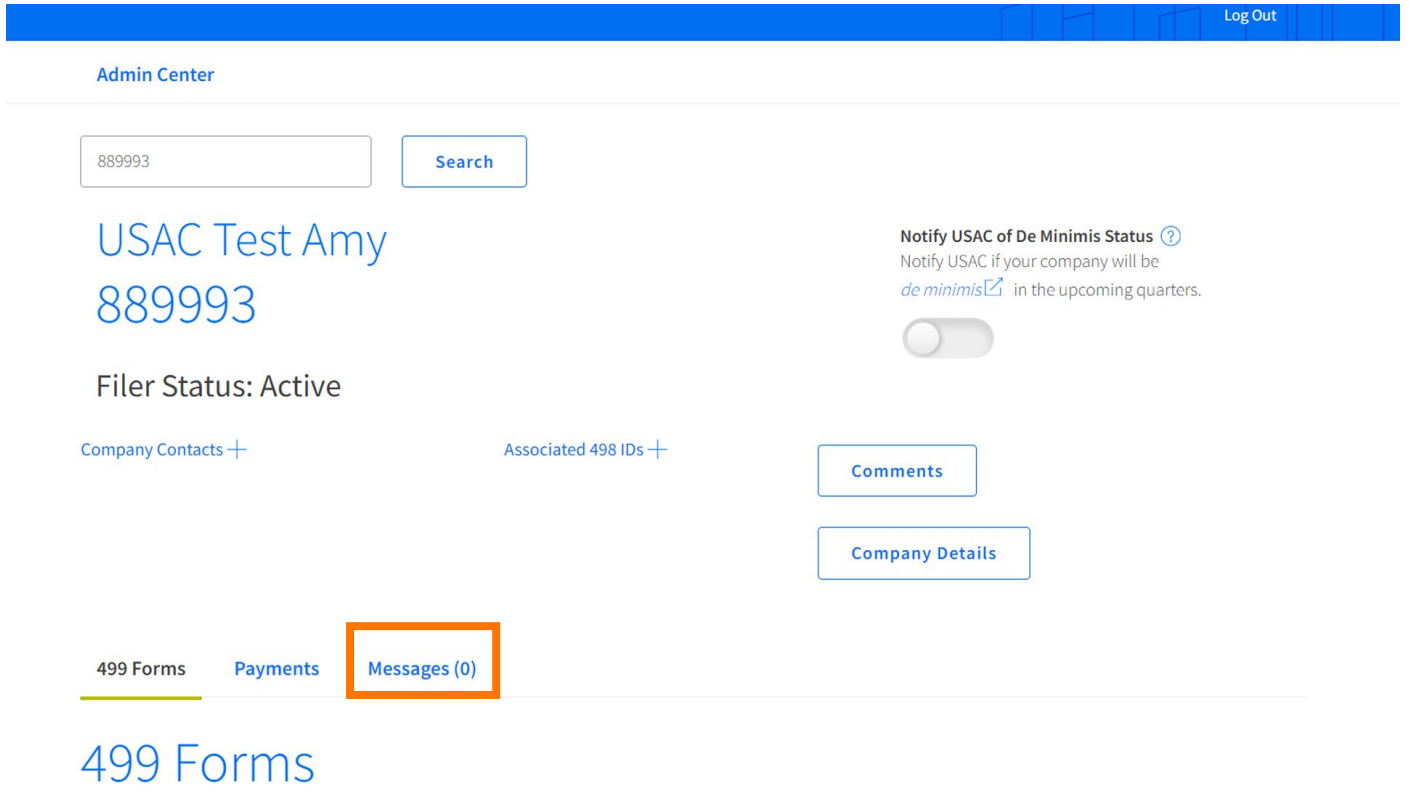
Contacting USAC

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, and any other inquiry.



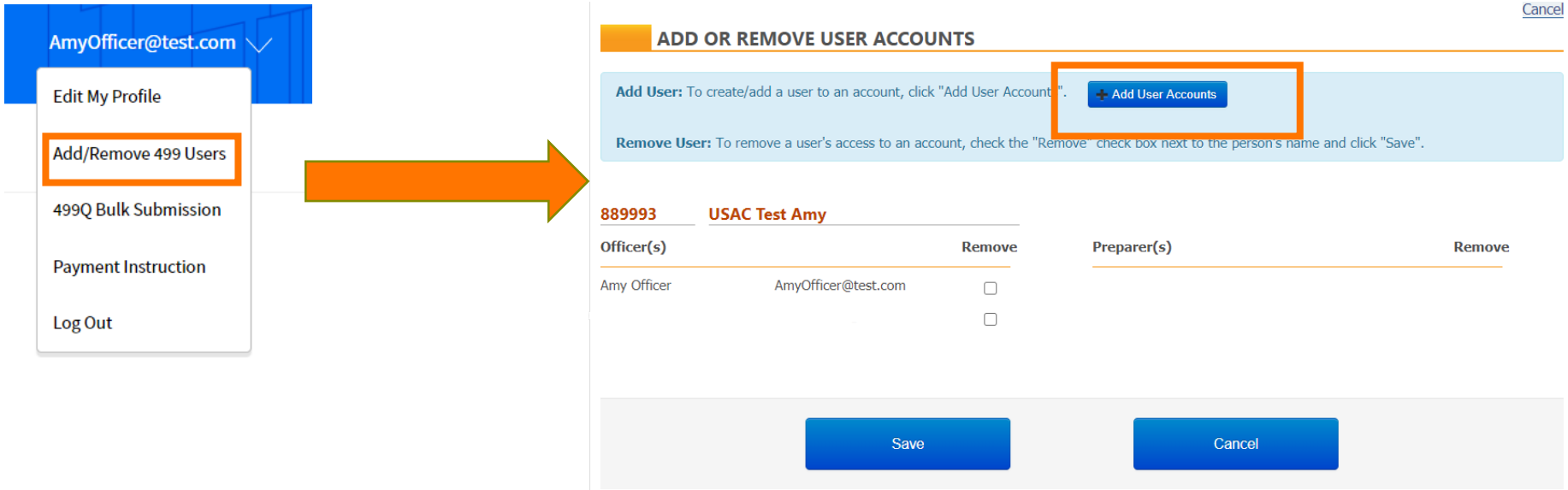
Adding E-File Users

Add Authorized Users in E-File

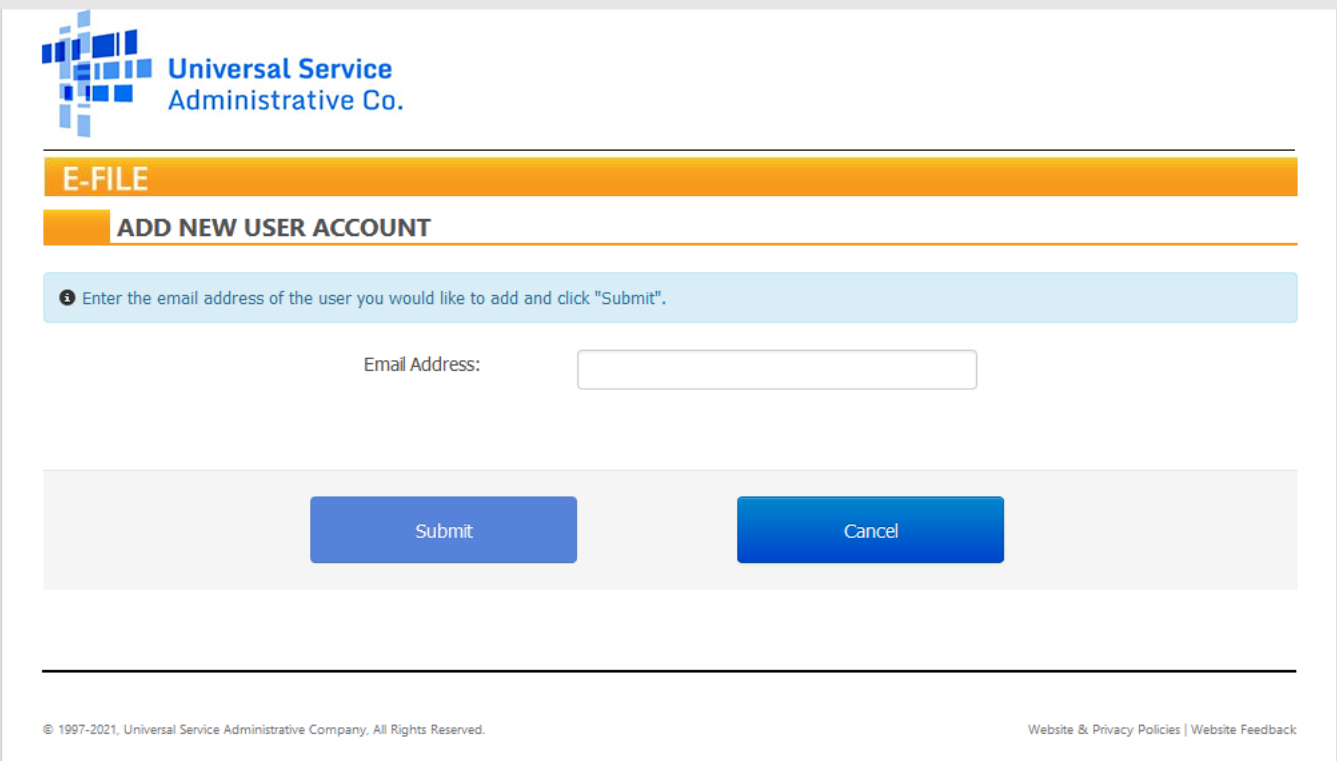
Only Company Officers can grant E-File access to additional users.

