

USAC Contributor and Service Provider Company Officer Entitlements Guide

Last updated April 2026

Contents

E-File: System Overview and Login Information	2
E-File: 499 Contributor Entitlements	3
E-File: 498 Service Provider Entitlements	5
E-Rate Service Provider Entitlements	7
High Cost Service Provider Entitlements	9
Lifeline Program Service Provider Entitlements	11
RHC Service Provider Entitlements	14

What are Entitlements?

At USAC, entitlements refer to the specific rights and privileges assigned to users within our different online environments, including E-File, E-Rate Productivity Center (EPC), High Cost Universal Broadband Portal (HUBB), Lifeline Claims System (LCS), National Lifeline Accountability Database (NLAD), National Verifier (NV), Representative Accountability Database (RAD), My Portal, and RHC Connect.

E-File: System Overview and Login Information

Service providers manage and submit their FCC Forms 498 and 499 in our E-File system. E-File is divided into separate 498 (“Service Providers”) and 499 (“Contributors”) sections. Each section has separate entitlements.

Contributors must register for a 499 Filer ID and participants must register for a 498 ID / SPIN prior to accessing either section. Please watch our [Accessing E-File](#) video and view the [E-File User Guide](#) to learn more.

Login Options

USAC uses a single, central [login platform](#) to access all of its systems, including the 498 and 499 sections of E-File.

- I have a login: [Login Here](#)
- I forgot my Password: [Reset Your Password](#)
- I need to register my company for a USAC 499 Filer ID: [Register for a 499 Filer ID](#)
- I need to register my company for a USAC 498 ID / SPIN: [Register for a 498 ID / SPIN](#)
- My company is already registered, but I do not have a login:
 - Contact your company’s 498 or 499 Company Officer to create an account.
 - If you do not know your 498 or 499 Company Officer, contact [USAC’s Contributors and Service Providers Customer Service Center](#).
 - Submit a request for a [new 498 Company Officer](#) or a [new 499 Company Officer](#) if none currently exist.

Additional Login Troubleshooting

You should use Google Chrome, Firefox, or Microsoft Edge and will need to clear your cookies and cache and allow third-party cookies in your web browser settings to resolve most login issues. Please visit our [MFA Troubleshooting FAQs](#) page for more information.

Quick Tips for All E-File Users

- USAC can only speak to registered users about their company’s accounts.
- Your user ID is your email address and must be unique to you.
- If your email address changes, you will need to set up a new user account under the new email address.
- You need entitlements for every 498 ID / SPIN and 499 Filer ID for your company.
- If a 498 or 499 Company Officer leaves the company, they should add a new Company Officer before they leave.

