

Low Income Telephone Carriers:
Toll Free: (866) 873-4727
Fax: (866) 873-4695
E-Mail: [General Questions](#)
Telephone carriers that would like to be listed on Lifeline Support should contact USAC via E-mail.

Washington, D.C. 20036
Toll Free: (888) 641-8722
Fax: (888) 637-6226
Via E-Mail

General Inquiries about USAC or Universal Service Support

You can contact us directly with questions about USAC or universal service, generally. Please refer to the following contact information.

General Inquiries
Universal Service Administrative Company
2000 L Street, N.W., Suite 200
Washington, D.C. 20036
Phone: (202) 776-0200
FAX: (202) 776-0080
Website: <http://www.usac.org>

Inquiries to USAC can be made through telephone, email, fax, or postal mail. Within two business days, a response to an inquiry will be provided or an estimate will be given for when a response will be provided based on the complexity of the inquiry. Total time to respond will not exceed 20 business days from inquiry receipt.

When inquiries are made to one of USAC's customer service centers via telephone, 95% of the calls received will be answered by a live person during operating hours.

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Contact Us

Do you have inquiries or complaints about the Universal Service Fund (USF) support programs or USAC? Please feel free to contact us via the links below. You may also contact our corporate office for general questions about the USF or one of the divisions below for more specific questions.

Note: Complaints against your telephone company should be directed to your state utility commission.

- [Specific Inquiries \(USF Programs, Billing, Collections & Disbursements\)](#)
- [General Inquiries \(about USAC or Universal Service generally\)](#)
- [Submitting A Complaint](#)
- [Problems with Lifeline or Link Up](#)
- [USAC Customer Service Phone Directory](#)

Specific Inquiries

For specific inquiries about USF support programs, billing, collections, or disbursements, please refer to the following contact information.

High Cost Program

Universal Service Administrative Company
Customer Operations
2000 L Street, NW, Suite 200
Washington, DC 20036
Toll Free: (877) 877-4925
Fax: (866) 873-4695
E-Mail: HC Questions
Website: <http://www.usac.org/hc>

Rural Health Care Program

Universal Service Administrative Company
Rural Health Care Program
30 Lanidex Plaza West, P.O. Box 685
Parsippany, NJ 07054-0685
Toll-Free: (800) 229-5476
Email: RHC Questions or RHC Suggestions
Website: <http://www.usac.org/rhc>

Low Income Program

Universal Service Administrative Company
Customer Operations
2000 L Street, NW, Suite 200
Washington, DC 20036
Toll Free: (866) 873-4727
Fax: (866) 873-4665
E-mail: [LI Filings \(497\)](mailto:LI Filings (497))
Website: <http://www.usac.org/li>

Schools and Libraries Program

Universal Service Administrative Company
Schools and Libraries Program
P.O. Box 7026
Lawrence, KS 66044-7026
Toll-Free: (888) 203-8100
Fax Toll-Free: (888) 276-8736
Via E-Mail
Website: <http://www.usac.org/sl>

Low Income Consumers:

Toll Free : (888) 641-8722
E-Mail: Consumer Questions
Problems with Lifeline or Link Up

Billing, Collections & Disbursement Department

Universal Service Administrative Company
Attn: Billing, Collections & Disbursement
2000 L Street, N.W., Suite 200