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'.



Add Authorized Users in E-File

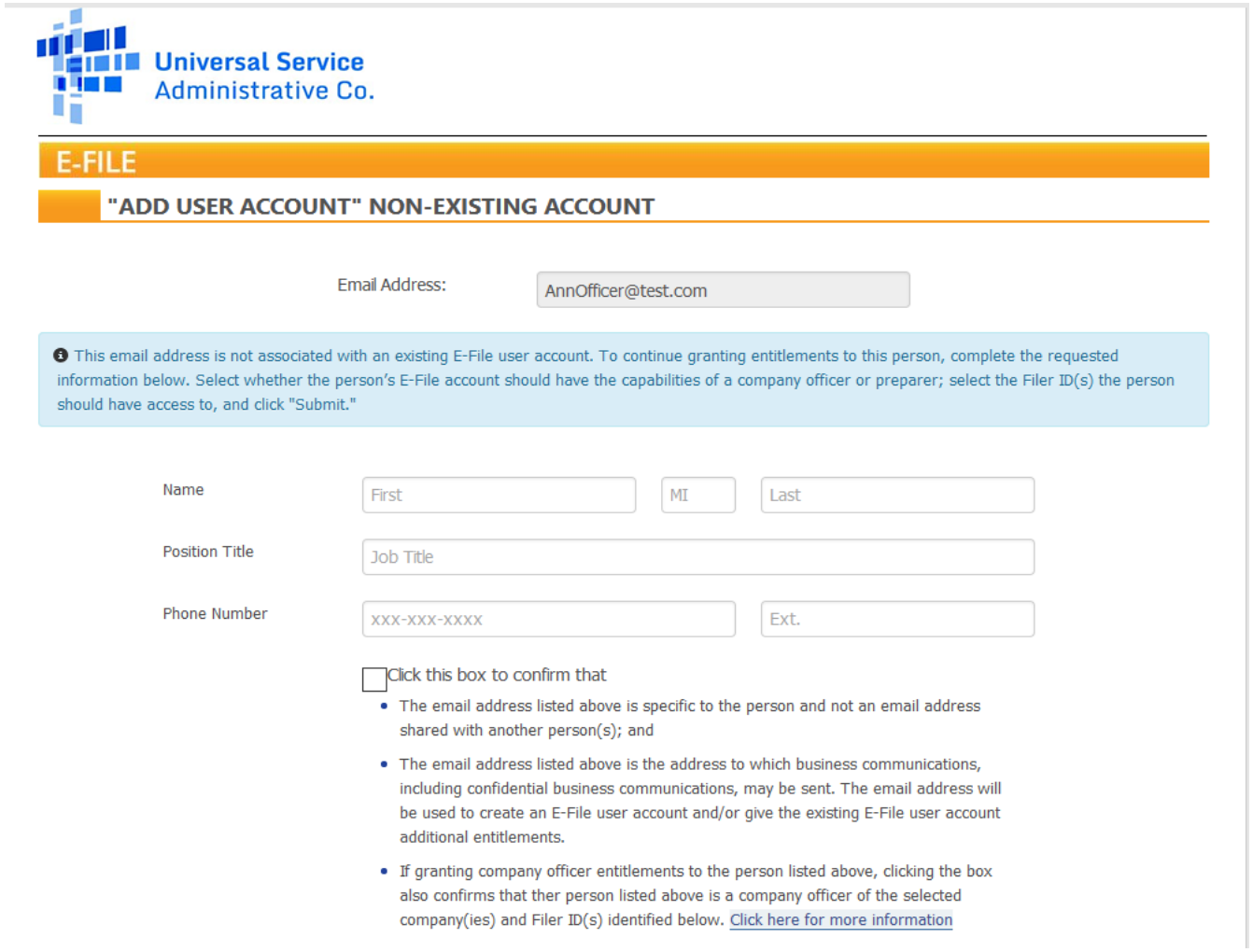


- The email address entered acts as the new user's E-File username.

- The email address entered should be **specific to the person** and not an email address shared with another person(s) or a generic email address (e.g., Billing @gmail.com).

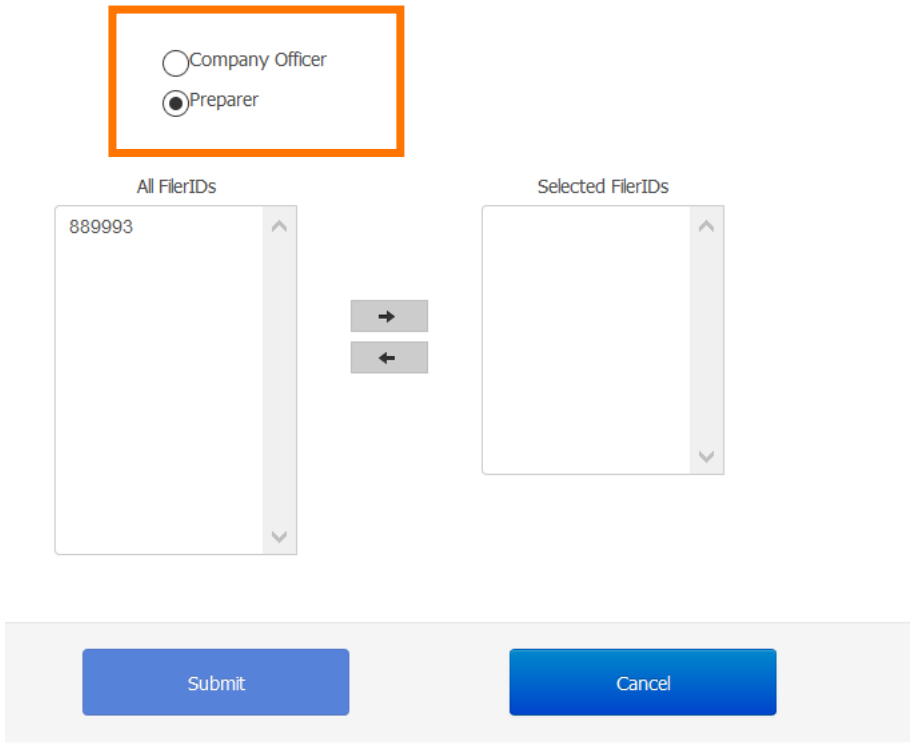
- The email address listed will be the address to which business communications, including confidential business communications, may be sent.

Add Authorized Users in E-File



- Enter the contact information of the user you are adding.
- Place a check mark in the box confirming that the username 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



- Determine the level of access you will grant to the new user.
  - Company Officers are the only persons who can certify an FCC Form 499.
  - 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.

Available for Public Use

2026 Filing Calendar

When to File the FCC Forms 499

Types of FCC Form 499

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.

2026 Filing Deadlines

Due Date	Revenue Reported	Revision Deadline	Contributor Billing
FCC Form 499-Q February 2, 2026	2Q projected 2026 4Q revenue 2025	March 19, 2026	April – June 2026
FCC Form 499-A **April 1, 2026**	**Prior year: 2025** **January – Decembe**r	**March 31, 2027**	**July 2026**
FCC Form 499-Q May 1, 2026	3Q projected 2026 1Q revenue 2026	June 15, 2026	July – September 2026
FCC Form 499-Q August 3, 2026	4Q projected 2026 2Q revenue 2026	September 17, 2026	October – December 2026
FCC Form 499-Q November 2, 2026	1Q projected 2027 3Q revenue 2026	December 17, 2026	January – March 2027

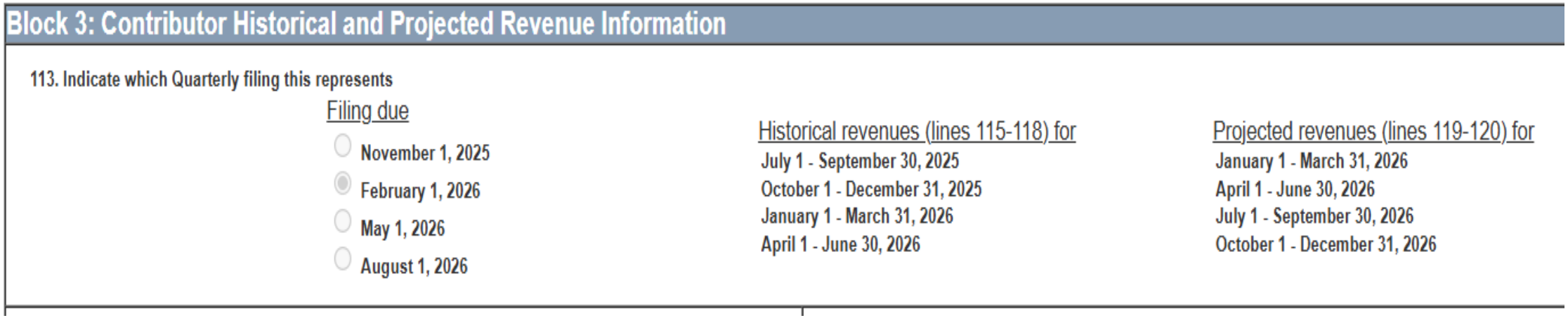
* When a form due date falls on a weekend or holiday, the form is due the following business day.

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. **After the revision deadline has passed, revisions to the 499-Q will not be accepted.**

Below is a screen shot from E-File's data entry for the FCC Form 499-Q.



