

Contributor Office Hours

E-File Messaging

September 11, 2024



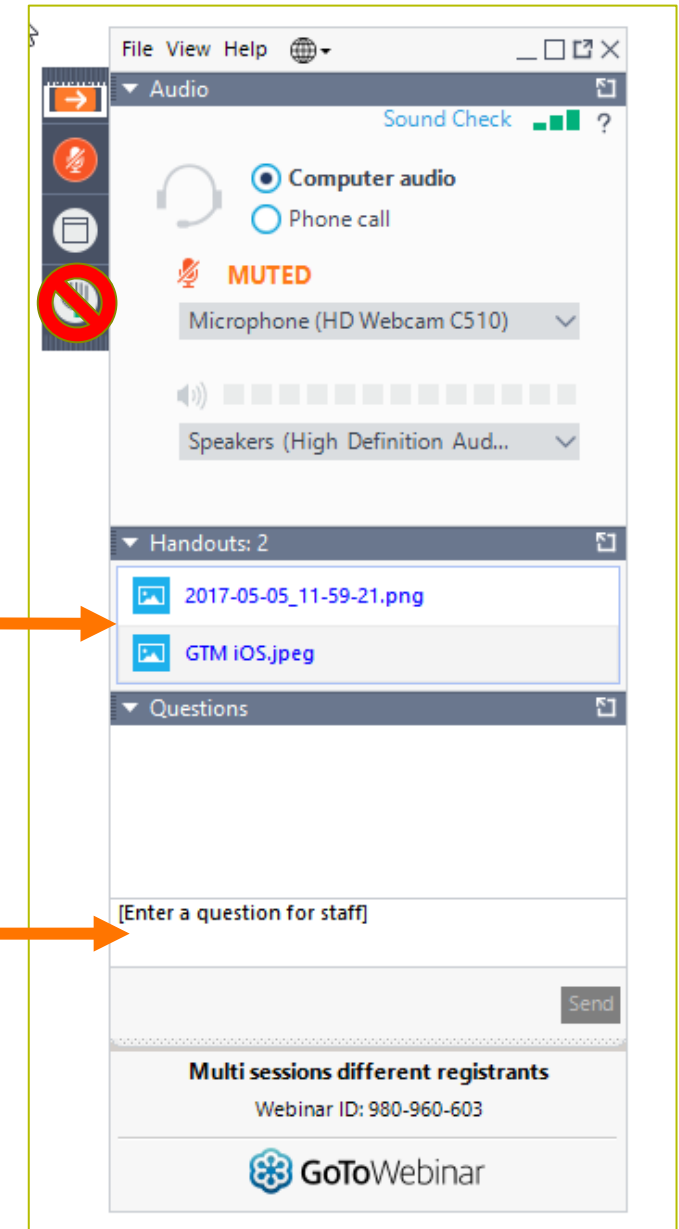
Universal Service
Administrative Co.

DISCLAIMER

To accommodate all attendees, real-time closed captions will be present during this presentation. We apologize in advance for any transcription errors or distractions. Thank you for your support.

Housekeeping

- The audience will remain on mute.
- If your audio or slides freeze, restart the webinar.
- A copy of the presentation is in the **'Handouts'** section of webinar panel.
- Enter questions at any time using the **'Questions'** panel.



Webinar Recordings

Please be aware that this webinar is being recorded.

A copy of the recorded webinar, along with a copy of the presentation will be available on the Service Provider's '**Webinars**' [webpage](#) within two days.

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

Meet Our Presenter

Amy Kavelman

Senior Telecom Industry Analyst | Contributor Operations

Ms Kavelman is a member of the 499 team that analyzes revenue reported on the FCC Form 499-A. She has worked at USAC for 14 years.

Agenda

- Introduction
- Webinar Format
- E-File Messaging
- Questions
- Assistance Resources

“Office Hours” Webinar Format

- Office Hours will be held monthly.
- Brief presentation of a common topic at the beginning
- Open the floor to questions from attendees
 - Attendees type their question in the ‘**Questions**’ box in the GoToWebinar panel
 - USAC staff will repeat the question so everyone can hear
 - USAC staff will answer the question, keeping identify of the asker private
 - If question contains specific company information, USAC staff will follow-up with an email, keeping the question private.

E-File Messaging

E-File Contributor Messages Tool

What Is It?