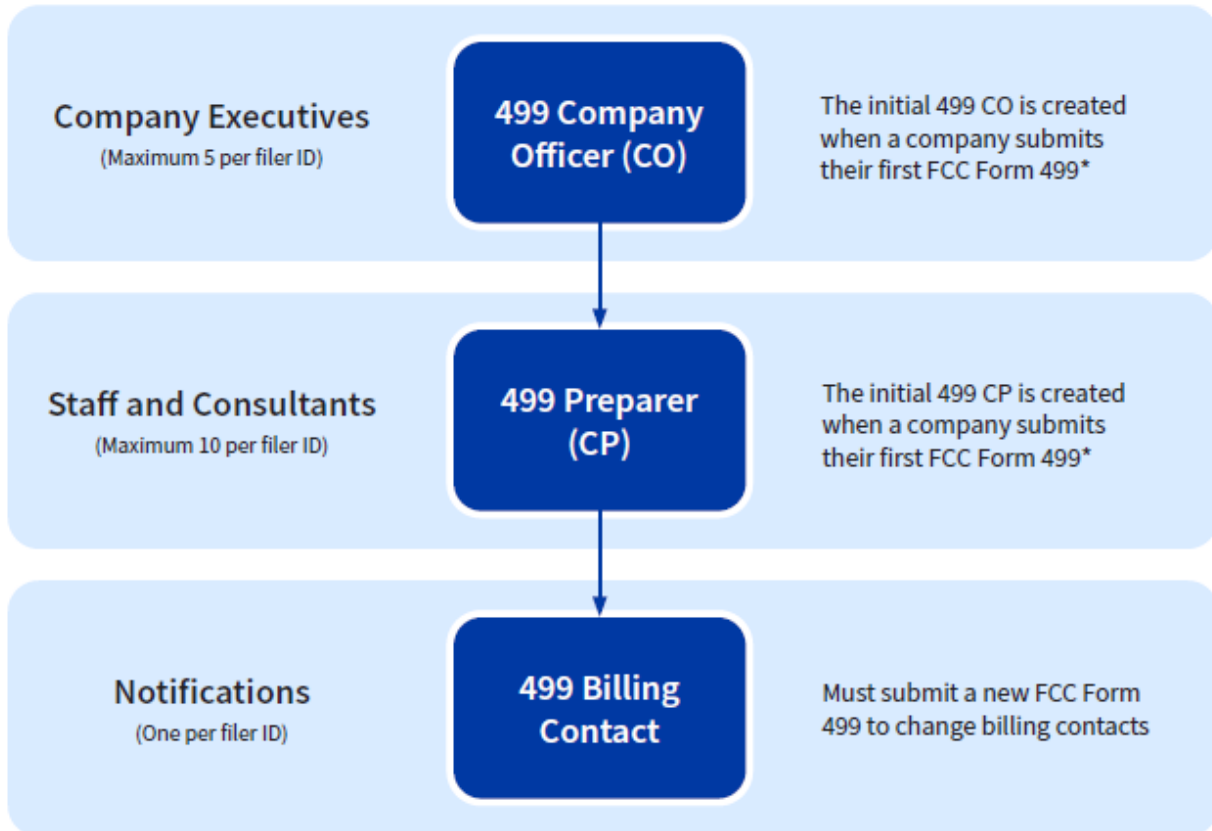
E-File: 499 Contributor Entitlements

Associated with a Single 499 Filer ID

Who These Entitlements Are For: Contributors and *de minimis* telecommunications providers

System Access: E-File (499 contributors section only)

Forms You Can File: FCC Forms 499-A and 499-Q



***Note:** 499 Company Officers can create additional 499 COs/CPs in E-File.

	499 Company Officer	499 Preparer	499 Billing Contact
Add and remove other 499 COs and CPs	✓		
Certify FCC Forms 499	✓		
Prepare and submit FCC Forms 499	✓	✓	
Review and pay invoices	✓	✓	✓
Receives notifications when invoices are available			✓

Please note that these entitlements do not provide access to E-Rate, High Cost, Lifeline, Rural Health Care, and 498 Service Providers systems, tools, and forms.

E-File: 499 Contributor Entitlements (Continued)

Associated with a Single 499 Filer ID

Quick Tips

Company Officers and Preparers

- Only 499 Company Officers can certify FCC Forms 499.
- Any current 499 Company Officer can add or remove other 499 Company Officers and Preparers.
 - For more information, please view the “Adding 499 Users” section of the [Accessing E-File video](#).
- If a 499 Company Officer leaves and no other 499 Company Officers exist, you can request a [new 499 Company Officer](#).

Billing Contacts

- To change the 499 Billing Contact, you should enter the new contact on your next FCC Form 499-A (Block 2-A Line 208) or 499-Q (Block 2 Line 112).
- Only the 499 Billing Contact on the most recent FCC Form 499-A or -Q receives notifications.

