

**Attachment 6 - 2022 USAC Customer Service Volume Actuals & Forecast**

	2022	Jan-22	Feb-22	Mar-22	Apr-22	May-22	Jun-22	Jul-22	Aug-22	Sep-22	Oct-22	Nov-22	Dec-22	2022 Total
<b>Current Year</b>	<b>Lifeline</b>													2022
	<b>Calls Offered</b>	156,708	171,262	181,391	180,837	188,517	194,253	208,000	208,000	179,000	178,000	164,000	159,000	2,168,968
	<b>IVR</b>	329,248	367,676	416,625	421,324	436,747	464,876	504,000	634,000	546,000	544,000	501,000	485,000	5,650,496
	<b>Inbound Mail Processing</b>	67,716	74,797	90,685	79,825	71,867	71,388	77,000	81,000	81,000	81,000	81,000	81,000	938,278
	<b>Outbound Mail Processing</b>	240,701	262,229	313,302	304,484	330,851	401,042	538,000	600,000	458,000	514,000	302,000	346,000	4,610,609
	<b>Robocalls</b>	50,500	50,500	50,500	50,500	50,500	50,500	50,500	50,500	50,500	50,500	50,500	50,500	606,000
	<b>Chat</b>	18,000	18,000	18,000	18,000	18,000	18,000	18,000	18,000	18,000	18,000	18,000	18,000	216,000
	<b>Text</b>	TBD	TBD	TBD	TBD	TBD	TBD	TBD	TBD	TBD	TBD	TBD	TBD	TBD
	<b>ACP</b>													2022
	<b>Calls Offered</b>	173,453	212,240	260,777	272,173	333,969	348,882	366,000	348,000	343,000	369,000	311,000	280,000	3,618,494
	<b>IVR</b>	531,790	466,662	587,610	586,813	687,095	711,706	738,000	1,113,000	1,099,000	1,180,000	995,000	896,000	9,592,676
	<b>Inbound Mail Processing</b>	74,004	113,954	155,984	154,255	173,333	209,026	255,000	150,000	150,000	150,000	150,000	150,000	1,885,556
	<b>Outbound Mail Processing</b>	326,799	116,687	136,677	133,567	108,963	138,787	129,000	529,000	769,000	664,000	438,000	282,000	3,772,480
	<b>Robocalls</b>	186,000	186,000	186,000	186,000	186,000	186,000	186,000	186,000	186,000	186,000	186,000	186,000	2,232,000
	<b>Chat</b>	30,000	30,000	30,000	30,000	30,000	30,000	30,000	30,000	30,000	30,000	30,000	30,000	360,000
	<b>Text</b>	TBD	TBD	TBD	TBD	TBD	TBD	TBD	TBD	TBD	TBD	TBD	TBD	TBD
	<b>Total Volumes for Lifeline &amp; ACP</b>													
	<b>Calls Offered</b>	330,161	383,502	442,168	453,010	522,486	543,135	574,000	556,000	522,000	547,000	475,000	439,000	5,787,462
	<b>IVR</b>	861,038	834,338	1,004,235	1,008,137	1,123,842	1,176,582	1,242,000	1,747,000	1,645,000	1,724,000	1,496,000	1,381,000	15,243,172
	<b>Inbound Mail Processing</b>	141,720	188,751	246,669	234,080	245,200	280,414	332,000	231,000	231,000	231,000	231,000	231,000	2,823,834
<b>Outbound Mail Processing</b>	567,500	378,916	449,979	438,051	439,814	539,829	667,000	1,129,000	1,227,000	1,178,000	740,000	628,000	8,383,089	
<b>Robocalls</b>	236,500	236,500	236,500	236,500	236,500	236,500	236,500	236,500	236,500	236,500	236,500	236,500	2,838,000	
<b>Chat</b>	48,000	48,000	48,000	48,000	48,000	48,000	48,000	48,000	48,000	48,000	48,000	48,000	576,000	
<b>Text</b>	TBD	TBD	TBD	TBD	TBD	TBD	TBD	TBD	TBD	TBD	TBD	TBD	TBD	

**Notes:**

- 1) ACP is a new Program with significant Program growth impacting both Lifeline and ACP Program volumes
- 2) USAC does not currently use chat, text; hence, there is no actual volumes for 2022
- 3) Yellow highlighted cells are forecasted volumes and white cells are actuals
- 4) 2023 forecast should be based off Q4 2022 volumes