

# **E-File and Online Form 497**

**HCLI Workshop  
Washington, DC  
January 2010**

## Overview

- FCC Form 497 Overview
- Establishing User Entitlements for Online Forms 497 and 525
  - Process
  - New Service Providers
  - Current E-File Users
  - Authorized User vs. Authorized Agent
  - Creating Entitlements
  - Helpful Tips and Common Questions
- Completing Form 497
  - Process
  - Overview and Validations
  - Filing a Single Form 497
  - Filing Multiple Forms: Bulk Upload and Bulk Certification
  - Helpful Tips
- Q & A

Online FCC Form 497

# ESTABLISHING USERS FOR FORMS 497 AND 525

Go to <https://forms.universalservice.org>

The screenshot shows a web browser window with the URL <https://forms.universalservice.org/usaclogin/login.asp>. The page features the USAC logo and "E-FILE" text in the header. The main content area is titled "Existing users may log in below" and contains an "E-File Sign In" form with fields for "User ID:" and "Password:", "Login" and "Reset" buttons, and a "[Forgot password](#)" link. Below this, it says "New users, please select from the options below:" followed by a list: 

- [New Service Provider](#)
- [New Contributor](#)

 A version number "version 2.19.00" is visible in the top right corner. Two blue callout bubbles are present: one pointing to the "Forgot password" link with the text "Sign in here if your company is new to E-File", and another pointing to the "E-File Sign In" form with the text "Sign in here if you have used E-File in the past, or if you have received a USAC assigned User ID and password".

Sign in here if your company is new to E-File

Sign in here if you have used E-File in the past, or if you have received a USAC assigned User ID and password

The screenshot shows the USAC E-File portal interface. At the top left is the USAC logo. At the top right is the 'E-FILE' label. The main content area is titled 'New Service Provider Instructions' and contains the following text:

Please review the instructions carefully before clicking 'Continue' button.

To file a form for a new company that does not have a SPIN, you can enter your data using the online system on a Form 498, but will need to print and mail an officer signed form to be issued a SPIN. Once USAC certifies your form using the signed copy, the contacts on the form will be issued a user ID and password for future use of the online system.

USAC encourages fund contributors to take advantage of the online submission capabilities. Once you complete the first certification process by mailing a signed copy of the form, you will be able to certify forms online without mailing a signed copy. In addition, you will be able to quickly revise your Form 498s by pulling up your historical forms, editing and submitting your changes, and certifying online.

Please note that a signed copy will be required again if your company changes officers. Again, once USAC certifies your form using the signed copy, the new officer will be issued a user ID and password for future use of the online system.

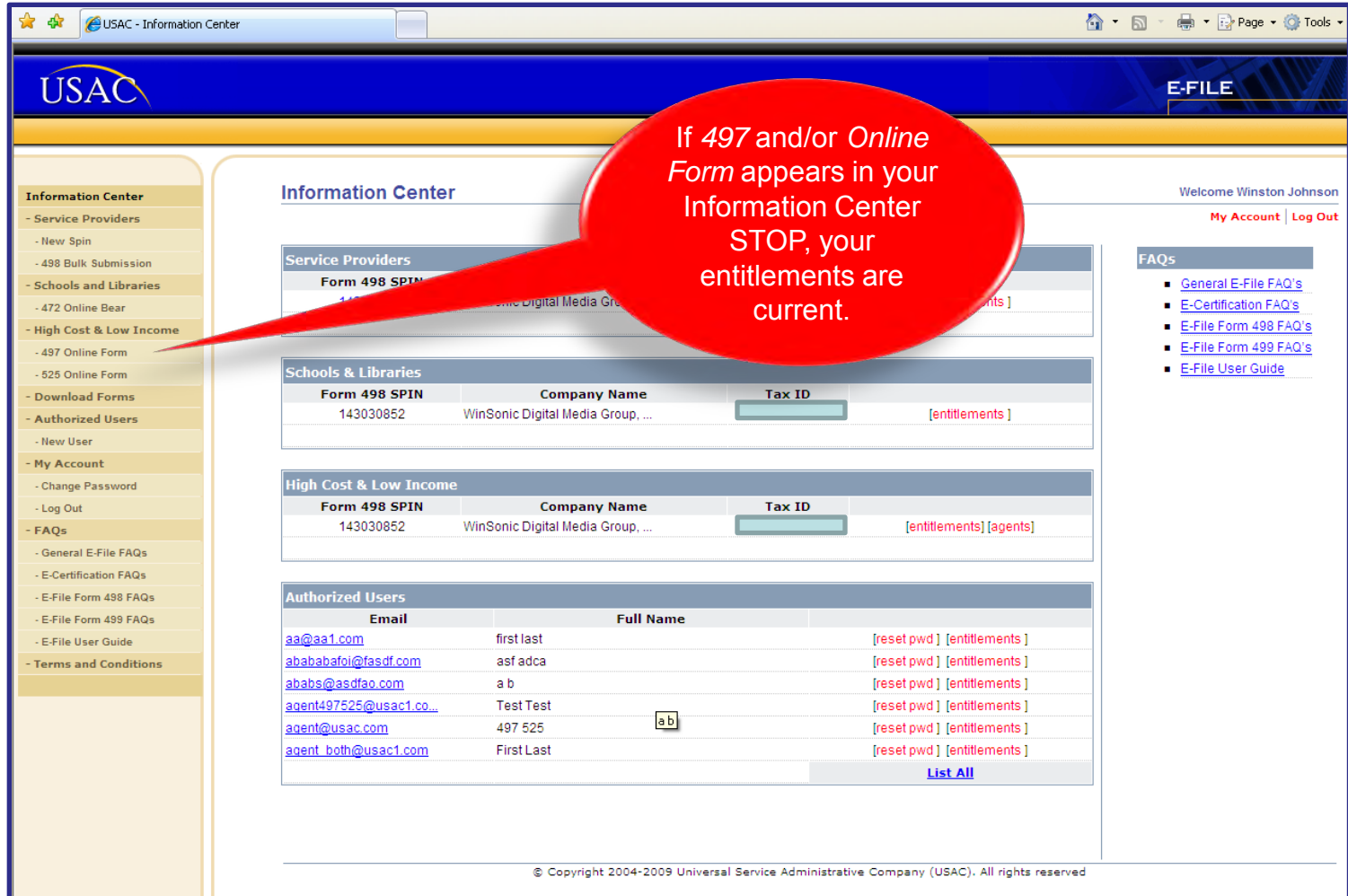
If you have any additional questions about the online system, please refer to [E-File User Guide](#) or call USAC Customer Service for additional guidance at (888) 641-8722.

At the bottom of the instructions are two buttons: 'Back' and 'Continue'.

## New Service Providers must complete a Form 498

- New ETCS
  - Companies without SPINS must complete the form and mail a copy to USAC. USAC will provide a user ID and password.
- Companies with outdated Form 498s (officers were not updated on Form 498, form was last updated prior to 2004), companies with SPINs who have never used E-File
  - Companies with SPINS must complete the form and fax it to USAC. USAC will provide a user ID and password.

# Establishing Users—Current E-File Users



**Information Center**

Welcome Winston Johnson  
[My Account](#) | [Log Out](#)

**Service Providers**

Form 498 SPIN	Company Name	Tax ID	
143030852	WinSonic Digital Media Group, ...		[entitlements]

**Schools & Libraries**

Form 498 SPIN	Company Name	Tax ID	
143030852	WinSonic Digital Media Group, ...		[entitlements]

**High Cost & Low Income**

Form 498 SPIN	Company Name	Tax ID	
143030852	WinSonic Digital Media Group, ...		[entitlements] [agents]

**Authorized Users**

Email	Full Name		
<a href="mailto:aa@aa1.com">aa@aa1.com</a>	first last	[reset pwd]	[entitlements]
<a href="mailto:abababafol@fasdf.com">abababafol@fasdf.com</a>	asf adca	[reset pwd]	[entitlements]
<a href="mailto:ababs@asdfao.com">ababs@asdfao.com</a>	a b	[reset pwd]	[entitlements]
<a href="mailto:agent497525@usac1.co...">agent497525@usac1.co...</a>	Test Test	[reset pwd]	[entitlements]
<a href="mailto:agent@usac.com">agent@usac.com</a>	497 525	[reset pwd]	[entitlements]
<a href="mailto:agent_both@usac1.com">agent_both@usac1.com</a>	First Last	[reset pwd]	[entitlements]

[List All](#)

**FAQs**

- [General E-File FAQ's](#)
- [E-Certification FAQ's](#)
- [E-File Form 498 FAQ's](#)
- [E-File Form 499 FAQ's](#)
- [E-File User Guide](#)

**Information Center**

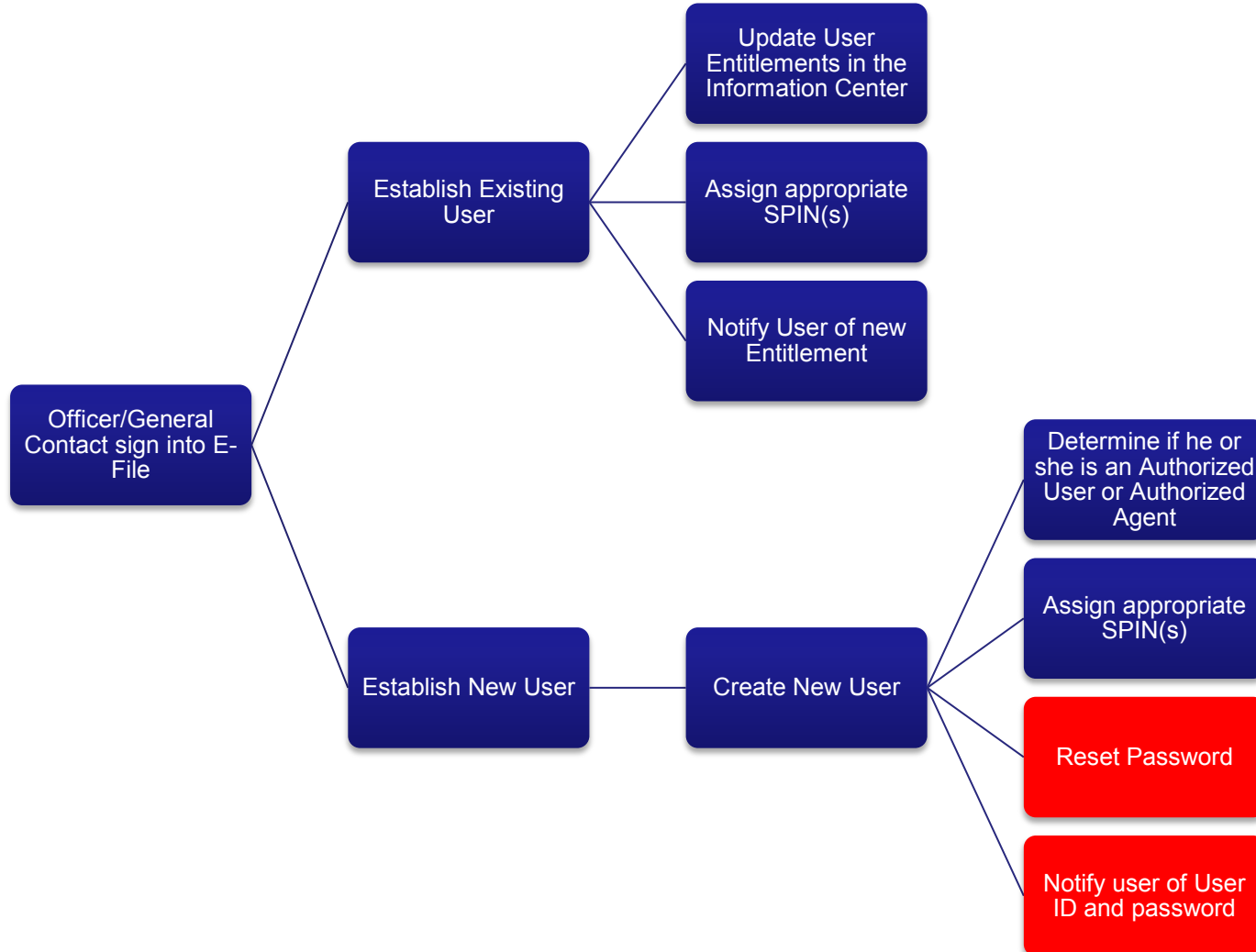
- Service Providers
- New Spin
- 498 Bulk Submission
- Schools and Libraries
- 472 Online Bear
- High Cost & Low Income
- 497 Online Form
- 525 Online Form
- Download Forms
- Authorized Users
- New User
- My Account
- Change Password
- Log Out
- FAQs
  - General E-File FAQs
  - E-Certification FAQs
  - E-File Form 498 FAQs
  - E-File Form 499 FAQs
  - E-File User Guide
- Terms and Conditions

