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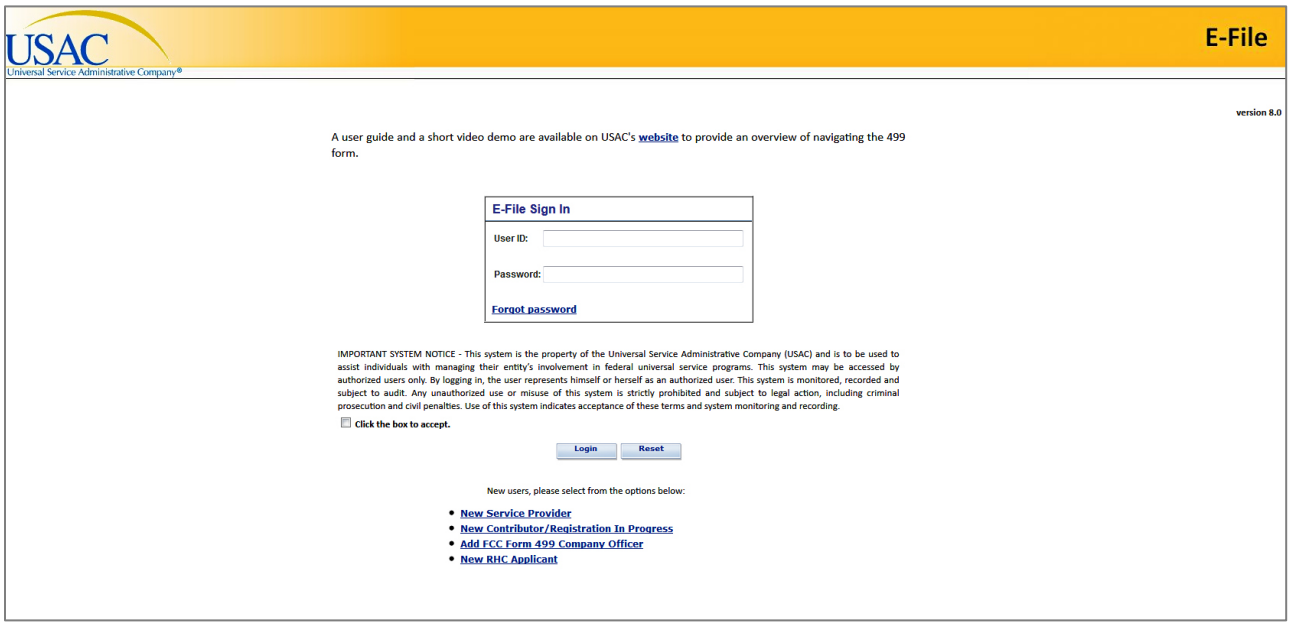
The FCC Form 497

To access the FCC Form 497, go to the E-File system at https://forms.universalservice.org



If you have used E-File in the past, or if you have received a USAC assigned User ID and password, enter your information into the spaces provided to sign in.

If your company is new to E-File, select “New Service Provider” or “New Contributor” and begin the process of establishing a user account.

