



COMING SOON

New USAC Improper Payment Program

This summer, USAC is launching the Payment Quality Assurance (PQA) Program, a key part of USAC's commitment to preserving USF program integrity. The PQA Program will enable USAC to make accurate, timely calculations for rates of improper payments in all four USF programs, as required by the Improper Payments Information Act of 2002 (IPIA). USAC previously used audits for this purpose.

With results from the new PQA Program, USAC will be able to provide the Federal Communications Commission (FCC) with information about improper payments that is required for compliance with IPIA. USAC has designed the program to gather current, relevant information about USF payments as efficiently as possible.

How the PQA Program Works

USAC will randomly select a limited number of USF beneficiaries each month. When selected, beneficiaries are required to participate as a condition of receiving USF support.

PQA participants will receive a letter by email from USAC specifying the payment under assessment, instructions about what information and documents to gather, and how and when to submit these materials.

Compliance with PQA Program requirements is designed to take as little of participants' staff time as possible, and USAC's PQA processors will be available by phone to assist participants with understanding and fulfilling program requirements.

The time required to produce documents will vary, depending on the volume and accessibility of documents requested. In most cases, it should take hours, not days of participants' staff time. Assessments will involve no on-site work by USAC staff. USAC will assess payments within months of their actual disbursement. And participants will receive results of their assessment within months of submitting their information and documentation.

Look for more information coming soon on USAC's website.