Block 3: Contributor Historical and Projected Revenue Information

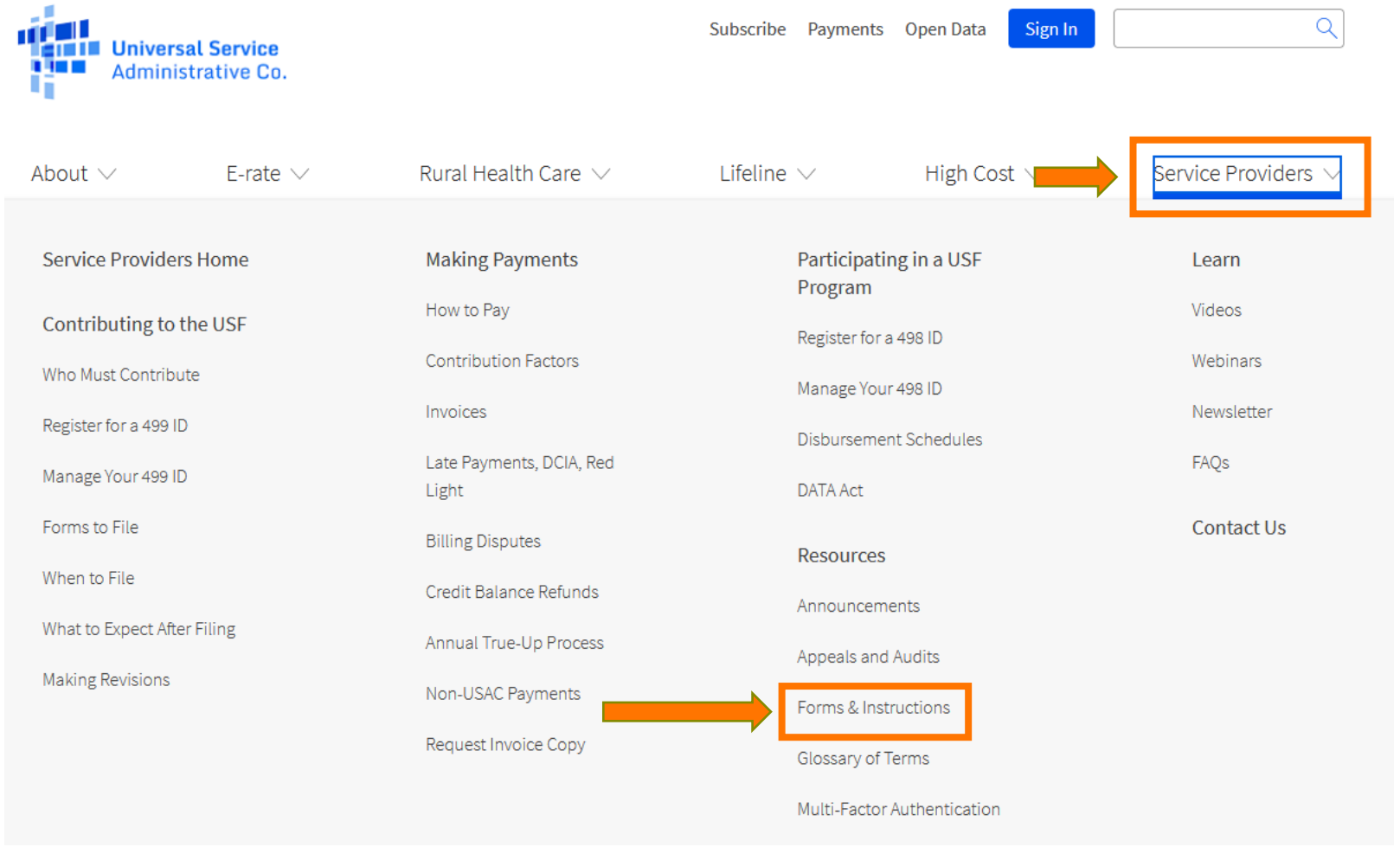
113. Indicate which Quarterly filing this represents

Filing due	Historical revenues (lines 115-118) for	Projected revenues (lines 119-120) for
November 1, 2025	July 1 - September 30, 2025	January 1 - March 31, 2026
February 1, 2026	October 1 - December 31, 2025	April 1 - June 30, 2026
May 1, 2026	January 1 - March 31, 2026	July 1 - September 30, 2026
August 1, 2026	April 1 - June 30, 2026	October 1 - December 31, 2026

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

Find the FCC Forms

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



Form 499 & Instructions

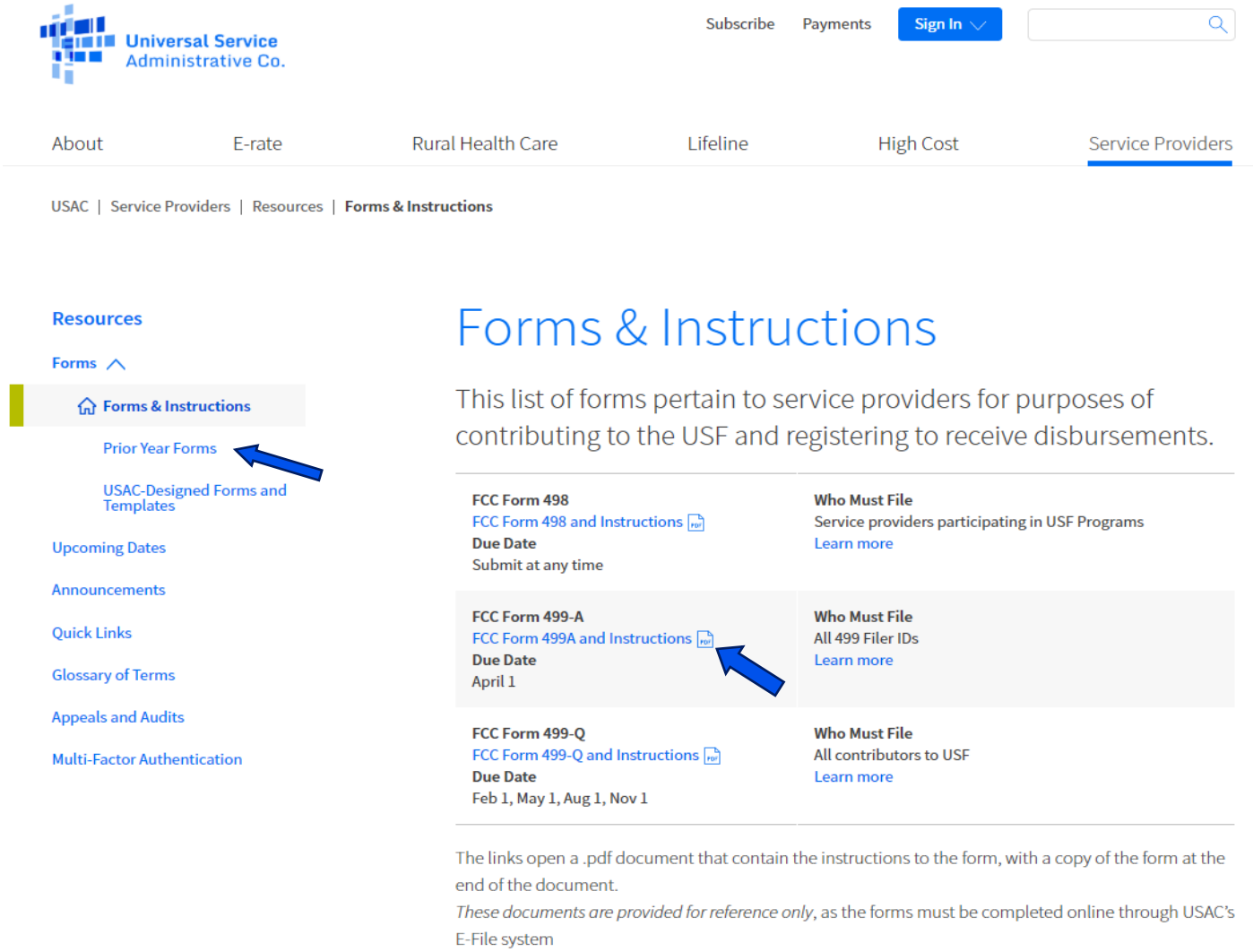
All 3 forms relevant to Service Providers can be found on this page.

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



Gross Billed Revenues - Definition

Per the 499-A Instructions, gross billed revenues include:

- Revenues derived from the activation and provision of interstate, international, and intrastate telecommunications.
- Account set-up.
- Connection.
- Service restoration.
- Termination.
- Revenues from all sources, including non-regulated telecommunications offerings, information services, and other non-telecommunications services.

Gross billed revenues do NOT include:

- Deposits.
- Taxes.

Please see the 499-A Instructions for the complete definition. Note that **revenues are <u>not</u> profits**.

Available for Public Use

Questions?

Quarterly Filing

Who is Required to File the 499-Q

FCC Form 499-Q Purpose

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.
- 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*"

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 2026, filers that bill less than **$37,175** of combined **end user** interstate and international telecommunication revenues will be considered *de minimis* for 2026.