Establishing User Accounts

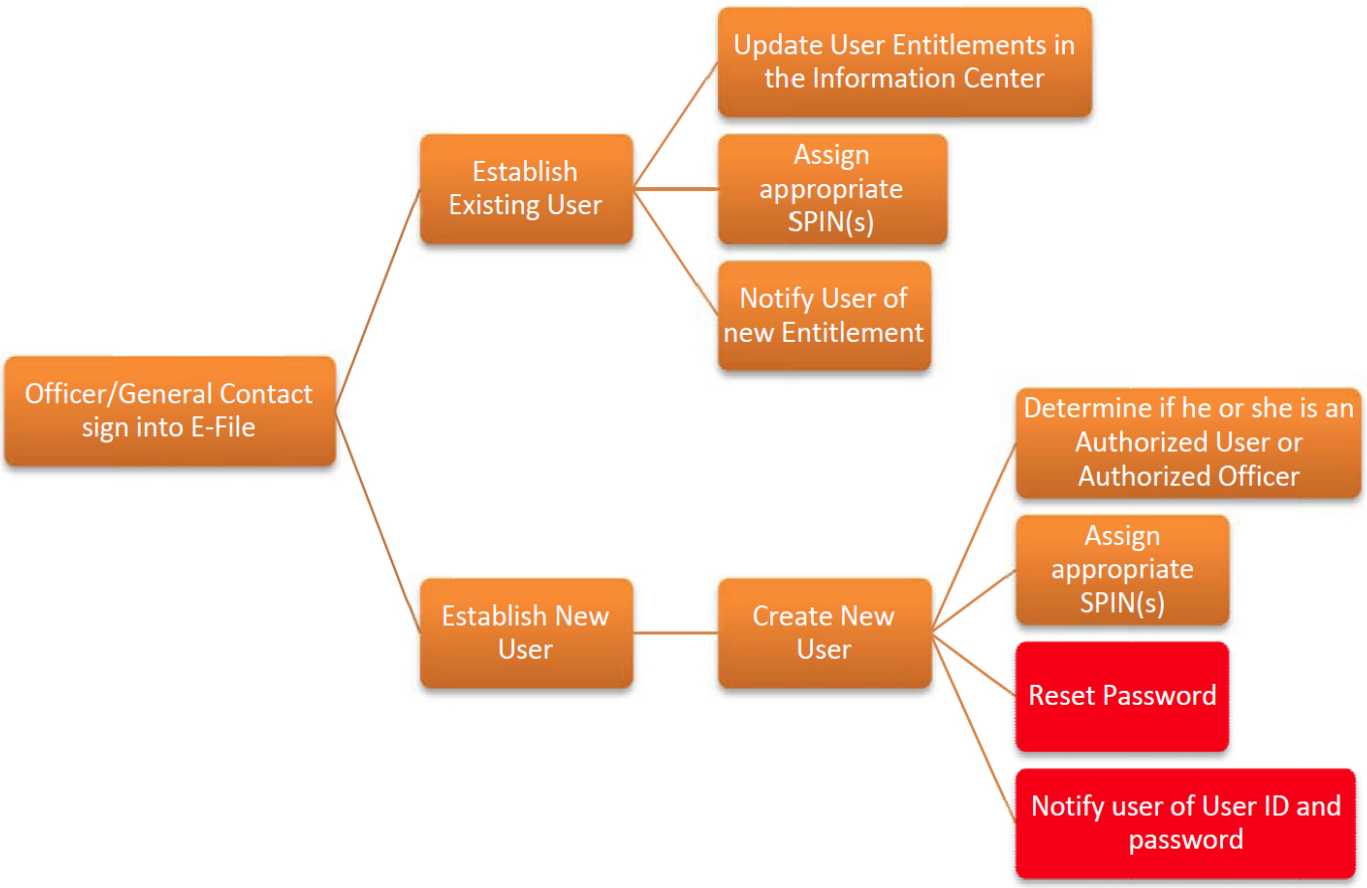
New Service Providers

If you are one of the following, you must complete an FCC Form 498:

- A new service provider
- A company without a SPIN (Service Provider Identification Number)
- A company with an outdated FCC Form 498
- A company with a SPIN who has never used E-File

Complete the form and mail or fax a copy to USAC. USAC will then provide a user ID and password.