- A communication tool that will allow anyone with E-File access to send and receive secure messages about information pertaining to their 499 Filer ID.
- Message tool that will capture and save your correspondence with USAC analysts in a secure location.
- Direct messages that include details as well as updates from company users and USAC analysts.

E-File Contributor Messages Tool

- When USAC analysts send issues or have general questions about revenue reported on the FCC Form 499-A, the analysts will post a message in E-File Contributor Messages.
 - USAC will send an automatic notification email to the preparer of the 499-A when the new message is posted.
 - This notification email may also be sent to company officers that have a registered user ID for that service provider when applicable.
- Instead of responding through email, company users can now view issue details and respond directly in E-File.

E-File Contributor Messages Tool

What's In It for Me?

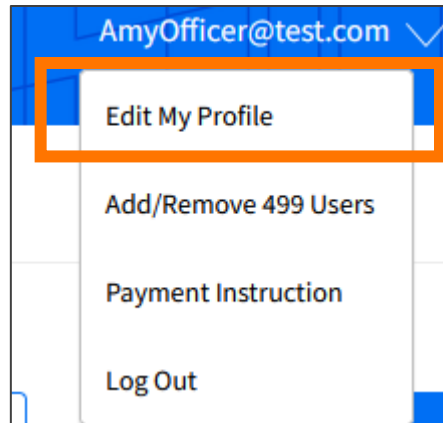
- **No more encrypted messages.** E-File Contributor Messages creates a secure location to resolve issues involving detailed financial information.
- **Archived communications.** Company users will now have a single archive of communications sent and received to USAC about FCC Form 499-A issues.
- **Convenient way to respond.** Service providers will have access to view FCC Form 499-A issues and respond directly via the tool.


E-File Contributor Messages Support


Who To Contact?

- **Contributor Messages.** Use this contact for Forms 499 issues and topics found in the drop down when composing a message.
- **Customer Service Center.** Use this contact for general questions e.g., login issues.

Profile Notification Options



Ensure that your profile has the notifications on. 

**Universal Service
Administrative Co.**

E-FILE [Log Out of E-File](#)

EDIT PROFILE

3 Edit your profile by updating the information below and clicking "Save". If you want to update your email address, you must create a new user account. If you're a Company Officer, select "Add/Remove 499 Users" or "Add/Remove 498 Users" from the dropdown in the header. If you're not a Company Officer, ask your Company Officer to create a new account for you. Select "Cancel" to return to the main page.

Name	<input type="text" value="Amy"/>	<input type="text" value="MI"/>	<input type="text" value="Officer"/>
Position	<input type="text" value="CO"/>		
Phone Number	<input type="text" value="202-572-5678"/>	<input type="text" value="Ext."/>	
Fax Number	<input type="text" value="-"/>		
Email Address	<input type="text" value="AmyOfficer@test.com"/>		

Please select which of following e-mail notifications you wish to receive

- 499 Processing — Forms' status updates, Outstanding Forms notices, User account entitlements updates
- Newsletter—Quarterly updates, Training announcements, Etc.
- Payment Notification — Confirmation of payment received
- Red Light Notification—All Red Lights related notices, Account Status
- Electronic Invoice Summary

499-A User Setting

- Suppress Questions on 499-A Filings

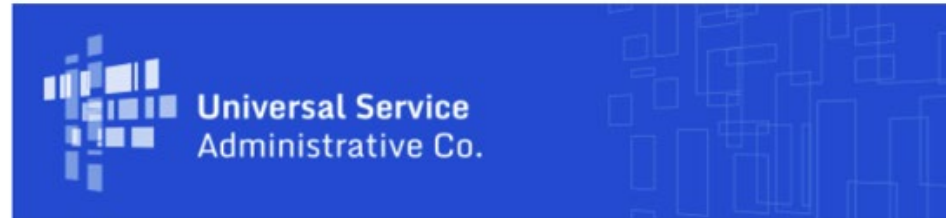
Annual Form Issues

Notification of 499-A Issues

From: "USAC"

To:

Subject: ISSUE 2023 FCC Form 499-A



You have a message from USAC

Thank you for filing the 2023 FCC Form 499-A for Filer ID 889991 USAC Test Chang. USAC has reviewed and compared your 2023 FCC Form 499-A Form to your company's prior FCC Form 499-A and FCC Form 499-Q filings. Please log in to your account to view the issue(s) related to your account and to respond to USAC within one week.