**Information Center**

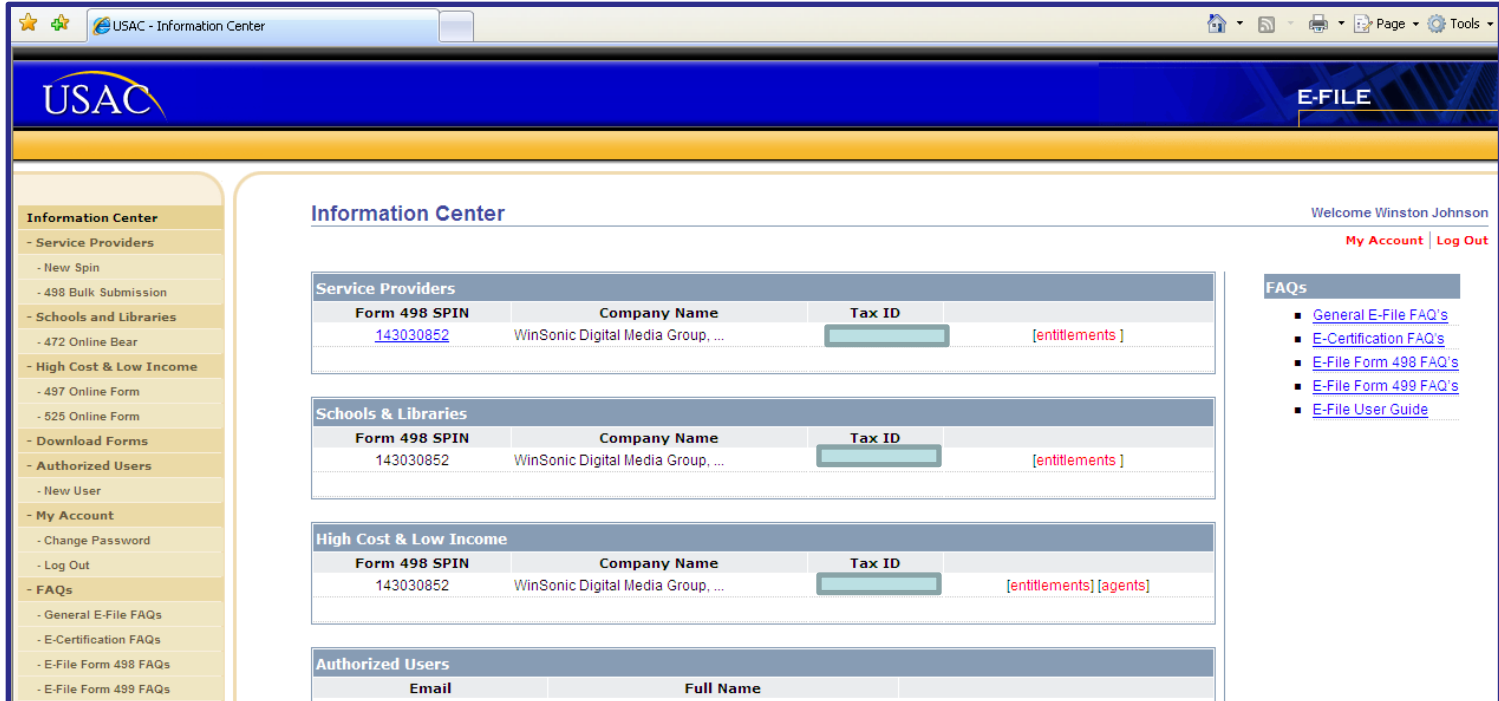
If 497 and/or Online Form appears in your Information Center STOP, your entitlements are current.

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# Establishing User Accounts—Process



# Establishing User Accounts—Authorized Users vs. Authorized Agents



The screenshot shows the USAC Information Center interface. The main content area displays a table of user entitlements for various categories. The categories are Service Providers, Schools & Libraries, High Cost & Low Income, and Authorized Users. Each category has a table with columns for Form 498 SPIN, Company Name, Tax ID, and Entitlements. The Entitlements column shows [entitlements] for Service Providers, Schools & Libraries, and High Cost & Low Income, and [entitlements] [agents] for Authorized Users. The Authorized Users table has columns for Email and Full Name.

Service Providers			
Form 498 SPIN	Company Name	Tax ID	Entitlements
143030852	WinSonic Digital Media Group, ...	[redacted]	[entitlements]

Schools & Libraries			
Form 498 SPIN	Company Name	Tax ID	Entitlements
143030852	WinSonic Digital Media Group, ...	[redacted]	[entitlements]

High Cost & Low Income			
Form 498 SPIN	Company Name	Tax ID	Entitlements
143030852	WinSonic Digital Media Group, ...	[redacted]	[entitlements] [agents]

Authorized Users	
Email	Full Name

498 General Contacts or Officers must establish user entitlements for FCC Forms 497 and 525

- Authorized Users (company employees) can enter data, save data, and certify form
- Authorized Agents (consultants) can enter data and save data



# Establishing User Accounts—Existing Users

The screenshot shows the USAC Information Center interface. The left sidebar contains a navigation menu with the following items:

- Information Center
  - Service Providers
    - New Spin
    - 498 Bulk Submission
  - Schools and Libraries
    - 472 Online Bear
    - High Cost & Low Income
      - 497 Online Form
      - 525 Online Form
    - Download Forms
    - Authorized Users
      - New User
    - My Account
      - Change Password
      - Log Out
    - FAQs
      - General E-File FAQs
      - E-Certification FAQs
      - E-File Form 498 FAQs
      - E-File Form 499 FAQs
      - E-File User Guide
      - Terms and Conditions

The main content area is titled "Information Center" and displays several tables. The "Authorized Users" table is highlighted by a blue callout bubble. The table contains the following data:

Form 498 SPIN	Company Name	Tax ID	Entitlements
aa@aa1.com			[reset pwd] [entitlements]
abababafol@fasdf.com			[reset pwd] [entitlements]
ababs@asdfao.com			[reset pwd] [entitlements]

The callout bubble contains the following text:

498 General Contacts and/or Officers establish 497 and/or 525 users and entitlements

- Select "Authorized Users" to view current Users and modify entitlements

# Establishing User Accounts—Existing Users

The screenshot displays the 'Information Center - Authorized Users' page. On the left is a navigation menu with options like 'Contributors', 'Service Providers', 'Schools and Libraries', 'High Cost & Low Income', 'Pending Certifications', 'Download Forms', 'Authorized Users', 'New User', 'Pending Users', 'My Account', 'FAQs', and 'Terms and Conditions'. The main content area shows a table of authorized users. A blue callout bubble points to the 'Entitlements' column in the table.

Email	Full Name	Entitlements
<a href="#">aa@aa1.com</a>	first last	[reset pwd] [entitlements]
<a href="#">abababafai@fasdf.com</a>	John F Killian	[reset pwd] [entitlements]
<a href="#">ababs@asdfo.com</a>	a b	[reset pwd] [entitlements]
<a href="#">adeb1@usac.com</a>	AD	[reset pwd] [entitlements]
<a href="#">agent_demo@usac525.c...</a>	Mr Smith	[reset pwd] [entitlements]
<a href="#">agent_only@usac497.c...</a>	Edwin F Hall	[reset pwd] [entitlements]
<a href="#">agent497525@usac1.co...</a>	Richard L Watkins	[reset pwd] [entitlements]
<a href="#">agent@usac.com</a>	497 525	[reset pwd] [entitlements]
<a href="#">agent_both@usac1.com</a>	First Last	[reset pwd] [entitlements]
<a href="#">asdff@fdasofi.com</a>	abc daf	[reset pwd] [entitlements]
<a href="#">booboo@usac.com</a>	b b	[reset pwd] [entitlements]
<a href="#">boogv@boogv.com</a>	fjhsdfkjh kjhsdfkjhsdkf	[reset pwd] [entitlements]
<a href="#">both@both.com</a>	a b	[reset pwd] [entitlements]
<a href="#">bsmith@usac.org</a>	Bill Smith	[reset pwd] [entitlements]
<a href="#">dexter@usac.com</a>	Rohan Test	[reset pwd] [entitlements]
<a href="#">drose5@usac.com</a>	dex ro	[reset pwd] [entitlements]
<a href="#">first@second.com</a>	Brook E. Johnson	[reset pwd] [entitlements]

## Existing Authorized Users

- *Information Center-Authorized User* will display all authorized users established by you
- Select “Entitlements” to add Authorized Users and Authorized Agents that will have access to the Form 497 and/or 525

# Establishing User Accounts—Existing Users

Authorized User Management - Entitlements - Microsoft Internet Explorer provided by USAC

http://forms-test.usac.org/spc/idam/idam\_entitlements.asp?spcid=20090409093355791238&email=kris%40kriskriskris%2Ecom&fullName=a+b

Authorized User Management - Entitlements

USAC E-FILE

Information Center

- + Contributors
- + Service Providers
- + Schools and Libraries
- + High Cost & Low Income
- + Pending Certifications
- Download Forms
- Authorized Users
  - New User
  - Pending Users
- + My Account
- + FAQs
- Terms and Conditions

Authorized User Management - Entitlements

User: Uncle Sam  
[My Account](#) | [Log Out](#)

User Email: kris@kriskriskris.com  
Full Name: a b

**Assigned** Remove

<input type="checkbox"/> HCLI 497 Entitlement (Select All)	<input type="checkbox"/> HCLI 525 Entitlement (Select All)
	<input type="checkbox"/> 143028363 (User)
	<input type="checkbox"/> 143030852 (Agent)

**Available** Assign

<input type="checkbox"/> HCLI 497 Entitlement (Select All)	<input type="checkbox"/> HCLI 525 Entitlement (Select All)
<input checked="" type="checkbox"/> 143028363 User	<input type="checkbox"/> 143030852 User
<input type="checkbox"/> 143030852 Agent	<input type="checkbox"/> 143030852 Agent

All Assigned and Available HCLI 497 and/or 525 SPINS will display

- Check the HCLI 497 SPINs you want to assign
- Select “Assign”
- NOTE: Be sure that the entitlements are consistent. Users set up as both Agents AND Users cannot access the 497 or 525
- You may also remove entitlements from this page

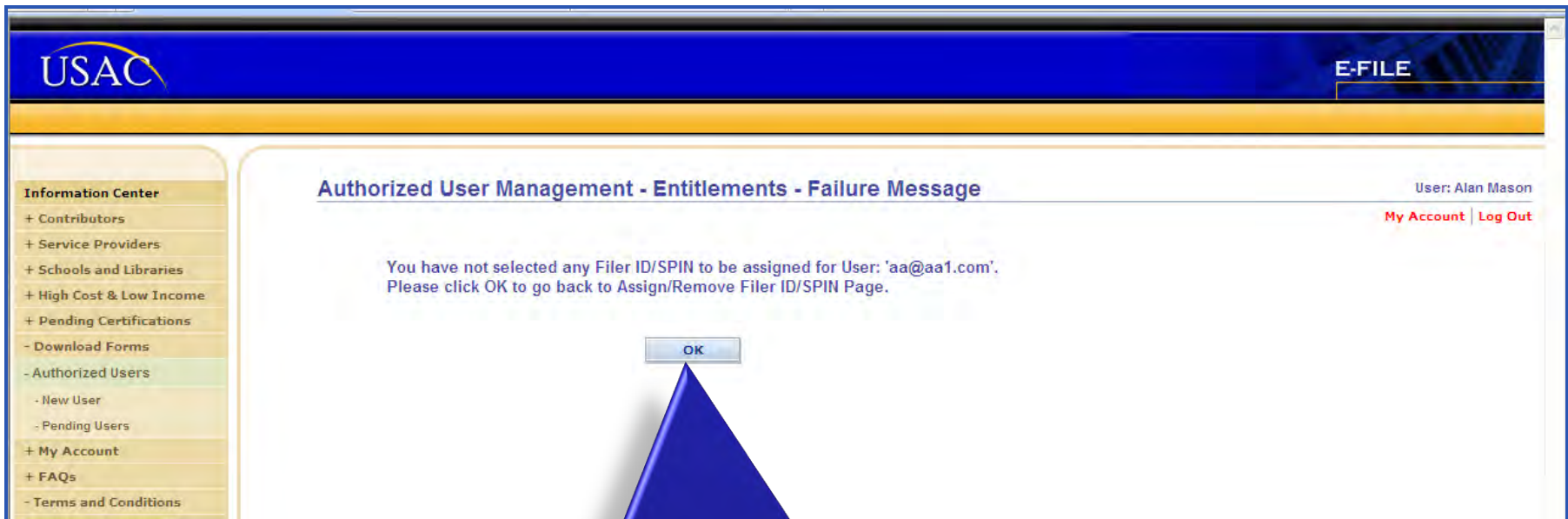
# Establishing User Accounts—Existing Users

You will receive a confirmation message if the assignment was successful.