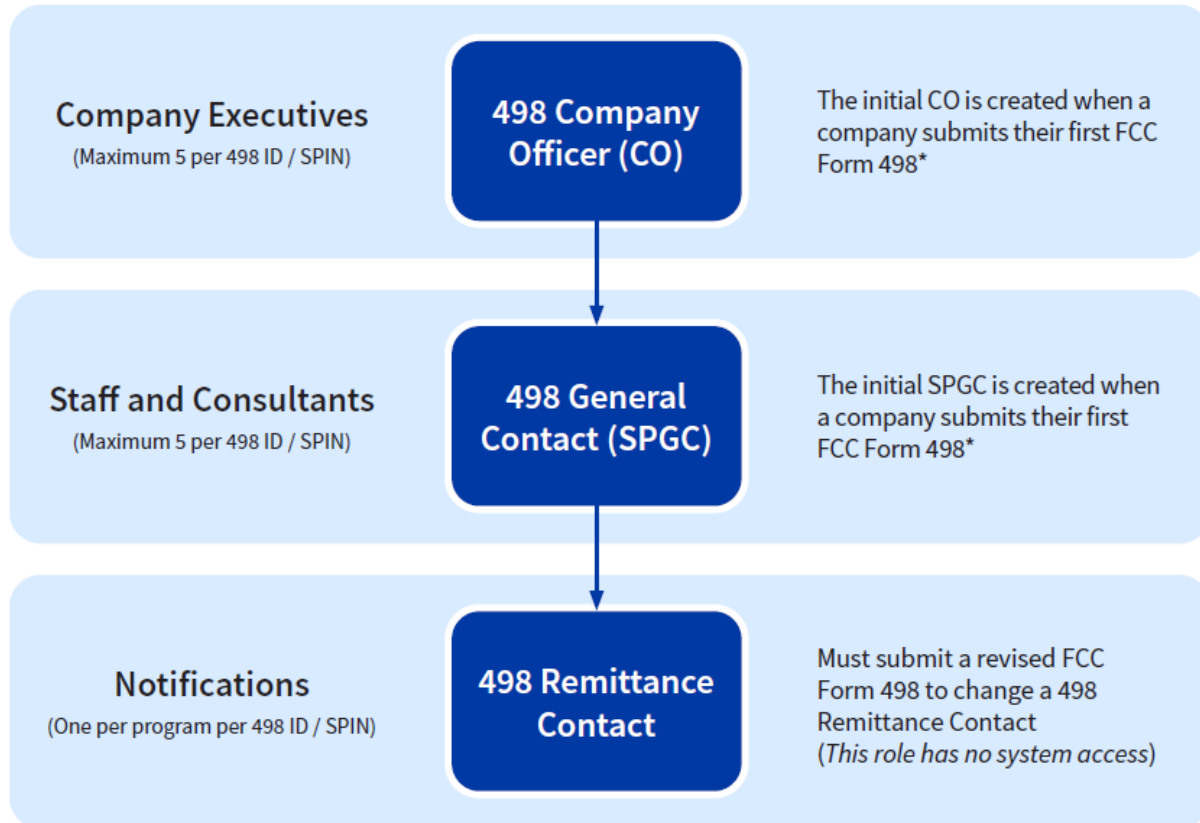
E-File: 498 Service Provider Entitlements

Associated with a Single 498 Filer ID / SPIN

Who These Entitlements Are For: Service providers participating in any Universal Service Fund program

System Access: E-File (498 Service Providers section only)

Forms You Can File: FCC Form 498



***Note:** 498 Company Officers and General Contacts can create additional COs/SPGCs in E-File.

	498 Company Officer	498 General Contact	498 Remittance Contact
Add and remove other SPOs and SPGCs	✓	✓	
Certify FCC Forms 498	✓		
Prepare and submit FCC Forms 498	✓	✓	
View entitlements	✓	✓	
Add, remove, and manage Authorized Users that they created	✓	✓	
Merge or deactivate SPINs	✓		
Receives a notification when USAC releases disbursement			✓

Please note that these entitlements do not provide access to E-Rate, High Cost, Lifeline, Rural Health Care, and 499 L Contributors systems, tools, and forms.

E-File: 498 Service Provider Entitlements (Continued)

Associated with a Single 498 Filer ID / SPIN

Quick Tips

498 Company Officers and General Contacts

- A 498 Company Officer or General Contact can create, manage, and delete certain Authorized Users for other USAC programs and systems.
 - Only the 498 Company Officer/General Contact that created an Authorized User can see and manage that user.
 - If a 498 Company Officer/General Contact leaves the company, they should transfer their Authorized Users to another Officer/General Contact.
 - Typically, users lose access to a system when the 498 Company Officer or General Contact that created them leaves or is removed from E-File. In this case, Authorized Users should contact a different 498 Company Officer or General Contact to readd them.
 - If a 498 Company Officer leaves and no other 498 Company Officers exist, you can [request a new 498 Company Officer](#).