[Log In](#)

Log in to your account and go to Service Providers > Manage FCC Forms 499 > Messages to view your correspondence from USAC.

Need Help? Contact Us!

If you have general questions or need assistance with E-File, call USAC Customer Operations at (888)641-8722 or CustomerSupport@usac.org. You may also visit us at www.usac.org.

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Retrieve 499-A Issue Message

E-File Messages Tab

Universal Service Administrative Co. FCC Form 499 Username

USAC
889991
Filer Status: Active
Company Contacts + Associated 498 IDs +

499 Forms Payments **Messages (1)**

499 Forms

Sort By
Summary View

Displaying 1 to 10 of 38 records Bulk Certify

499 Forms	Receipt Date	Status	View	Action
499-Q - May 2023 Filing	04/13/2023	Certified		Revise Certify
499-A - 2023 Filing		Not Started		Start Form

Message Inbox

Universal Service Administrative Co. E-File Contributor Messages Username Log Out

USAC Test
889991

Company Contacts + Associated 498 IDs +

499 Forms Payments Messages (3)

Inbox Archive

Displaying 1 to 3 of 3 records

+ Compose

<input type="checkbox"/>	USAC	ISSUE 2020 FCC Form 499-A - 889991	04/05/2023
<input type="checkbox"/>	USAC	ISSUE 2021 FCC Form 499-A - 889991	04/05/2023
<input type="checkbox"/>	USAC	ISSUE 2022 FCC Form 499-A - 889991	04/05/2023

Show 10 records

< 1 > of 1 page

Message Archive

The screenshot displays the 'E-File Contributor Messages' interface. At the top left is the 'Universal Service Administrative Co.' logo. The main header area contains the text 'E-File Contributor Messages' and a 'Username' field with a 'Log Out' link. Below the header, the user's account information 'USAC Test 889991' is shown. There are two expandable sections: 'Company Contacts +' and 'Associated 498 IDs +'. A navigation bar includes '499 Forms', 'Payments', and 'Messages (1)'. Under 'Messages (1)', there are two tabs: 'Inbox' and 'Archive'. The 'Archive' tab is selected and highlighted with a green oval. A blue arrow points from the 'Archive' tab to the text 'Displaying 1 to 1 of 1 records'. Below this, a search bar is visible. A table lists one message record:

<input type="checkbox"/>	USAC	ISSUE 2022 FCC Form 499-A - 889991	04/05/2023
<input type="checkbox"/>	USAC	ISSUE 2022 FCC Form 499-A - 889991	04/05/2023

At the bottom, there is a pagination control: 'Show 10 records' and '1 of 1 page'.

Initiating a Message

Initiating a Message

Select the Compose button

The screenshot displays the 'E-File Contributor Messages' interface for 'USAC Test 889991'. The page includes a navigation bar with the Universal Service Administrative Co. logo, the title 'E-File Contributor Messages', and a 'Username' field with a 'Log Out' link. Below the header, the user's name 'USAC Test 889991' is displayed. There are sections for 'Company Contacts +', 'Associated 498 IDs +', and tabs for '499 Forms', 'Payments', and 'Messages (3)'. The 'Messages (3)' tab is active, showing a list of messages. A '+ Compose' button is highlighted with a blue circle and a blue arrow pointing to it. The message list contains three entries, each with a checkbox, the sender 'USAC', the subject, and the date '04/05/2023'. At the bottom, there is a 'Show 10 records' dropdown and a pagination control showing '1 of 1 page'.

Universal Service Administrative Co. E-File Contributor Messages Username Log Out

