

# E-File and Online Form 497

HCLI Workshop Indianapolis September 2009

# Online Form 497



#### 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
  - Helpful Tips
  - Filing a Single Form 497
  - Filing Multiple Forms: Bulk Upload
    - Certification
- Future Upgrades



# Online FCC Form 497

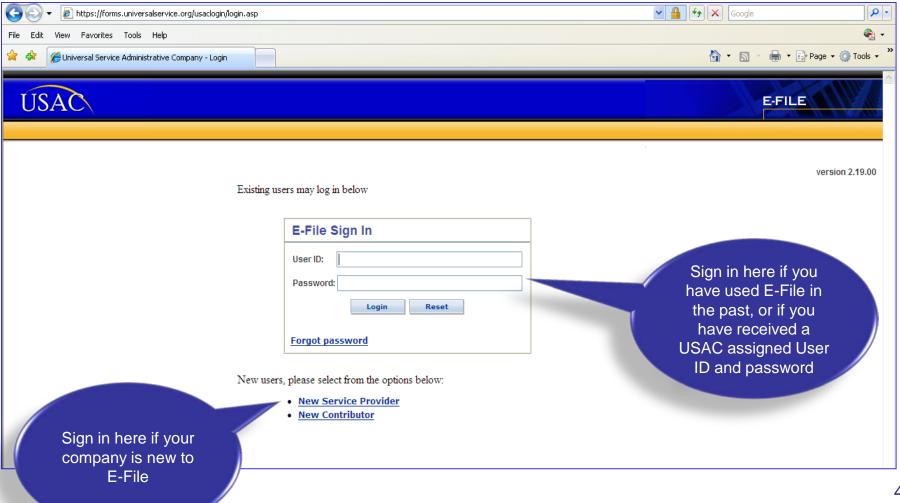
# ESTABLISHING USERS FOR FORMS 497 AND 525



# **Establishing User Accounts**

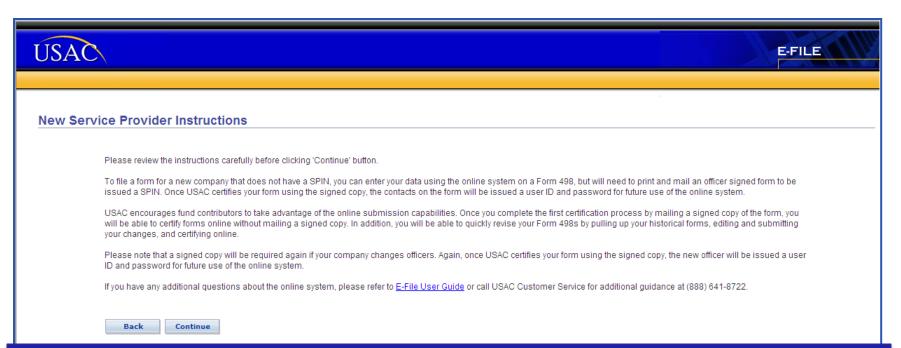
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### Go to https://forms.universalservice.org





# Establishing User Accounts—New Service Providers

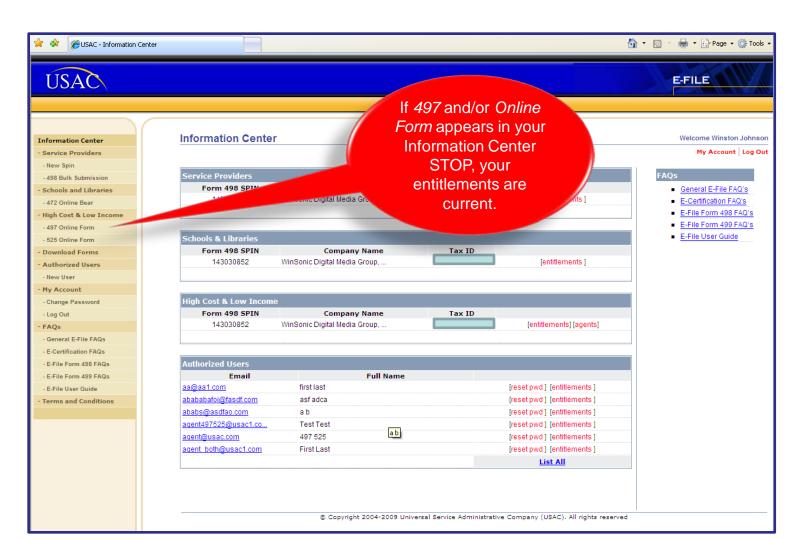


#### New Service Providers must complete a Form 498

- 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- •Companies with outdated Form 498s (officers were not updated on Form 498, form was last updated prior to 2004), companies with SPINs who have never used E-File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.

