

Schools and Libraries (E-Rate) Program FCC Form 473 (SPAC Form) User Guide

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Updated: April 2021

Form Assistance

Service providers file the FCC Form 473 (Service Provider Annual Certification (SPAC) Form) in USAC's E-File system. You can find information about this form on the [FCC Form 473 Filing](#) webpage.

If you have trouble accessing the SPAC Form, please contact USAC's call center at (888) 641-8722 between 9:00 a.m. and 5:00 p.m. ET Monday through Friday and choose option four for Contributors (not the option for Schools and Libraries).

If you have any questions about completing this form, please contact the Schools and Libraries (E-Rate) Program Client Service Bureau (CSB) at (888) 203-8100 between 8:00 a.m. and 8:00 p.m. ET Monday through Friday.

You can also create a customer service case in the E-Rate Productivity Center (EPC) by selecting the **Contact Us** link on your EPC landing page or by using the **Actions** tab.

One Portal

To file a SPAC Form, all users must first log in to One Portal, USAC's [multi-factor authentication \(MFA\)](#) system. MFA is a method of authenticating a computer user during the login process by requiring the user to enter two or more separate pieces of information, such as a password known to the user and a code we generate and send to the user by email or text. MFA helps safeguard access to data and applications, and provides additional security. One Portal complies with both federal and Federal Communication Commission (FCC) information security guidelines. To learn more about USAC's MFA and to find a list of all Universal Service Fund (USF) IT applications included in the single portal, visit [USAC's website](#).

If you are also an EPC user, USAC has already created an account for you in One Portal. To set up your credentials in One Portal, click the blue **Sign In** button at the top of any USAC page and follow the instructions.

If the general contact or company officer adds you as a user to your organization's E-File account, this action will create a One Portal account that will use your email address as your username. If you need to reset your password, click the "forgot password" link. For more information, watch the ["How to Reset Your Password" video](#).

Logging in to One Portal for the First Time

The first time you sign into a USF IT application, the system will prompt you to set up MFA for your account. To do this:

1. Click the blue **Continue** button in the pop-up message.
2. On the login page, click the **Forgot Password** link.
3. Enter your Username (your email address) and click **Reset via Email**.
4. When you receive the email, click the link to create a password. Your password must be at least eight characters long and include one lowercase letter, one uppercase letter, one number, and one special character.
5. Accept the system's terms of use and click **Sign In**.
6. On the next page, confirm the email associated with your account and click **Send Email**.
7. Check your email for a verification code.
8. Enter the code and click **Verify**.
9. The first time you log in to One Portal, you will need to accept the system terms and conditions.

After logging in, you will see USAC's single portal application dashboard if you have access to more than one application. On this page, you can access all of the USF applications associated with your log in. Users no longer have to sign into multiple applications to interact with different USF programs.

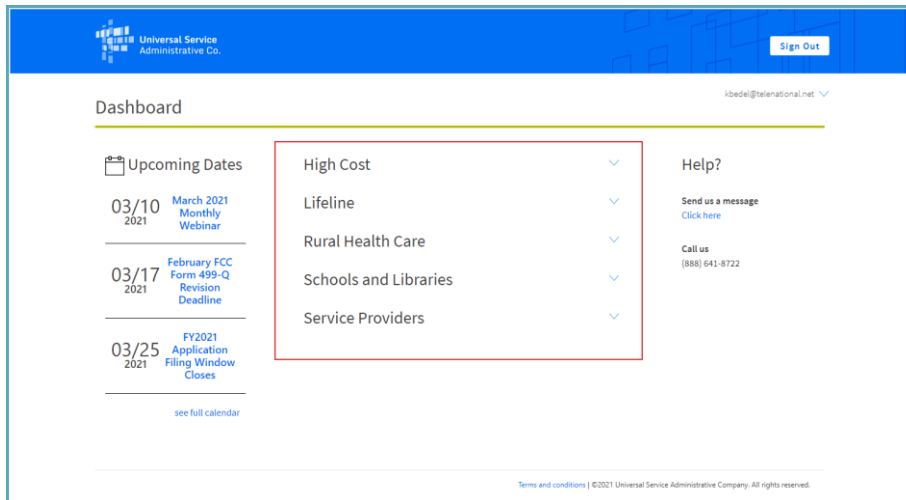
From the dashboard, click the drop-down menu arrow to the right of your username.