The screenshot displays the USAC E-FILE interface. On the left is a navigation menu with categories like 'Information Center', 'Contributors', 'Service Providers', 'Schools and Libraries', 'High Cost & Low Income', 'Pending Certifications', 'Download Forms', 'Authorized Users', 'New User', 'Pending Users', 'My Account', 'FAQs', and 'Terms and Conditions'. The main content area is titled 'Authorized User Management - Entitlements - Confirmation Message'. It shows a confirmation message: 'The selected Filer ID's / SPIN's are successfully assigned to the User: 'bsmith@usac.org'. All the terms and conditions of this website apply to all users of the system. Please click OK to go back to Assign/Remove Filer ID/SPIN Page.' Below the message is an 'OK' button. In the top right corner, it says 'User: Alan Mason' and 'My Account | Log Out'. A large blue callout bubble at the bottom of the screenshot contains the text: 'Officers and General Contacts must notify users about the Entitlement change'.

# Establishing User Accounts—Existing Users

You will receive a failure message if the assignment was not successful.



The screenshot shows the USAC E-FILE interface. The top navigation bar includes the USAC logo and an "E-FILE" button. A left-hand menu lists various options under "Information Center". The main content area is titled "Authorized User Management - Entitlements - Failure Message". It displays a message: "You have not selected any Filer ID/SPIN to be assigned for User: 'aa@aa1.com'. Please click OK to go back to Assign/Remove Filer ID/SPIN Page." Below the message is a small "OK" button. In the top right corner, the user is identified as "User: Alan Mason" with links for "My Account" and "Log Out".

- Select “OK” to return to the “Information Center-Authorized Users” page
- Select the back arrow to return to the previous page



# Establishing User Accounts—New Users

The screenshot shows the USAC Information Center website. The left navigation menu includes sections like 'Information Center', 'Service Providers', 'Schools and Libraries', 'High Cost & Low Income', 'Download Forms', 'Authorized Users', 'My Account', and 'FAQs'. Under 'Authorized Users', there is a 'New User' link. A blue callout bubble points to this link with the following text:

498 General Contacts and/or Officers must set up 497 and/or 525 users and entitlements  
 •Select "New User" to establish new accounts

The main content area displays three tables:

Service Providers			
Form 498 SPIN	Company Name	Tax ID	
<a href="#">143030852</a>	WinSonic Digital Media Group, ...	<input type="text"/>	<a href="#">[entitlements]</a>

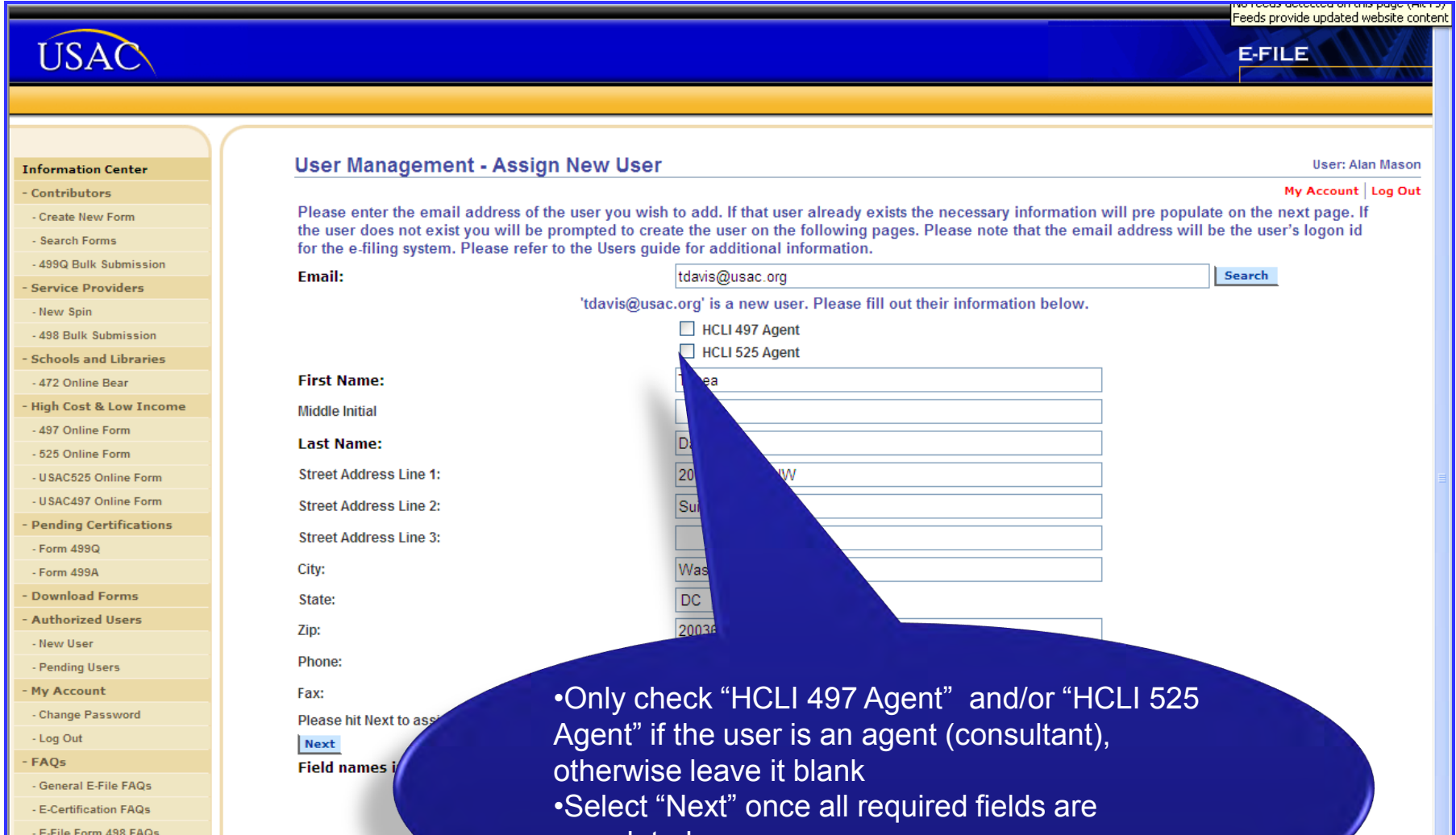
Schools & Libraries			
Form 498 SPIN	Company Name	Tax ID	
143030852	WinSonic Digital Media Group, ...	<input type="text"/>	<a href="#">[entitlements]</a>

High Cost & Low Income			
Form 498 SPIN	Company Name	Tax ID	
	WinSonic Digital Media Group, ...	<input type="text"/>	<a href="#">[entitlements]</a> <a href="#">[agents]</a>

Authorized Users	
Full Name	
<a href="#">aa@aa1.com</a>	<a href="#">[reset pwd]</a> <a href="#">[entitlements]</a>
<a href="#">abababafol@fas</a>	<a href="#">[reset pwd]</a> <a href="#">[entitlements]</a>
<a href="#">ababs@asdfao.com</a>	<a href="#">[reset pwd]</a> <a href="#">[entitlements]</a>

The screenshot displays the USAC E-FILE website interface. At the top left is the USAC logo. At the top right, it says "E-FILE". Below the header is a navigation menu on the left side with categories like "Information Center", "Contributors", "Service Providers", "Schools and Libraries", "High Cost & Low Income", "Pending Certifications", "Download Forms", "Authorized Users", "My Account", and "FAQs". The main content area is titled "User Management - Assign New User" and includes the text: "Please enter the email address of the user you wish to add. If that user already exists the necessary information will pre populate on the next page. If the user does not exist you will be prompted to create the user on the following pages. Please note that the email address will be the user's logon id for the e-filing system. Please refer to the Users guide for additional information." Below this text is a form with the label "Email:" and a text input field containing "tdavis@usac.org". To the right of the input field is a "Search" button. In the top right corner of the main content area, it says "User: Alan Mason" and "My Account | Log Out". A large blue callout bubble at the bottom of the page contains the following instructions:

- Enter the new user's email address
- Select "Search"



Information Center

- Contributors
- Create New Form
- Search Forms
- 499Q Bulk Submission
- Service Providers
- New Spin
- 498 Bulk Submission
- Schools and Libraries
- 472 Online Bear
- High Cost & Low Income
- 497 Online Form
- 525 Online Form
- USAC525 Online Form
- USAC497 Online Form
- Pending Certifications
- Form 499Q
- Form 499A
- Download Forms
- Authorized Users
- New User
- Pending Users
- My Account
- Change Password
- Log Out
- FAQs
- General E-File FAQs
- E-Certification FAQs
- E-File Form 498 FAQs

**User Management - Assign New User** User: Alan Mason

[My Account](#) | [Log Out](#)

Please enter the email address of the user you wish to add. If that user already exists the necessary information will pre populate on the next page. If the user does not exist you will be prompted to create the user on the following pages. Please note that the email address will be the user's logon id for the e-filing system. Please refer to the Users guide for additional information.

**Email:**

'tdavis@usac.org' is a new user. Please fill out their information below.

HCLI 497 Agent  
 HCLI 525 Agent

**First Name:**

**Middle Initial:**

**Last Name:**

**Street Address Line 1:**

**Street Address Line 2:**

**Street Address Line 3:**

**City:**

**State:**

**Zip:**

**Phone:**

**Fax:**

Please hit Next to assign user

**Field names i**

•Only check “HCLI 497 Agent” and/or “HCLI 525 Agent” if the user is an agent (consultant), otherwise leave it blank

•Select “Next” once all required fields are completed



# Establishing User Accounts—New Users

USAC
E-FILE

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**Information Center**

- Contributors
- Create New Form
- Search Forms
- 499Q Bulk Submission
- Service Providers
- New Spin
- 498 Bulk Submission
- Schools and Libraries
- 472 Online Bear
- High Cost & Low Income
- 497 Online Form
- 525 Online Form
- USAC525 Online Form
- USAC497 Online Form
- Pending Certifications
- Form 499Q
- Form 499A
- Download Forms
- Authorized Users
- New User
- Pending Users
- My Account
- Change Password
- Log Out
- FAQs

User: Alan Mason

[My Account](#) | [Log Out](#)

Please ensure you add at least one entitlement above to this user. In order to successfully create a user they must have at least one entitlement. Once you have added an entitlement the "save button" will be available.

User Email:

Full Name:

<input type="checkbox"/> SPIN	<input type="checkbox"/> Filer ID	<input type="checkbox"/> SLD Form 472	<input type="checkbox"/> HCLI Form 497	<input type="checkbox"/> HCLI Form 525
<input type="checkbox"/> 143028363	<input type="checkbox"/> 821284	<input type="checkbox"/> 143028363	<input checked="" type="checkbox"/> 143028363	<input type="checkbox"/> 143028363
<input type="checkbox"/> 143030852	<input type="checkbox"/> 801024	<input type="checkbox"/> 143030852	<input checked="" type="checkbox"/> 143030852	<input type="checkbox"/> 143030852
<input type="checkbox"/> 143002661	<input type="checkbox"/> 801695	<input type="checkbox"/> 143002661	<input checked="" type="checkbox"/> 143002661	<input type="checkbox"/> 143002661
<input type="checkbox"/> 143004791	<input type="checkbox"/> 809320	<input type="checkbox"/> 143004791	<input type="checkbox"/> 143004791	<input type="checkbox"/> 143004791
<input type="checkbox"/> 143004791	<input type="checkbox"/> 820117	<input type="checkbox"/> 143004791	<input type="checkbox"/> 143004791	<input type="checkbox"/> 143004791
<input type="checkbox"/> 143028363	<input type="checkbox"/> 820115	<input type="checkbox"/> 143028363	<input checked="" type="checkbox"/> 143028363	<input type="checkbox"/> 143028363
<input type="checkbox"/> 143030852	<input type="checkbox"/> 825682	<input type="checkbox"/> 143030852	<input type="checkbox"/> 143030852	<input type="checkbox"/> 143030852
	<input type="checkbox"/> 899933			
	<input type="checkbox"/> 803544			
	<input type="checkbox"/> 824002			

- Check the SPINS for which you want to assign the user
- Select "Save" on the bottom of the page

# Establishing User Accounts—New Users

You will receive a confirmation message if the assignment was successful.

The screenshot shows the USAC E-FILE website interface. The top navigation bar includes the USAC logo and an 'E-FILE' button. The left sidebar, titled 'Information Center', lists various categories such as Contributors, Service Providers, Schools and Libraries, High Cost & Low Income, Pending Certifications, Download Forms, and Authorized Users. The main content area is titled 'Assign New User' and displays the message: 'tdavis@usac.org has been successfully added as your authorized user.' In the top right corner of the main area, it shows 'User: Alan Mason' and links for 'My Account' and 'Log Out'. A blue callout bubble points to the 'Authorized Users' link in the sidebar, containing the text: 'Return to Authorized Users Information Center to set passwords'.

The screenshot shows the USAC E-FILE interface. At the top right, it says 'E-FILE' and 'Welcome Alan Mason' with links for 'My Account' and 'Log Out'. On the left is an 'Information Center' menu with options like 'Contributors', 'Service Providers', 'Schools and Libraries', 'High Cost & Low Income', 'Pending Certifications', 'Download Forms', 'Authorized Users', 'New User', 'Pending Users', 'My Account', 'FAQs', and 'Terms and Conditions'. The main area is titled 'Information Center - Authorized Users' and contains a table of users. A dialog box titled 'Windows Internet Explorer' is overlaid on the table, asking 'Reset password for selected user?' with 'OK' and 'Cancel' buttons. A blue arrow points from the 'reset pwd' link in the table to the dialog box.