498 Remittance Contacts

- To change the 498 remittance statement contacts, you must submit a revised FCC Form 498 and update the following blocks:
 - High Cost: Block 5
 - Lifeline: Block 7
 - Rural Health Care: Block 10
 - E-Rate: Block 12
- Only the 498 Remittance Contact on the most recent FCC Form 498 receives notifications.
- 498 Remittance Contacts do not have any system access.

E-Rate Service Provider Entitlements

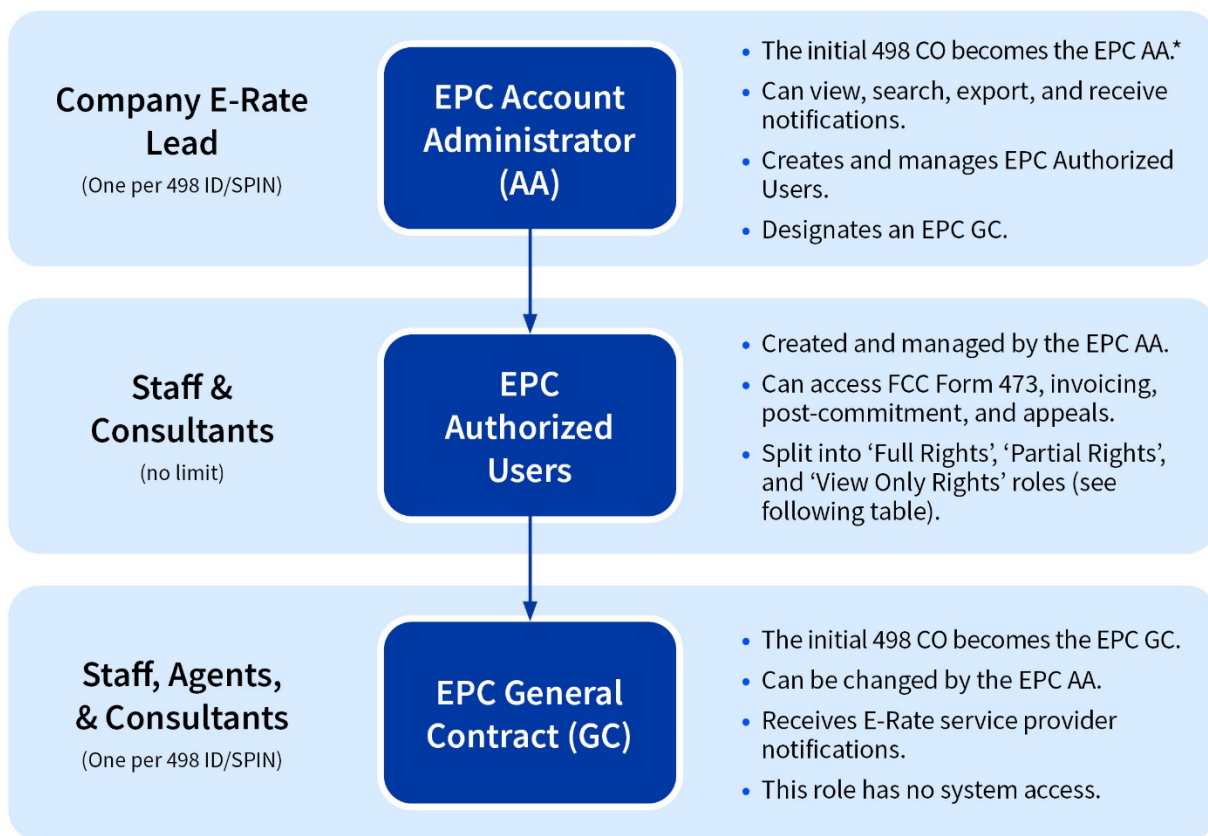
Users: Service Providers participating in the E-Rate program

System Access: E-Rate Productivity Center (EPC)

Forms: FCC Forms 473 and 474

Available Roles: See “User Roles” table

User Roles		
Name	Sub-permissions	Max. # per SPIN
498 Service Provider Company Officer (SPO)	-	5
Account Administrator (AA)	-	1
EPC Authorized Users	Full Rights, Partial Rights, or View-Only	No Limit
EPC General Contact (GC)	-	1



* Submit an [EPC case or contact the E-Rate CSC](#) to change your EPC Account Administrator.