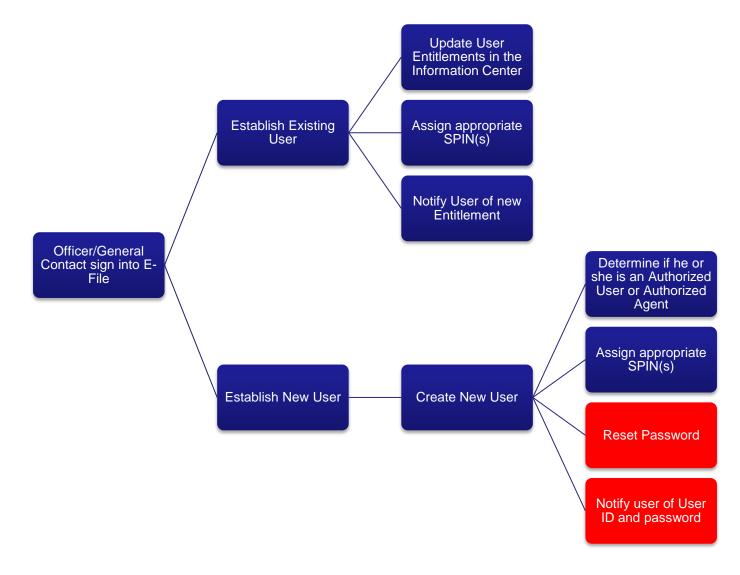


# **Establishing Users—Current E-File Users**



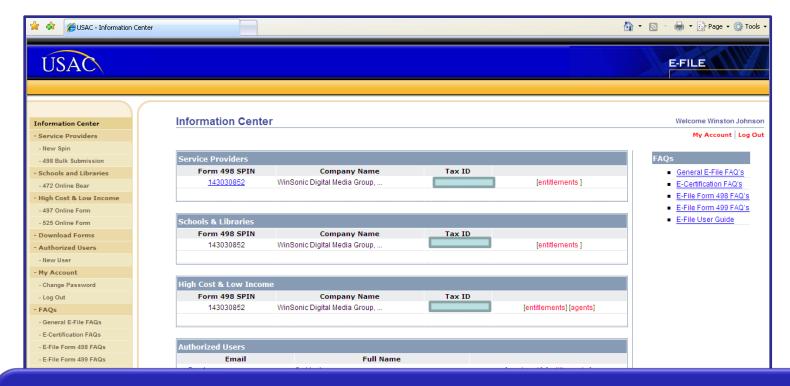


# **Establishing User Accounts—Process**





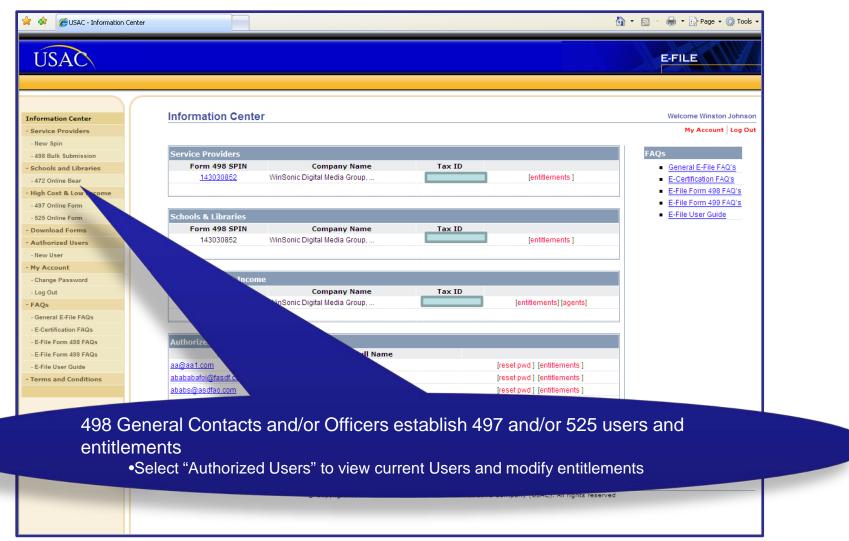
# Establishing User Accounts—Authorized Users vs. Authorized Agents



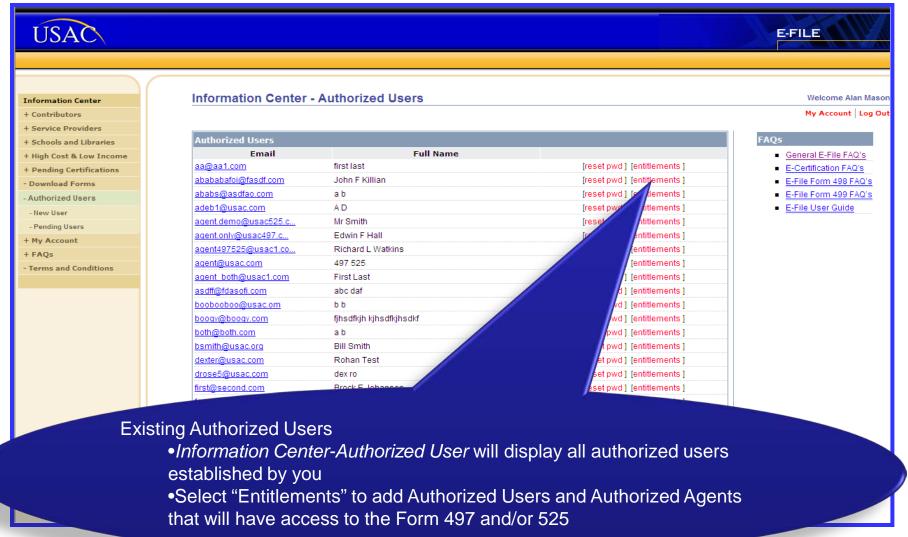
498 General Contacts or Officers must establish user entitlements for FCC Forms 497 and 525