USAC Test
889991

Company Contacts + Associated 498 IDs +

499 Forms Payments Messages (3)

Inbox
Archive

Displaying 1 to 3 of 3 records

+ Compose

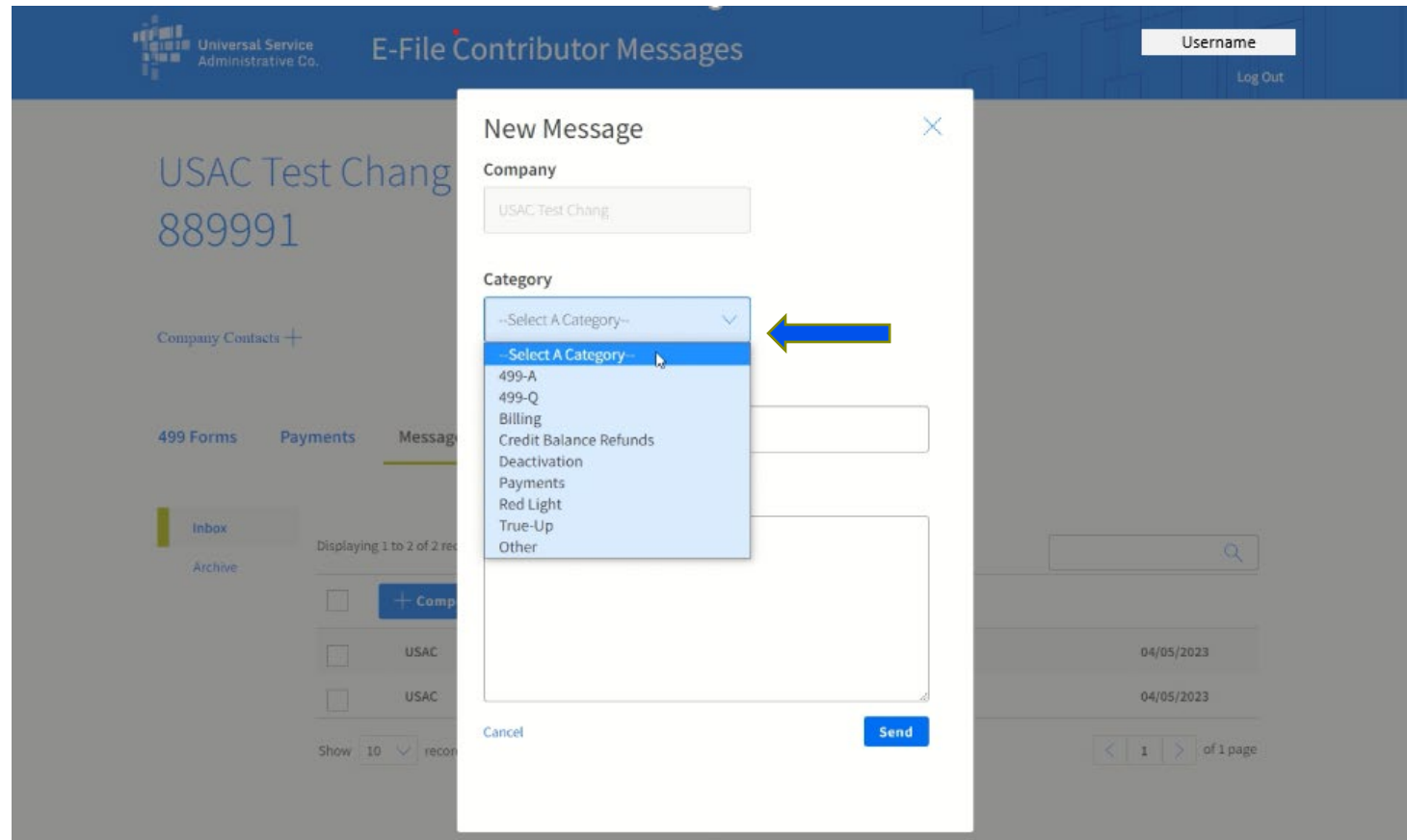
<input type="checkbox"/>	USAC	ISSUE 2020 FCC Form 499-A - 889991	04/05/2023
<input type="checkbox"/>	USAC	ISSUE 2021 FCC Form 499-A - 889991	04/05/2023
<input type="checkbox"/>	USAC	ISSUE 2022 FCC Form 499-A - 889991	04/05/2023

Show 10 records

< 1 > of 1 page

Initiating a Message

Select a Category



Initiating a Message

Type in the Subject

The screenshot displays the 'E-File Contributor Messages' interface. A 'New Message' dialog box is open, allowing a user to create a new message. The dialog contains the following fields:

- Company:** A text input field containing 'USAC Test Chang'.
- Category:** A dropdown menu with 'Red Light' selected.
- Subject:** An empty text input field, highlighted with a blue arrow.
- Message:** A large text area for the message content.