E-Rate Entitlements	User Roles				
Entitlement Type	Entitlements	Account Administrator	Full Rights	Partial Rights	View Only
FCC Form 470 FCC Form 471	View Form	✓	✓	✓	✓
	Create/Cancel Draft				
	Modify Forms				
	Certify and Submit Form				
	Receive Notifications & Record Comments				
	Search and Export Forms	✓	✓	✓	✓
FCC Form 472 FCC Form 474	View Form		✓	✓	
	Create and Complete Form		✓	✓	
	Certify Form		✓		
	View Communication	✓	✓	✓	✓
	Update Communication		✓		
	Receive Email Notifications		✓	✓	
FCC Form 473	Create and Certify Form		✓		
FCC Form 486	Weekly Service Provider Notification	✓	✓	✓	✓
	Weekly Receipt Acknowledgement Letter for FRNs of the Service Provider	✓			

Please note that these entitlements do not provide access to High Cost, Lifeline, Rural Health Care, or 498/499 Service Providers systems, tools, and forms.

High Cost Service Provider Entitlements

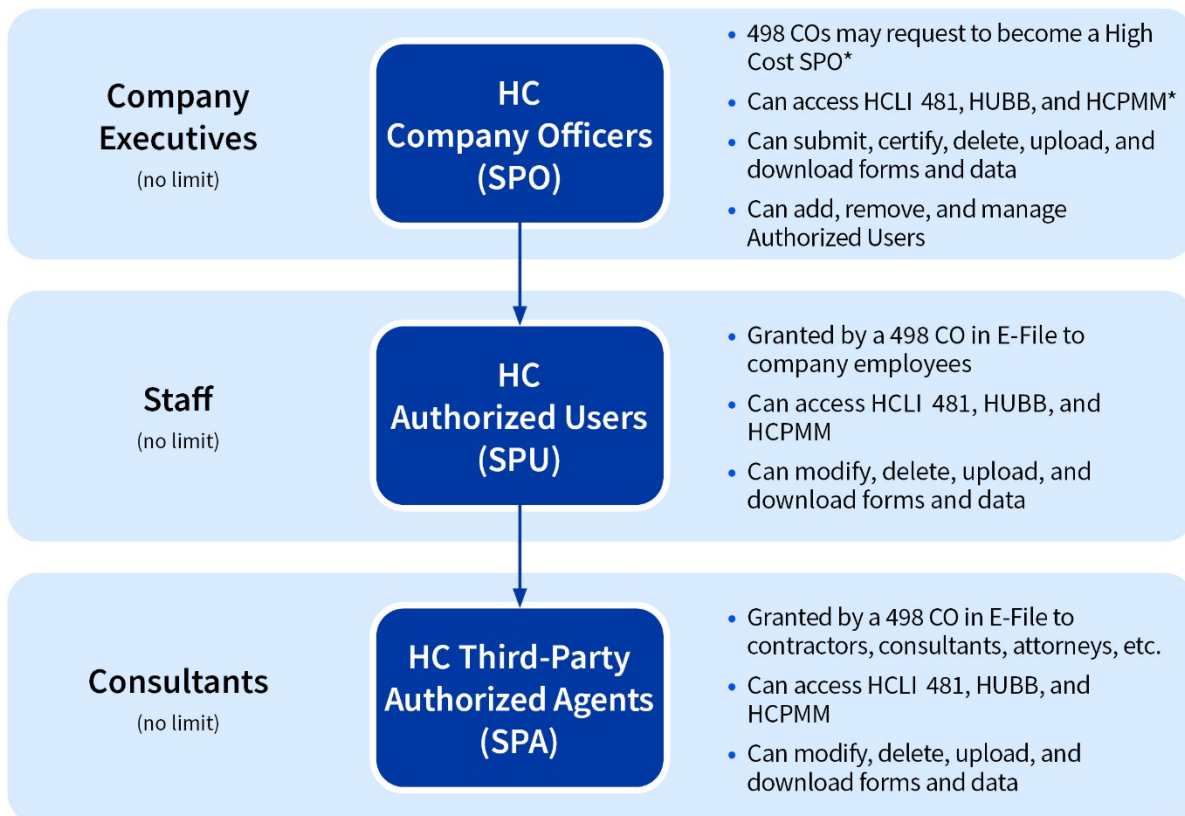
Users: Service Providers participating in the High Cost program