Email	Full Name		
<a href="#">aa@aa1.com</a>	first last	[reset pwd]	[entitlements]
<a href="#">abababafoi@fasdf.com</a>	John F Killian	[reset pwd]	[entitlements]
<a href="#">ababs@asdfao.com</a>	a b	[reset pwd]	[entitlements]
<a href="#">adeb1@usac.com</a>	A D	[reset pwd]	[entitlements]
<a href="#">agent.demo@usac525.c...</a>	Mr Smith	[reset pwd]	[entitlements]
<a href="#">agent.only@usac497.c...</a>	Edwin F Ha	[reset pwd]	[entitlements]
<a href="#">agent497525@usac1.co...</a>	Richard L W	[reset pwd]	[entitlements]
<a href="#">agent497@agent.com</a>	a b	[reset pwd]	[entitlements]
<a href="#">agent@usac.com</a>	497 525	[reset pwd]	[entitlements]
<a href="#">agent_both@usac1.com</a>	First Last	[reset pwd]	[entitlements]
<a href="#">asdff@fdasofi.com</a>	abc daf	[reset pwd]	[entitlements]
<a href="#">booboofoo@usac.om</a>	b b	[reset pwd]	[entitlements]
<a href="#">boogv@boogv.com</a>	fjhsdfkjh kjhsdfkjhsdkf	[reset pwd]	[entitlements]
<a href="#">both@both.com</a>	a b	[reset pwd]	[entitlements]
<a href="#">bsmith@usac.org</a>	Bill Smith	[reset pwd]	[entitlements]
<a href="#">dexter@usac.com</a>	Rohan Test	[reset pwd]	[entitlements]
<a href="#">drose5@usac.com</a>	dex ro	[reset pwd]	[entitlements]
<a href="#">first@second.com</a>	Brock E Johansen	[reset pwd]	[entitlements]
<a href="#">form497.qc@usac.com</a>	A B	[reset pwd]	[entitlements]

- Select “reset pwd”
- Select “OK” to reset password for the selected user

# Establishing User Accounts—New Users

You will receive a confirmation message with the new password.

The screenshot displays the USAC E-FILE interface. On the left is a navigation menu with categories like 'Information Center', 'Contributors', 'Service Providers', 'Schools and Libraries', 'High Cost & Low Income', 'Pending Certifications', 'Download Forms', 'Authorized Users', 'New User', 'Pending Users', 'My Account', 'FAQs', and 'Terms and Conditions'. The main content area is titled 'Authorized User Management - Confirmation Message' and shows a message: 'The password is reset for the User ID 'taneadavis78@yahoo.com'. The new password is 'taneadavis78@yahoo.com!'. Please inform user about the new password.' In the top right corner, it says 'E-FILE' and 'User: Alan Mason' with links for 'My Account' and 'Log Out'.

Officers and general contacts must provide users with User IDs and passwords.

# Establishing User Accounts—Helpful Tips Common Problems

## E-File

- Do not share your User Name and Password
- A User Guide and FAQs are available
- Users will be locked out after 3 failed Log In attempts
- If the system times out when you try to log in, close your internet browser and enter <https://forms.universalservice.org> into a new browser.
- If you are listed as both an SPA and SPU under “My Account” contact your officer or GC to reset your entitlements

## I don't know my password

- Officers & General Contacts—Call 888-641-8722 (prompts #3, #1, #2) and USAC will reset your password over the phone
- Other Users—The Officer or General Contact must reset your password

## My company has a new officer

- Complete a new Form 498 and fax it to 888-637-6226

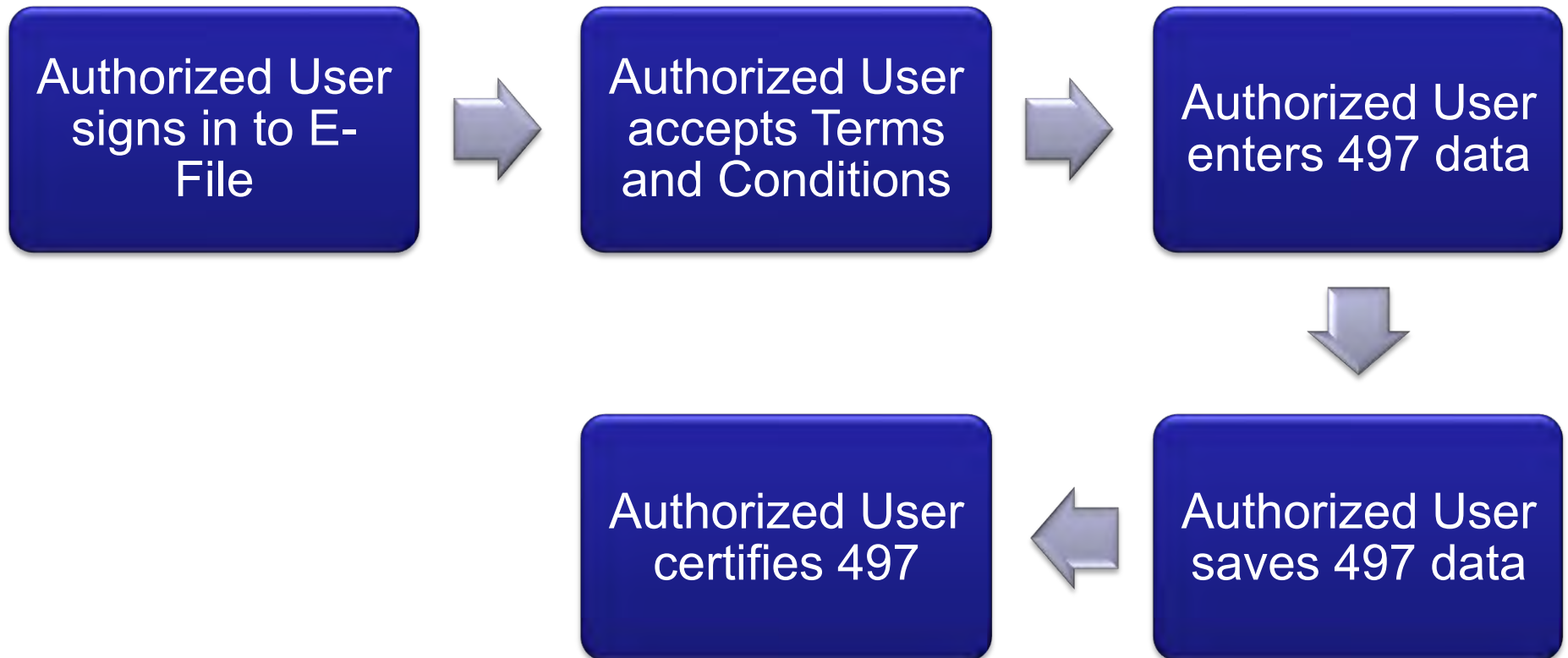
**Online FCC Form 497**

**LIVE DEMO—E-FILE**

**Online FCC Form 497**

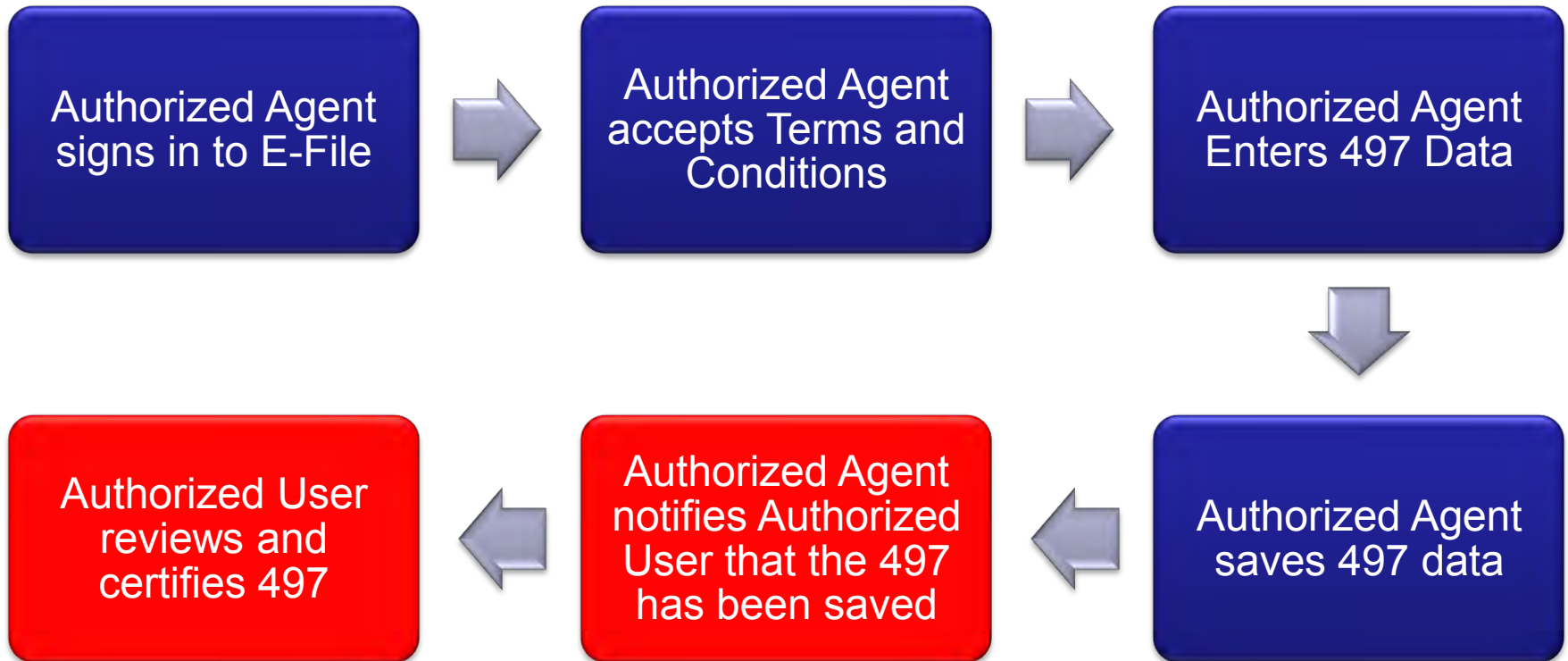
**COMPLETING ONLINE FORM  
497**

## Process—Authorized User





## Process—Authorized Agent



Go to: <https://forms.universalservice.org>

The screenshot shows a web browser window with the URL <https://forms.universalservice.org/usaclogin/login.asp>. The page features the USAC logo and an "E-FILE" button in the top right. Below the header, the text "Existing users may log in below" is displayed. The main content area contains an "E-File Sign In" form with fields for "User ID:" and "Password:", and buttons for "Login" and "Reset". A link for "Forgot password" is located below the form. Underneath the form, the text "New users, please select from the options below:" is followed by two bullet points: "• [New Service Provider](#)" and "• [New Contributor](#)".

**Callout 1 (Red):** Contact your company's officer or general contact if you don't have a user ID

**Callout 2 (Blue):** Sign in here if you have used E-File in the past, or if you have received a USAC assigned User ID and password

**USAC Online**

**Change Password**

You must set a new Password.