At the bottom of the dialog are 'Cancel' and 'Send' buttons. The background interface shows the 'USAC Test Chang 889991' header, navigation tabs for '499 Forms', 'Payments', and 'Messages', and a list of messages with dates like '04/05/2023'.

Initiating a Message

Compose the Message

The screenshot displays the 'E-File Contributor Messages' interface. A modal window titled 'New Message' is open, allowing the user to compose a message. The form includes the following fields:

- Company:** A text input field containing 'USAC Test Chang'.
- Category:** A dropdown menu with 'Red Light' selected.
- Subject:** A text input field containing 'Red Light'.
- Message:** A large text area for the message content, currently empty. A blue arrow points to this field.

At the bottom of the modal, there are 'Cancel' and 'Send' buttons. The background interface shows the 'USAC Test Chang 889991' header, navigation tabs for '499 Forms', 'Payments', and 'Messages', and a list of messages with dates like '04/05/2023'.

Initiating a Message

Select Send

The screenshot displays the 'E-File Contributor Messages' interface. A 'New Message' dialog box is open, allowing the user to compose a message. The dialog contains the following fields:

- Company:** USAC Test Chang
- Category:** Red Light
- Subject:** Red Light
- Message:** How do I get off of Red Light?

At the bottom of the dialog, there are 'Cancel' and 'Send' buttons. A blue arrow points to the 'Send' button, indicating the next step in the process. The background interface shows the company name 'USAC Test Chang 889991', navigation tabs for '499 Forms', 'Payments', and 'Messages', and a list of messages with dates '04/05/2023'.

Responding to a Message

Responding to a Message

Select the Message Link

The screenshot displays the 'E-File Contributor Messages' interface. At the top, there is a blue header with the Universal Service Administrative Co. logo, the title 'E-File Contributor Messages', and a 'Username' field with a 'Log Out' button. Below the header, the main content area shows 'USAC Test Chang 889991'. There are two expandable sections: 'Company Contacts +' and 'Associated 498 IDs +'. Below these are three tabs: '499 Forms', 'Payments', and 'Messages (0)'. The 'Messages (0)' tab is active. On the left, there are 'Inbox' and 'Archive' buttons. The main message list shows 'Displaying 1 to 2 of 2 records' and a search box. The list contains two entries, both from 'USAC' dated '04/05/2023'. The first entry is 'ISSUE 2020 FCC Form 499-A - 889991' and the second is 'ISSUE 2021 FCC Form 499-A - 889991'. A blue arrow points to the second entry. At the bottom, there is a 'Show 10 records' dropdown and a pagination control showing '< 1 > of 1 page'.

Universal Service Administrative Co. E-File Contributor Messages Username Log Out

USAC Test Chang
889991

Company Contacts + Associated 498 IDs +

499 Forms Payments Messages (0)

Inbox Archive

Displaying 1 to 2 of 2 records

+ Compose

<input type="checkbox"/>	USAC	ISSUE 2020 FCC Form 499-A - 889991	04/05/2023
<input type="checkbox"/>	USAC	ISSUE 2021 FCC Form 499-A - 889991	04/05/2023

Show 10 records < 1 > of 1 page

Responding to a Message

Select the Reply Arrow

The screenshot displays the 'E-File Contributor Messages' interface. The header includes the 'Universal Service Administrative Co.' logo and a 'Username' field with a 'Log Out' link. The main content area shows a message from 'USAC to USAC Test Chang' dated 'April 05, 2023, 02:59 PM'. The message subject is 'ISSUE 2021 FCC Form 499-A - 889991'. The body text includes 'FCC FORM 499 NOTICE OF ISSUE(S)' and details about the review of the 2021 FCC Form 499-A Rev 6 filing for Filer ID 889991. A blue arrow points to the reply arrow icon in the top right corner of the message window. The interface also shows a sidebar with 'Company Contacts +', '499 Forms', and 'Payments' sections, and a bottom navigation bar with 'Inbox', 'Archive', and 'Show' options.