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

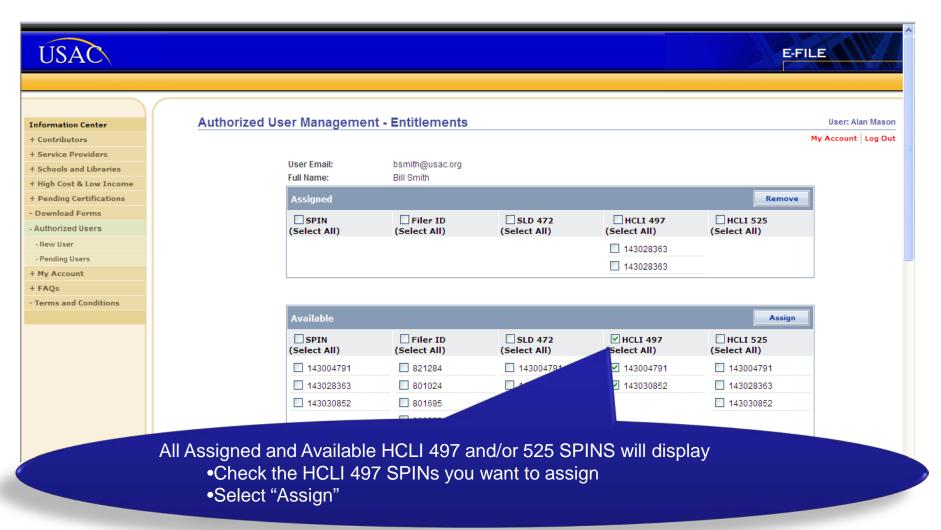










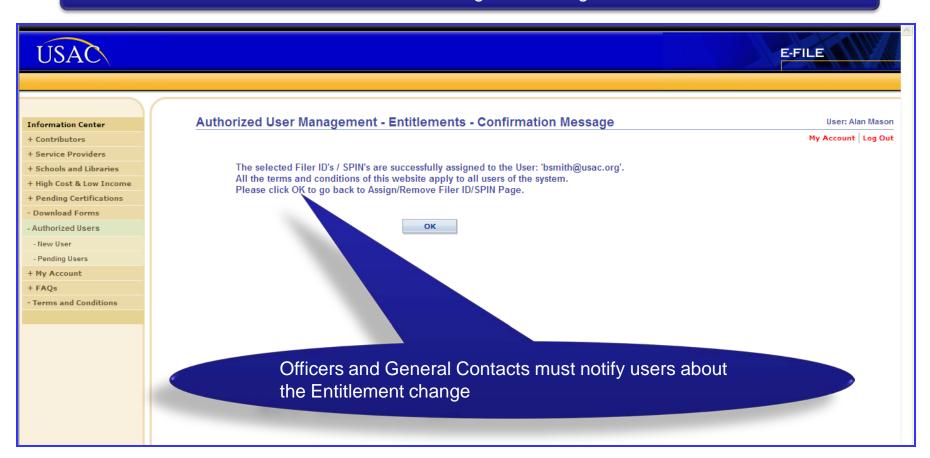




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# **Establishing User Accounts—Existing Users**

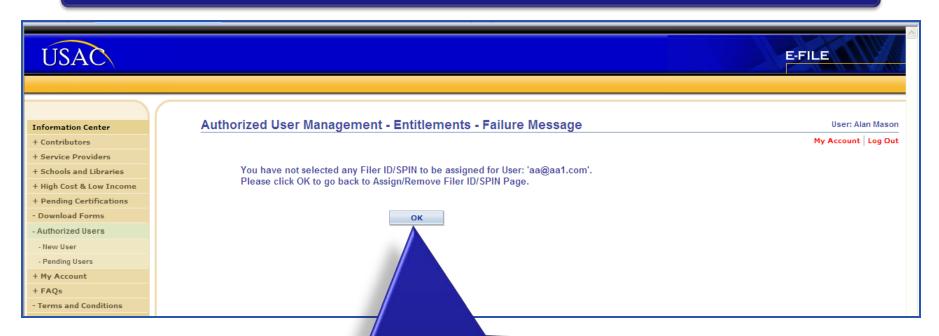
You will receive a confirmation message if the assignment was successful.





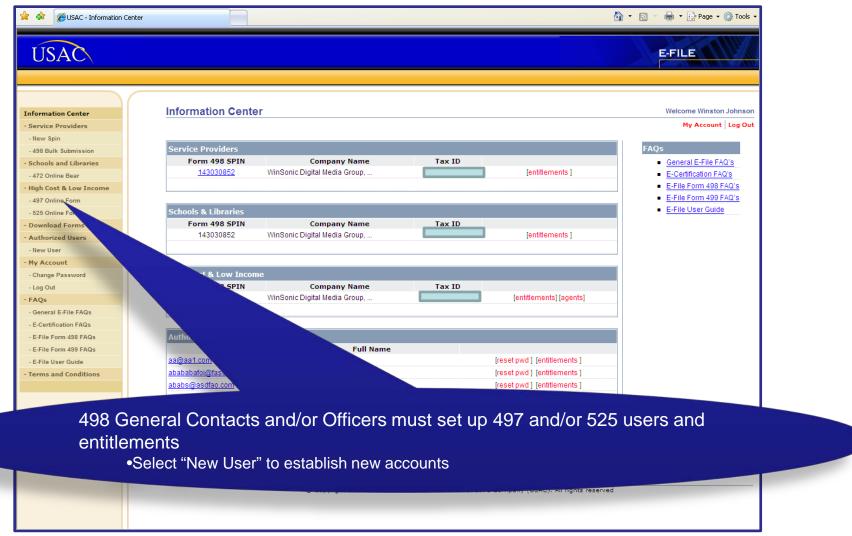
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You will receive a failure message if the assignment was not successful.

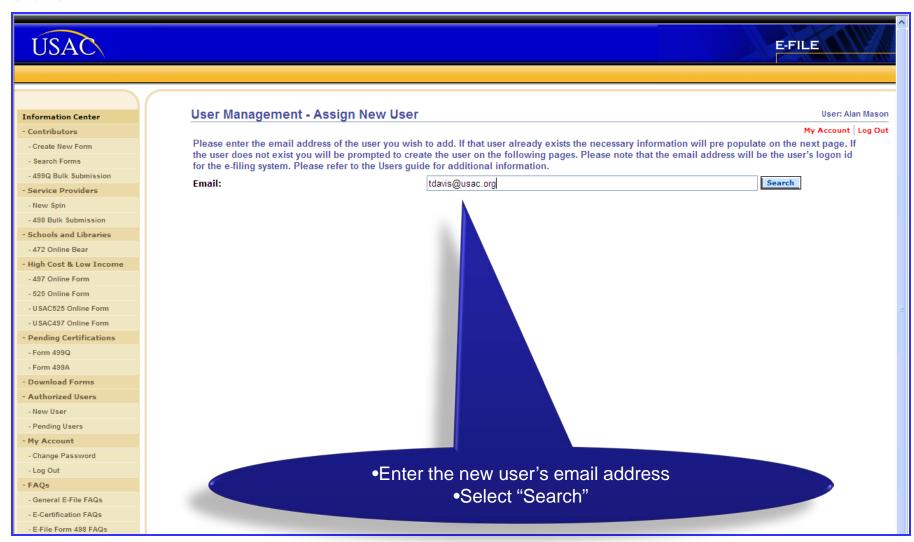


- •Select "OK" to return to the "Information Center-Authorized Users" page
- •Select the back arrow to return to the previous page