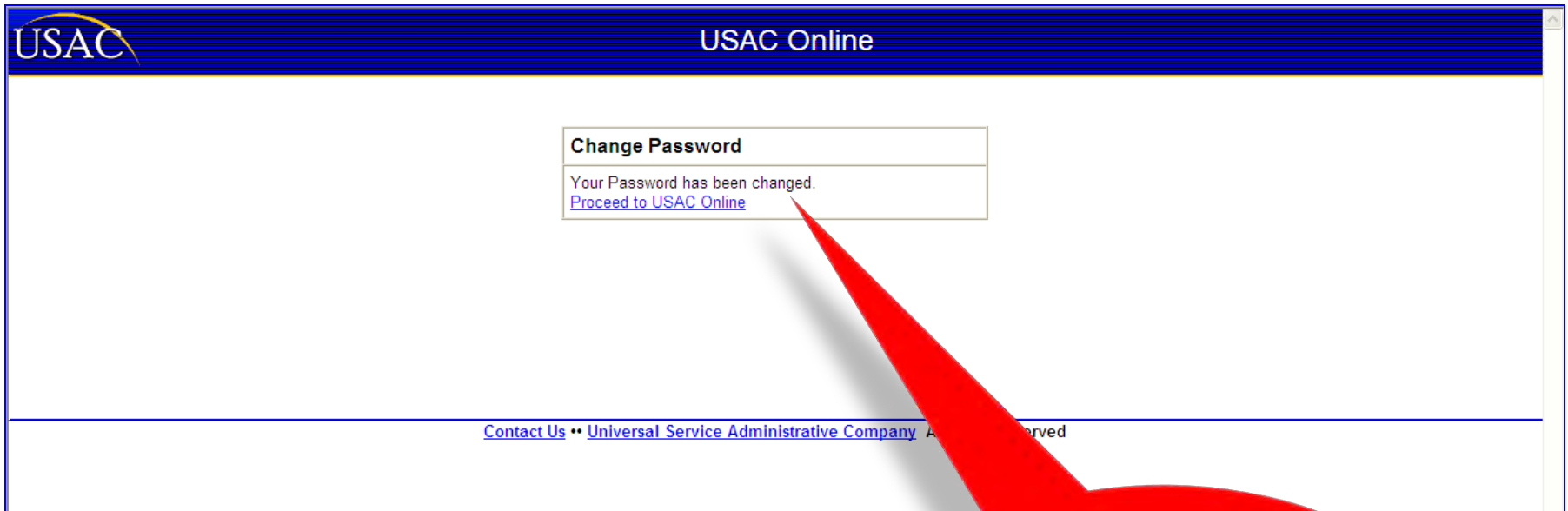
Old Password:

Enter new password:

Retype password:

[Contact Us](#) • [Universal Service Administrative Company](#) • All rights reserved

New Users must change their passwords the first time they log into E-File



Users will receive a confirmation message for a successful password change  
Go back to E-File homepage

- I acknowledge and agree that it is my obligation to ensure forms are filed and that they are filed timely and accurately.
- I acknowledge and agree that I am responsible for any and all actions taken with my account. I acknowledge and agree that USAC is not responsible for any liability arising from the use of my account, User ID and/or password by any person. Additionally, I acknowledge and agree that USAC may deactivate my account for any reason at any time.
- I agree to keep account information confidential. I will not disclose account information, User IDs and/or passwords to anyone, including, but not limited to, family members, friends, co-workers, or anyone else, without the express written authorization of the person whose account information is being disclosed. I authorize anyone, including, but not limited to, co-workers, to use my account. If I know or have reason to believe that the confidentiality of a person's account information (or someone else's) has been compromised, I agree to immediately inform USAC at 1-888-641-8722.
- I agree to keep information I am able to view through the system confidential.
- I acknowledge and agree that my account is associated with the entity on whose behalf I am authorized to access forms. Additionally, if I am no longer authorized by the entity I am currently associated with to access forms, I must either contact the person who created my account or contact USAC at 1-888-641-8722, and request deactivation of my account.
- I agree to review the E-File Application User Manual ("User Guide") in its entirety and I specifically agree to adhere to the guidelines and instructions contained in the User Guide. Additionally, if I am no longer authorized by the entity I am currently associated with to access forms, I must either contact the person who created my account or contact USAC at 1-888-641-8722, and request deactivation of my account. Accordingly, I acknowledge and agree that I am responsible for all information located in the User Guide.

**Read and accept/reject full Terms and Conditions**

FOR ACCOUNTS ALLOWED TO ELECTRONICALLY SIGN AND SUBMIT FORMS:

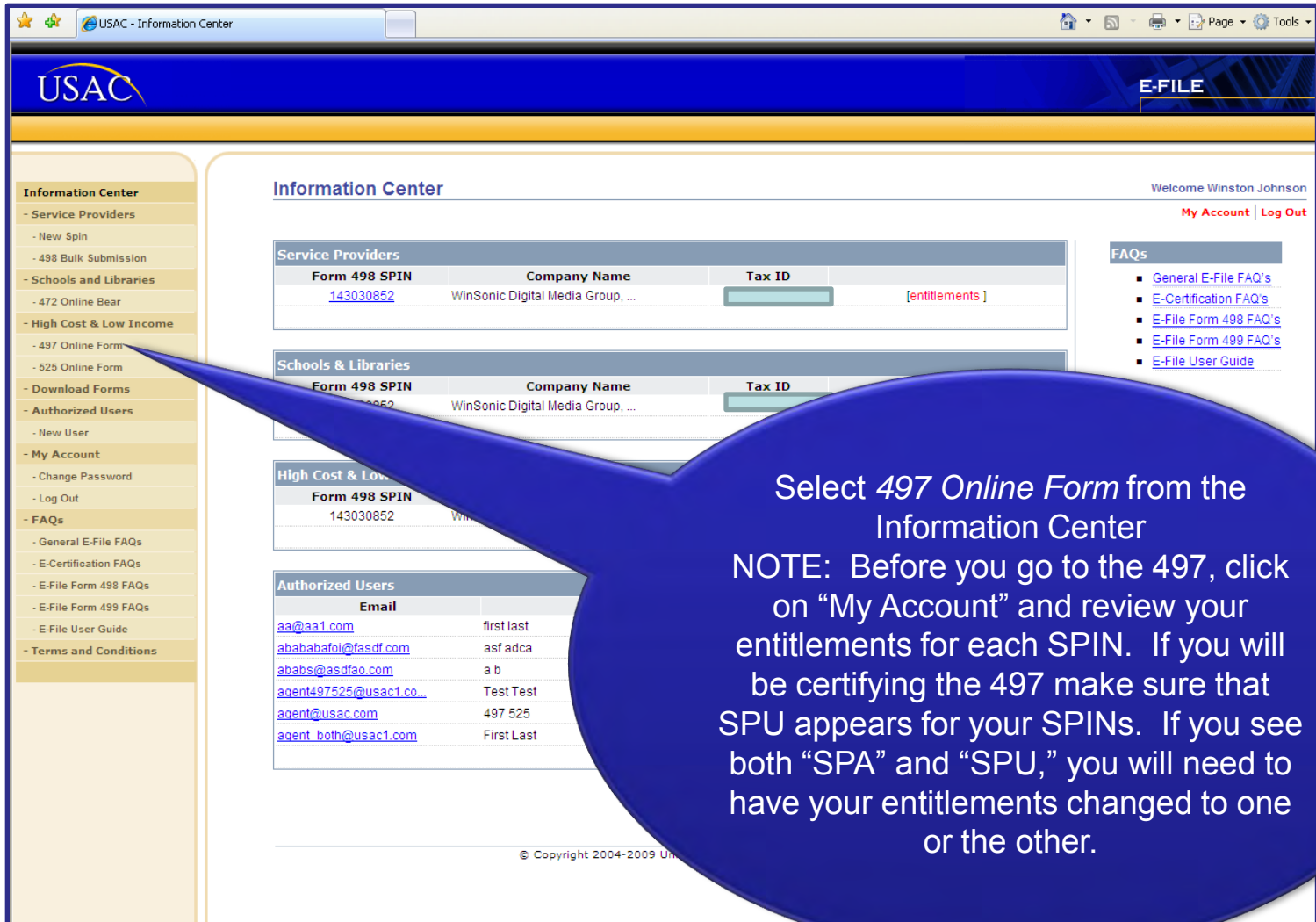
- I acknowledge and agree that I can use the account and electronic signature to electronically sign forms. This will enable me to sign forms electronically without having to mail the original to USAC.
- I acknowledge and agree that by logging into my account using my User ID and password and clicking the "certify" button at the end of the form, I have submitted my electronic signature to the form.
- I acknowledge and agree that my electronic signature is equivalent to my handwritten signature on the form.
- I acknowledge and agree that by electronically signing the form, I am making the certifications stated in the User Guide.
- I acknowledge and agree that when I electronically submit a form that has been electronically signed and certified using my account, and it is received by USAC, USAC will consider the form to have been filed. I also acknowledge and agree that it is my responsibility to ensure that the form has been submitted timely and accurately and to ensure USAC has received the form.
- I am authorized to sign and certify forms regarding the Universal Service Fund on behalf of the entity I represent.
- I acknowledge and agree that my account is associated with the entity on whose behalf I am authorized to sign forms. Additionally, if I am no longer authorized by the entity I am currently associated with to sign forms, I must either contact the person who created my account or contact USAC at 1-888-641-8722, and request deactivation of my account.
- I acknowledge that persons that willfully making false statements on the Federal Communications Commission ("FCC") forms that I certify can be punished by fine or forfeiture, under the Communications Act, 47 U.S.C. §§ 502,503(b), or fine or imprisonment, under Title 18 of the United States Code, 18 U.S.C. § 1001.

FOR ACCOUNTS ALLOWED TO CREATE OR WHO HAVE CONTROL OVER AUTHORIZED USERS:

- I acknowledge and agree that I will only create authorized users for people authorized to view and perform data entry on FCC forms, and, in certain cases, as outlined in the User Guide, sign and certify FCC forms for the entity represented on the form.
- I acknowledge and agree that I accept full responsibility with regard to any authorized user account over which I have control.
- I acknowledge and agree that I am responsible for ensuring that any authorized user for whom I create an account understands the necessity of keeping his or her User ID and password confidential.
- I acknowledge and agree USAC is not responsible for any liability arising from any use of any authorized user account over which I have control.
- I acknowledge and agree that if an authorized user over which I have control is no longer authorized by the entity to view, data enter, or, in some cases, certify forms, I will deactivate or modify the entitlements accordingly.

Accept

Reject



The screenshot shows the USAC Information Center website. The left sidebar contains a menu with the following items:

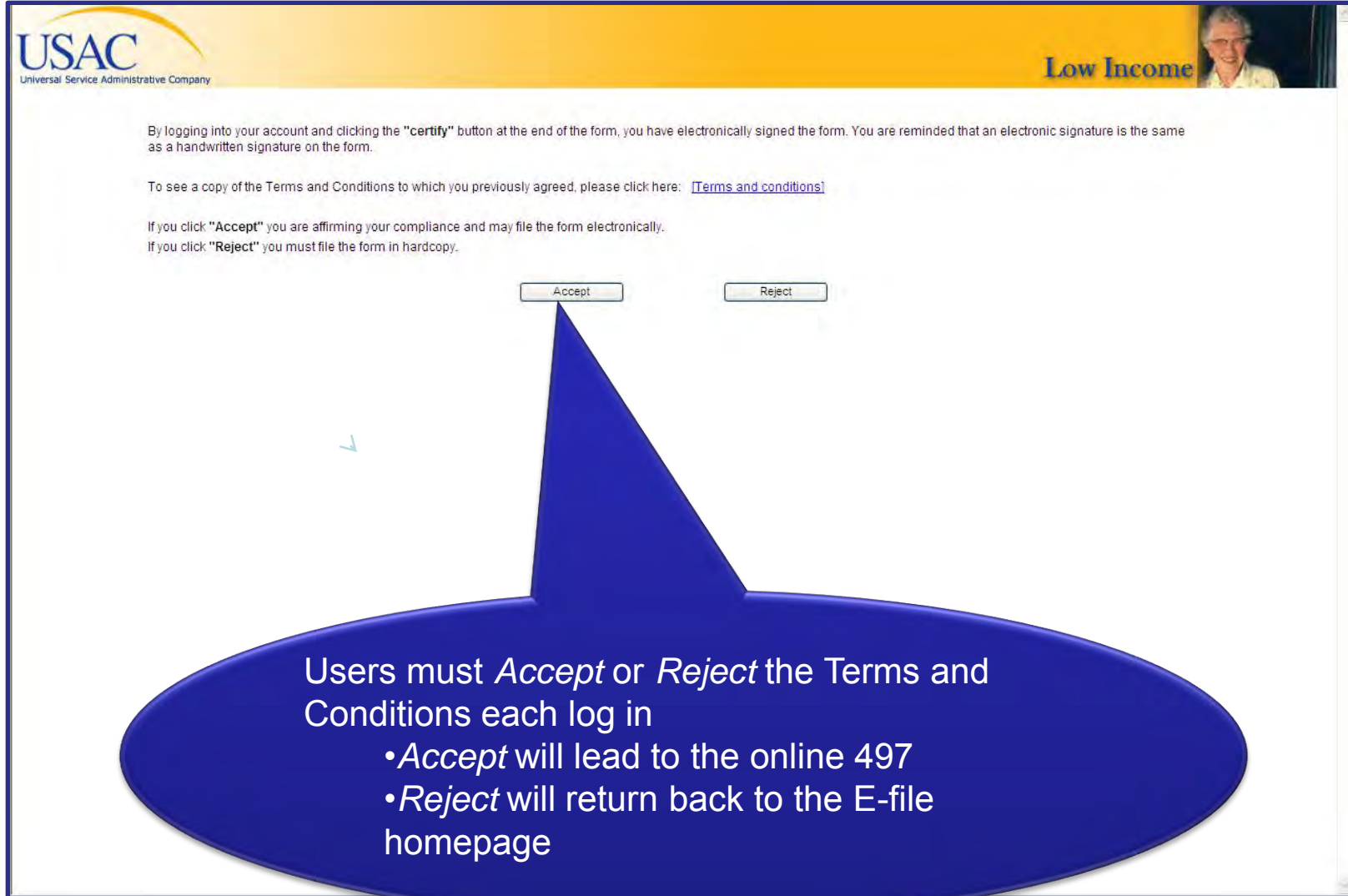
- Information Center
  - Service Providers
  - New Spin
  - 498 Bulk Submission
  - Schools and Libraries
  - 472 Online Bear
  - High Cost & Low Income
  - 497 Online Form
  - 525 Online Form
  - Download Forms
  - Authorized Users
  - New User
  - My Account
  - Change Password
  - Log Out
  - FAQs
    - General E-File FAQs
    - E-Certification FAQs
    - E-File Form 498 FAQs
    - E-File Form 499 FAQs
    - E-File User Guide
  - Terms and Conditions

The main content area is titled "Information Center" and includes a welcome message for Winston Johnson. It features four tables:

- Service Providers** table with columns: Form 498 SPIN, Company Name, Tax ID, and [entitlements].
- Schools & Libraries** table with columns: Form 498 SPIN, Company Name, Tax ID, and [entitlements].
- High Cost & Low Income** table with columns: Form 498 SPIN, Company Name, Tax ID, and [entitlements].
- Authorized Users** table with columns: Email and First Last.