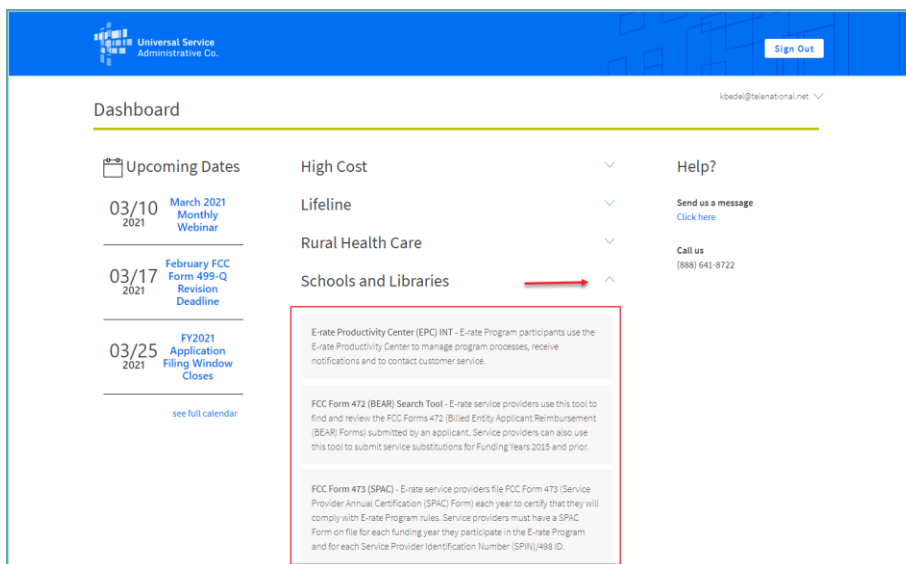
A link to the **Settings** page will appear to add a cell phone number to your account. This will allow you to receive verification codes via either email or text message when you log in in the future.

One Portal Dashboard

After you log in to One Portal, you will see your One Portal dashboard, which will include all of the USF programs.



If you click the drop-down arrow by the program name, a list of systems you have access to will appear.

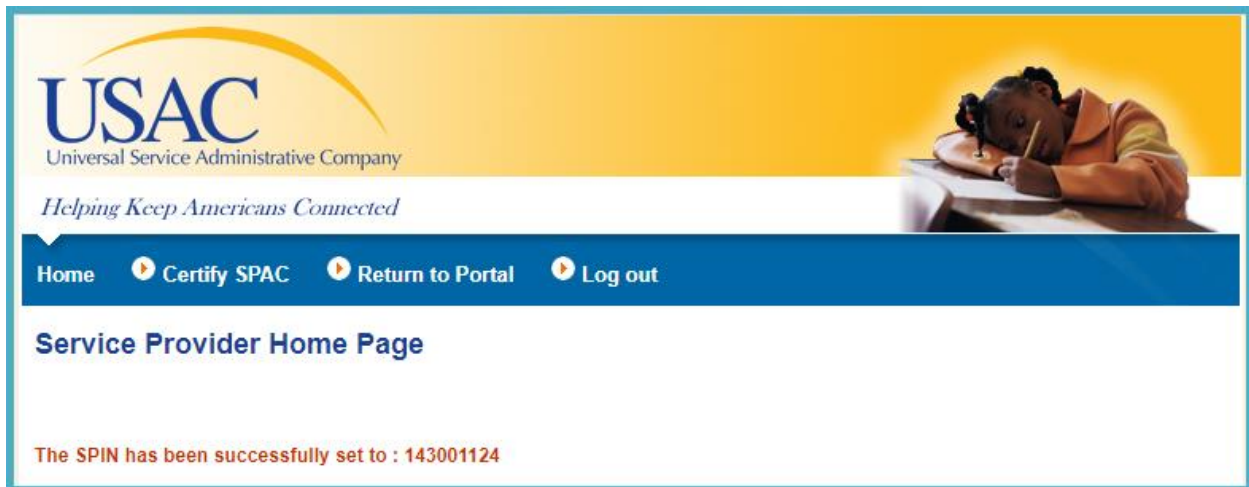


If you have questions or technical issues, please call CSB at (888) 203-8100.