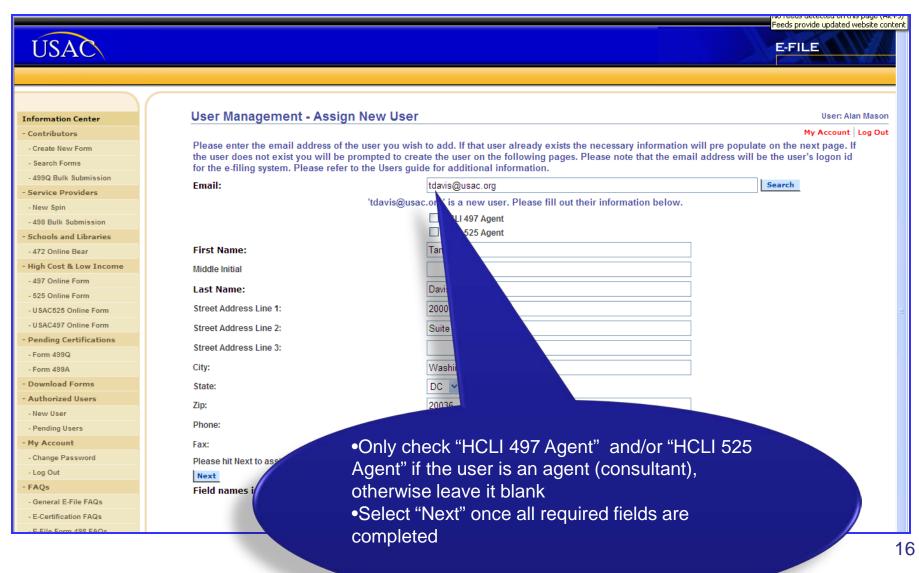












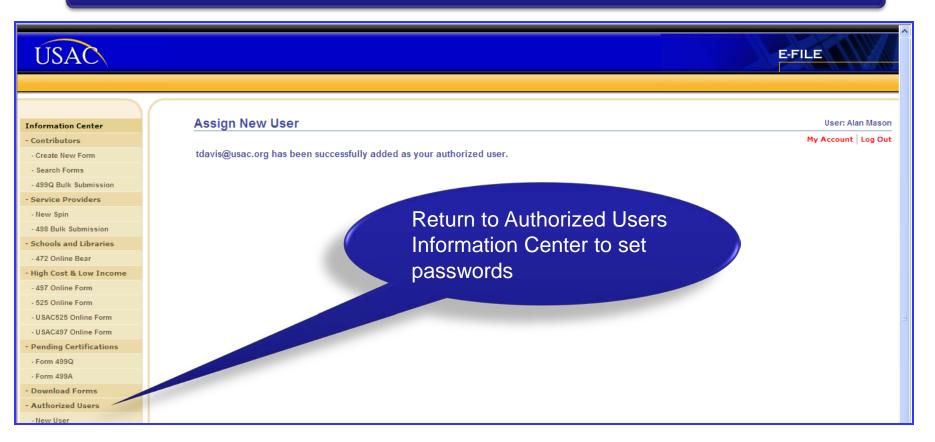


TICAC						
ÚSAC					E-FILE	
					User: Alan	
nformation Center					My Account L	
Contributors	Please ensure you ad	d at least one entitlemer	nt above to this user. In order to success	sfully create a user they must	The second secon	
- Create New Form	you have added an er	ntitlement the "save butte	on" will be available.			
- Search Forms	User Email:		tdavis@usac.org			
- 499Q Bulk Submission	Full Name:		Tanea Davis			
Service Providers	SPIN	Filer ID	SLD Form 472	HCLI Form 497	HCLI Form 525	
- New Spin - 498 Bulk Submission						
Schools and Libraries	143028363	821284	143028363	143028363	143028363	
472 Online Bear	143030852	801024	143030852	143030852	143030852	
High Cost & Low Income	143002661	801695	143002661	143002661	143002661	
- 497 Online Form	143004791	809320	143004791	143004791	143004791	
- 525 Online Form	143004791	820117	143004791	143004791	143004791	
- USAC525 Online Form	143028363	820115	143028363	143028363	143028363	
- USAC497 Online Form	143030852	825682	143030	143030852	143030852	
Pending Certifications		899933				
- Form 499Q		803544				
- Form 499A		824002				
Download Forms						
Authorized Users						
- New User	•Ch	eck the SPIN	S for which you want	to assign		
Pending Users			Willon you want	to accigin		
My Account	the	user				
- Change Password	•Se	lect "Save" or	n the bottom of the pa	age	1	
- Log Out	00	oot oave of	Time bettern er tric pt	<del>.90</del>		
FAQs						

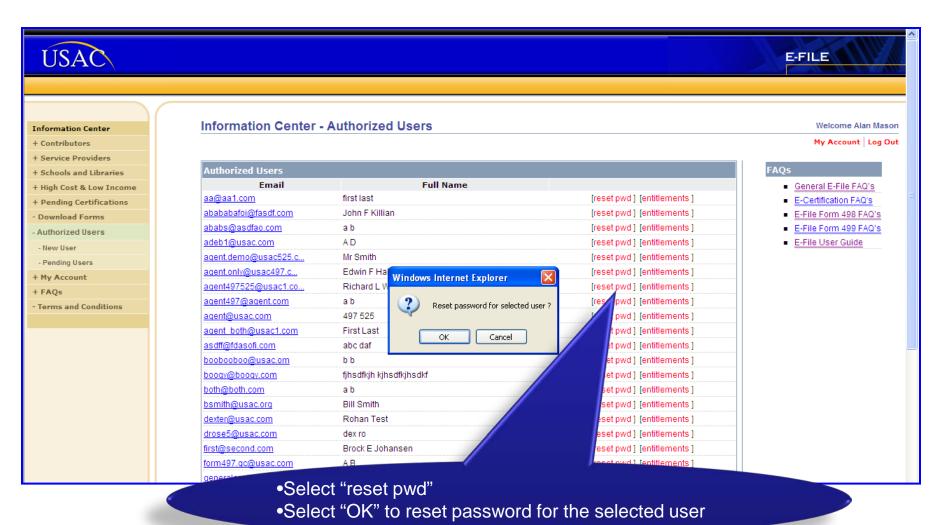


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You will receive a confirmation message if the assignment was successful.



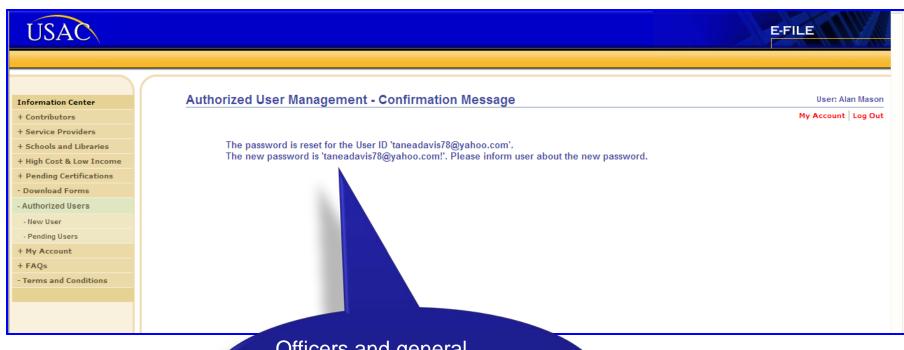






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You will receive a confirmation message with the new password.