A callout bubble points to the "497 Online Form" link in the sidebar. The bubble contains the following text:

Select *497 Online Form* from the Information Center  
 NOTE: Before you go to the 497, click on "My Account" and review your entitlements for each SPIN. If you will be certifying the 497 make sure that SPU appears for your SPINs. If you see both "SPA" and "SPU," you will need to have your entitlements changed to one or the other.



The screenshot shows the USAC Low Income portal interface. At the top left is the USAC logo. At the top right, it says "Low Income" next to a small photo of an elderly woman. The main content area contains the following text:

By logging into your account and clicking the "certify" button at the end of the form, you have electronically signed the form. You are reminded that an electronic signature is the same as a handwritten signature on the form.

To see a copy of the Terms and Conditions to which you previously agreed, please click here: [\[Terms and conditions\]](#)

If you click "Accept" you are affirming your compliance and may file the form electronically.  
If you click "Reject" you must file the form in hardcopy.

Below the text are two buttons: "Accept" and "Reject". A blue callout bubble points to these buttons with the following text:

Users must *Accept* or *Reject* the Terms and Conditions each log in

- *Accept* will lead to the online 497
- *Reject* will return back to the E-file homepage



# Online 497 Overview and Validations

The screenshot shows the USAC website interface for Form 497 Search. The top navigation bar includes the USAC logo and the text "Low Income" next to a small photo of a woman. The main content area is titled "Form 497 Search" and contains a search criteria form with the following fields:

- SPIN: 143000142
- SAC: 0
- Data Month: September 2008

Below the search form is a table titled "List of Forms based on Search Criteria". The table has the following columns: SPIN, SAC, Name, Filing Status, Submission Type, View/Print, and Select 497.

On the left side of the interface, there are several menu items: "497 Search (Search Forms 497)", "497 Forms Bulk Upload (Multiple SPIN/SAC Submission)", "497 Bulk Certify (Certify Multiple Forms)", "Return to E-File Page", and "Logout".

Three blue callout boxes provide additional information:

- Callout 1:** Bulk Upload and Bulk Certify are available to users that submit data for multiple SPINS and/or SACs
- Callout 2:** Online 497 defaults to single form submission
- Callout 3:** Carriers must submit separate forms/bulk uploads for each month



**Form 497 Search**

Search Criteria

SPIN: 143004791  
 SAC: 0  
 Data Month: June 2009

Search    Reset

List of SACs based on Search Criteria						
SPIN	SAC	Name	Filing Status	Submission Type	View/Print	Select 497
143004791	170169	Verizon North Inc.	No Filing	N/A		<a href="#">Select 497</a>
143004791	170170	Verizon North Inc.	No Filing	N/A		<a href="#">Select 497</a>
143004791	170201	Verizon North Inc.	No Filing	N/A		<a href="#">Select 497</a>
143004791	300615	Verizon North Inc.	No Filing	N/A		<a href="#">Select 497</a>
143004791	310695	Verizon North Inc.	No Filing	N/A		<a href="#">Select 497</a>
143004791	320772	Verizon North Inc.	No Filing	N/A		<a href="#">Select 497</a>
143004791	320779	Verizon North Inc.	No Filing	N/A		<a href="#">Select 497</a>
143004791	330886	Verizon North Inc.	No Filing	N/A		<a href="#">Select 497</a>
143004791	341015	Verizon North Inc.	No Filing	N/A		<a href="#">Select 497</a>
143004791	341036	Verizon North Inc.	No Filing	N/A		<a href="#">Select 497</a>

- Online 497 displays a list of SACs related to the selected SPIN
- Carriers can submit new or revised forms for any month during the Administrative Window
- *Filing Status* lists whether there is currently *No Filing*, a *Saved* form, or a *Certified* form
- *Submission Type* tells you if a form was submitted *Online*, *Offline*, or *N/A*
- *View/Print* displays PDFs of forms submitted online

Online 497  
pre-populates  
select fields

USAC  
Universal Service Administrative Company

Low Income

Logged in as: spuser  
May 15, 2009

497 Bulk Upload  
(Multiple SPIN/SAC Submission)

Return to E-File Portal

Logout

Contact	Lifeline	Link Up	Toll Limitation Services(TLS)	Certify
SPIN	143030852			
Serving Area	220387			
State Reporting	GEORGIA			
Company Name	WinSonic Digital Media Group Ltd.			
Data Month	May 2009			
Submission Date	05/15/2009			
Type Of Filing	Online			

Totals

Total Lifeline Support	0
Total Link Up Support	0
Total TLS Support	0
ETC Payment	0

Mailing Address

Street

City

State AK

Zip

Contact Name

Telephone Number

FAX

Email

Save Cancel Exit to 497 Search

Selecting Save both saves data and identifies errors

Users can save the form at anytime and move on to another page, or *Exit to 497 Search* page

Logged in as:  
May 15, 2009

497 Bulk Upload  
(Multiple SPIN/SAC Submission)

Return to E-File Portal

Logout

**Contact**

SPIN: 143030852  
 Serving Area: 220387  
 State Reporting: GEORGIA  
 Company Name: WinSonic Digital Media Group Ltd.  
 Data Month: May 2009  
 Submission Date: 05/15/2009  
 Type Of Filing: Online

**Lifeline**

Total Lifeline Support: 7918  
 ETC Payment: 360930  
 ETC Payment: 373948

• Error occurred The range of the Lifeline support per subscriber for Tier 2 is 0.00-1.75

Tier	Description	# of Lifeline Subscribers	Lifeline Support per Subscriber	Total Lifeline Support
Tier 1	Low-Income Subscribers receiving federal Lifeline Support	600	6.5	3900
Tier 2	Low-Income Subscribers receiving federal Lifeline Support	600	2.0	1200
Tier 3	Low-Income Subscribers receiving federal Lifeline Support	0	0.0	0
Tier 4	Low-Income Subscribers receiving federal Lifeline Support	0	0.0	0
Total Lifeline Support				5100

Check box to the right if partials or pro rate amount are used.  Partial Used Amount: 0

Buttons: Save, Cancel, Exit to 497 Search

Layout is similar to paper 497

Online 497 identifies and explains errors

Online 497 runs calculations

USAC  
 Universal Service Administrative Company

Low Income

Logged in as:  
 May 15, 2009

497 Bulk Upload  
 (Multiple SPIN/SAC Submission)

Return to E-File Portal

Logout

**Contact**   **Lifeline**   **Link Up**   **Toll Limitation Services(TLS)**   **Certify**

SPIN: 143030852  
 Serving Area: 220387  
 State Reporting: GEORGIA  
 Company Name: WinSonic Digital Media Group Ltd.  
 Data Month: May 2009  
 Submission Date: 05/15/2009  
 Type Of Filing: Online

Totals

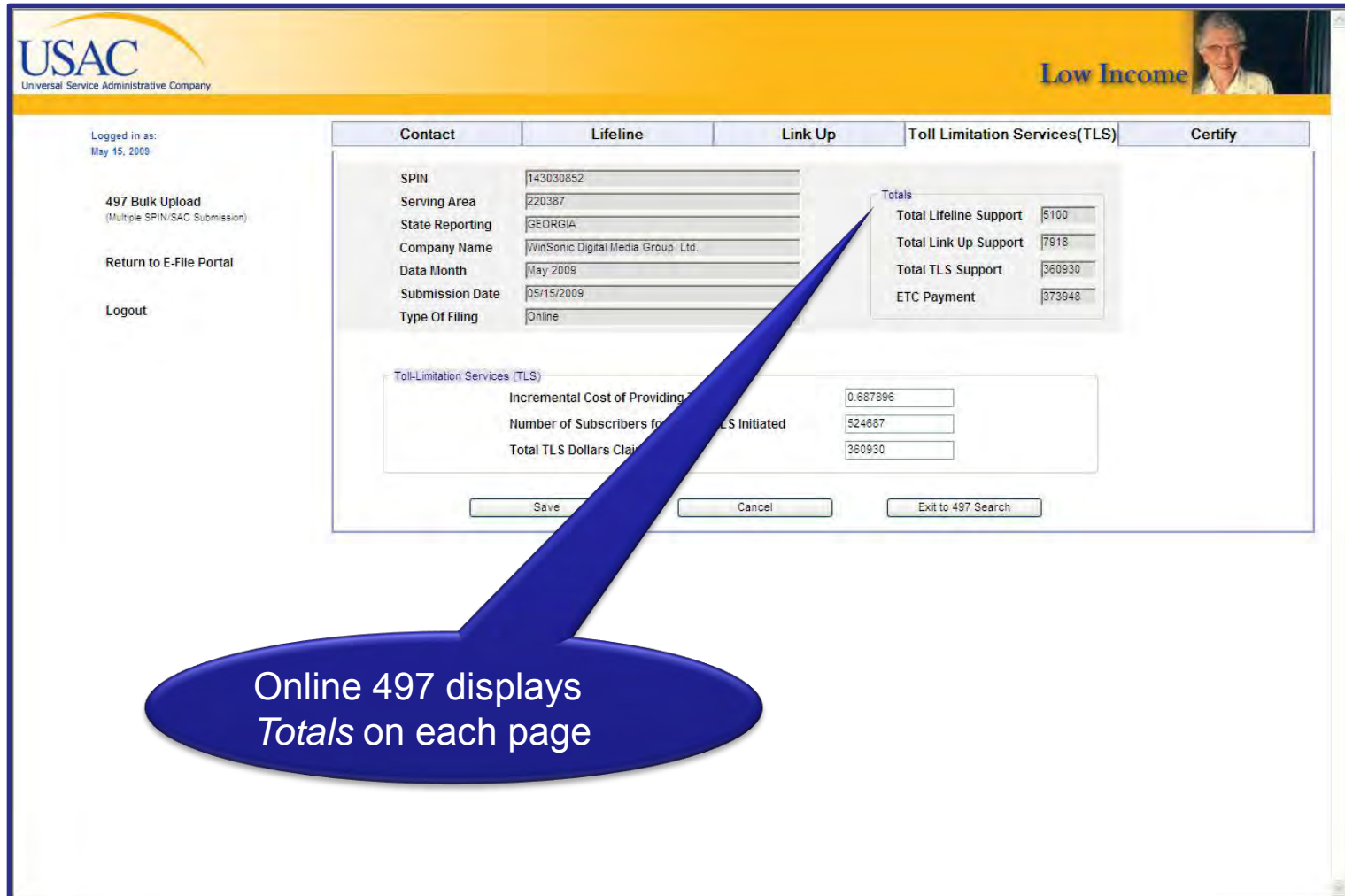
Total Lifeline Support: 0  
 Total Link Up Support: 7918  
 Total TLS Support: 360930  
 ETC Payment: 368848

Link Up	Non-Tribal	Tribal	Total Link Up (Non-Tribal + Tribal)
Number of Connections Waived	115	50	
Charges Waived per Connection	25.27	100.0	
Total Connection Charges Waived			
Deferred Interest	0.0	0.0	
Total Link Up Dollars Waived	2918	5000	7918

Save   Cancel   Exit to 497 Search

Help language appears when you hover over a field





USAC  
Universal Service Administrative Company

Low Income

Logged in as:  
May 15, 2009

497 Bulk Upload  
(Multiple SPIN/SAC Submission)

Return to E-File Portal

Logout

Contact	Lifeline	Link Up	Toll Limitation Services(TLS)	Certify
SPIN	143030852			
Serving Area	220387			
State Reporting	GEORGIA			
Company Name	WinSonic Digital Media Group Ltd.			
Data Month	May 2009			
Submission Date	05/15/2009			
Type Of Filing	Online			

**Totals**

Total Lifeline Support 5100

Total Link Up Support 7918

Total TLS Support 360930

ETC Payment 373848

Toll-Limitation Services (TLS)

Incremental Cost of Providing T 0.687896

Number of Subscribers for TLS Initiated 524887

Total TLS Dollars Claimed 360930

Save Cancel Exit to 497 Search

Online 497 displays Totals on each page

# Bulk Upload and Certification Overview

Bulk Upload and Bulk Certify is more efficient for larger carriers

Carriers that submit forms for more than one SPIN/SAC combination can use the *497 Bulk Upload* feature

Bulk Upload has built in validations (Tier rates, calculations, etc)