FCC Form 473 (SPAC Form) Navigation

Service Provider Homepage

After you log in to One Portal, and select the SPAC Form from the One Portal dashboard, you will see the SPAC Form's **Service Provider Homepage** confirming your 498 ID/Service Provider Identification Number(s) (SPINs).



SPAC Form Menu

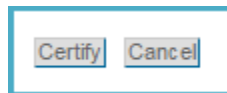
From the **Service Provider Homepage**, you can navigate to various functions within the form by using the links in the blue menu at the top of the page.



- **Certify SPAC** - File a new form.
- **Return to Portal** - Return to the One Portal dashboard.
- **Log out** - Log out of the SPAC Form.

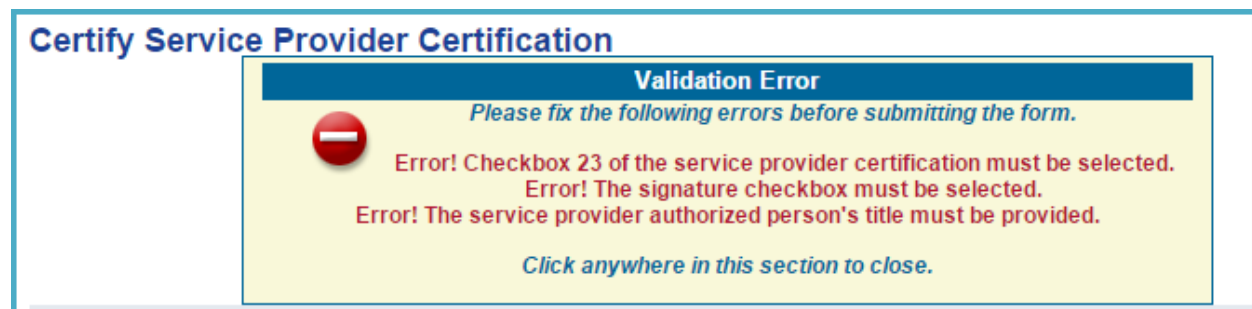
Certify and Cancel Buttons

Press **Certify** to certify and submit this form or **Cancel** to discard the form and return to the SPAC Form's **Service Provider Homepage**.



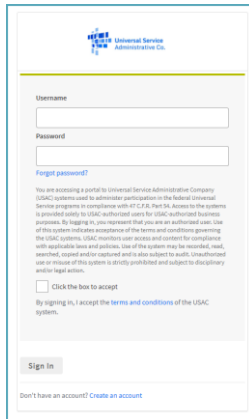
Red System Prompts

While you are filling out your form you may receive system messages in red which provide information about data validation or mandatory fields. Please provide the requested information to clear the validation error.



Filing FCC Form 473 (SPAC Form)

1. Log in to [One Portal](#).



Universal Service
Administrative Co.

Username

Password

[Forgot password?](#)

You are accessing a portal to Universal Service Administrative Company (USAC) systems used to administer participation in the federal Universal Service programs in compliance with 47 C.F.R. Part 54. Access to the systems is provided only to USAC authorized users for USAC authorized business purposes. By logging in, you represent that you are an authorized user. Use of this system involves acceptance of the terms and conditions governing the USAC systems. USAC monitors user access and content for compliance with applicable laws and policies. Use of the system may be recorded, monitored, copied and/or captured and is also subject to audit. Unauthorized use or misuse of the system is strictly prohibited and subject to disciplinary and/or legal action.