Universal Service Administrative Co. E-File Contributor Messages Username Log Out

USAC Test Chang 889991

Company Contacts +

499 Forms Payments

Inbox Archive

USAC to USAC Test Chang April 05, 2023, 02:59 PM

ISSUE 2021 FCC Form 499-A - 889991

FCC FORM 499 NOTICE OF ISSUE(S)

Thank you for filing the 2021 FCC Form 499-A Rev 6 for Filer ID 889991 USAC Test Chang. USAC has reviewed and compared your 2021 FCC Form 499-A Rev 6 Form to your company's prior FCC Form 499-A and FCC Form 499-Q filings and has found possible issue(s) with the filing.

- Line(s) 404.1 & 404.2 - The interstate and international revenue breakout of your local service revenue reported on line(s) 404.1 & 404.2 is greater than expected. Please explain how you calculated the interstate and international revenue breakout on line(s) 404.1 & 404.2.
- Line 422 - The percent of bad debt reported on Line 422 is greater than expected when compared to End User revenues calculated on Line 420. Please explain how you determined the end user bad debt reported on line 422.
- Projected Revenue versus Actual Revenue -- Interstate and/or international revenue projected on the FCC Forms 499-Q associated with the 2021 FCC Form 499-A (i.e. FCC Forms 499-Q due Nov. 2019, Feb. 2020, May 2020, Aug. 2020) substantially exceeds actual interstate and/or international revenue reported on the 2021 FCC Form 499-A. Please provide USAC with an explanation regarding the over-projecting of interstate and/or international revenues.

A response to the issue(s) presented above is required within one week of receiving the notification email. Please respond to this message directly by clicking the reply arrow above or you may contact USAC customer service at (888)641-8722. The FCC Form 499-A worksheet instructions may be found on USAC's website. Thank you.

USAC to USAC Test Chang April 05, 2023, 02:58 PM

04/05/2023

04/05/2023

< 1 > of 1 page

Responding to a Message

Compose the Message

The screenshot displays the 'E-File Contributor Messages' interface. A message composition window is open for the subject 'ISSUE 2021 FCC Form 499-A - 889991'. The window includes a 'To: USAC' field and a large text input area with a blue arrow pointing to the cursor. Below the input area are 'Cancel' and 'Send' buttons. The background shows a message list with the following details:

- Sender: USAC
- Recipient: to USAC Test Chang
- Date: April 05, 2023, 02:59 PM
- Subject: ISSUE 2021 FCC Form 499-A - 889991

The message content includes the following text:

FCC FORM 499 NOTICE OF ISSUE(S)

Thank you for filing the 2021 FCC Form 499-A Rev 6 for Filer ID 889991 USAC Test Chang. USAC has reviewed and compared your 2021 FCC Form 499-A Rev 6 Form to your company's prior FCC Form 499-A and FCC Form 499-Q filings and has found possible issue(s) with the filing:

- Line(s) 404.1 & 404.2 - The interstate and international revenue breakout of your local service revenue reported on line(s) 404.1 & 404.2 is greater than expected. Please explain how you calculated the interstate and international revenue breakout on line(s) 404.1 & 404.2.
- Line 422 - The percent of bad debt reported on Line 422 is greater than expected when compared to End User revenues calculated on Line 420. Please explain how you determined the end user bad debt reported on line 422.
- Projected Revenue verses Actual Revenue -- Interstate and/or international revenue projected on the FCC Forms 499-Q associated with the 2021 FCC Form 499-A (i.e. FCC Forms 499-Q due Nov. 2019, Feb. 2020, May 2020, Aug. 2020) substantially exceeds actual interstate and/or

Responding to a Message

Select Send

The screenshot displays the 'E-File Contributor Messages' interface. A modal window is open for an issue titled 'ISSUE 2021 FCC Form 499-A - 889991'. The modal contains a 'To: USAC' field, a text input area with the placeholder 'Test response', and 'Cancel' and 'Send' buttons. A blue arrow points to the 'Send' button. Below the modal, the message details are visible: 'USAC to USAC Test Chang' dated 'April 05, 2023, 02:59 PM'. The message content includes a notice of issue(s) regarding revenue reporting on FCC Form 499-A.