Template available from USAC

Carriers can only submit data for one month on a spreadsheet

Carriers can use bulk certify even if they don't use bulk upload

Carriers can still certify forms individually

USAC will be phasing out Forms 497 submitted in spreadsheet format

# Completing the Template

	A	B	C	D	E	F	G	H	I	J	K	L	M		
1	Company Name:		Alaska Communications Systems Holdings			Submission Date:		10/13/2009							
2	Mailing Address:		2000 L Street Washington, DC			Data Month:		July 2008							
3	Contact Name:		Tanea Davis			Type of filing:		<input checked="" type="checkbox"/> Original <input type="checkbox"/> Revision							
4	Telephone Number:		202-776-0200												
5	Fax Number:		202-776-0080												
6	E-mail Address:		tdavis@usac.org												
7						LIFELINE TIER 1			LIFELINE TIER 2			LIFELINE TIER 3			LIF
8	(1)	(2)	(3)			(5a)	(5b)	(5c)	(6a)	(6b)	(6c)	(7a)	(7b)	(7c)	(8a)
9	USAC	SERVING	SERVING			(a) No. of	(b) Rate	(c) Total	(a) No. of	(b) Rate	(c) Total	(a) No. of	(b) Rate	(c) Total	(a) No. of
10	SPIN	AREA	AREA NAME			Subs	per SUB	Tier 1 Spt	Subs	per SUB	Tier 2 Spt	Subs	per SUB	Tier 3 Spt	Subs
11	143002683	613000	ALASKA COMMUNICATIONS SYSTEMS HOLDINGS			1,000	\$6.50	\$6,500.00	1,001	\$1.75	\$1,751.75	1,000	\$1.75	\$1,750.00	1,000
12	143002691	613008	ALASKA COMMUNICATIONS SYSTEMS HOLDINGS			1,000	\$6.50	\$6,500.00	1,000	\$1.75	\$1,750.00	1,000	\$1.75	\$1,750.00	1,000
13	143002693	613010	ALASKA COMMUNICATIONS SYSTEMS HOLDINGS			1,000	\$6.50	\$6,500.00	1,000	\$1.75	\$1,750.00	1,000	\$1.75	\$1,750.00	1,000
14	143002695	613012	ALASKA COMMUNICATIONS SYSTEMS HOLDINGS			1,000	\$6.50	\$6,500.00	1,000	\$1.75	\$1,750.00	1,000	\$1.75	\$1,750.00	1,000
15	143002702	613020	ALASKA COMMUNICATIONS SYSTEMS HOLDINGS			1,000	\$6.50	\$6,500.00	1,000	\$1.75	\$1,750.00	1,000	\$1.75	\$1,750.00	1,000
16	143002703	613022	ALASKA COMMUNICATIONS SYSTEMS HOLDINGS			1,000	\$6.50	\$6,500.00	1,000	\$1.75	\$1,750.00	1,000	\$1.75	\$1,750.00	1,000
17	143000142	619005	ALASKA COMMUNICATIONS SYSTEMS HOLDINGS			1,000	\$6.50	\$6,500.00	1,000	\$1.75	\$1,750.00	1,000	\$1.75	\$1,750.00	1,000
18	Subtotals							\$45,500.00			\$12,251.75			\$12,250.00	

- Contact information and submission details
  - Users must request template from USAC
  - Template must be .xls format NOT .xlsx
  - Make sure SPINs and SACs are accurate
  - Check whether the form is an original or revision
  - Validate the address, ensure the “state” in the mailing address is two capital letters
  - Make sure the “Data Month” is accurate, system will default to the date in the template

# Completing the Template

	A	B	C	D	E	F	G	H	I	J	K	L	M		
1	Company Name:		Alaska Communications Systems Holdings			Submission Date:		10/13/2009							
2	Mailing Address:		2000 L Street Washington, DC			Data Month:		July 2008							
3	Contact Name:		Tanea Davis			Type of filing:		<input checked="" type="checkbox"/> Original <input type="checkbox"/> Revision							
4	Telephone Number:		202-776-0200												
5	Fax Number:		202-776-0080												
6	E-mail Address:		tdavis@usac.org												
7						LIFELINE TIER 1			LIFELINE TIER 2			LIFELINE TIER 3			LIF
8	(1)	(2)	(3)			(5a)	(5b)	(5c)	(6a)	(6b)	(6c)	(7a)	(7b)	(7c)	(8a)
9	USAC	SERVING	SERVING			(a) No. of	(b) Rate	(c) Total	(a) No. of	(b) Rate	(c) Total	(a) No. of	(b) Rate	(c) Total	(a) No. of
10	SPIN	AREA	AREA NAME			Subs	per SUB	Tier 1 Spt	Subs	per SUB	Tier 2 Spt	Subs	per SUB	Tier 3 Spt	Subs
11	143002683	613000	ALASKA COMMUNICATIONS SYSTEMS HOLDINGS			1,000	\$6.50	\$6,500.00	1,001	\$1.75	\$1,751.75	1,000	\$1.75	\$1,750.00	1,000
12	143002691	613008	ALASKA COMMUNICATIONS SYSTEMS HOLDINGS			1,000	\$6.50	\$6,500.00	1,000	\$1.75	\$1,750.00	1,000	\$1.75	\$1,750.00	1,000
13	143002693	613010	ALASKA COMMUNICATIONS SYSTEMS HOLDINGS			1,000	\$6.50	\$6,500.00	1,000	\$1.75	\$1,750.00	1,000	\$1.75	\$1,750.00	1,000
14	143002695	613012	ALASKA COMMUNICATIONS SYSTEMS HOLDINGS			1,000	\$6.50	\$6,500.00	1,000	\$1.75	\$1,750.00	1,000	\$1.75	\$1,750.00	1,000
15	143002702	613020	ALASKA COMMUNICATIONS SYSTEMS HOLDINGS			1,000	\$6.50	\$6,500.00	1,000	\$1.75	\$1,750.00	1,000	\$1.75	\$1,750.00	1,000
16	143002703	613022	ALASKA COMMUNICATIONS SYSTEMS HOLDINGS			1,000	\$6.50	\$6,500.00	1,000	\$1.75	\$1,750.00	1,000	\$1.75	\$1,750.00	1,000
17	143000142	619005	ALASKA COMMUNICATIONS SYSTEMS HOLDINGS			1,000	\$6.50	\$6,500.00	1,000	\$1.75	\$1,750.00	1,000	\$1.75	\$1,750.00	1,000
18	Subtotals							\$45,500.00			\$12,251.75			\$12,250.00	

## •Template Data

- Ensure that there are more subscribers under Lifeline Tier 1 (5a) than there are in the other subscriber fields
- Ensure that the rates claimed per subscriber are consistent with the rules
- Do not embed additional formulas, or change cell formats
- Do not enter data in gray columns, the system automatically calculates and rounds



# Filing Multiple Forms: Bulk Upload

**USAC**  
Universal Service Administrative Company

Logged in as:  
officer@usac.com  
Oct 9, 2009

**497 Search**  
(Search Forms 497)

**497 Forms Bulk Upload**  
(Multiple SPIN/SAC Submission)

**497 Bulk Certify**  
(Certify Multiple Forms 497)

[Return to E-File Portal](#)

[Logout](#)

**Form 497 - Bulk Upload**

**Data Month** September 2009

**File Name\***

\* indicates required field

**Low Income**

Carriers upload a template with data that corresponds with a specific data month

# Filing Multiple Forms: Bulk Upload

- Online 497 will not accept forms with any errors
- Online 497 will notify users of failed bulk upload

The screenshot shows the USAC web interface for Form 497 Upload Status. The page title is "Form 497 Upload Status". The "File Name" field contains the path: "W:\HCLI\Public\Low Income\Online 497\Presentation Documents\Bulk Upload Template--Errors.xls". The "Upload Status" section displays the following data:

Total Records Read	8
Records With Errors	1
Records With Warnings	0
Records Uploaded	0

Below the table is a "View Details" link. The status is "Status: Failed".

A blue callout bubble points to the "View Details" link with the text: "View Details displays a text file detailing errors and warnings by row and column".

The Notepad window shows the following text:

```
LI System 1.4
10/09/2009 11:43:11
brAd56rUY6zeSUPU_CARRIERD
Form 497 Bulk Upload Report
Data Month:September 2009
Upload File Name: w:\HCLI\Public\Low Income\online 497\Presentation Documents\Bulk Upload Template--Errors.xls
=====
Errors/Warnings
ERROR in worksheet 0, row 17 colName H: The range of the Lifeline support per subscribers Tier 2 is 0.00-1.75.000
Upload Summary
Number of rows with error: 1
Number of rows with warnings: 0
Number of rows without error: 7
Number of rows inserted: 0000
*** End of Report ***
```

# Filing Multiple Forms: Bulk Upload

Online 497 uploads error-free spreadsheets

USAC  
Universal Service Administrative Company

Low Income

Logged in as: officer@usac.com  
Oct 9, 2009

W:\HCL\Public\Low Income\Online 497\Presentation Documents\Bulk Upload Template--Successful.xls Rows read=7, Rows inserted=7

### Form 497 Upload Status

File Name: W:\HCL\Public\Low Income\Online 497\Presentation Documents\Bulk Upk

Upload Status

Total Records Read	7
Records With Errors	0
Records With Warnings	0
Records Uploaded	7

[View Details](#)

Status: Succeeded.

497 Search (Search Forms 497)

497 Forms Bulk Upload (Multiple SPIN/SAC Submission)

497 Bulk Certify (Certify Multiple Forms 497)

[Return to E-File Portal](#)

[Logout](#)

- Displays file name and upload details
- Online 497 tells you that your file uploaded successfully

The screenshot shows the USAC Low Income portal interface. At the top left is the USAC logo and tagline. The top right features the text 'Low Income' and a small portrait of an elderly woman. The main content area is titled 'Form 497 Upload Status' and displays the following information:

- File Name: W:\HCL\Public\Low Income\Online 497\Presentation Documents\Bulk Upload Template--Successful.xls
- Upload Status:
  - Total Records Read: 7
  - Records With Errors: 0
  - Records With Warnings: 0
  - Records Uploaded: 7
- View Details link
- Status: Succeeded.

In the left sidebar, the '497 Bulk Certify' hyperlink is highlighted with a blue callout bubble that contains the text: 'Select "497 Bulk Certify" hyperlink'. Other sidebar links include '497 Search', '497 Forms Bulk Upload', 'Return to E-File Portal', and 'Logout'. A footer note states '\* Indicates required field'.

## Bulk Certify is now available!

**USAC**  
 Universal Service Administrative Company

Logged in as:  
 officer@usac.com  
 Sep 22, 2009

**Forms 497 Certification: Step 1 of 3**

Search Criteria  
 Data Month: August 2009  
 Search

**497 Bulk Upload**  
 (Multiple SPIN/SAC Submission)

**497 Search**  
 (Search Form 497)

**497 Bulk Certify**  
 (Certify Multiple Forms 497)

[Return to E-File Portal](#)

[Logout](#)

**Step 1**

Please select the forms you would like to bulk certify by checking the box of the applicable form in the "Certify" column of the table below or, to select all of the forms, check the box next to "Certify". You may have to scroll down the page to view all of the forms available for certification.

To view or change information in an individual form, click on the applicable "Select 497" hyperlink. If you view the form and make changes, you will be given the option either to save the changes and return to Step 1, or to certify the form individually. Changes saved to individual forms, but not certified individually, will be included in the forms 497 available for certification through this bulk certification process. To certify individually, review the form, make any necessary changes, complete the fields on the "Certify" tab, and click the "Certify" button.

NOTE: Step 1 is the only opportunity to modify an individual 497 during the bulk certification process.

List of SACs based on Search Criteria							
<input type="checkbox"/> Certify	SPIN	SAC	Name	Submission Type	View/Print	ETC Payment	Select 497

- Bulk Certify is a 3-Step process
- Users can certify multiple Forms 497 at once
- Users can certify multiple SPIN/SACs at once
- Carriers can only certify one month's data at a time
- Each step contains instructions



**USAC**  
Universal Service Administrative Company

Logged in as:  
officer@usac.com  
Sep 22, 2009

**Forms 497 Certification: Step 1 of 3**

Search Criteria  
Data Month: August 2009  
Search

**497 Bulk Upload**  
(Multiple SPIN/SAC Submission)

**497 Search**  
(Search Form 497)

**497 Bulk Certify**  
(Certify Multiple Forms 497)

**Return to E-File Portal**

**Logout**

**Step 1**

Please select the forms you would like to bulk certify by checking the box of the applicable forms in the "Certify" column of the table below or, to select all of the forms, check the box next to "Certify". You may have to scroll down the page to see all of the forms available for certification.

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NOTE: Step 1 is the only opportunity to modify an individual 497 during the bulk certification process.

**List of SACs based on Search Criteria**

<input type="checkbox"/> Certify	SPIN	SAC	Name	Submission Type	View/Print	Select 497
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Select "Data Month"  
from drop down  
menu  
Click on "Search"

**System will display month**

**User can open individual 497**

**Users can select all or select specific forms to certify**

**System will display all forms awaiting certifications**

**Low Income**

**Certification: Step 1 of 3**

Month: July 2008

Search

**Step 1**

Please select the forms you would like to bulk certify by checking the applicable box in the "Certify" column below. To select all forms, check the box next to "Certify." You may have to scroll down the page to view all of the forms available for certification.

