Low Income Program
Navigating the Online Form 497

OVERVIEW

- FCC Form 497 Overview
- Establishing User Entitlements
  - Current E-File users
  - New E-File users
- Form and Validations Overview
  - Upload one or multiple forms
  - Certify one or multiple forms

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Navigating the Online Form 497

FCC Form 497 Overview

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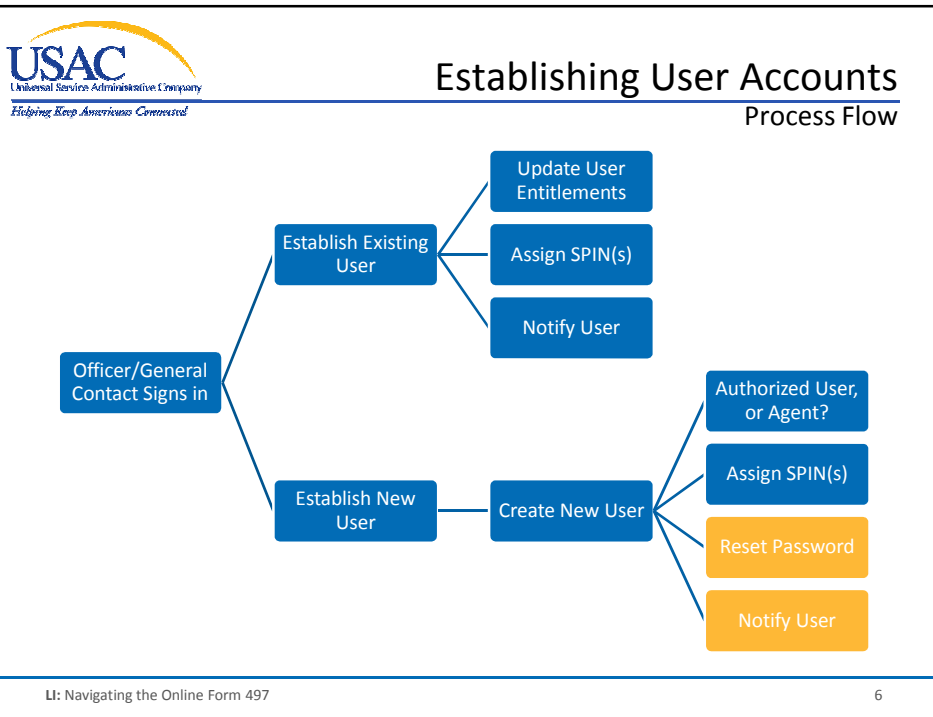## FCC Form 497 Overview

- Used to submit claims for Lifeline, Link Up, and TLS
- Carriers submit one form per month per SAC
- Carriers can file monthly or quarterly
- Carriers can file original or revised data

Navigating the Online Form 497

Establishing User Accounts

Establishing User Accounts
Process Flow

Establishing User Accounts

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Sign in to E-File

https://forms.usac.org

Current E-File users:
- Use the E-File Sign In

New user with an assigned User ID and Password:
- Use the E-File Sign In

Companies new to E-File:
- Select "New Service Provider" or "New Contributor" below the E-File Sign-in

Existing users may log in below

E-File Sign In

User ID:

Password:

Login   Reset

Forgot password

New users, please select from the options below:
- **New Service Provider**
- **New Contributor**

Establishing User Accounts

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Companies new to E-File

https://forms.usac.org

- New ETCs
  - Mail FCC Form 498 to USAC
  - USAC provides E-File User ID and password

- Carriers with SPINs, but an outdated Form 498 or never have used E-File
  - Fax FCC Form 498 to USAC
  - USAC provides E-File User ID and password

USAC

New Service Provider Instructions

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 [...] issued a SPIN. Once USAC certifies your form using the signed copy, the c[...]

USAC encourages fund contributors to take advantage of the online submi[...] will be able to certify forms online without mailing a signed copy. In additio[...] your changes, and certifying online.