System Access: E-File (High Cost section only), HCPMM, and HUBB

Forms: FCC Form 481

Available Roles: See “User Roles” table

User Roles		
Name	Acronym	Max. per SPIN
498 Service Provider Company Officer	498 SPO	5
High Cost Company Officer	HC SPO	No Limit
High Cost General Contact	HC SPGC	No Limit
High Cost Authorized Users	HC SPU	No Limit
High Cost Third Party Authorized Agents	HC SPA	No Limit



*To become a High Cost SPO, email hcquestions@usac.org or call the [High Cost Customer Service Center \(CSC\)](#)

**High Cost SPOs and SPGCs must contact the High Cost CSC for 54.314 and CSCRMP access

High Cost Entitlements	User Roles			
FCC Form or System	Entitlements	HC SPO	HC SPGC	HC SPU / SPA
FCC Form 481* 54.314 EACAM HUBB PMM	Certify Form	✓		
	Certify Performance Data	✓		
	Submit Form	✓	✓	✓
	Download Reports/Filings	✓	✓	✓
	Upload Data	✓	✓	✓
	Review Documents	✓	✓	✓
	Modify Form	✓	✓	✓
	Delete Form/Data	✓	✓	✓
	Access to High Cost Forms or Systems Tied to SPIN	✓	✓	✓

*Service providers participating in High Cost program **and/or the Lifeline program** file the FCC Form 481. Service providers who solely participate in the Lifeline program should see the [Lifeline FCC Form 481 section](#) later in this guide. For more information, see the [File FCC Form 481](#) webpage.

Please note that these entitlements do not otherwise provide access to E-Rate, Lifeline, Rural Health Care, or 498/499 Service Providers systems, tools, and forms.

Lifeline Program Service Provider Entitlements

Users: Service Providers participating in the Lifeline program

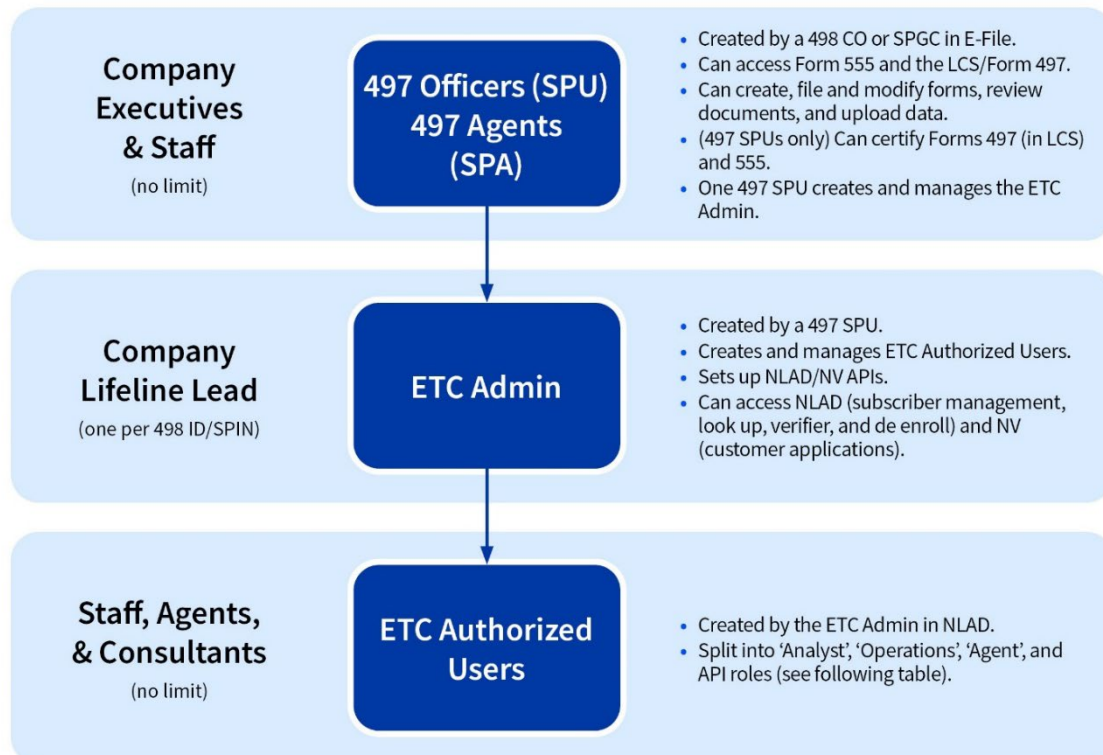
System Access: E-File (Lifeline section only), National Lifeline Accountability Database (NLAD), National Verifier (NV), Lifeline Claims System (LCS)/FCC Form 497