To view or change information in an individual form, click on the applicable "Select 497" hyperlink. If you view the form, you will be given different options including to save the changes and return to Step 1, or to certify the form individually. Changes to individual forms, but not certified individually, will be included in the bulk certification process. To certify individually, review the form, make changes, complete the fields on the "Certify" tab, and click the "Certify" button.

**NOTE:**  
 Step 1 is the only opportunity to modify an individual 497 during the bulk certification process.

July 2008

List of SACs based on Search Criteria							
<input type="checkbox"/> Certify	SPIN	SAC	Name	View/Print	ETC Payment	Select 497	
<input type="checkbox"/>	143000142	619005	Alaska Communications Systems Holdings Inc.		\$35,475.00	<a href="#">Select 497</a>	
<input type="checkbox"/>	143002661	542344	Verizon West Coast Inc.		\$1,862.00	<a href="#">Select 497</a>	
<input type="checkbox"/>	143002683	613000	Alaska Communications Systems Holdings Inc.		\$14,527.00	<a href="#">Select 497</a>	
<input type="checkbox"/>	143002691	613008	Alaska Communications Systems Holdings Inc.		\$14,725.00	<a href="#">Select 497</a>	
<input type="checkbox"/>	143002693	613010	Alaska Communications Systems Holdings Inc.		\$14,725.00	<a href="#">Select 497</a>	
<input type="checkbox"/>	143002695	613012	Alaska Communications Systems Holdings Inc.		\$14,725.00	<a href="#">Select 497</a>	
<input type="checkbox"/>	143002702	613020	Alaska Communications Systems Holdings Inc.		\$14,725.00	<a href="#">Select 497</a>	
<input type="checkbox"/>	143002703	613022	Alaska Communications Systems Holdings Inc.		\$14,725.00	<a href="#">Select 497</a>	
<input type="checkbox"/>	143028363	449004	Cumby Telecom		\$14,725.00	<a href="#">Select 497</a>	

Continue to Step 2 of the Certification Process >>

Step 2

Please select whether your company is or is not subject to state regulation below by checking the box of the applicable form under the applicable regulation column ("State Reg" or "Non-State Reg") or, to select all, check the applicable box next to "State Reg" or "Non-State Reg".

July 2008

List of SACs based on Search Criteria						
<input type="checkbox"/> State Reg	<input type="checkbox"/> Non State Reg	SPIN	SAC	Name	View/Print	ETC Payment
<input checked="" type="checkbox"/>	<input type="checkbox"/>	143002861	542344	Verizon West Coast Inc.		\$1,862.00
<input type="checkbox"/>	<input checked="" type="checkbox"/>	143028363	449004	Cumby Telephone Cooperative Inc. - CLEC		\$4,760.00

Go Back to Step 1 of the Certification Process    Continue to Step 3 of the Certification Process >>    Exit to 497 Search

**User can return to previous steps**

**Carriers must select whether the ETC is subject to state regulation or is not subject to state regulation  
 Carriers can select all or select specific forms**



**Low Income**

### Forms 497 Certification: Step 3 of 3

**Step 3**

The forms selected in Step 1 are listed below either as state regulated or non-state regulated (as indicated in Step 2). You may have to scroll down to view all forms. To view an individual form, click on the "View/Print" icon. If changes must be made to a form, or you do not want to certify a form, click on the "Certify" column, and, after you have completed the bulk certification process, you may go to "497 Search" to individually certify or modify forms with a check mark shall be certified through this bulk certification process.

To complete the certification process:

- Ensure all forms that are to be certified have a check mark in the "Certify" column;
- Review all forms that are to be certified for accuracy;
- Review and agree to the certifications and terms below;
- Complete officer/employee name and title;
- Click the "Certify" button.

**CERTIFICATION LANGUAGE (State Regulated)**

The following is the certification language from the FCC Form 497. By certifying your form(s) electronically, you are making these certifications selected to be certified.

I certify that my company will publicize the availability of Lifeline and Linkup in a manner reasonably designed to reach those likely to qualify for Lifeline and Linkup support for which my company seeks reimbursement, as well as all applicable intrastate Lifeline support, to all qualifying low-income subscribers by an equivalent reduction in the subscriber's monthly bill for local telephone service.

I certify that my company has received any non-federal regulatory approvals necessary to implement the required rate reduction(s).

I certify that my company is  is not \_\_\_ subject to state regulation. (Please check one.)

**July 2008**

State Regulated						
Certify	State Reg?	SPIN	SAC	Name	View/Print	ETC Payment
<input checked="" type="checkbox"/>	Y	143002661	542344	Verizon West Coast Inc.		\$1,862.00

Based on the information known to me or provided to me by employees responsible for the preparation of the data being submitted, I certify that the data contained in this form has been examined and reviewed and is true, accurate, and complete.

I acknowledge the Fund Administrator's authority to request additional supporting information as may be necessary.

**July 2008**

State Regulated						
Certify	State Reg?	SPIN	SAC	Name	View/Print	ETC Payment
<input checked="" type="checkbox"/>	Y	143002661	542344	Verizon West Coast Inc.		\$1,862.00

Based on the information known to me or provided to me by employees responsible for the preparation of the data being submitted, I certify that the data contained in this form has been examined and reviewed and is true, accurate, and complete.

I acknowledge the Fund Administrator's authority to request additional supporting information as may be necessary.

**CERTIFICATION LANGUAGE (Non-State Regulated)**

The following is the certification language from the FCC Form 497. By certifying your form(s) electronically, you are making these certifications on each form that is selected to be certified.

I certify that my company will publicize the availability of Lifeline and Linkup in a manner reasonably designed to reach those likely to qualify for those services.

I certify that my company will pass through the full amount of all Tier Two, Tier Three, and Tier Four federal Lifeline support for which my company seeks reimbursement, as well as all applicable intrastate Lifeline support, to all qualifying low-income subscribers by an equivalent reduction in the subscriber's monthly bill for local telephone service.

I certify that my company has received any non-federal regulatory approvals necessary to implement the required rate reduction(s).

I certify that my company is \_\_\_ is not  subject to state regulation. (Please check one.)

**July 2008**

Non State Regulated						
Certify	Non-State Reg?	SPIN	SAC	Name	View/Print	ETC Payment
<input checked="" type="checkbox"/>	Y	143000142	619005	Alaska Communications Systems Holdings Inc.		\$35,475.00

Based on the information known to me or provided to me by employees responsible for the preparation of the data being submitted, I certify that the data contained in this form has been examined and reviewed and is true, accurate, and complete.

I acknowledge the Fund Administrator's authority to request additional supporting information as may be necessary.

Date:       Officer/Employee Signature:

Officer/Employee Title\*:       Officer/Employee Name\*:

By logging into my account and clicking the "Certify" button below, I am electronically signing this form.

NOTICE: To implement Section 254 of the Communications Act of 1934, as amended, the Federal Communications Commission has adopted

- Certification language is separated by ETCs that are subject to state regulation and ETCs that are not subject to state regulation
- ETCs can "uncheck" a specific form if it does not wish to certify it as part of the bulk process
- ETCs must certify the form by entering their title and name

Based on the information known to me or provided to me by employees responsible for the preparation of the data being submitted, I certify that the data contained in this form has been examined and reviewed and is true, accurate, and complete.

I acknowledge the Fund Administrator's authority to request additional supporting information as may be necessary.

Date	<input type="text" value="09/22/2009"/>	Officer/Employee Signature	By logging into my account and clicking the "Certify" button below, I am electronically signing this form.
Officer/Employee Title*	<input type="text"/>	Officer/Employee Name*	<input type="text"/>

NOTICE: To implement Section 254 of the Communications Act of 1934, as amended, the Federal Communications Commission has adopted changes to the federal low-income programs. The Commission has expanded the availability of these programs and the level of funding for discounts to low-income customers.

The following worksheet provides the means by which eligible telecommunications carriers will be reimbursed by the Universal Service Administrative Company (USAC) for their participation in these programs. Failing to collect the information, or collecting it less frequently, would prevent the Commission from implementing sections 214 and 254 of the Act, would thwart Congress' goals of providing affordable service and access to advanced services throughout the nation, and would result in eligible telecommunications carriers not receiving universal service support reimbursements in a timely fashion.

We have estimated that each response to this collection of information will take, on average, three hours for each respondent. Our estimate includes the time to read this data request, review existing records, gather and maintain required data, and complete and review the response. If you have any comments on this estimate, or on how we can improve the collection and reduce the burden it causes you, please write the Federal Communications Commission, AMD-PERM, Washington, D.C. 20554, Paperwork Reduction Project (3090-0819). We will also accept your comments on the burden estimate via the Internet if you send them to [jboley@fcc.gov](mailto:jboley@fcc.gov). Please DO NOT SEND the data requested to this e-mail address.

An agency may not conduct or sponsor, and a person is not required to respond to, a collection of information unless it displays a currently valid OMB control number.

The FCC is authorized under the Communications Act of 1934, as amended, to collect the information we request in this form. If we believe there may be a violation or a potential violation of a FCC statute, regulation, rule or order, your worksheet may be referred to the Federal, state or local agency responsible for investigating, prosecuting, enforcing, or implementing the statute, rule, regulation or order. In certain cases, the information in your worksheets may be disclosed to the Department of Justice or a court or adjudicative body when (a) the FCC; or (b) any employee of the FCC; or (c) the United States Government is a party of a proceeding before the body or has an interest in the proceeding.

If you do not provide the information we request on the form, the FCC may delay processing of your worksheet or may return your worksheet without action.

The foregoing Notice is required by the Privacy Act of 1974, Pub. L. No. 93-579, December 31, 1974, 5 U.S.C. Section 552, and the Paperwork Reduction Act of 1995, Pub. L. No. 104-13, 44 U.S.C. Section 3501, et seq.

<input type="button" value="Certify"/>	<input type="button" value="Go Back to Step 2 of the Certification Process"/>	<input type="button" value="Ext 497 Search"/>
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**Carriers must enter a name and title to certify the form**

System will provide message with the number of forms successfully saved

## Forms 497 Certification: Step 3 of 3

Low Income



state regulated or non-state regulated (as indicated in Step 2). You may have to scroll down to view all forms  
 on the "View/Print" icon. If changes must be made to a form, or you do not want to certify a form, uncheck the box in  
 the bulk certification process, you may go to "497 Search" to individually certify or modify forms that were not certified. Only  
 through this bulk certification process.

- To complete this process:
- Ensure all forms to be certified have a check mark in the "Certify" column;
  - Review all forms for accuracy;
  - Review and agree to the terms and conditions below;
  - Complete officer/employee name;
  - Click the "Certify" button.



### CERTIFICATION LANGUAGE

The following is the certification language from the FCC Form 497. By certifying your form(s) electronically, you are making these certifications on each form that is selected to be certified.

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- I certify that my company will pass through the full amount of all Tier Two, Tier Three, and Tier Four federal Lifeline support for which my company seeks reimbursement, as well as all applicable intrastate Lifeline support, to all qualifying low-income subscribers by an equivalent reduction in the subscriber's monthly bill for local telephone service.
- I certify that my company has received any non-federal regulatory approvals necessary to implement the required rate reduction(s).
- I certify that my company is  is not \_\_\_ subject to state regulation. (Please check one.)

July 2008



State Regulated						
Certify	State Reg?	SPI#	SAC	Name	View/Print	ETC Payment
<input checked="" type="checkbox"/>	Y	143002661	542344	Verizon West Coast Inc.		\$1,862.00

Based on the information known to me or provided to me by employees responsible for the preparation of the data being submitted, I certify that the data contained in this form has been examined and reviewed and is true, accurate, and complete.

## Form Submission

- New ETCs must submit their first 497 via mail, fax or email
- Only submit one copy (do not fax or mail copies of forms submitted online)
- Bulk upload will only accept error-free submissions
- Pro-rata field will only accept whole numbers
- The *Online 497* rounding may differ from your rounding and the template rounding. The system is correct.
- CERTIFY YOUR FORMS!

## Validations

- .01-.49 rounds  .50-.99 rounds 
- Authorized Users should review data submitted by Authorized Agents

## Online FCC Form 497

**LIVE DEMO—SINGLE FORM**

**LIVE DEMO—MULTIPLE FORM**

**Online FCC Form 497**

# **QUESTIONS AND ANSWERS**

# Contact us

- **E-File—Establishing accounts, passwords, etc.**
  - 888-641-8722, Prompts #3, #1, #2
  - [Form498@bcd.universalservice.org](mailto:Form498@bcd.universalservice.org)
- **Form 497—General Questions**
  - 866-873-4727
  - [lifilings@usac.org](mailto:lifilings@usac.org)
- **Online 497**
  - 202-776-0200
  - [tdavis@usac.org](mailto:tdavis@usac.org)
  - [lifilings@usac.org](mailto:lifilings@usac.org)