Universal Service Administrative Co. E-File Contributor Messages Username Log Out

USAC Test C
889991

Company Contacts +

499 Forms Payments

Inbox Archive

ISSUE 2021 FCC Form 499-A - 889991

To: USAC

Test response

Cancel Send

USAC to USAC Test Chang April 05, 2023, 02:59 PM

ISSUE 2021 FCC Form 499-A - 889991

FCC FORM 499 NOTICE OF ISSUE(S)

Thank you for filing the 2021 FCC Form 499-A Rev 6 for Filer ID 889991 USAC Test Chang. USAC has reviewed and compared your 2021 FCC Form 499-A Rev 6 Form to your company's prior FCC Form 499-A and FCC Form 499-Q filings and has found possible issue(s) with the filing:

- Line(s) 404.1 & 404.2 - The interstate and international revenue breakout of your local service revenue reported on line(s) 404.1 & 404.2 is greater than expected. Please explain how you calculated the interstate and international revenue breakout on line(s) 404.1 & 404.2.
- Line 422 - The percent of bad debt reported on Line 422 is greater than expected when compared to End User revenues calculated on Line 420. Please explain how you determined the end user bad debt reported on line 422.
- Projected Revenue versus Actual Revenue -- Interstate and/or International revenue projected on the FCC Forms 499-Q associated with the 2021 FCC Form 499-A (i.e. FCC Forms 499-Q due Nov. 2019, Feb. 2020, May 2020, Aug. 2020) substantially exceeds actual Interstate and/or

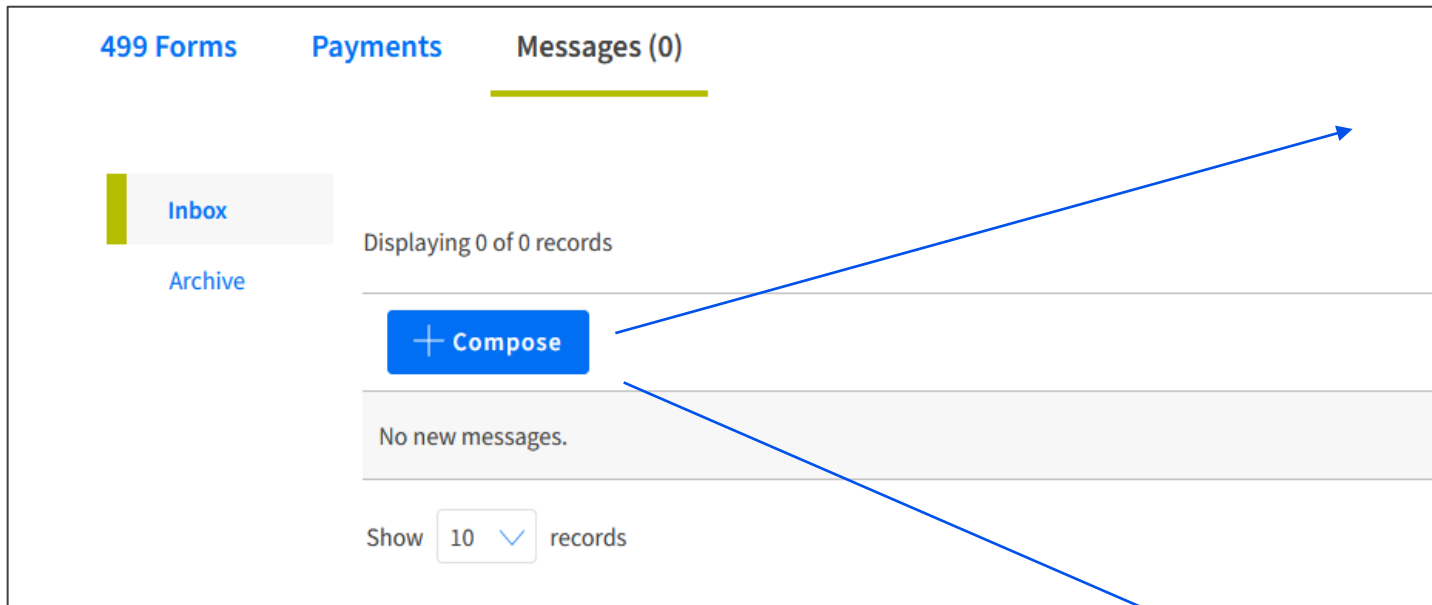
04/05/2023
04/05/2023
< 1 > of 1 page

Questions?