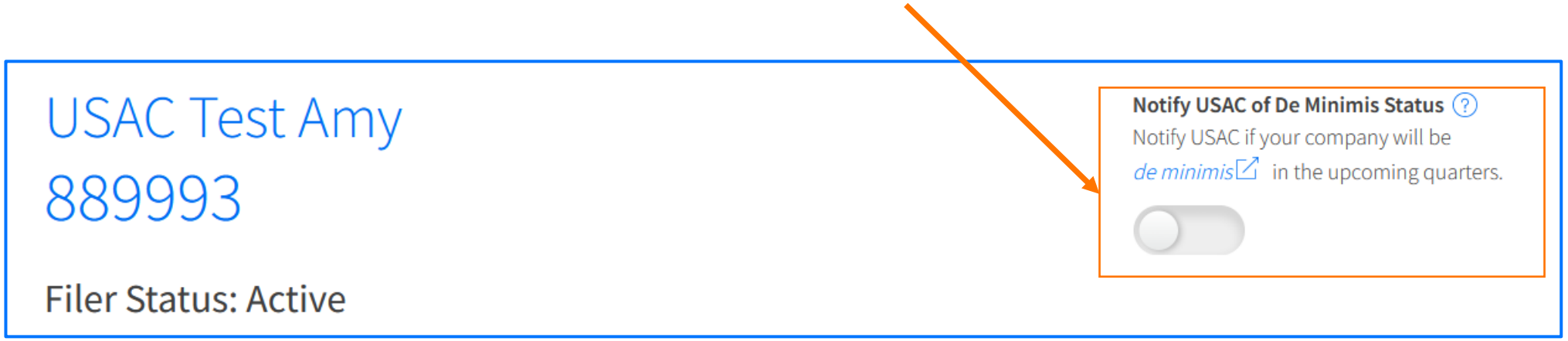
For calendar year 2025, filers that billed less than **$39,062** of combined **end user** interstate and international telecommunication revenues will be considered *de minimis* for 2025.

If the company has determined that it 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

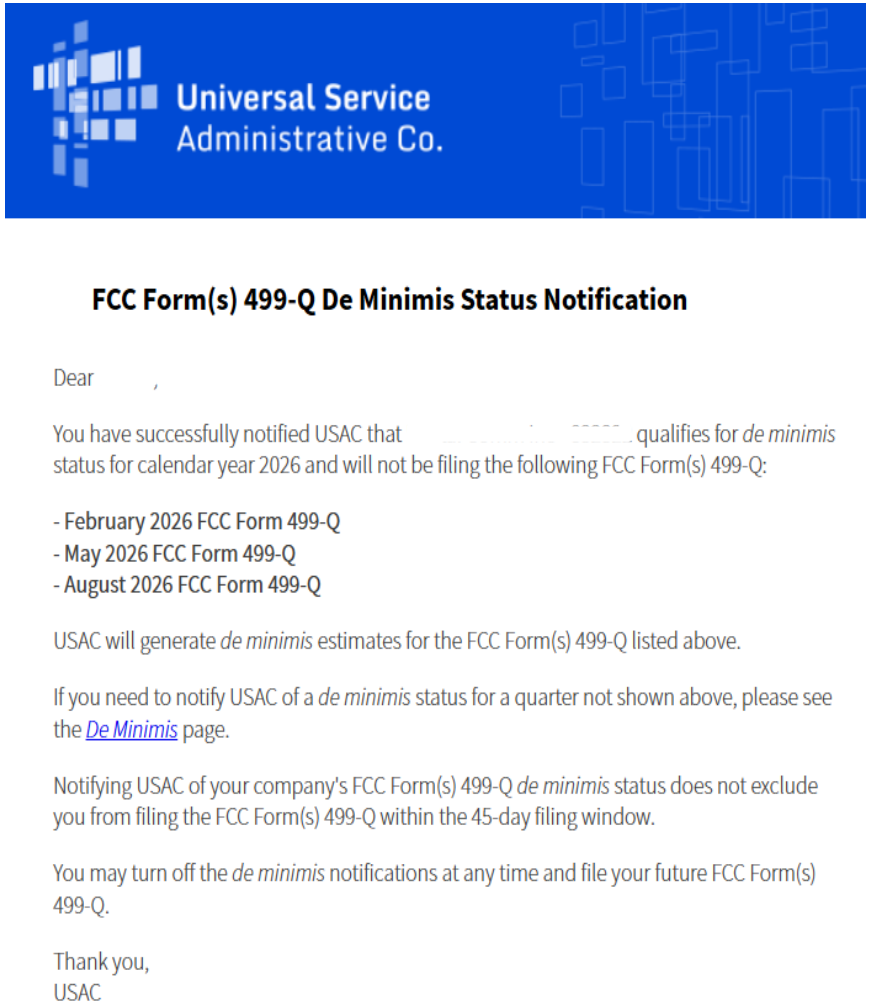
1. **Every <u>non</u> *de minimis* telecommunications company <u>must</u> file the FCC Form 499-Q.** This means your company is a direct contributor to the FUSF and is billed monthly by USAC. **If the company does not file, a late filing fee will be applied.**

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 after logging into E-File.



de minimis Notification

- If you notify USAC of your de minimis status for 2026 by clicking the button, you will be sent an email instructing your company that it is not required to file quarterly forms covering the calendar year 2026.
- If the company has determined that your de minimis status has changed, you should ‘unclick’ the de minimis button and file the February FCC Form 499-Q.
- Regardless of a company’s de minimis status, there will always be an entry in E-File listing the FCC Form 499-Q.



Universal Service Administrative Co.

FCC Form(s) 499-Q De Minimis Status Notification

Dear ,

You have successfully notified USAC that qualifies for *de minimis* status for calendar year 2026 and will not be filing the following FCC Form(s) 499-Q:

- February 2026 FCC Form 499-Q
- May 2026 FCC Form 499-Q
- August 2026 FCC Form 499-Q

USAC will generate *de minimis* estimates for the FCC Form(s) 499-Q listed above.

If you need to notify USAC of a *de minimis* status for a quarter not shown above, please see the *De Minimis* page.

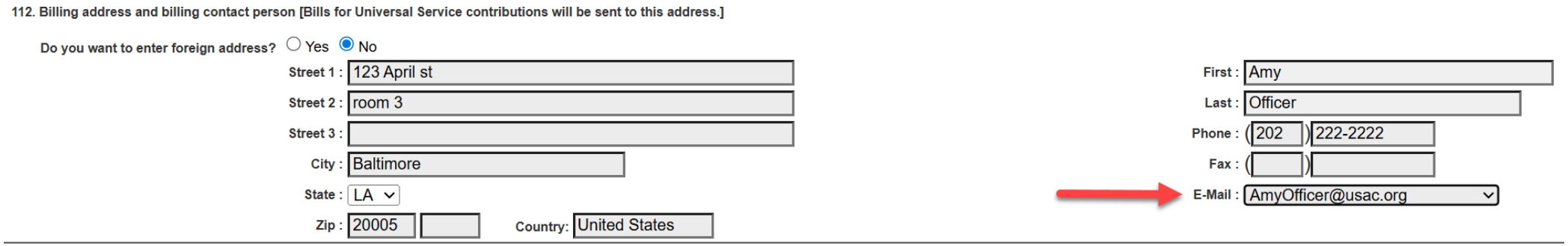
Notifying USAC of your company's FCC Form(s) 499-Q *de minimis* status does not exclude you from filing the FCC Form(s) 499-Q within the 45-day filing window.

You may turn off the *de minimis* notifications at any time and file your future FCC Form(s) 499-Q.

Thank you,
USAC

Select Billing Contact When Completing the 499-Q

- All 499-Q filers must select the email address of a Billing Contact when completing the 499-Q in E-File which is located in Line 112 of the 499-Q:



- The Billing Contact can be selected via a drop-down set of selections populated with active registered users associated with the 499 Filer ID.
- USAC will send Billing Statement notifications to the Billing Contact.

Filing Online

Accessing the Forms Through E-File

Online Filing – Before You Start

- Google Chrome, Mozilla Firefox, and Microsoft Edge internet browsers are recommended.
  - Apple Safari and mobile access are not recommended.

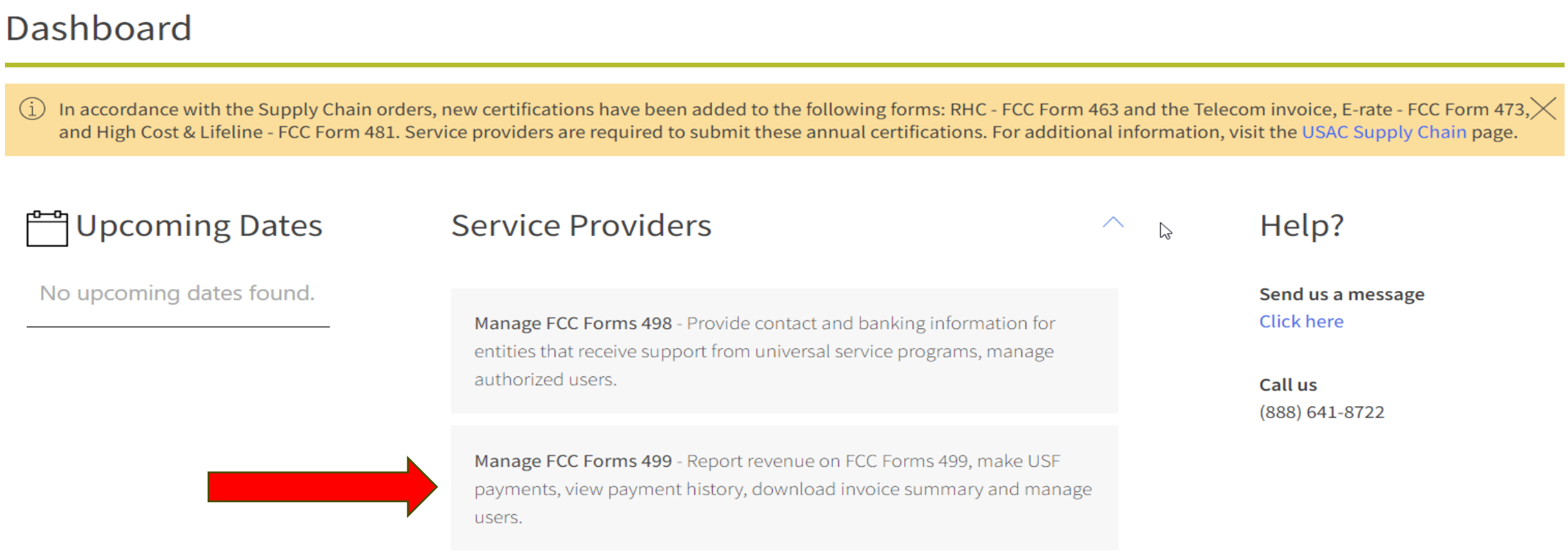
- Make sure your internet browser's 'pop up blocker' is **OFF**.
  - The system opens a new window to display the data entry screen for the FCC Form 499-Q.
  - If you have clicked '**Start Form**' and you don't see a new, smaller window – you most likely have the pop-ups blocked.