Please note that a signed copy will be required again if your company chan[...] ID and password for future use of the online system.

If you have any additional questions about the online system, please refer [...]

Back   Continue

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Establishing User Accounts
User Entitlements

User Entitlements

- Established by the 498 Officer/General Contact

Authorized Users

- May enter data, save data, and certify form
- Company Employees

Authorized Agents

- May enter data and save data
- Consultants

A user cannot have both roles

https://forms.usac.org

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Establishing User Accounts
Existing E-File Users

Existing E-File Users

https://forms.usac.org

Verify whether entitlements are current

- If "497 Online Form" appears in your Information Center, your entitlements are current

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Slide 1

Establishing User Accounts
Existing E-File Users

498 Officer/General Contact must establish 497 users and entitlements

- Select "Authorized Users"
  - View current users and modify entitlements
  - Located in the information Center on left side of screen

https://forms.usac.org

Slide 2

Establishing User Accounts
Existing E-File Users

- Select **Authorized Users** in the Information Center to display all authorized users established by you
- To add Authorized Users/Agents, select **Entitlements** on the Authorized Users screen

Information Center > Authorized Users

Establishing User Accounts
Existing E-File Users

All assigned & available HCLI 497 SPINs are displayed

- Select the HCLI 497 SPINs you wish to assign
- Select "Assign"

Information Center > Authorized Users > Entitlements

Establishing User Accounts
Existing E-File Users

A confirmation message appears if the assignment is successful.

- Officer/General Contact must notify user(s) about the Entitlement Change.

Information Center > Authorized Users > Entitlements

Establishing User Accounts
Existing E-File Users

A failure message appears if the assignment is unsuccessful.

- Select **OK** to return to the Information Center's "Authorized Users" page
- Select the back arrow to return to the previous page

Information Center > Authorized Users > Entitlements

Establishing User Accounts
New E-File Users

New E-File Users

https://forms.usac.org

498 Officer/General Contact sets up Form 497 users and entitlements

- Under "Authorized Users," select **New User** to establish new accounts

Slide 17

Establishing User Accounts
New E-File Users

Information Center > Authorized Users > New User

- Enter the new user's e-mail address
- Select **Search**

User Management - Assign New User

Email:

Slide 18

Establishing User Accounts
New E-File Users

Information Center > Authorized Users > New User

- Only Select **HCLI 497 Agent** if the user is a consultant
  - Otherwise, leave it blank
- Complete all required fields
- Select **Next**

User Management - Assign New User

Email: tdavis@usac.org

☐ HCLI 497 Agent
☐ HCLI 525 Agent

First Name: Tanea
Middle Initial:
Last Name: Davis
Street Address Line 1: 2000 L Street NW
Street Address Line 2: Suite 200
Street Address Line 3:
City: Washington
State: DC
Zip: 20036
Phone: 2027760200
Fax: 2027760080

Please hit Next to assign entitlements...

Next
Field names in bold are required.

Establishing User Accounts
New E-File Users

Information Center > Authorized Users > New User

- Select the SPINs you wish to assign to the user
- Select **Save** on the bottom of the page

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Establishing User Accounts
New E-File Users

Information Center > Authorized Users > New User

A confirmation message appears if the assignment is successful.

- Return to "Authorized Users" in the Information Center to set passwords

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Establishing User Accounts
New E-File Users

Reset Password

- Select **reset pwd**
- Select **OK** to reset the password for the selected user

