

USAC Customer Resource Management Center Phone Directory

For specific inquiries about USF support programs, billing, collections, or disbursements, please call **Toll Free: (888) 641-8722** and select the menu options below related to your question. For example, for a question about IAS support press 1, 2, 2 at the beginning of the USAC introductory message.

Option 1 – USF Program Questions and Inquiries

Schools & Libraries Program	PRESS		
Questions on pending invoices currently under review, filing the form 470, 471, 479, or Form 486.	1	1	1
Assistance with the online BEAR Form 472.	1	1	2
Questions about approved disbursement information, Form 498 help, and all other inquiries.	1	1	3
High Cost Program			
Filing assistance with High Cost forms.	1	2	1
Questions about Interstate Access Support.	1	2	2
Questions about approved disbursement information, Form 498 help, and all other inquiries.	1	2	3
Low Income Program			
For consumers looking for help with Lifeline or Link Up.	1	3	1
Filing assistance with Low Income forms.	1	3	2
Questions about approved disbursement information, Form 498 help, and all other inquiries.	1	3	3
Rural Health Care Program			
Questions about a pending funding commitment or unapproved invoice.	1	4	1
Questions about approved disbursement information, Form 498 help, and all other inquiries.	1	4	2
Other USF Program Questions			
All other questions and inquiries.	1	5	
Option 2 - USF Contributor/Form 499 Questions			
Questions about Form 499, e-filing assistance, the form submission address, or to speak with a Form 499 financial analyst.	2	1	1
Questions about a USAC contributor invoice including making payments, billing disputes, or other billing-related questions.	2	1	2
Questions or assistance with “Red Light” status.	2	1	3
All other questions and inquiries.	2	1	4
Option 3 - Service Provider/Form 498 Questions			
Questions about the FCC Form 498 including filing assistance, e-filing help, or the address for submission.	3	1	1
Questions about approved disbursements, requests for re-issuance of payment, or duplicate remittance statements.	3	1	2
All other questions and inquiries.	3	1	3
Option 4 – Complaints about USAC			
To file a complaint about service you received from USAC or any of its vendors.	4	1	1
Return to main menu.	4	1	2