- 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'
    - ✓ 'CustomerSupport@usac.org'
    - ✓ 'form499@universalservice.org'

- Not sure if you are *de minimis* or not? FILE the 499-Q form anyway!
  - We would rather have you report your revenues than us having to estimate on your behalf.

Online Filing the FCC Forms 499

Once logged in to E-File, the service provider portal will appear. Only systems for 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'.

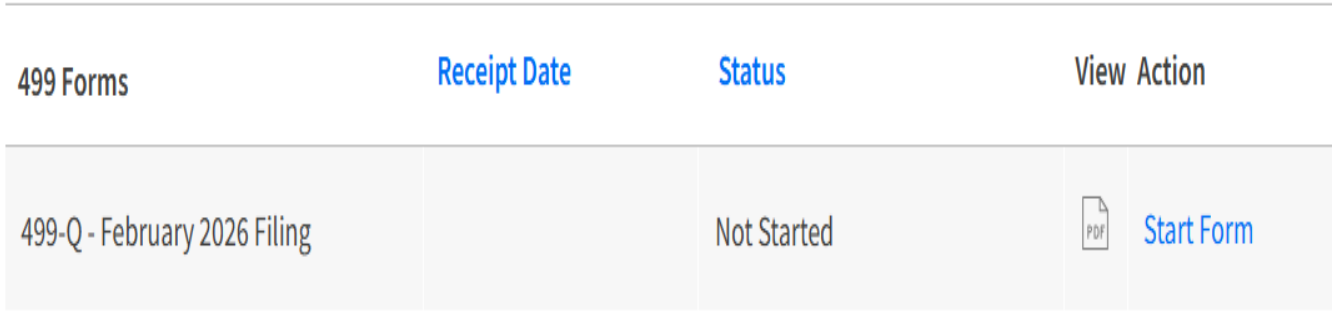


Online Filing the FCC Forms 499

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.

Not Started, Certified, and Approved are the most common statuses.



499 Forms	Receipt Date	Status	View	Action
499-Q - February 2026 Filing		Not Started		Start Form

Monthly Billing Statements

How USAC Uses the Revenues on the 499-Q

Online Billing Statements Available

Billing statements are available online in E-File that:

- Show up-to-date transaction activity, balances, and statuses.
- Allow payments to be applied to a specific statement, if needed.
- Provide information on individual USF contribution calculations.

USAC has discontinued sending monthly paper invoices.

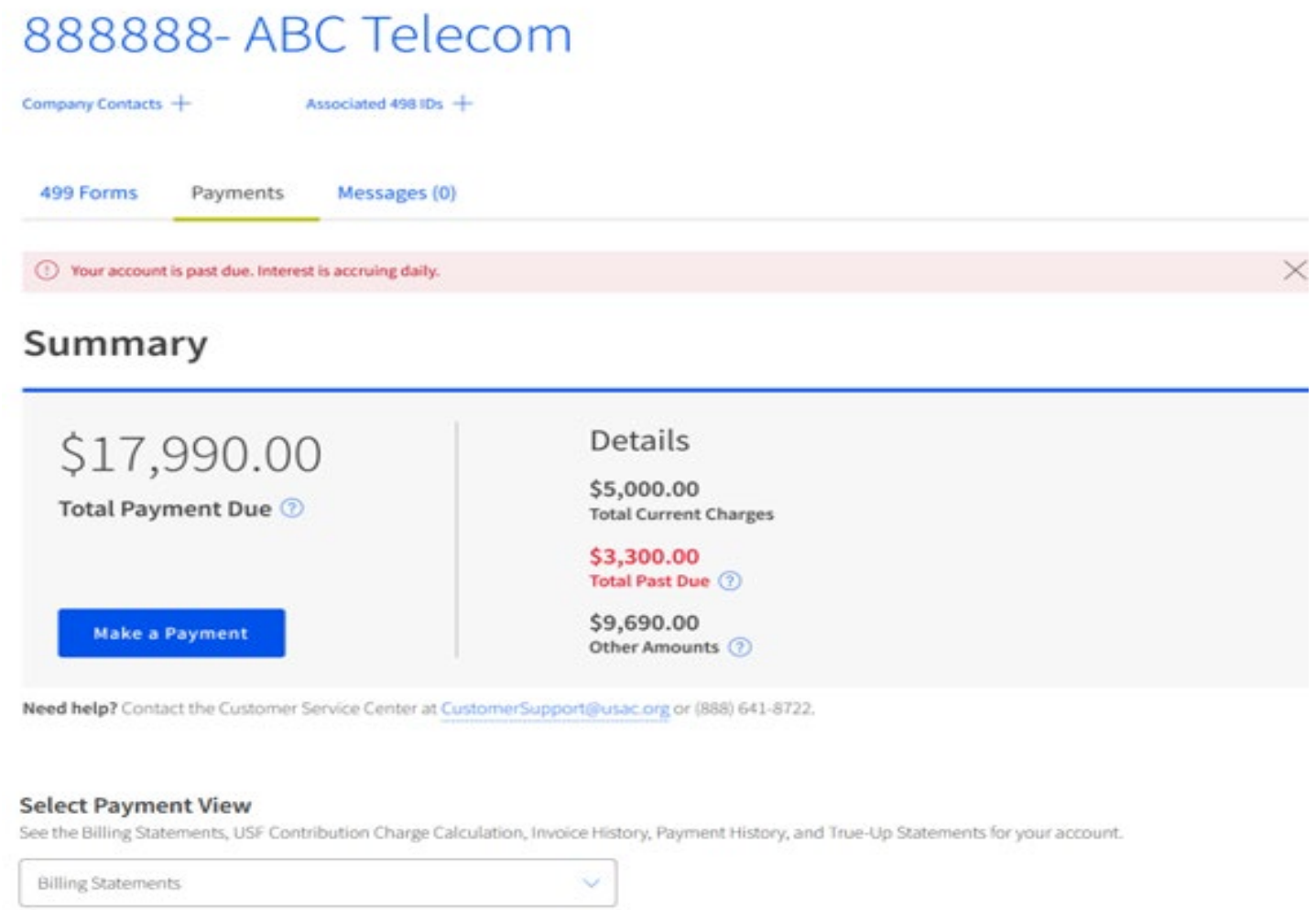
Log in to E-File and go to the Payments tab to access your billing statements.

Learn more by visiting the “Making Payments” pages on the USAC website.

Accessing Billing Statements

On or around the 15th of the month, an online billing statement will be made available to authorized users in E-File.

To access the Billing Statements page from the ‘Payments’ section, scroll down to ‘Select Payment View’, click in the box, and select ‘Billing Statements’.



USAC Billing Statements

February 2026 FCC Form 499-Q

114. Check if using safe harbor to allocate intersate/intrastate revenues for each of the following (as applicable):	☐ Cellular and Broadband ☐ Paging ☐ Analog SMR ☐ 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

The revenue projections entered on Line 120 of the 499-Q will be used for determining your contribution amounts billed on the **2nd quarter 2026 billing statements**.

April, May, and June 2026 USAC Billing Statements

Company Name: [redacted] Statement ID: [redacted]

Account ID: [redacted] Due Date: --

Program Type: Universal Service Fund Status: Closed

Statement Activity Download Statement

Displaying 2 of 2 records

Date	Description	Charges/Credits
11/14/2025	Nov 2025 USF Contribution Charge	$195,369.38
07/15/2025	2023 USF Contribution Credit	($195,369.38)

Show 10 records/page 1 of 1 page

Outstanding balance as of 01/05/2026 for [redacted] $0.00

Available for Public Use

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 2026 FCC Form 499-A reports actual revenues from calendar year 2025.

USAC takes the revenue on the 2026 FCC Form 499-A and compares it to the projected revenue from the quarterly FCC Forms 499-Q that were filed in 2025.

Estimated Revenues – Total for Year

499-Q November 2024 Filing (1Q 2025)
499-Q February 2025 Filing (2Q 2025)
499-Q May 2025 Filing (3Q 2025)
499-Q August 2025 Filing (4Q 2025)

Compare to

Actual Revenues

- 2026 FCC Form 499-A
  January – December 2025

Annual True-Up

Compare 499-Q revenue to the 499-A revenue

If the company's projected revenues for calendar year 2025, 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 billing statement.