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

# 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**

Authorized User signs in to E-File



Authorized User accepts Terms and Conditions



Authorized User enters 497 data



Authorized User certifies 497



Authorized User saves 497 data



# **Process—Authorized Agent**

Authorized Agent signs in to E-File



Authorized Agent accepts Terms and Conditions



Authorized Agent Enters 497 Data



Authorized User reviews and certifies 497



Authorized Agent notifies Authorized User that the 497 has been saved

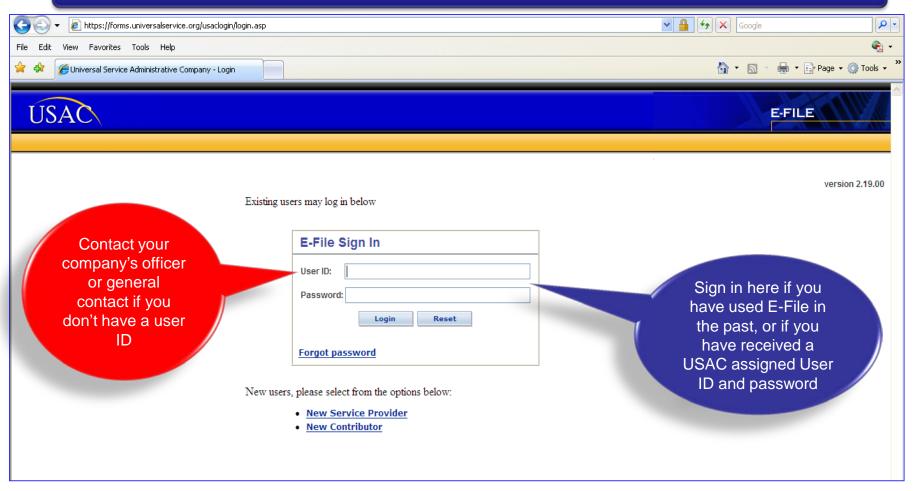


Authorized Agent saves 497 data



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### Go to: https://forms.universalservice.org/usaclogin/login.asp





# **Overview and Validations-1st Time E-File Users**

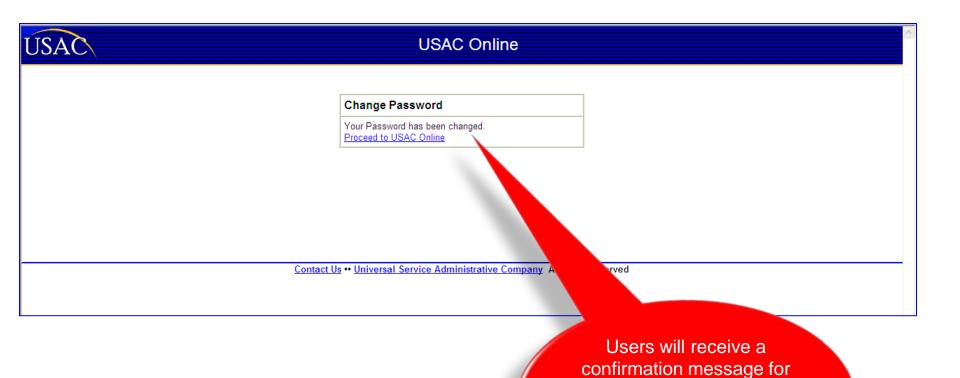
ÚSAC	USAC Online	^
	Change Password	
	You must set a new Password. Old Password Enter new password: Retype password:  Save  Contact Us •• Universal Service Administrative Company	

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



# Overview and Validations-1<sup>st</sup> Time E-File Users

a successful password change Go back to E-File homepage





# Overview and Validations-1<sup>st</sup> Time E-File Users

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- 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.
- 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, co-workers, to use my account. If I know or have reason to believe that the confidentiality of a 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. Additional
  currently associated with to access forms. I must either contact the person who created my account or contact USAC at 1-888-641.
- I agree to review the E-File Application User Manual ("User Guide") in its entirety and I specifically agree to adhere to the guidelines
  section of the User Guide. 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:

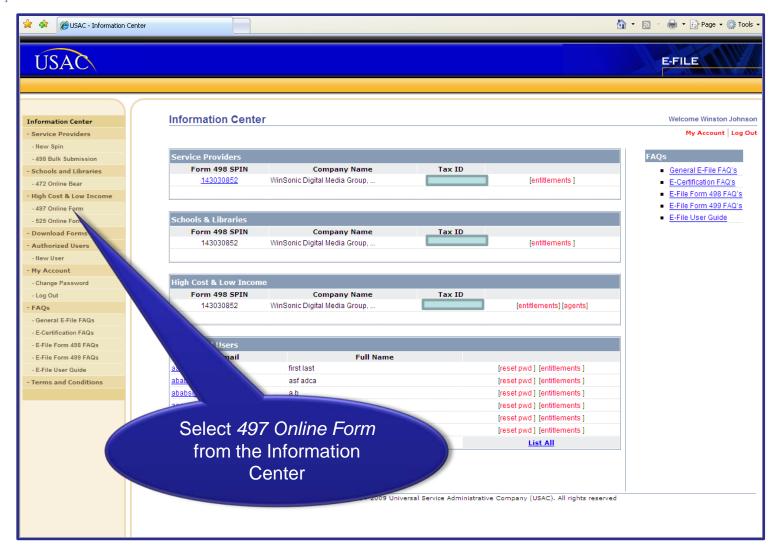
- I acknowledge and agree that I can use the account and electronic signature to electronically sign forms. This will enable me the original to USAC.
- I acknowledge and agree that by logging into my account using my User ID and password and clicking the "certify" by
   d of the form, I have submitted 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 1/2
- I acknowledge and agree that when I electronically submit a form that has been electronically signer
  consider the form to have been filed. I also acknowledge and agree that it is my responsibility to
  has received the form.
- I am authorized to sign and certify forms regarding the Universal Service Fund on behalf
- I acknowledge and agree that my account is associated with the entity on whose be 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 cree
- I acknowledge that persons that willfully making false statements on the Fermunications 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 imprimental full that the United States Code, 18 U.S.C. § 1001.