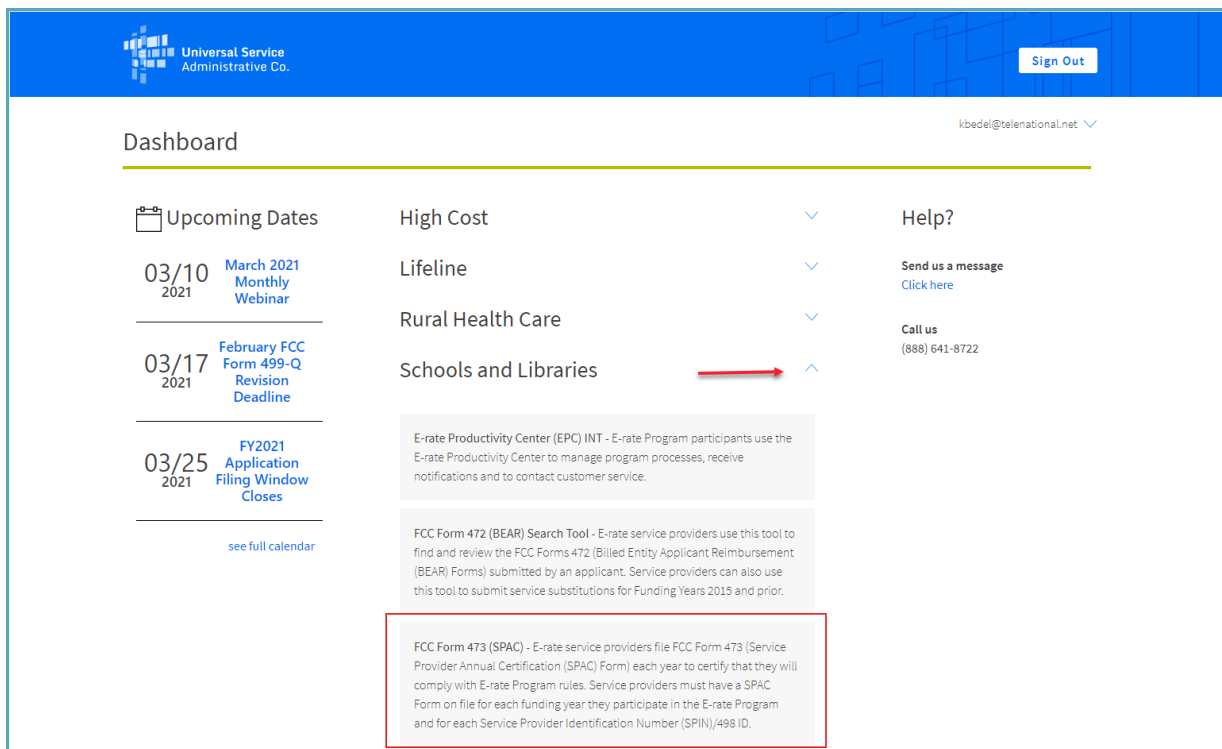
Click the box to accept

By logging in, I accept the [terms and conditions](#) of the USAC system.

Sign In

Don't have an account? [Create an account](#)

2. From the One Portal dashboard, click the **Schools and Libraries** drop-down menu and click the **FCC Form 473 (SPAC)** box.



Universal Service
Administrative Co. Sign Out

Dashboard kbedel@telenational.net

Upcoming Dates

03/10 2021 **March 2021 Monthly Webinar**

03/17 2021 **February FCC Form 499-Q Revision Deadline**

03/25 2021 **FY2021 Application Filing Window Closes**

[see full calendar](#)

High Cost

Lifeline

Rural Health Care

Schools and Libraries

Help?

[Send us a message](#)
[Click here](#)

Call us
(888) 641-8722

E-rate Productivity Center (EPC) INT - E-rate Program participants use the E-rate Productivity Center to manage program processes, receive notifications and to contact customer service.

FCC Form 472 (BEAR) Search Tool - E-rate service providers use this tool to find and review the FCC Forms 472 (Billed Entity Applicant Reimbursement (BEAR) Forms) submitted by an applicant. Service providers can also use this tool to submit service substitutions for Funding Years 2015 and prior.

FCC Form 473 (SPAC) - E-rate service providers file FCC Form 473 (Service Provider Annual Certification (SPAC) Form) each year to certify that they will comply with E-rate Program rules. Service providers must have a SPAC Form on file for each funding year they participate in the E-rate Program and for each Service Provider Identification Number (SPIN)/498 ID.

Service Provider Homepage

The link will take you to the SPAC Form's **Service Provider Homepage**.

1. If you have multiple Service Provider Identification Numbers (SPINs), choose the appropriate SPIN from the **Choose SPIN** drop-down menu. This will select ("set") the SPIN.



The screenshot shows the USAC Service Provider Home Page. At the top, there is a yellow banner with the USAC logo and the tagline "Helping Keep Americans Connected". Below the banner is a blue navigation bar with "Home" and "Certify SPAC" links. The main content area is white and contains the heading "Service Provider Home Page" and the instruction "Set SPIN to use for this Session:". Below this instruction is a dropdown menu labeled "- Choose SPIN -" and a "Set SPIN" button.