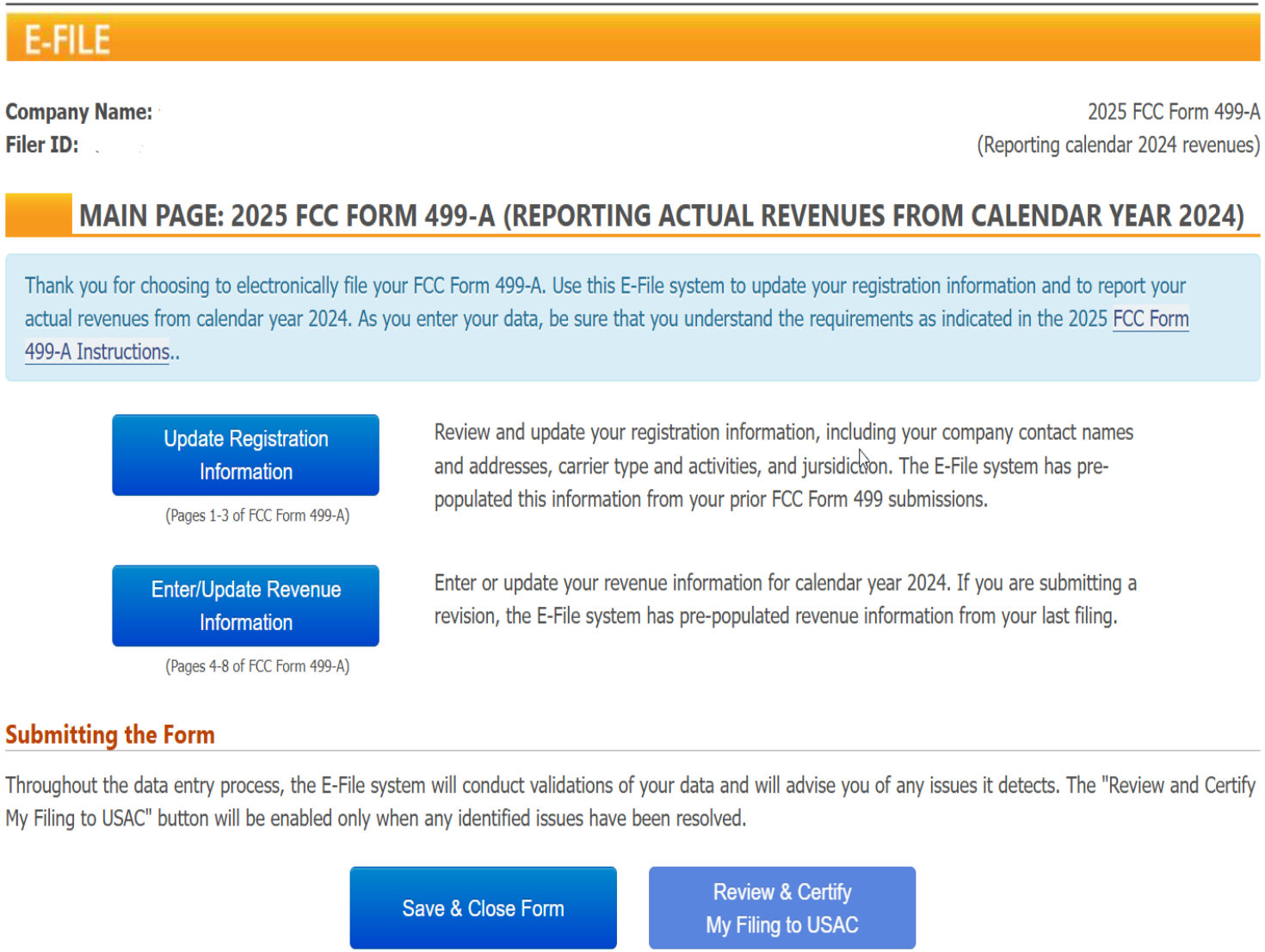
Annual Form – Main Page

After starting the 499-A in E-File, the main page for completing of the FCC Form 499-A will appear.

The two main areas of the annual form that require attention are the registration and revenue areas.

Registration Information

Revenue Reporting



Registration Information Summary

Information reported in registration section

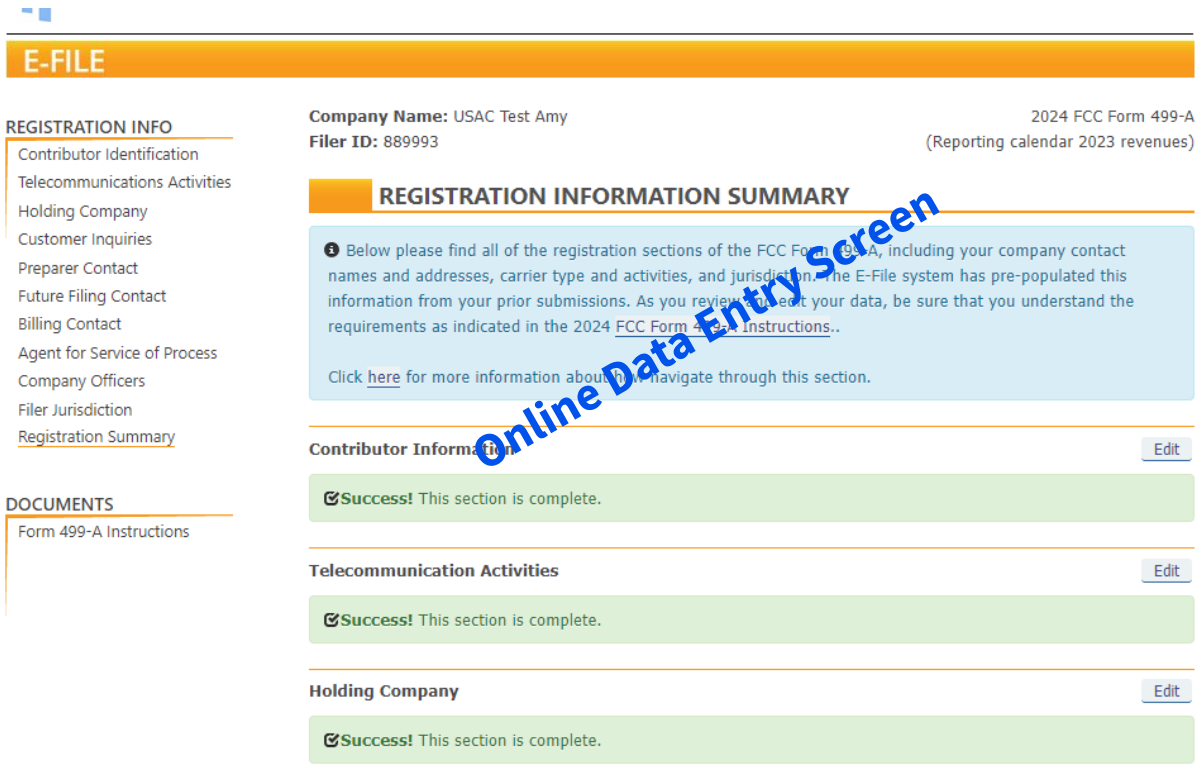
- Company identification
- Telecommunications services offered
- Holding company/affiliates
- Customer contact information
- Form preparer contact information
- ★ USAC billing contact information
- List of company officers
- States where services are sold

As a result of the discontinuance of paper invoices, all billing contacts must be verified. This requires a registered E-File user to be associated with the 499 Filer ID.

Please review this information is correct when submitting the FCC Form 499-A.
While the information is pre-populated from last year's form, take a moment to review for accuracy.

Service providers can update this information at any time during the year by submitting a revision.

Registration Information Summary



Online Data Entry Screen

Paper Form

2024 FCC Form 499-A Telecommunications Reporting Worksheet (Reporting 2023 Revenues)

APPROVED BY OMB
3060-0855

>>> Please read instructions before completing.<<<

Annual Filing -- due April 1, 2024

Block 1: Contributor Identification Information — During the year, filers must refile Blocks 1, 2 and 6 if there are any changes in Lines 104 or 112. See Instructions.

101	Filer 499 ID [If you don't know your number, contact the administrator at (888) 641-8722. If you are a new filer, write "NEW" in this block and a Filer 499 ID will be assigned to you.]	
102	Legal name of filer	
103	IRS employer identification number	[Enter 9 digit number]
104	Name filer is doing business as	

105 Telecommunications activities of filer [Select up to 5 boxes that best describe the reporting entity. Enter numbers starting with "1" to show the order of importance -- see instructions.]

☐ Audio Bridging (teleconferencing) Provider ☐ CAP/CLEC ☐ Cellular/PCS/SMR (wireless telephony inc. by resale)
☐ Coaxial Cable ☐ Incumbent LEC ☐ Interconnected VoIP ☐ Interexchange Carrier (IXC) ☐ Local Reseller
☐ Non-Interconnected VoIP ☐ Operator Service Provider ☐ Paging ☐ Payphone Service Provider ☐ Prepaid Card
☐ Private Service Provider ☐ Satellite Service Provider ☐ Shared-Tenant Service Provider / Building LEC ☐ SMR (dispatch)
☐ Toll Reseller ☐ Wireless Data ☐ Other Local ☐ Other Mobile ☐ Other Toll

If Other Local, Other Mobile or Other Toll is checked describe carrier type / services provided:

106.1	Affiliated Filers Name/Holding Company Name (All affiliated companies must show the same name on this line.)	Check if filer has no affiliates ☐
106.2	Affiliated Filers Name/Holding Company Name IRS employer identification number	[Enter 9 digit number]
107	FCC Registration Number (FRN) [https://apps.fcc.gov/cores/userLogin.do] [For assistance, contact the CORES help desk at 877-480-3201 or CORES@fcc.gov]	[Enter 10 digit number]
108	Management company [if filer is managed by another entity]	
109	Complete mailing address of reporting entity corporate headquarters	Street1 Street2 Street3 City State Zip (postal code) Country
110	Complete business address for customer inquiries and complaints check if same address as Line 109 ☐	Street1 Street2 Street3 City State Zip (postal code) Country
111	Telephone number for customer complaints and inquiries [Toll-free number if available]	( ) - ext -
112	List all trade names used in the past 3 years in providing telecommunications. Include all names by which you are known by customers.	