Establishing User Accounts Process Overview



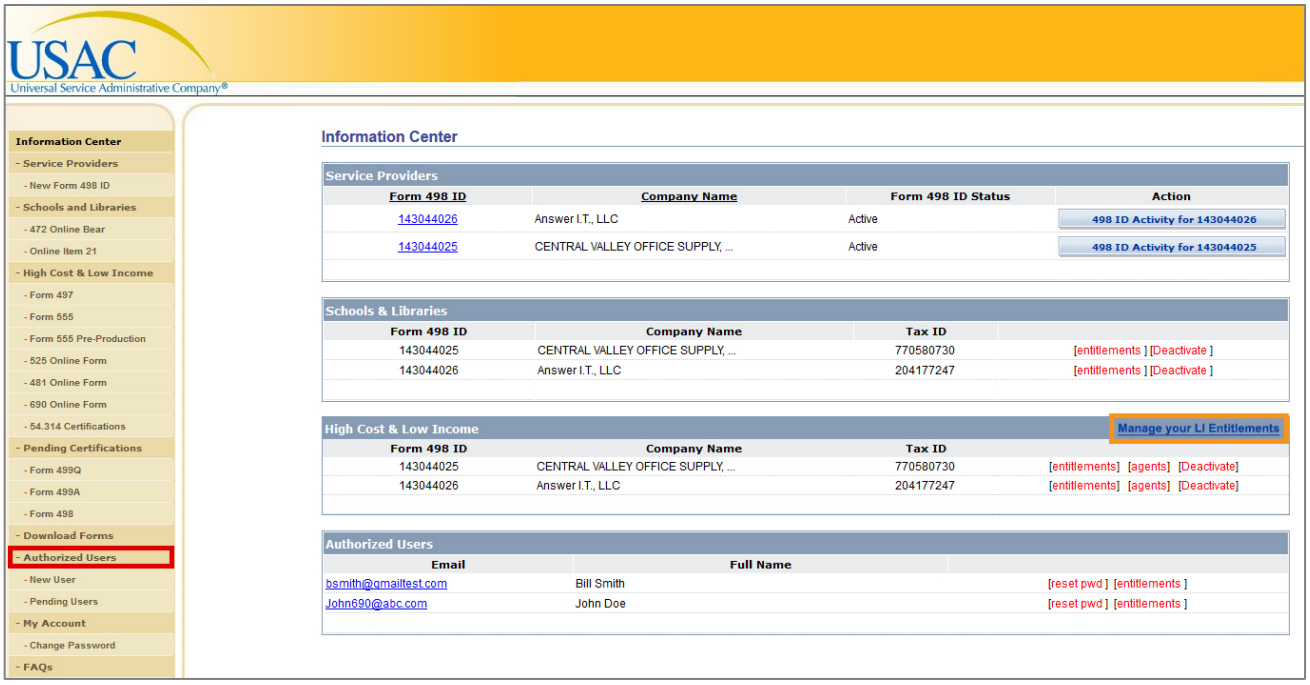
Authorized Users vs. Authorized Officers

Once you've created an account in E-File by completing an FCC Form 498, the FCC Form 498 General Contacts or Officers must establish user entitlements for the FCC Form 497. Individuals can be listed as Authorized Officers (company officers who can enter data, save data, and certify forms) or Authorized Users (company employees and consultants who can enter data and save data).

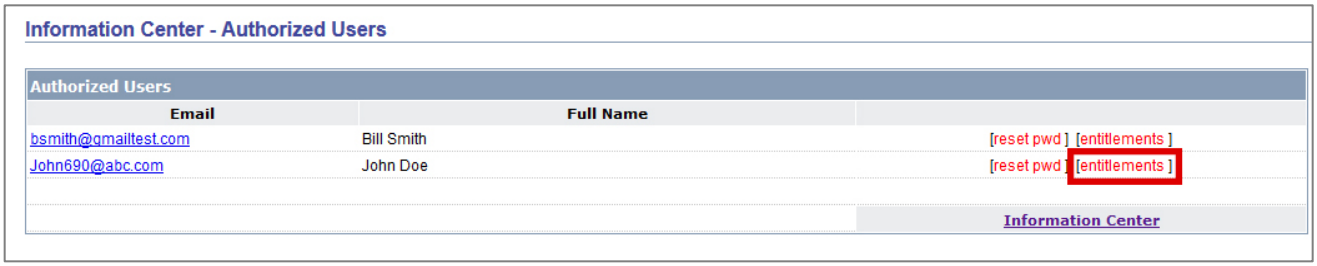
Current E-File Users

FCC Form 498 General Contacts and/or Officers establish "Form 497" users and entitlements.

Once in the E-File system, select "Authorized Users" (see red box below) to view current users. To modify existing users, select "Manage your LI Entitlements" (see orange box below).