If you have only one SPIN, or you have chosen your SPIN from the drop-down menu, your SPIN will then be set for this SPAC Form.



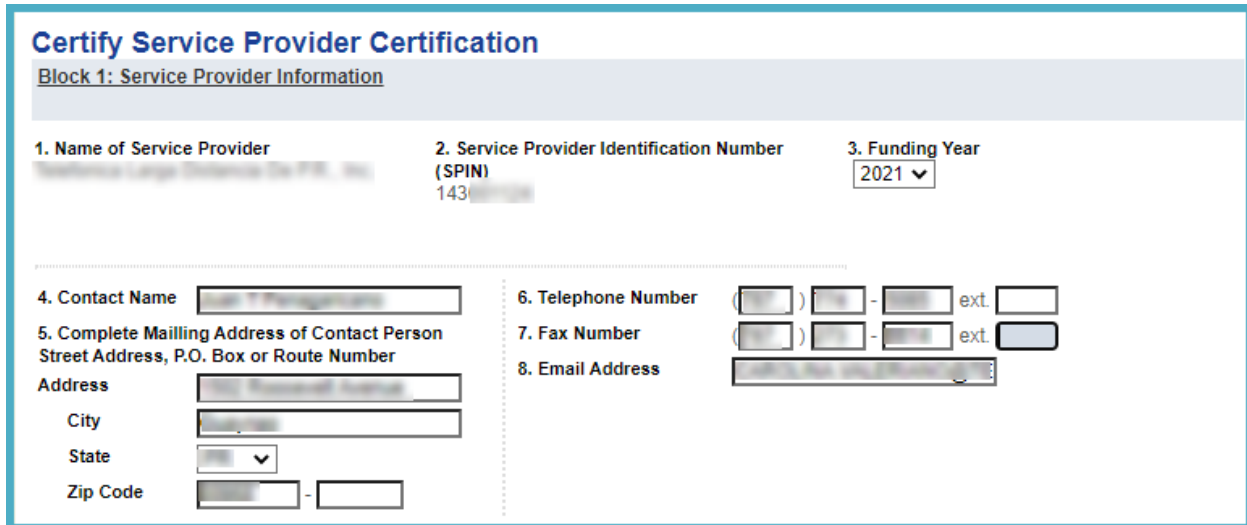
The screenshot shows the USAC Service Provider Home Page after the SPIN has been set. The navigation bar now includes "Home", "Certify SPAC", "Return to Portal", and "Log out" links. The "Certify SPAC" link is highlighted with a red box. Below the navigation bar, the heading "Service Provider Home Page" is visible. At the bottom of the page, a message states "The SPIN has been successfully set to : 143".

2. Click the **Certify SPAC** link in the menu at the top of the page.

Certify Service Provider Certification

Block 1: Service Provider Information

This section of the SPAC Form contains information to identify your service provider organization and contact person for this form.



Certify Service Provider Certification
Block 1: Service Provider Information

1. Name of Service Provider
 2. Service Provider Identification Number (SPIN)
 3. Funding Year

4. Contact Name
 5. Complete Mailing Address of Contact Person
 Street Address, P.O. Box or Route Number
 Address
 City
 State
 Zip Code

6. Telephone Number
 7. Fax Number
 8. Email Address

- Review your **Service Provider Information**:
 - Name of Service Provider**
 - Service Provider Identification Number (SPIN)**
- Select the funding year you are submitting the certification for using the **Funding Year** drop-down menu. Funding years begin on July 1 and end on the following June 30. For example, Funding Year 2021 runs from July 1, 2020, through June 30, 2022.
- Review your contact information. The system pre-populates this information; however, you can also edit the information.

Contact Name. Provide the name of the person USAC should contact with questions about this form. The contact person must be able to answer questions in a timely manner regarding the information included in this form.

Complete Mailing Address of Contact Person. Provide the mailing address for the contact person.

Telephone Number. Provide the telephone number with area code for the contact person. You can also provide an extension.

Fax Telephone Number. Provide the fax telephone number with area code for the contact person.

Email Address. Provide the email address of the contact person.

Block 2: Certification (FY2019 and Previous Years)

Read the certification statements and then click each box to affirm certify the each statement.