#### FOR ACCOUNTS ALLOWED TO CREATE OR WHO HAVE CONTRIVER AUTHORIZED USERS:

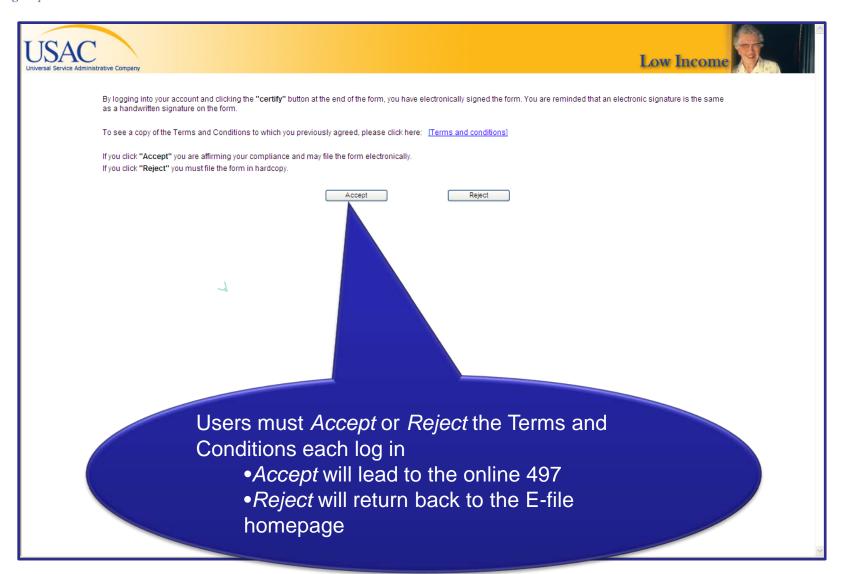
- I acknowledge and agree that I will only create any ded users for people authorized to view and perform data entry on FCC forms, and, in certain cases, as outlined in the User Guide, sign and certify FCC forms for the entity presented on the form.
- I acknowledge and agree that I accept full sponsibility with regard to any authorized user account over which I have control.
- I acknowledge and agree that I am reconsible 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 User is not responsible for any liability arising from any use of any authorized user account over which I have control.
- I acknowledge and agree mat 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 be entitlements accordingly.

	/
Accept	Reject

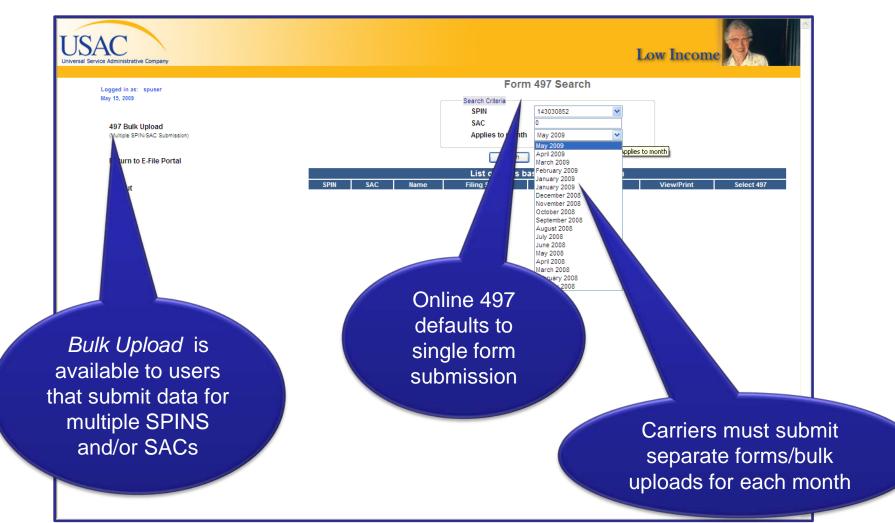








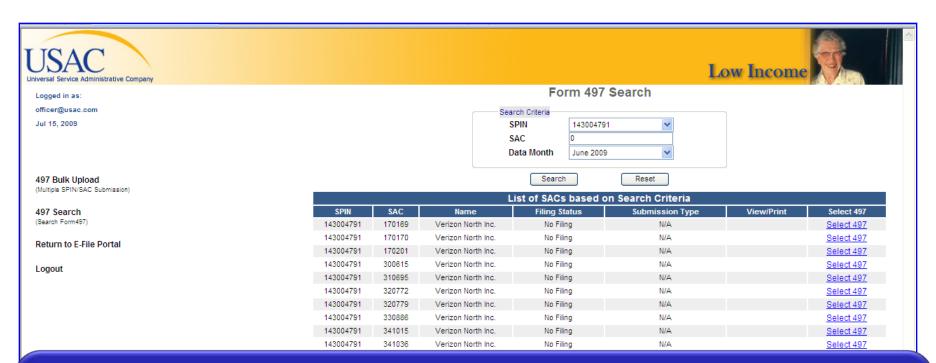






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## **Overview and Validations**