Establishing User Accounts
New E-File Users

Information Center > Authorized Users > Reset Pwd
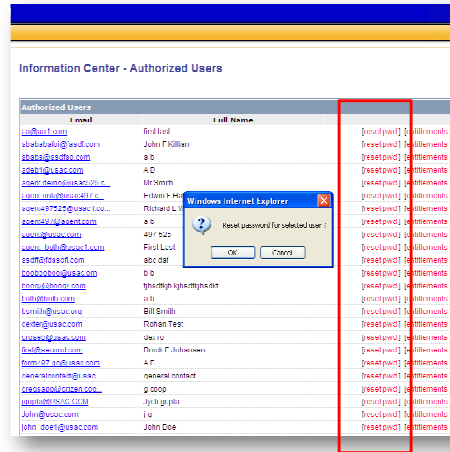
- A confirmation message appears with the User ID and new password
- Officer/General Contact must notify users of their User ID and password
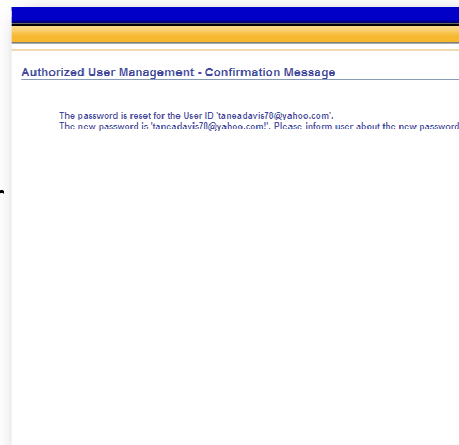
Helpful Tips and Common Problems

E-File

- Do not share your User Name and password
- A User Guide and FAQ are available
- Users will be locked out after 3 failed login attempts

Forgot Password

- Officer/General Contacts
  - Call USAC Customer Support to reset your password over the phone
- Other Users
  - The Officer/General Contact must reset your password

Company has a new Officer/General Contact

- Complete a new FCC Form 498 and fax to USAC

Navigating the Online Form 497

Form and Validations Overview

Form and Validations Overview

Process Flow – Authorized User
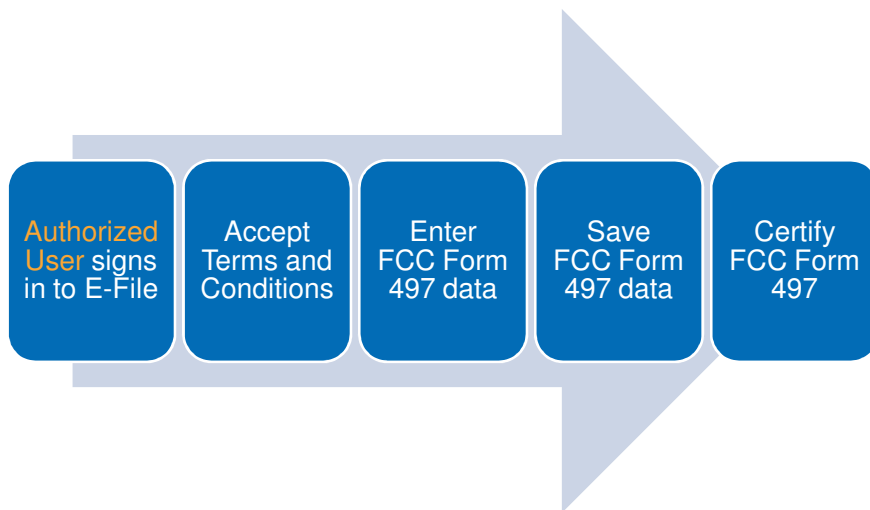
| Authorized User signs in to E-File | Accept Terms and Conditions | Enter FCC Form 497 data | Save FCC Form 497 data | Certify FCC Form 497 |

