Contributor Office Hours

Accessing E-File

March 6, 2025

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.
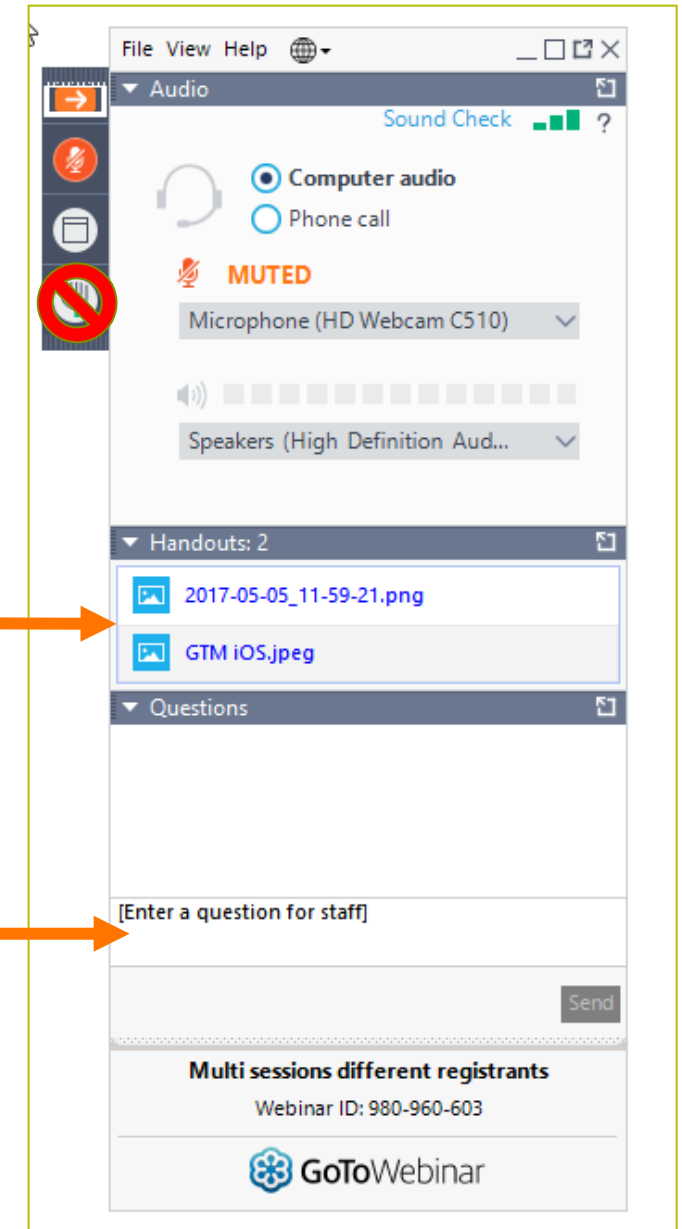
Webinar Recordings

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.

Originally from central Illinois, she moved to the Washington DC area in 1997.

Email: Amy.Kavelman@usac.org

Agenda

- Webinar Format

- Accessing E-File

- Questions

- Annual Form Training Schedule

- Contact Us

"Office Hours" Webinar Format

- Office Hours are 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.

Accessing E-File

Before You Log In

- Firefox and Chrome work best. Safari does not.

- Don't log in on your phone.

- If you get repeated error messages, clear browser history, cache, shut down all tabs and restart the browser.

- Don't open E-File on two different monitors or browsers.

- Lower your browser's display percentage a bit. (80% - 90%)

E-File Users

- Your email address is also your E-File username.

  - Please register with an email address that you regularly check

- Only an authorized Company Officer in E-File can add users, USAC staff cannot.

- If your email address changes, a 'new' username must be added and then the old one deleted. USAC staff cannot make these changes.

- If all Company Officers have left, the company will need to add a new one. This removes all old Company Officers.

E-File Users

- To access E-File, you must be an authorized user.

- There are two levels of access in E-File

    - Company Officer – the only level that can submit a 499 form. Also responsible for adding/removing users.

    - Preparer

- USAC staff will not discuss a company's financials or E-File account unless the person is an authorized user

- A 499 Filer ID can have a maximum of 5 Company Officers and an unlimited number of Preparers.

- *NEW* this year, the billing contact must be a registered user for the 499 Filer ID.

E-File User Profile

- To maintain options associated with your E-File User Profile – navigate to the top right hand of the screen. Hover over your username, to access a drop-down menu.

- Select 'Edit My Profile'.

- Make sure the name matches the email address

- Select options for notification, especially Electronic Invoice Summary.

Log Out of E-F

EDIT PROFILE

ⓘ 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: Amy | MI | Officer

Position: CO

Phone Number: 202-776-0200 | Ext.

Fax Number: -

Email Address: 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

Save   Cancel

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Temporary Access to E-File

- Sometimes, a user might be asked to correct forms on an inactive 499 Filer ID. This requires temporary access in E-File.

- Only a company officer can request temporary access.

- The request for temporary access is all online. USAC staff do not activate without the company initiating the request.

- USAC online training module walks the viewer through step by step.

Questions?

Annual Form Training Webinars

Annual Form Webinar Schedule   *Registration Link on Date*

- March 11 – Revenue Reporting for VoIP Resellers

- March 13 – Live Walkthrough of Completing an FCC Form 499-A

- March 18 – Updating Registration Information

- March 20 – Reporting Wholesale Revenue (Block 3)

- March 25 – Reporting End User Revenue (Block 4)

- March 27 – Reporting Regional Percentages and Certification of Form

Contact Us

E-File Message Portal

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

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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

Contact the CSC for issues relating to login, error messages and other technical problems.

Thank You!

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