USAC Contributor and Service Provider Company Officer Entitlements Guide

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What are Entitlements?

At USAC, entitlements refer to the specific rights and privileges assigned to users within our different online environments, including E-File, E-Rate Productivity Center (EPC), High Cost Universal Broadband Portal (HUBB), Lifeline Claims System (LCS), National Lifeline Accountability Database (NLAD), National Verifier (NV), Representative Accountability Database (RAD), My Portal, and RHC Connect.

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E-File: System Overview and Login Information

Service providers manage and submit their FCC Forms 498 and 499 in our E-File system. E-File is divided into separate 498 ("Service Providers") and 499 ("Contributors") sections. Each section has separate entitlements.

Contributors must register for a 499 Filer ID and participants must register for a 498 ID / SPIN prior to accessing either section. Please watch our Accessing E-File video and view the E-File User Guide to learn more.

Login Options

USAC uses a single, central login platform to access all of its systems, including the 498 and 499 sections of E-File.

- I have a login: Login Here
- I forgot my Password: Reset Your Password
- I need to register my company for a USAC 499 Filer ID: Register for a 499 Filer ID
- I need to register my company for a USAC 498 ID / SPIN: Register for a 498 ID / SPIN
- My company is already registered, but I do not have a login:
    - Contact your company's 498 or 499 Company Officer to create an account.
    - If you do not know your 498 or 499 Company Officer, contact USAC's Contributors and Service Providers Customer Service Center.
    - Submit a request for a new 498 Company Officer or a new 499 Company Officer if none currently exist.

Additional Login Troubleshooting

You should use Google Chrome, Firefox, or Microsoft Edge and will need to clear your cookies and cache and allow third-party cookies in your web browser settings to resolve most login issues. Please visit our MFA Troubleshooting FAQs page for more information.

Quick Tips for All E-File Users

- USAC can only speak to registered users about their company's accounts.
- Your user ID is your email address and must be unique to you.
- If your email address changes, you will need to set up a new user account under the new email address.
- You need entitlements for every 498 ID / SPIN and 499 Filer ID for your company.
- If a 498 or 499 Company Officer leaves the company, they should add a new Company Officer before they leave.
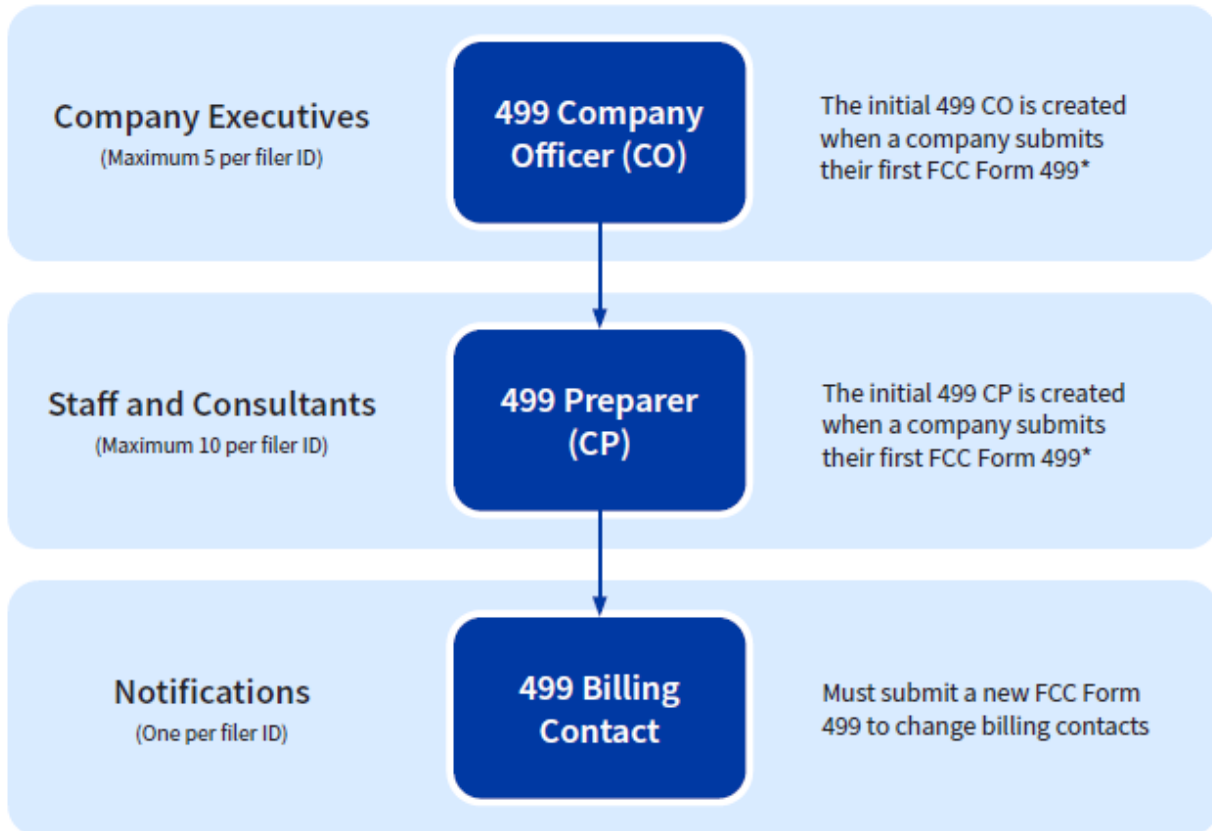
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E-File: 499 Contributor Entitlements
Associated with a Single 499 Filer ID