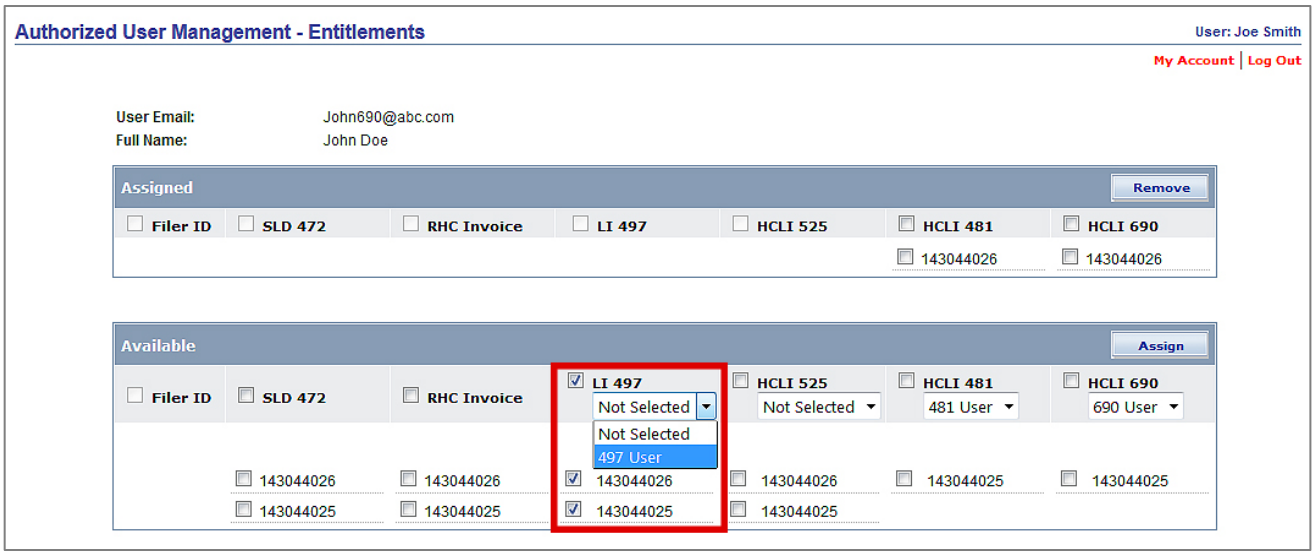


In the "Authorized Users" section, the names of all authorized users established by the FCC Form 498 General Contact or Officer will be displayed. Select "entitlements" (red box below) to add Authorized Users and Authorized Officers that will have access to the FCC Form 497.

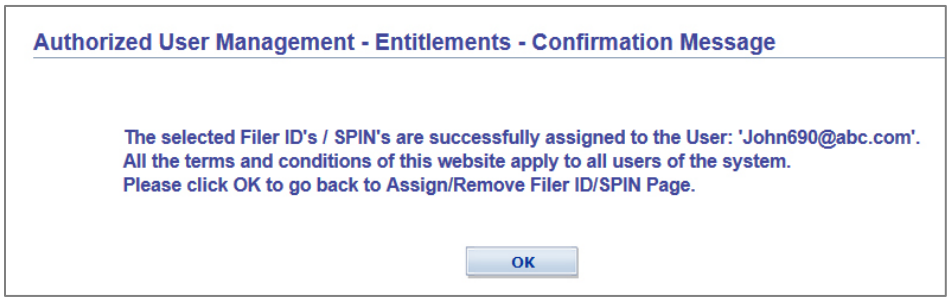


After clicking on “entitlements”, existing user accounts will show the entitlement established for them as LI FCC Form 497 User or LI FCC Form 497 Officer.

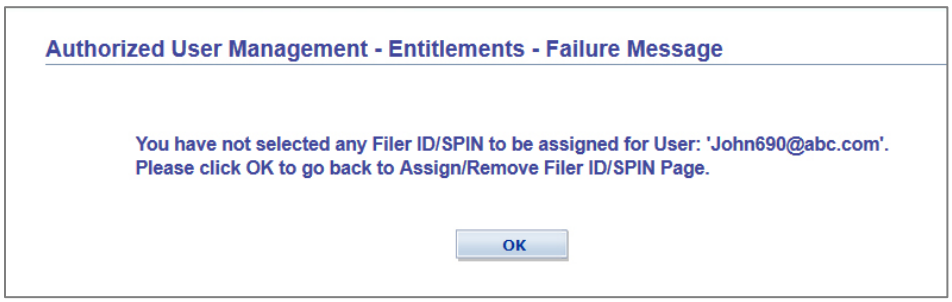
All assigned and available HCLI FCC Form 497 SPINs will display as well. Check the “LI 497 User” (example in red box below) that you would like to assign and then click “Assign” to assign it to a user.