Form and Validations Overview
Process Flow – Authorized Agent

| Authorized Agent signs in to E-File | Accept Terms and Conditions | Enter FCC Form 497 data | Save FCC Form 497 data | Notify Authorized User that FCC Form 497 is saved | Authorized User certifies the form |
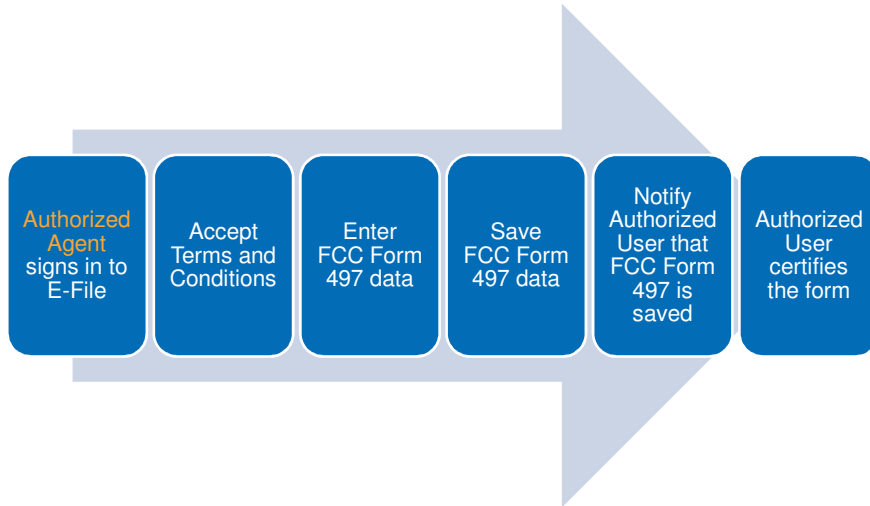
Form and Validations Overview
Log in to E-File

Log in to E-File

https://forms.usac.org

- Use the E-File sign-in box if you have used E-File in the past or have an assigned User ID and password

- Contact your company Officer/General Contact if you do not have a user ID

Existing users may log in below

E-File Sign In

User ID:

Password:

Login　　Reset

Forgot password

New users, please select from the options below.

- **New Service Provider**
- **New Contributor**

Form and Validations Overview
Log in to E-File

First time E-File users

https://forms.usac.org

- New users must change their password the first time they log in to E-File
- A confirmation message appears when users successfully change their password
  - Return to E-File homepage

USAC Online

Change Password

You must set a new Password
Old Password
Enter new password:
Retype password:

Change Password

Your Password has been changed.
Proceed to USAC Online

Contact Us •• Universal Service Administrative Company All rights reserved

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Form and Validations Overview
Log in to E-File
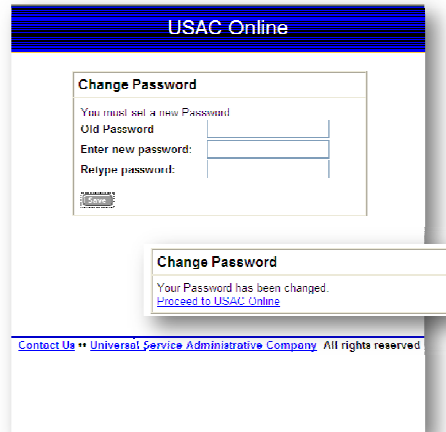
- Read the full Terms and Conditions
- Accept if applicable
- **All users** are required to Accept or Reject the Terms and Conditions at each log-in
  - Accept: Online Form 497
  - Reject: returns to E-File homepage

Accept   Reject

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Slide 1

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Form 497 Search

Form 497 Search

https://forms.usac.org
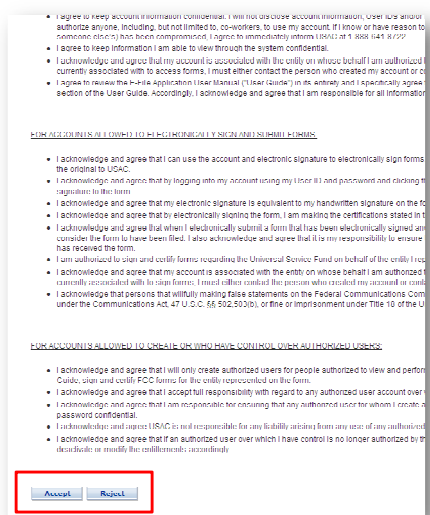
- Select "497 Online Form" from the Information Center
- Navigates to "Form 497 Search"

LI: Navigating the Online Form 497

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Slide 2

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Form and Validations Overview