- •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

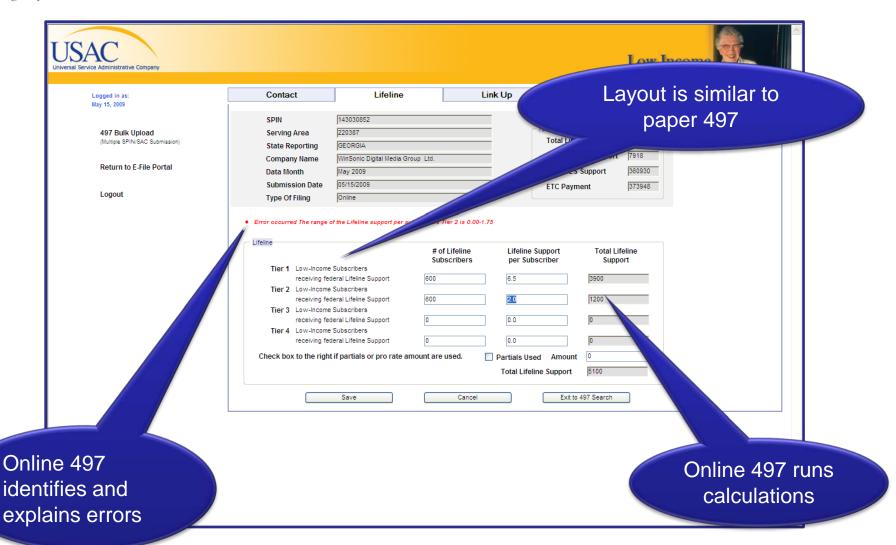


Online 497 pre-populates select fields

## **Overview and Validations**

Low Income Lifeline Link Up Toll Limitation Services(TLS) Certify Contact Logged in as: spuser May 15, 2009 SPIN 220387 497 Bulk Upload Serving Area **Total Lifeline Support** (Multiple SPIN/SAC Submission) State Reporting GEORGIA Total Link Up Support WinSonic Digital Media Group Ltd. Company Name Return to E-File Portal May 2009 Total TLS Support Data Month 05/15/2009 Submission Date **ETC Payment** Logout Type Of Filing Mailing Address Contact Street Name Telephone Number City FAX State AK Y 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

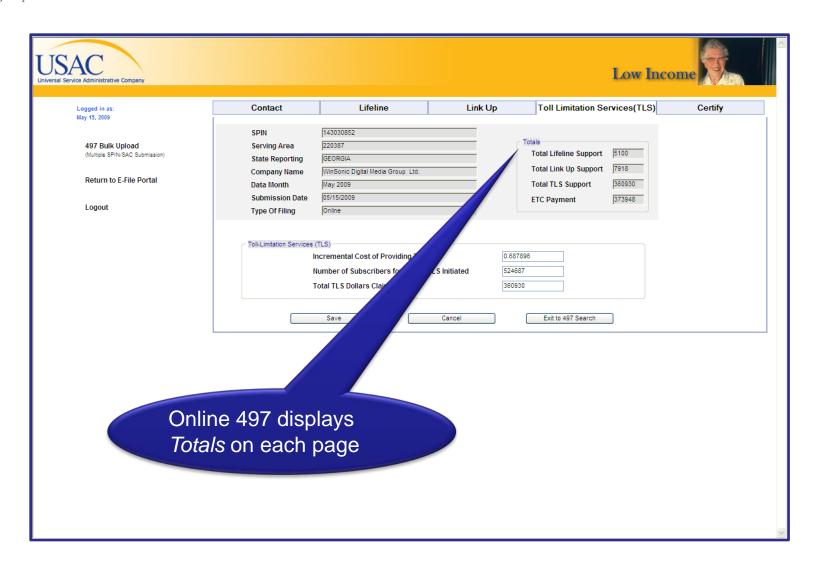




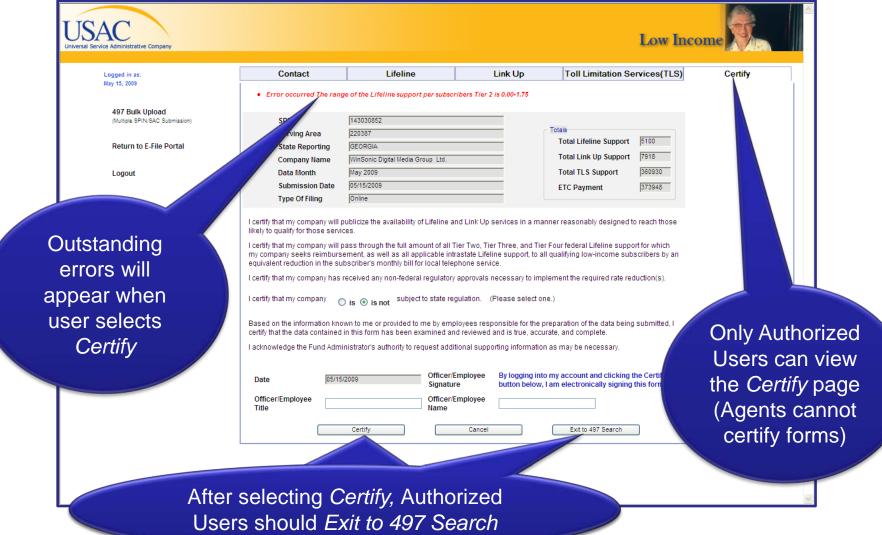


USAC Universal Service Administrative Company					Low Income	
Logged in as: May 15, 2009	Contact	Lifeline	Link U	Toll Limitation Se	ervices(TLS) Certify	
497 Bulk Upload (Multiple SPIN/SAC Submission)  Return to E-File Portal  Logout	SPIN Serving Area State Reporting Company Name Data Month Submission Date Type Of Filing	143030852 220387 GEORGIA WinSonic Digital Media Group Ltd. May 2009 05/15/2009 Online		Totals Total Lifeline Support Total Link Up Support Total TLS Support ETC Payment	7918 360930 368848	
	Charges Wa Total Conne Deferred Int	Connections Waived aived per Connections cition Charges Wilgon tribal lands for terest to Dollars Waived  Save	115 50	oribers not residing ges are waived.		
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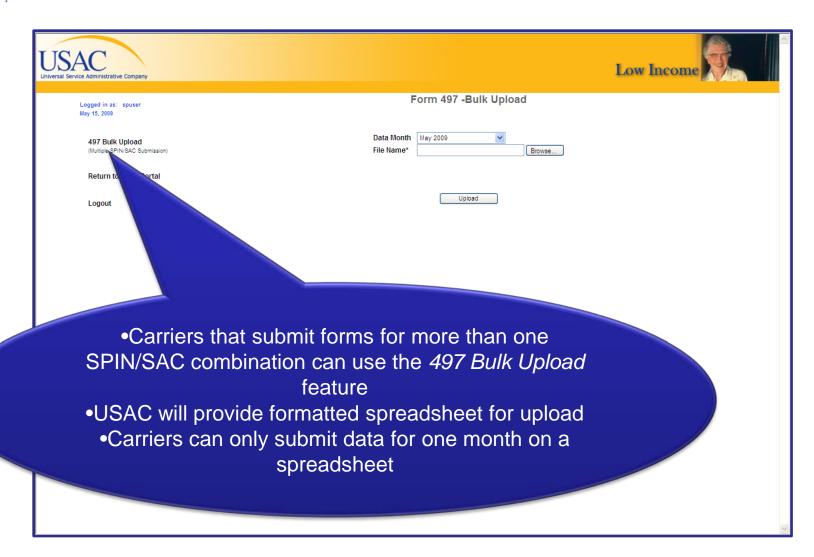