Block 2: Certification

I declare under penalty of perjury that the foregoing is true and correct. I am authorized to submit this Service Provider Annual Certification Form on behalf of the above-named Service Provider, which has been assigned the above-referenced Service Provider Identification Number, and that based on information known to me or provided to me by employees responsible for the data being submitted, I hereby certify that the data set forth in this Form has been examined and reviewed and is true, accurate and complete. I acknowledge that any false statement on this Form or on the Service Provider Invoice Form (FCC Form 474) can be punished by fine or forfeiture under the Communications Act, 47 U.S.C. § 502, 503 (b), or fine or imprisonment under Title 18 of the United States Code, 18 U.S.C. § 1001, and that any such false statement could subject this Service Provider to liability under the False Claims Act.

- 9. I certify that the Service Provider Invoice Forms (FCC Form 474) that are submitted by this Service Provider contain requests for universal service support for services which have been billed to the Service Provider's customers on behalf of schools, libraries, and consortia of those entities, as deemed eligible for universal service support by the fund administrator.
- 10. I certify that the Service Provider Invoice Forms (FCC Form 474) that are submitted by this Service Provider are based on bills or invoices issued by the Service Provider to the Service Provider's customers on behalf of schools, libraries, and consortia of those entities as deemed eligible for universal service support by the fund administrator, and exclude any charges previously invoiced to the fund administrator for which the fund administrator has not yet issued a reimbursement decision.
- 11. I certify that the bills or invoices issued by this Service Provider to the Billed Entity are for equipment and services eligible for universal service support by the Administrator, and exclude any charges previously invoiced to the Administrator by the Service Provider.
- 12. I certify that any requests for reimbursement that are sought under a Service Provider Invoice Form (FCC Form 474) for discounts for products or services that contain both eligible and ineligible components are properly allocated as required by the Commission's rules at 47 C.F.R. § 54.504(e).
- 13. I certify that the invoices that are submitted by this Service Provider to the Billed Entity for reimbursement pursuant to Billed Entity Applicant Reimbursement Forms (FCC Form 472) are accurate and represent payments from the Billed Entity to the Service Provider for equipment and services provided pursuant to E-rate program rules.
- 14. I certify that this Service Provider makes available to customers, upon their request, separate prices for distinct services to assist Billed Entity Applicants in identifying the portions of their bills that represent the costs of services provided to eligible entities for eligible purposes.
- 15. I certify that no non-discount portion of the costs for eligible services will be waived, paid, or promised to be paid by this Service Provider. I acknowledge that the provision by any service provider of a supported service, or of free services or products unrelated to the supported service or product constitutes a rebate of the non-discount portion of the supported services as stated in 47 C.F.R. § 54.523.
- 16. I certify that no kickbacks, as defined in 41 U.S.C. § 8701, were paid by this Service Provider to anyone in connection with the schools and libraries universal support program.
- 17. I certify that this Service Provider is in compliance with the Commission's rule and orders regarding gifts and this Service Provider has not directly or indirectly offered or provided any gifts, gratuities, favors, entertainment, loans, or any other thing of value to any eligible schools, libraries, or consortium that includes eligible schools or libraries, except as permitted by the Commission's rule at 47 C.F.R. § 54.503(d).
- 18. I certify that if the fund administrator, as necessary, requests additional supporting information, this Service Provider will make all documents requested available to the Fund Administrator as required by 47 C.F.R. § 54.516(b). I certify that this Service Provider will retain for at least 10 years (or whatever retention period is required by the rules in effect at the time of this certification), after the latter of the last day of the applicable funding year or the service delivery deadline for the funding requests, (1) any and all records that I rely upon to complete this form and each Service Provider Invoice Form (FCC Form 474) that is submitted by this Service Provider during the present funding year, (2) any and all records Issued by this Service Provider to the Billed Entity for reimbursement pursuant to Billed Entity Applicant Reimbursement Forms (FCC Form 472), and (3) all documents necessary to demonstrate compliance with the statutory or regulatory requirements for the schools and libraries universal service support program as required by 47 C.F.R. § 54.516(a)(2) I acknowledge that this Service Provider may be audited pursuant to 47 C.F.R. § 54.516(c), and that the Service Provider must provide such records as required by 47 C.F.R. § 54.516(b)
- 19. I certify that the prices in any offer that this Service Provider makes pursuant to the schools and libraries universal service support program have been arrived at independently, without, for the purpose of restricting competition, any consultation, communication, or agreement with any other offeror or competitor relating to (i) those prices, (ii) the intention to submit an offer, or (iii) the methods or factors used to calculate the prices offered.
- 20. I certify that the prices in any offer that this Service Provider makes pursuant to the schools and libraries universal service support program will not be knowingly disclosed by this Service Provider, directly or indirectly, to any other offeror or competitor before bid opening (in the case of a sealed bid solicitation) or contract award (in the case of a negotiated solicitation) unless otherwise required by law.
- 21. I certify that no attempt will be made by this Service Provider to induce any other concern to submit or not to submit an offer for the purpose of restricting competition.
- 22. I certify that this Service Provider is not suspended or debarred from participating in Federal programs.
- 23. I certify that, in addition to the foregoing, this Service Provider is in compliance with the rules and orders governing the schools and libraries universal service support program, and acknowledges that failure to be in compliance and remain in compliance with those rules and orders may result in the denial of discount funding and/or cancellation of funding commitments. I acknowledge that failure to comply with the rules and orders governing the schools and libraries universal service support program could result in civil or criminal prosecution by law enforcement authorities.