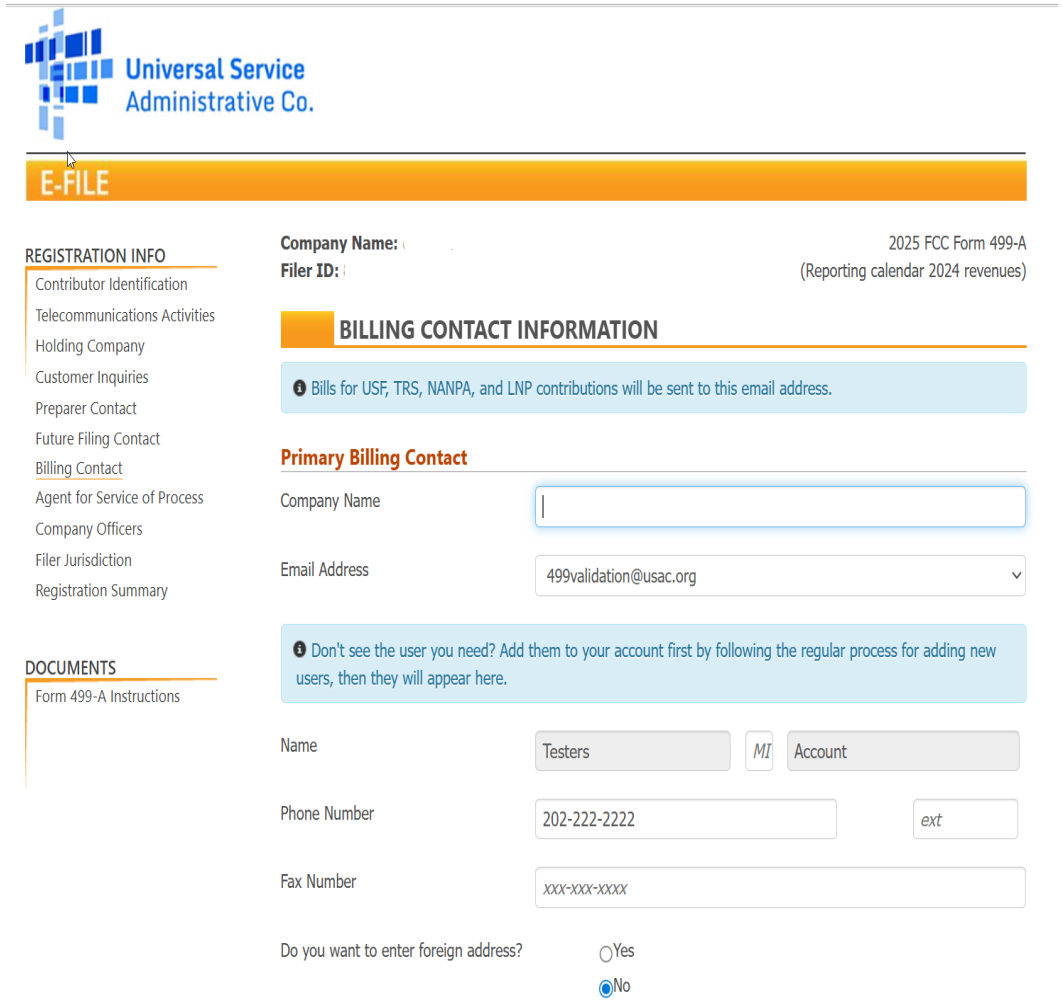
a		g	
b		h	
c		i	
d		j	
e		k	
f		l	

Use additional sheets if necessary. Each filer must provide all names used for telecommunications activities

PERSONS MAKING WILLFUL FALSE STATEMENTS IN THE WORKSHEET CAN BE PUNISHED BY FINE OR IMPRISONMENT UNDER TITLE 18 OF THE UNITED STATES CODE, 18 U.S.C. § 1001

Billing Contact Update Required

All filers will be directed to select an email address for the Billing Contact.



Certify and Submit

Complete the FCC Form 499

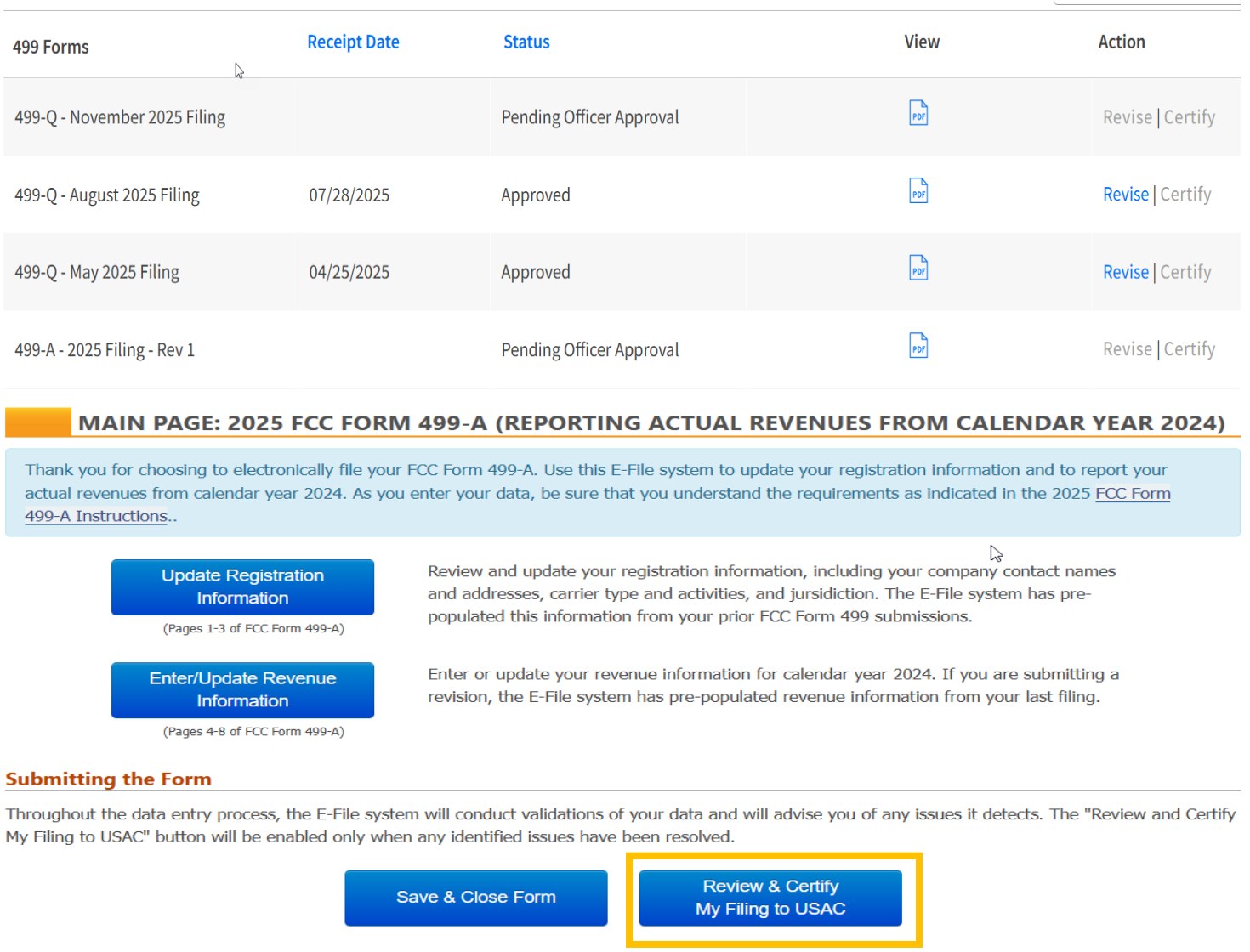
Certify & Submit

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 Company Officer two methods for certifying forms.