Forms: FCC Form 555, FCC Form 497 (through LCS), FCC Form 481, and Lifeline applications.

Available Roles: See “User Roles” table

User Roles		
Name	Acronym	Max. # per SPIN
498 Service Provider Company Officer	498 SPO / 498 CO	5
497 Officer	497 SPU	No Limits
497 Agent	497 SPA	No Limits
NLAD - Eligible Telecom Carrier Admin	ETC Admin	1
NLAD - Eligible Telecom Carrier Agent	ETC Agent	No Limits
NLAD - Eligible Telecom Carrier Analyst	ETC Analyst	No Limits
NLAD - Eligible Telecom Carrier Operations	ETC Ops	No Limits
NLAD - Eligible Telecom Carrier API Account*	NLAD ETC API	No Limits
NV - Eligible Telecom Carrier API Account*	NV ETC API	No Limits
481 – 481 Officer	n/a	No Limits
481 – 481 User	n/a	No Limits
481 – 481 Agent	n/a	No Limits

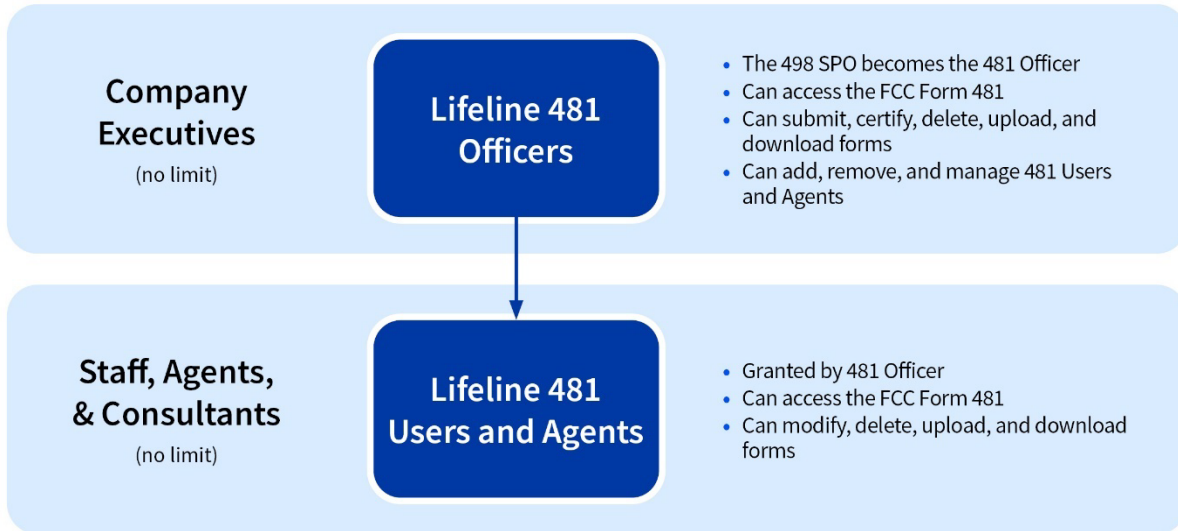
* These two roles are machine-based and are not assigned to human users.