Block 2: Certification (FY2020 and Forward)

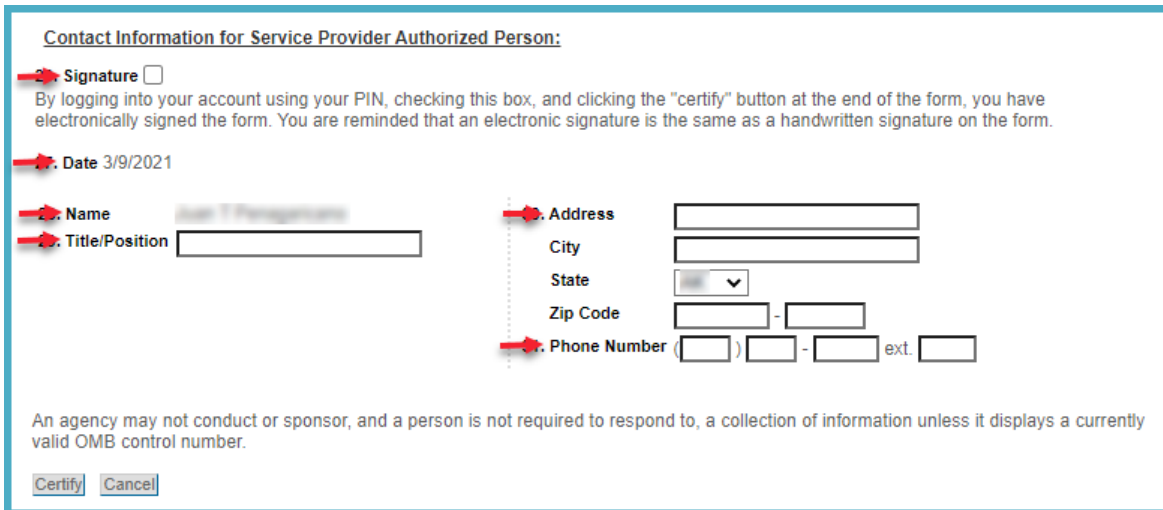
Read the certification statements and then click each box to affirm certify the each statement. There are two additional certifications starting in FY2020.

- 24. I certify that no universal service support has been or will be used to purchase, obtain, maintain, improve, modify, or otherwise support any equipment or services produced or provided by any company designated by the Federal Communications Commission as posing a national security threat to the integrity of communications networks or the communications supply chain since the effective date of the designations.
- 25. I certify that no Federal subsidy made available through a program administered by the Commission that provides funds to be used for the capital expenditures necessary for the provision of advanced communications services has been or will be used to purchase, rent, lease, or otherwise obtain, any covered communications equipment or service, or maintain any covered communications equipment or service previously purchased, rented, leased, or otherwise obtained, as required by 47 C.F.R. § 54.10.

Contact Information for Service Provider Authorized Person

1. Click the **Signature** box to certify to your agreement to comply with FCC rules. By checking this box, and clicking the **Certify** button at the end of the form, you have electronically signed the form.