Form 497 Search

Search by SPIN and month

497 Online Form > Form 497 Search

- Carriers must submit separate forms/bulk uploads for each month
  - Select from drop-down list
- Form default is single form submission
  - Bulk Upload is available to submit data for multiple SPINs and/or SACs

LI: Navigating the Online Form 497

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Form and Validations Overview
Form 497 Search
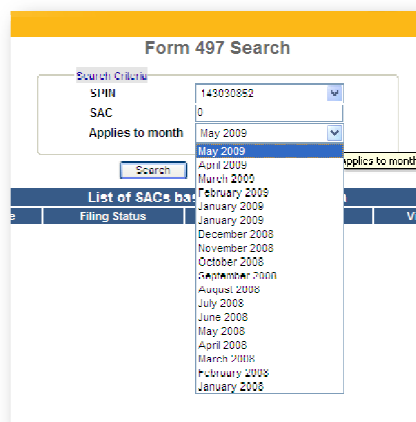
- Form displays the list of SACs related to selected SPIN
- **Filing Status** lists the form's current status
  - No Filing, Saved, Certified

Form and Validations Overview
Form 497 Search

- **Submission Type** indicates how the form was submitted
  - Online, Offline, N/A
- **View/Print** displays a PDF of forms that were submitted online

Slide 1

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Form and Validations Overview
Form 497 Search

- Carriers can submit new or revised forms for any month during the Administrative Window

Slide 2

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Form and Validations Overview
Complete the Form

Complete the Form

Contact Tab

- Online form 497 pre-populates select fields
- "Save" button
  - Saves data
  - Identifies Errors
  - Save at any time or select **Exit to 497 Search**

Lifeline Tab

- Online Form 497 identifies and explains errors
- Layout is similar to paper Form 497
- Online Form 497 runs calculations

Link Up Tab

- Help language appears when you hover over a field

Form and Validations Overview
Complete the Form

Toll Limitation Service Tab

- Online 497 displays Totals on each page

Form and Validations Overview
Complete the Form

Certify Tab

- Outstanding errors will appear when user selects "Certify"

- After selecting "Certify," form will exit to 497 Search screen

Form and Validations Overview
Complete the Form

- Only Authorized Users (not Agents) can view the Certify tab

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Form and Validations Overview
Bulk Uploads

Bulk Uploads

- To submit forms for more than one SPIN/SAC combination, use the **Bulk Upload** feature
- USAC provides a formatted spreadsheet for bulk uploads
- Only one month of data can be submitted per spreadsheet

Form and Validations Overview

- Online 497 rejects spreadsheets with errors
  - Notifies users of failed bulk upload
- **View Details** provides a text file detailing errors and warnings by row and column

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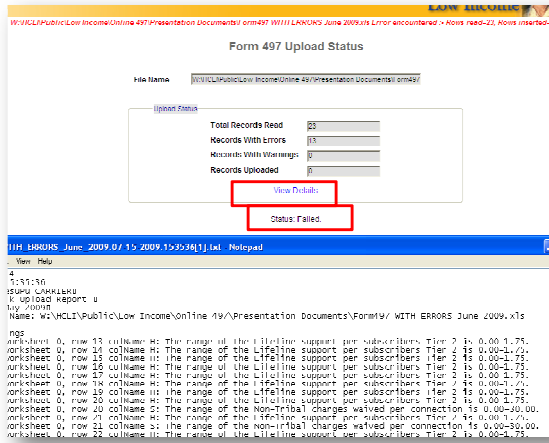
Completing Online Form 497

- Form displays file name and upload details
- Form will notify users if bulk upload is successful

