

## Agenda

- 8:00 a.m. – 8:30 a.m.      *Registration*
- 8:30 a.m. – 8:45 a.m.      *Opening Remarks and Overview of USAC*
- 8:45 a.m. – 9:45 a.m.      *Overviews of the High Cost and Low Income Programs*
- 9:45 a.m. – 10:10 a.m.      *Certifications, Verifications, and Line Count Filings*  
Understanding High Cost certification deadlines, line count filings,  
and Low Income certification and verification requirements
- 10:10 a.m. – 10:25 a.m.      *Break*
- 10:25 a.m. – 10:50 a.m.      *Certifications, Verifications, and Line Count Filings,*  
*Continued*
- 10:50 a.m. – 11:30 a.m.      *Projections, Collections, and Disbursements*  
Understanding projections, collections, and disbursement  
calculations for both the High Cost and Low Income programs
- 11:30 a.m. – 12:00 p.m.      *Understanding the Competitive ETC Cap*  
Learn about the industry-wide competitive ETC cap, how it is  
calculated, and the impact on competitive ETCs' support
- 12:00 p.m. – 1:00 p.m.      *Lunch (provided)*
- 1:00 p.m. – 1:45 p.m.      *Overview of USAC's 499 and Billing Processes*
- 1:45 p.m. – 3:00 p.m.      *High Cost and Low Income Audits*  
Learn about the types of audits conducted by USAC and the FCC,  
document retention rules, and how to avoid common audit findings
- 3:00 p.m. – 3:15 p.m.      *Break*
- 3:15 p.m. – 4:45 p.m.      *E-file Overview*  
*High Cost Form 525 Demonstration*  
*Low Income Form 497 Demonstration*  
Avoiding common errors and a demonstration of the online filing  
process