Third Party Funds

Administrators Receiving 499-A Information

Third Party Funds

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

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

List of Companies and Contact Information

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

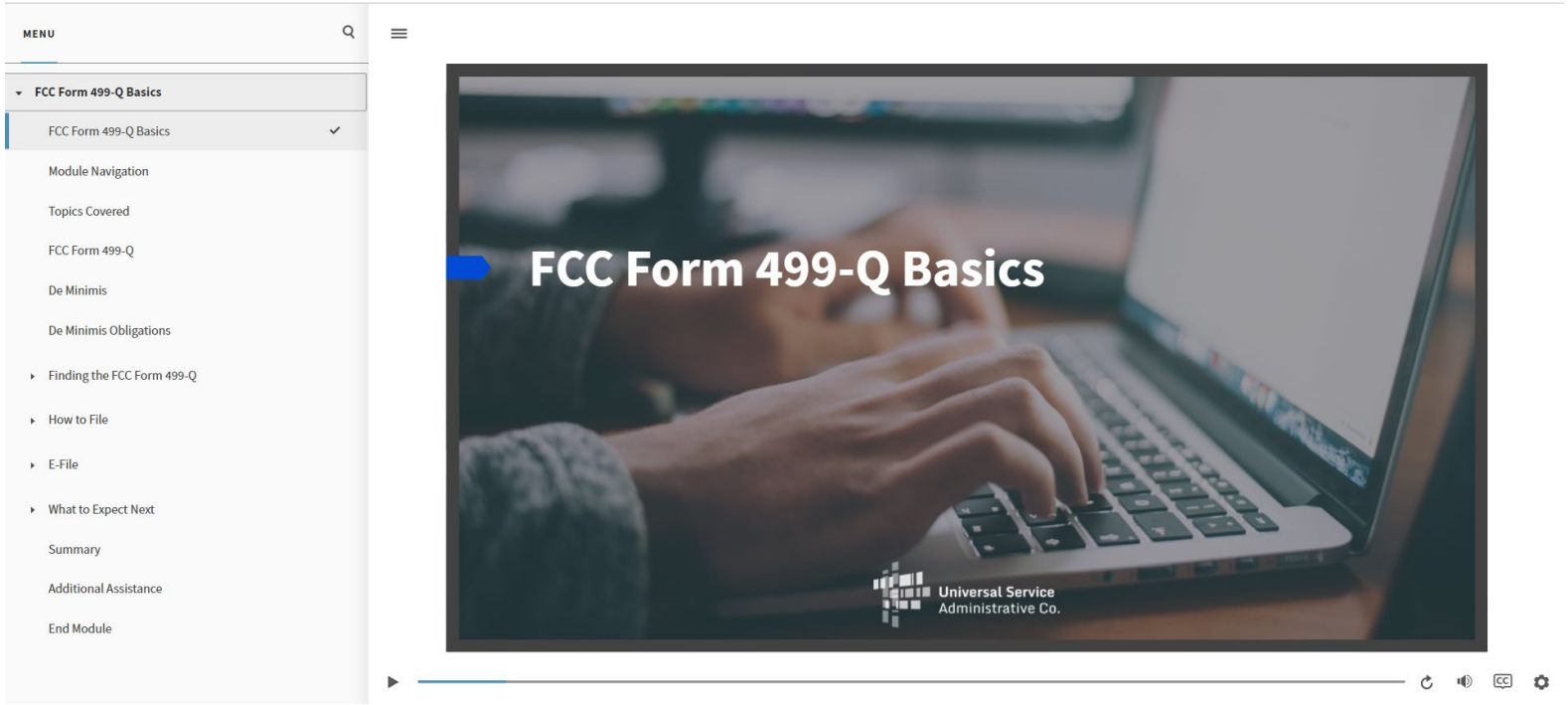
Form Specific Training

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.



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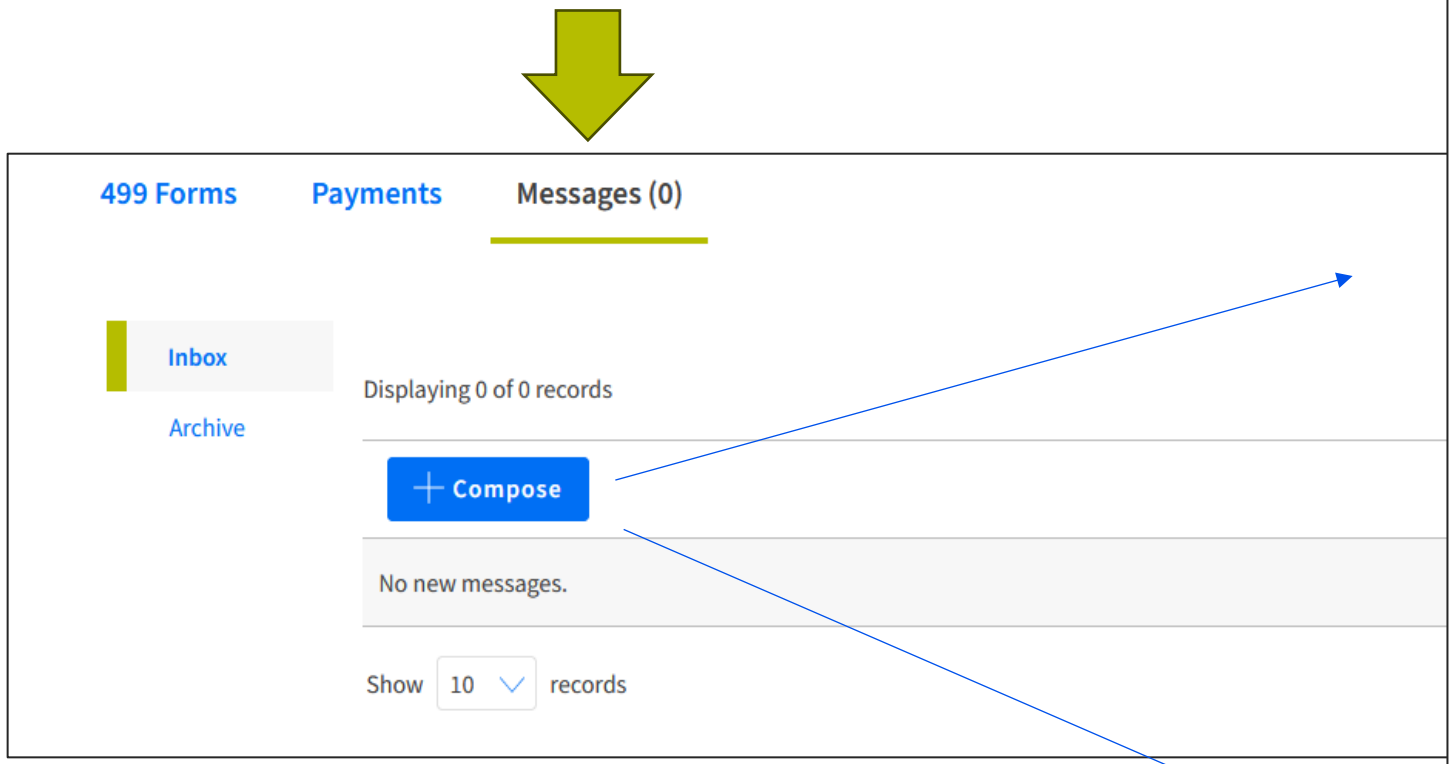
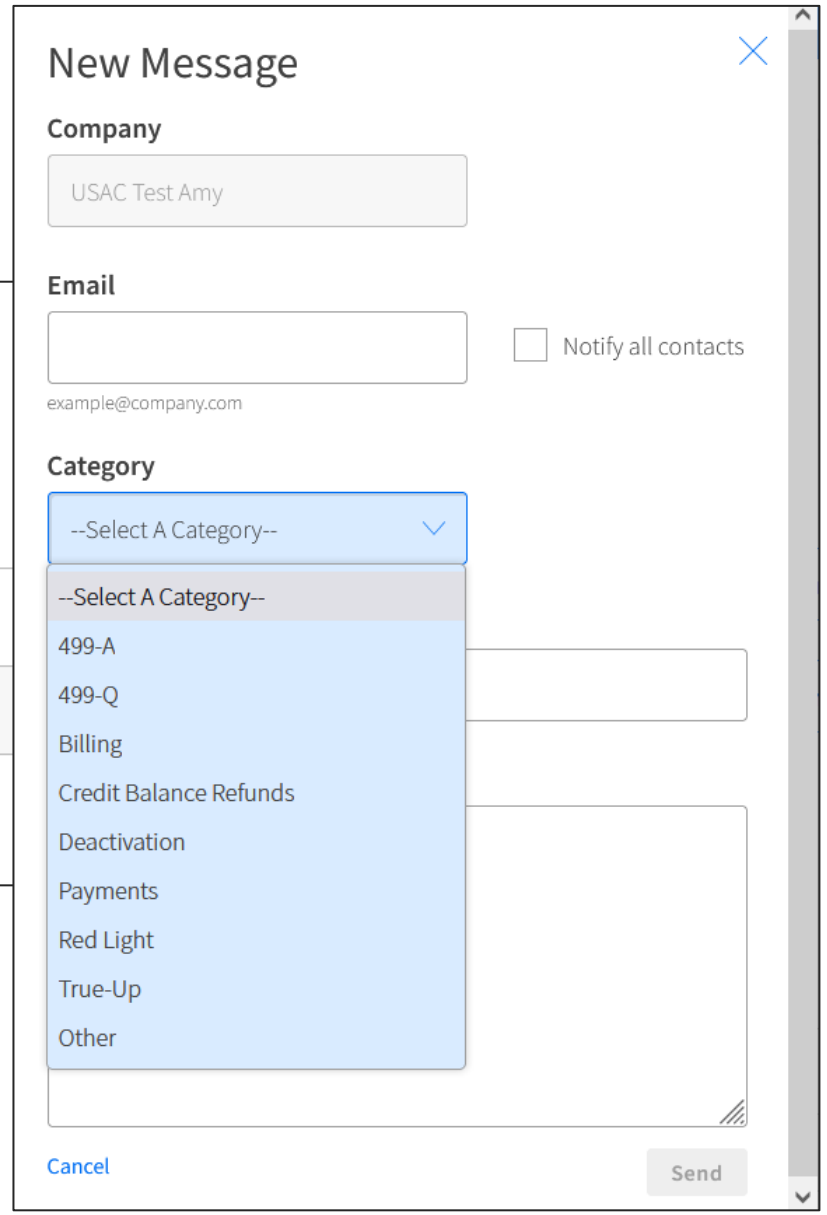
Questions?

How to Contact USAC

E-File Message Portal





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

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

Thank You!

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Administrative Co.