Lifeline Entitlements	User Roles		
FCC Form or System	User Access/Permission	497 SPU	497 SPA
Lifeline Claims System/ FCC Form 497	Submit or Revise Claim	✓	✓
	Certify Filing	✓	
	Review Documents	✓	✓
	Access Filing History	✓	✓
FCC Form 555	Submit, Update, or Revise Filing	✓	✓
	Certify Filing	✓	
	Download Data	✓	✓
	Bulk Upload	✓	✓
NLAD	Assign ETC Admin account	✓	

Lifeline Entitlements	User Roles					
FCC Form or System	User Access/Permission	ETC Admin	ETC Analyst	ETC Ops	ETC Agent	ETC API
NLAD	Assign ETC Authorized Users	✓				
	Subscriber Management	✓	✓			✓
	Subscriber Lookup	✓	✓	✓		✓
	View Reports	✓	✓	✓		✓
NV	Submit Application	✓	✓	✓	✓	✓
	Upload Documentation	✓	✓	✓	✓	✓
	Check Status	✓	✓	✓	✓	✓

Lifeline FCC Form 481 Entitlements



Lifeline Entitlements		User Roles		
FCC Form or System	Entitlements	481 Officer	481 User	481 Agent
FCC Form 481	Certify Form	✓		
	Certify Performance Data	✓		
	Submit Form	✓	✓	✓
	Download Reports/Filings	✓	✓	✓
	Upload Data	✓	✓	✓
	Review Documents	✓	✓	✓
	Modify Form	✓	✓	✓
	Delete Form/Data	✓	✓	✓

Service providers participating in High Cost program **and/or the Lifeline program** file the FCC Form 481. For more information, see the [File FCC Form 481](#) webpage.

Please note that these entitlements do not provide access to E-Rate, High Cost, Rural Health Care, or 498/499 Service Providers systems, tools, and forms.

RHC Service Provider Entitlements

Users: Service Providers participating in the Rural Health Care program

System Access: E-File (RHC section only), **RHC Connect**, and **My Portal** (for pre-FY2022 [HCF](#), pre-FY2024 [Telecom](#), and all [CCPP](#) invoices)

Forms: FCC Forms 463 and 469

Available Roles: See “User Roles” table

User Roles		
Name	Acronym	Max. # per SPIN
498 Service Provider Company Officer	498 SPO	5
RHC General Contact (RHC Connect)	RHC GC	No Limits
RHC Invoicing Officer (My Portal)	RHC SPU	No Limits

Staff
(no limit)

**RHC General
Contact (GC)**

- The initial 498 CO and GC become RHC GCs.*
- Can certify and submit FCC Forms 463 in RHC Connect.
- Can prepare FCC Forms 469 in RHC Connect.
- Can create additional RHC Connect users.

Staff
(no limit)

**RHC Invoicing
Officer (SPU)**

- Created by a 498 CO or GC in E-File.
- Can certify and submit FCC Forms 463 in My Portal.
- Can prepare the FCC Form 467/HCP Support Schedule (HSS) and the Telecom Program invoice with the HCP in My Portal.

*To change your RHC General Contact, submit a revised FCC Form 498 (block 2).

RHC Entitlements	User Roles		
Entitlement Type	Entitlements	RHC GC (RHC Connect)	RHC SPU (My Portal)
FCC Form 463	View Forms	✓	✓
	Create Forms*		
	Modify Forms*		
	Submit Forms	✓	✓
	Certify Forms	✓	✓
	Delete Forms*		
	Search and Export Forms	✓	✓
	View Communications	✓	✓
	Update Communications	✓	✓
	Receive Notifications	✓	✓
FCC Form 469	View Forms	✓	
	Create Forms	✓	
	Modify Forms	✓	
	Submit Forms**		
	Certify Forms**		
	Delete Forms	✓	
	Search and Export Forms	✓	
	View Communications	✓	
	Update Communications	✓	
	Receive Notifications	✓	

*Only the applicants (i.e., HCPs) can create and modify the FCC Form 463.

**Only the applicants (i.e., HCPS) can certify and submit the finalized FCC Form 469.

Please note that these entitlements do not provide access to E-Rate, High Cost, Lifeline, or 498/499 Service Providers systems, tools, and forms.