Form and Validations Overview
Certification
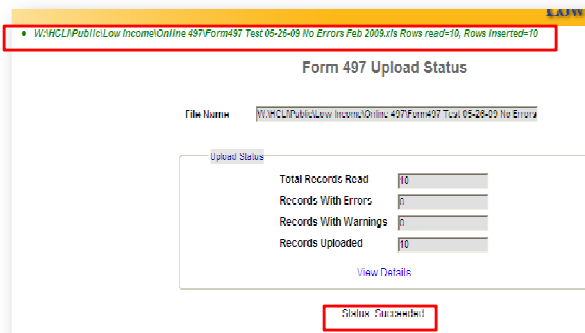
Certification

Single Forms

- To certify online submissions, select "497 Search"

Form and Validations Overview
Certification

- Error-free spreadsheets are displayed
- Click **Select 497** to certify forms

Form and Validations Overview

Certification

Multiple Forms

- Carriers can certify multiple forms at once using the **Bulk Certify** feature
- Users can:
  - Certify multiple Forms 497 at once
  - Certify multiple SPIN/SACs at once
  - Only certify one month's data at a time

Form and Validations Overview
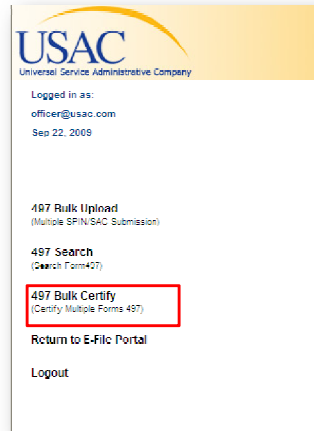
Certification

- Bulk Certify is a 3-Step Process
- Instructions appear before each step
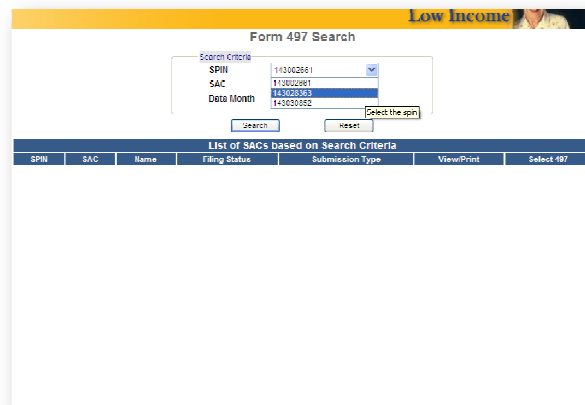
Form and Validations Overview — Certification

Step 1

- Use the "Data Month" drop-down to specify the month and select "Search"

Form and Validations Overview — Certification

- System displays:
  - Data month
  - All forms awaiting certification
- Select all forms or specific forms to certify

Slide 51:

Form and Validations Overview
Certification

Step 2

- Select whether the ETC is subject to state regulation
  – User can select all or only select specific forms

Slide 52:

Form and Validations Overview
Certification

- If necessary, select **Go Back to Step 1** to return to previous step

Step 3

- Read certification language
  - Varies depending on whether ETC is subject to state regulation
- User can "uncheck" a specific form if it should not be included in the bulk certification

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- Enter your name and title to certify the form(s)
- Select **Certify** at the bottom of the page to certify the form(s)

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Slide 1

- A message appears indicating the number of forms that were certified successfully
- System redirects users to main bulk certify page

Slide 2

Helpful Tips and Common Problems

Form Submission

- New ETCs must submit their first 497 via mail, fax, or e-mail to enable E-File
- Only submit one copy of the form
  - Do not fax or mail copies of form submitted online
- Bulk Upload will only accept error-free submissions

Form and Validations Overview
Helpful Tips and Common Problems

Validations

- .01 - .49 rounds down ⬇
- .50 - .99 rounds up ⬆
- Authorized Users should review data submitted by Authorized Agents prior to certification

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Navigating the Online Form 497

Questions?

USAC
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Contact Information

Low Income Program Assistance
866-873-4727 or lifilings@usac.org

Online Form 497 Assistance
202-776-0200 or tfoglia@usac.org

E-File and Form 498 Assistance
888-641-8722 or customersupport@usac.org

USAC Low Income Division
Visit our website: www.usac.org/li

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THANK YOU!