If the assignment was successful, you will receive a confirmation message on the screen. Officers and General Contacts must notify users about the entitlement change.

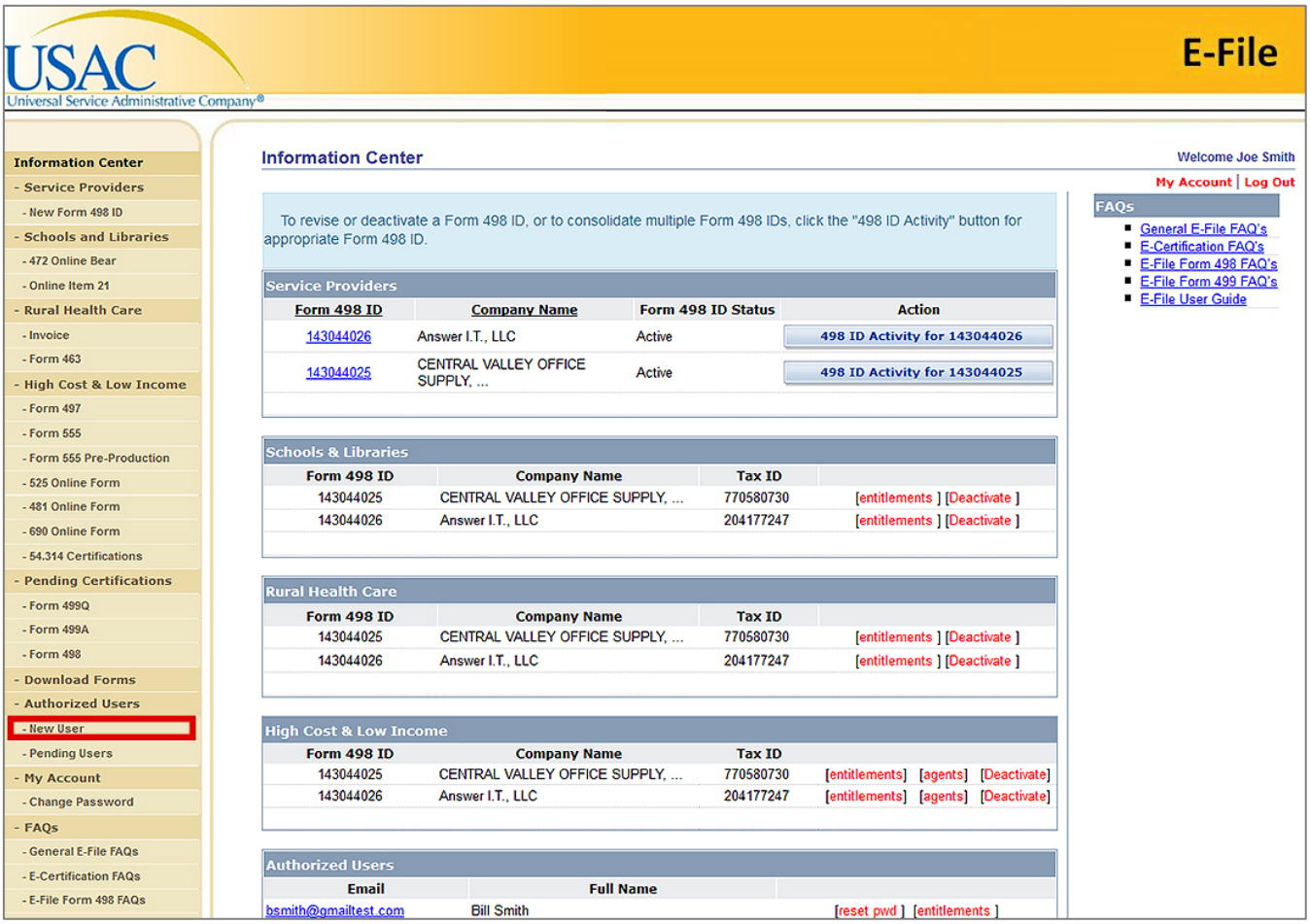


If the assignment was not successful, you will receive a failure message. Select “OK” to return to the Information Center page to try again.