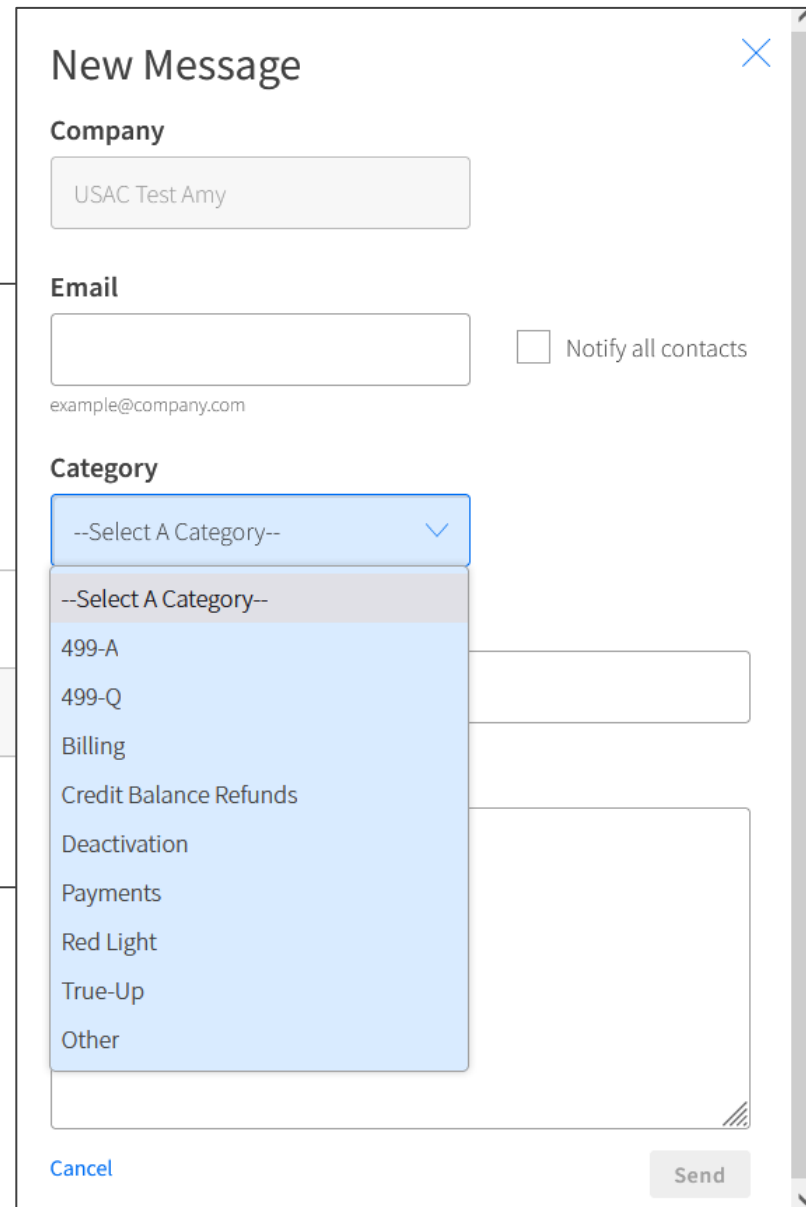
Contacting USAC

E-File Message Portal

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



The screenshot shows the 'Messages (0)' tab selected in the top navigation bar. Below the navigation, there are tabs for 'Inbox' and 'Archive'. The main content area displays 'Displaying 0 of 0 records' and a '+ Compose' button. Below the button, it says 'No new messages.' and 'Show 10 records' with a dropdown arrow.



The 'New Message' form is shown with a close button (X) in the top right corner. The form fields are:

- Company:** A text input field containing 'USAC Test Amy'.
- Email:** A text input field containing 'example@company.com'. To the right of the field is a checkbox labeled 'Notify all contacts'.
- Category:** A dropdown menu with a blue background and a downward arrow. The menu is open, showing a list of categories: '--Select A Category--', '499-A', '499-Q', 'Billing', 'Credit Balance Refunds', 'Deactivation', 'Payments', 'Red Light', 'True-Up', and 'Other'.

At the bottom of the form, there are 'Cancel' and 'Send' buttons.

Contributors/Service Providers Customer Service Center (CSC)



Call us at (888) 641-8722

Monday – Friday 9 a.m. to 5 p.m. ET



Email: CustomerSupport@usac.org

- Include in your email
 - 498 ID/Service Provider ID Number (SPIN)
 - 499 Filer ID

Thank You!





Universal Service
Administrative Co.