NOTE: An electronic signature is considered to be the same as a handwritten signature on the form.



Contact Information for Service Provider Authorized Person:

Signature
By logging into your account using your PIN, checking this box, and clicking the "certify" button at the end of the form, you have electronically signed the form. You are reminded that an electronic signature is the same as a handwritten signature on the form.

Date 3/9/2021

Name [Pre-populated]
Title/Position []

Address []
City []
State []
Zip Code [] - []
Phone Number ([]) [] - [] ext. []

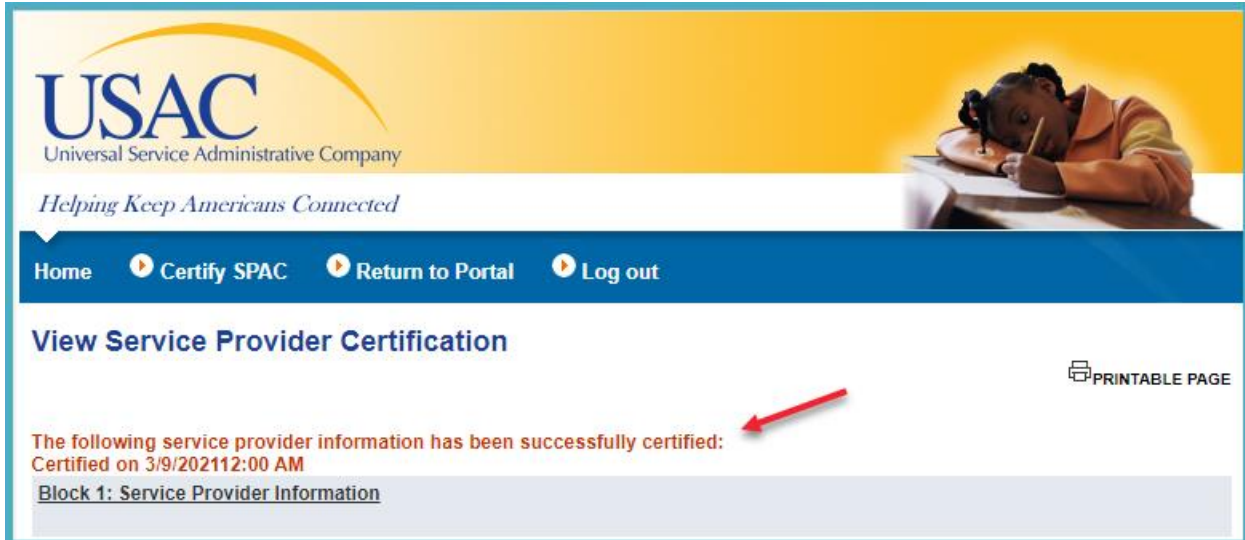
An agency may not conduct or sponsor, and a person is not required to respond to, a collection of information unless it displays a currently valid OMB control number.

2. The system automatically pre-populates the **Date** that the service provider signed the acknowledgment.
3. The **Name, Address, City, State, and Zip Code** of the authorized person is pre-populated using the One Portal login credentials. (To update this information, click the **Return to Portal** link in the blue menu at the top of the page. From the E-File landing page, click **My Account** to access the account information.)
4. The system pre-populates the **Phone Number** of the authorized person using the E-File system login credentials; however, you can also edit the information using the fields provided. This information is required to complete the form.
5. Provide the **Title/Position** of the authorized person certifying this form. This information is required.

6. Press **Certify** to certify and submit this form or **Cancel** to discard the form and return to the **Service Provider Homepage**.

View Service Provider Certification

7. After you certify the form, an orange confirmation message will appear at the top of the page.



USAC
Universal Service Administrative Company
Helping Keep Americans Connected

Home [Certify SPAC](#) [Return to Portal](#) [Log out](#)

View Service Provider Certification

[PRINTABLE PAGE](#)

The following service provider information has been successfully certified:
Certified on 3/9/2021 12:00 AM

[Block 1: Service Provider Information](#)

NOTE: Be sure to print a copy of the confirmation screen. This is the only record of your submission. Click the **PRINTABLE PAGE** link in the upper right corner of the screen to obtain a printable version of the form.