New Users

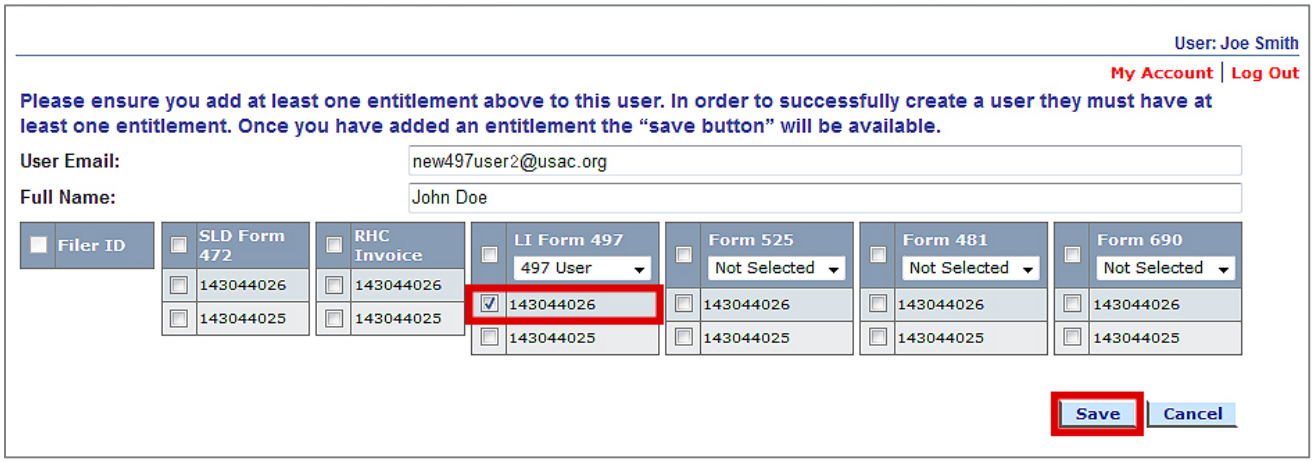
FCC Form 498 General Contacts and/or Officers must set up Form 497 users and entitlements for new users. To begin, select “New User” to establish new accounts.



When prompted, enter the new user’s email address and select “Search.”

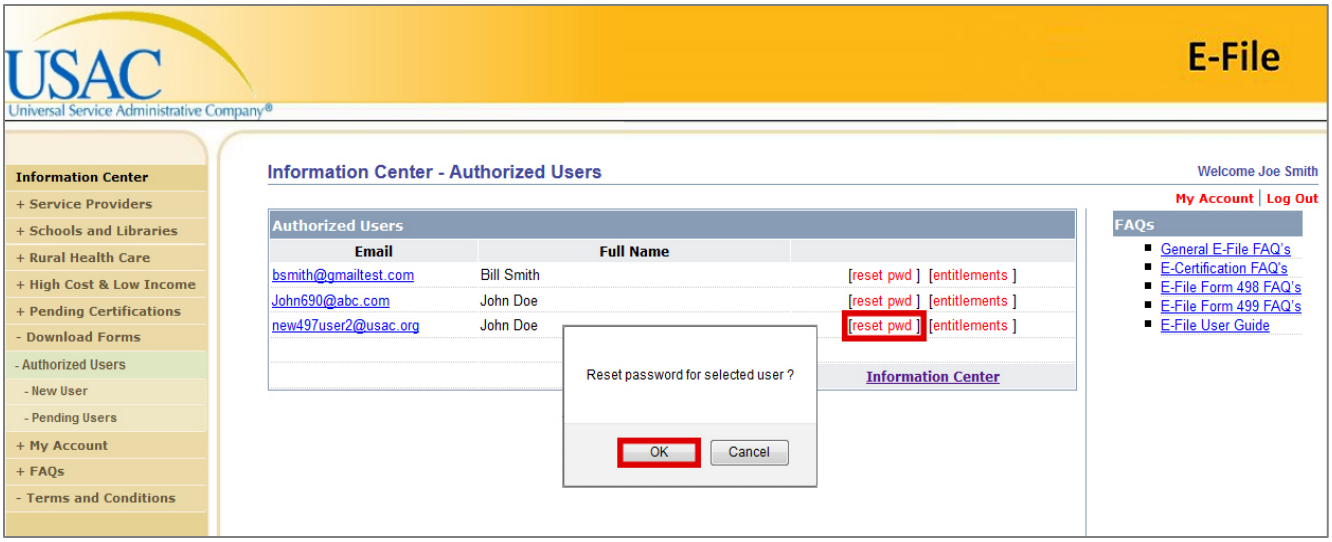
Check “LI 497 User” to establish data entry only permissions. Check “LI 497 Officer” to establish data entry and certification permissions. Once user information has been entered, select “Next” at the bottom of the page.