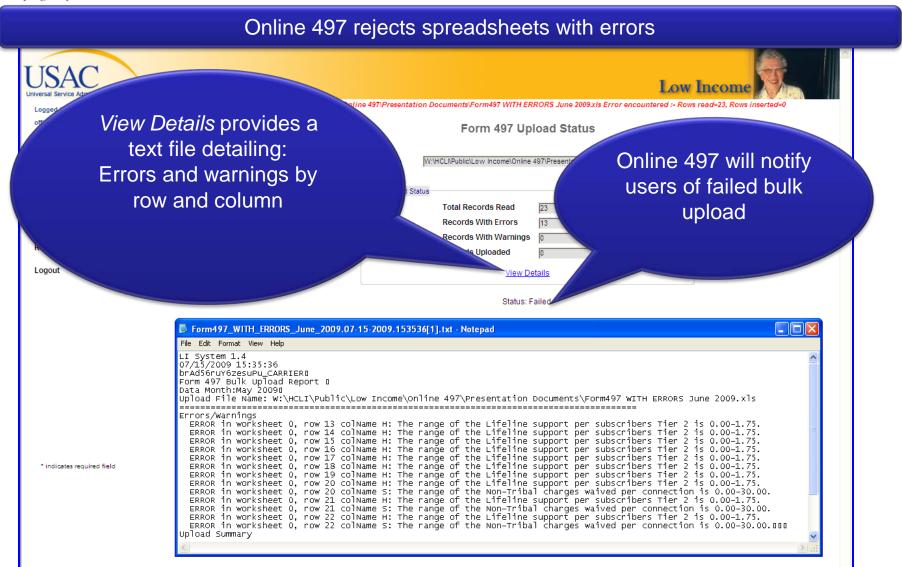














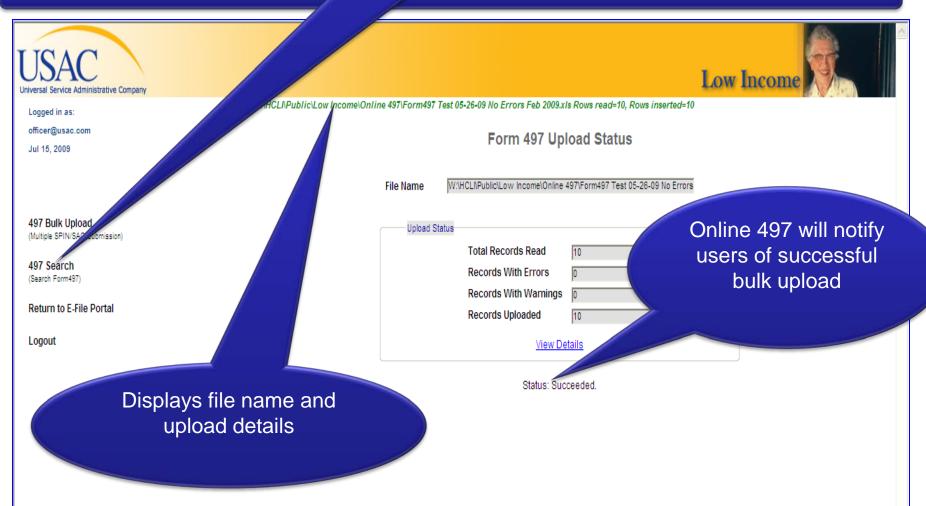
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## Select *497 Search* to certify online submissions

# Overview and Validations

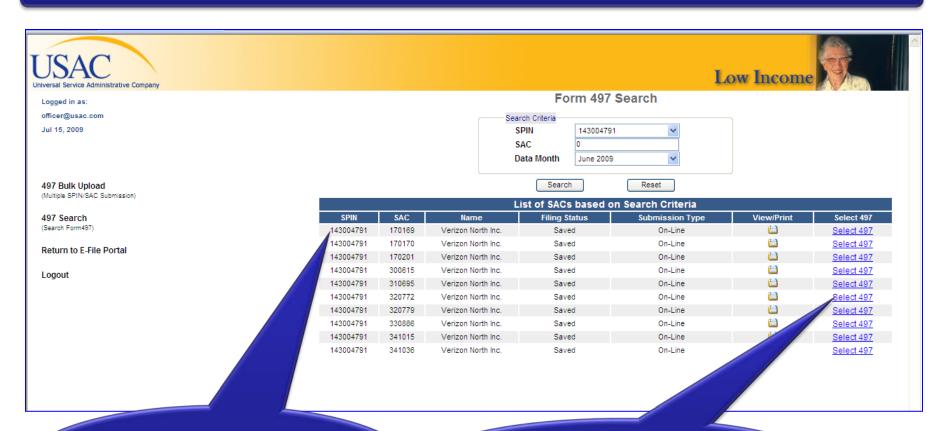
Online 49

s error-tree spreadsheets





#### Online 497 uploads error-free spreadsheets



All forms submitted via Bulk Upload are displayed

Select 497 to certify forms



#### Completing the 497—Helpful Tips

### Form Submission

- ETCs began using the Online 497 with their August 2009 submissions
- 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

#### **Validations**

- 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

## **FUTURE UPGRADES**





## **Bulk Certify**

 Carriers can certify multiple forms at once

#### E-File

Modifying
 Authorized
 Agent/Authorized
 User status will
 be easier



#### Online FCC Form 497

## QUESTIONS AND ANSWERS



## Contact us

- E-File—Establishing accounts, passwords, etc.
  - 888-641-8722,Prompts #3, #1, #2
  - Form498@bcd.univer
     salservice.org

- Form 497—General Questions
  - **866-873-4727**
  - <u>lifilings@usac.org</u>
- Online 497
  - **202-776-0200**
  - tdavis@usac.org
  - lifilings@usac.org