Who These Entitlements Are For: Contributors and *de minimis* telecommunications providers
System Access: E-File (499 contributors section only)
Forms You Can File: FCC Forms 499-A and 499-Q

Company Executives
(Maximum 5 per filer ID)

499 Company Officer (CO)

The initial 499 CO is created when a company submits their first FCC Form 499*

Staff and Consultants
(Maximum 10 per filer ID)

499 Preparer (CP)

The initial 499 CP is created when a company submits their first FCC Form 499*

Notifications
(One per filer ID)

499 Billing Contact

Must submit a new FCC Form 499 to change billing contacts

*Note: 499 Company Officers can create additional 499 COs/CPs in E-File.

	499 Company Officer	499 Preparer	499 Billing Contact
Add and remove other 499 COs and CPs	✓		
Certify FCC Forms 499	✓		
Prepare and submit FCC Forms 499	✓	✓	
Review and pay invoices	✓	✓	✓
Receives notifications when invoices are available			✓

Please note that these entitlements do not provide access to E-Rate, High Cost, Lifeline, Rural Health Care, and 498 Service Providers systems, tools, and forms.

E-File: 499 Contributor Entitlements (Continued)
Associated with a Single 499 Filer ID

Quick Tips

Company Officers and Preparers

- Only 499 Company Officers can certify FCC Forms 499.
- Any current 499 Company Officer can add or remove other 499 Company Officers and Preparers.
  - For more information, please view the "Adding 499 Users" section of the Accessing E-File video.
- If a 499 Company Officer leaves and no other 499 Company Officers exist, you can request a new 499 Company Officer.