Check the SPINs for which you want to assign to that particular user. Select “Save” when you’ve assigned the user a SPIN.



You will receive a confirmation message if the assignment was successful. Return to the Information Center and select “Authorized Users” to set passwords.

For each new user, select “reset pwd” and select “OK” to reset the password for the selected user.



You will receive a confirmation message with the new password. Officers and General Contacts must provide authorized users with their E-File User IDs and passwords.

Helpful Tips and Common Questions

E-File:

- Do not share your User ID and/or password with anyone.
- A user guide and some FAQs are available on the USAC website.
- Users will be locked out after three failed login attempts.

I don't know my password:

- Officers and General Contacts should call (888) 641-8722 for help.
    - Use prompts #3, #1 and
    - USAC will reset your password over the phone.
- Other users must contact their General Contact or Officer to reset their password.

My company has a new Officer:

- Complete a new FCC Form 498 and fax it to (888) 637-6226.

Contact Information for Other Questions

(888) 641-8722
CustomerSupport@usac.org

FCC Form 497 Questions

- (866) 873-4727
- Form497@usac.org

Online FCC Form 497 Questions

- (202) 776-0200

Glossary

FCC Form 497	Form used by ETCs to request reimbursement for participating in the Low-Income Program. Support claims are due to USAC by the 8th of each month, or the next business day if the 8th day falls on a Saturday, Sunday, or federal holiday.
FCC Form 498	Form used to collect remittance, payment, and contact information for service providers that receive support from the universal service programs (High Cost, Lifeline, Rural Health Care, and Schools and Libraries) administered by USAC.
E-File	The Universal Service Administrative Company (USAC) online form submission application that allows universal service fund (USF) contributors and service providers, as well as beneficiaries of program support, to electronically enter data, process invoices, submit, verify, and certify FCC forms. E-File also allows the Company Officers and General Contacts to perform administrative tasks such as resetting passwords and managing entitlements.
SPIN	The Service Provider Identification Number is a unique number that USAC assigns to each service provider once that service provider has submitted the FCC Form 498 to USAC. Every service provider is required to have a SPIN in order to participate in any universal service programs and to receive payments from USAC.
Company Officer	The officer of a service provider company who is authorized to certify that data set forth in the FCC Form 498 is true, accurate, and complete. The 498 Company Officer has access to certify forms through the E-File system and occupies a position specified in the corporate by-laws (or partnership agreement), and would typically be president, vice president of operations, vice president of finance, comptroller, treasurer, or a comparable position. If the reporting entity is a sole proprietorship, the owner must sign the certification. He or she is able to view, enter data, and certify certain forms for his or her associated SPIN and/or Filer ID.
General Contact	The employee of a service provider company who filled out the FCC Form 498. This individual is listed on Line 8. The latest General Contact on file has access to submit and modify data in the E-file system, and to create delegated or authorized users. A General Contact is able to view, enter data for, and certify FCC Forms 472, 481, 497, 525, and Item 21 attachments for his or her associated SPIN, and view and submit FCC Form 498 data to a 498 Company Officer for review, approval and certification. He or she is able to perform administrative tasks related to Authorized User accounts to which he or she has access such as electronically activating, deactivating, managing entitlements, and resetting passwords.
Authorized User	An Authorized User is an employee of the service provider company who has been granted access to view and enter data for forms by a Company Officer or General Contact. .