Billing Contacts

- To change the 499 Billing Contact, you should enter the new contact on your next FCC Form 499-A (Block 2-A Line 208) or 499-Q (Block 2 Line 112).
- Only the 499 Billing Contact on the most recent FCC Form 499-A or -Q receives notifications.
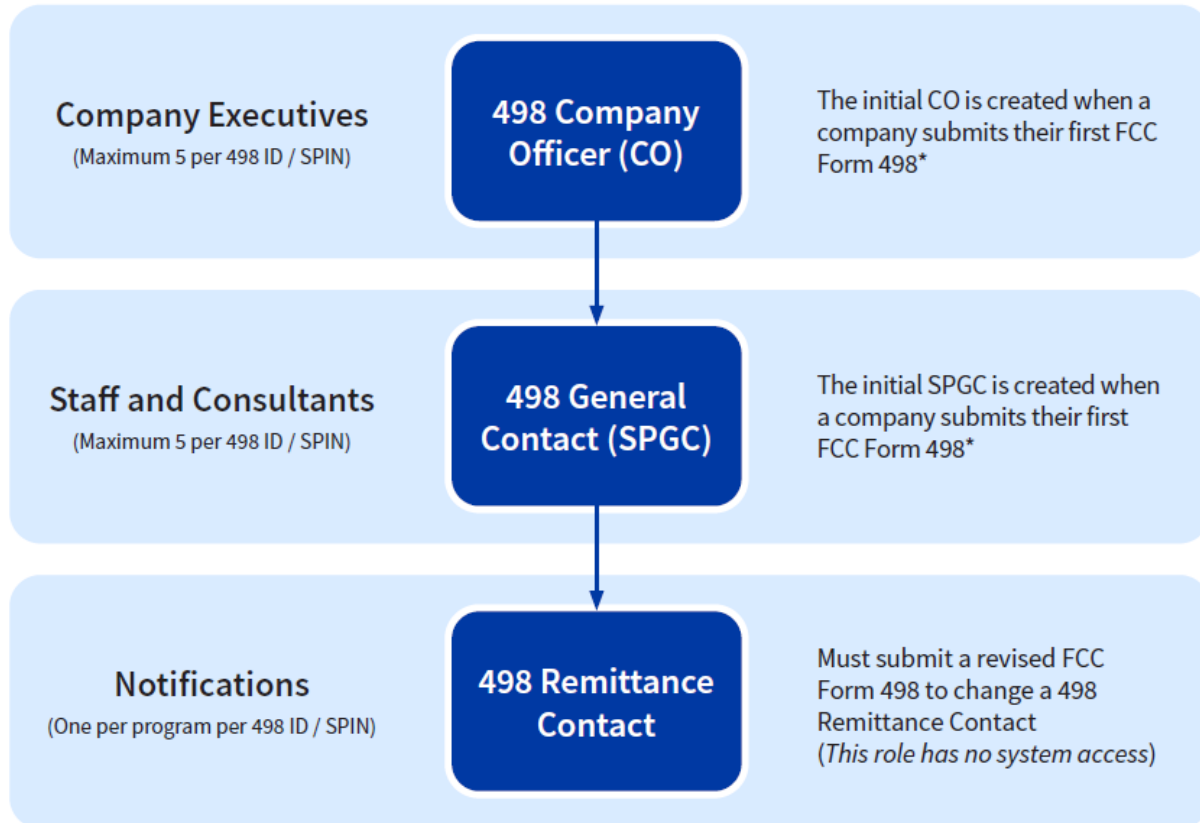
E-File: 498 Service Provider Entitlements
Associated with a Single 498 Filer ID / SPIN

Who These Entitlements Are For: Service providers participating in any Universal Service Fund program
System Access: E-File (498 Service Providers section only)
Forms You Can File: FCC Form 498

Company Executives (Maximum 5 per 498 ID / SPIN) → **498 Company Officer (CO)** — The initial CO is created when a company submits their first FCC Form 498*

Staff and Consultants (Maximum 5 per 498 ID / SPIN) → **498 General Contact (SPGC)** — The initial SPGC is created when a company submits their first FCC Form 498*

Notifications (One per program per 498 ID / SPIN) → **498 Remittance Contact** — Must submit a revised FCC Form 498 to change a 498 Remittance Contact (*This role has no system access*)

*Note: 498 Company Officers and General Contacts can create additional COs/SPGCs in E-File.

	498 Company Officer	498 General Contact	498 Remittance Contact
Add and remove other SPOs and SPGCs	✓	✓	
Certify FCC Forms 498	✓		
Prepare and submit FCC Forms 498	✓	✓	
View entitlements	✓	✓	
Add, remove, and manage Authorized Users that they created	✓	✓	
Merge or deactivate SPINs	✓		
Receives a notification when USAC releases disbursement			✓

Please note that these entitlements do not provide access to E-Rate, High Cost, Lifeline, Rural Health Care, and 499 Contributors systems, tools, and forms.

E-File: 498 Service Provider Entitlements (Continued)

Associated with a Single 498 Filer ID / SPIN

Quick Tips

498 Company Officers and General Contacts

- A 498 Company Officer or General Contact can create, manage, and delete certain Authorized Users for other USAC programs and systems.
  - Only the 498 Company Officer/General Contact that created an Authorized User can see and manage that user.
  - If a 498 Company Officer/General Contact leaves the company, they should transfer their Authorized Users to another Officer/General Contact.
  - Typically, users lose access to a system when the 498 Company Officer or General Contact that created them leaves or is removed from E-File. In this case, Authorized Users should contact a different 498 Company Officer or General Contact to readd them.
  - If a 498 Company Officer leaves and no other 498 Company Officers exist, you can request a new 498 Company Officer.

498 Remittance Contacts

- To change the 498 remittance statement contacts, you must submit a revised FCC Form 498 and update the following blocks:
  - High Cost: Block 5
  - Lifeline: Block 7
  - Rural Health Care: Block 10
  - E-Rate: Block 12
- Only the 498 Remittance Contact on the most recent FCC Form 498 receives notifications.
- 498 Remittance Contacts do not have any system access.