



# Rural Health Care Committee

## Briefing Book

Monday, January 29, 2024

1:20 p.m. –2:05 p.m. Eastern Time

Available For Public Use

Universal Service Administrative Company Offices

700 12th Street, N.W., Suite 900

Washington, D.C. 20005

**Universal Service Administrative Company  
Rural Health Care Committee  
Quarterly Meeting  
Agenda**

**Monday, January 29, 2024  
1:20 p.m. – 2:05 p.m. Eastern Time  
USAC Offices  
700 12th Street, N.W., Suite 900  
Washington, D.C. 20005**

<b><u>OPEN SESSION</u></b>		<i>Estimated Duration in Minutes</i>
Chair	<b>a1.</b> Consent Items (each available for discussion upon request): <b>A.</b> Approval of Rural Health Care Committee Meeting Minutes of October 30, 2023 <b>B.</b> Approval of moving all <i>Executive Session</i> items into <i>Executive Session</i>	5
Chair	<b>a2.</b> Recommendation for Election of Committee Chair and Vice Chair	5
Mark	<b>a3.</b> Approval of Rural Health Care Support Mechanism 2nd Quarter 2024 Programmatic Budget and Demand Projection for the February 1, 2024 FCC Filing	5
Teleshia	<b>i1.</b> Information on Six USAC Internal Audit Division Rural Health Care Support Mechanism Beneficiary Audit Reports <i>(For Information Only)</i>	–
Mark	<b>i2.</b> Rural Health Care Business Update <ul style="list-style-type: none"> <li>• 2023 Year in Review</li> <li>• 2024 Program Objectives</li> <li>• Roadmap</li> <li>• Appendix: Program Metrics</li> </ul>	20

<b><u>EXECUTIVE SESSION</u></b> <b>Confidential – Executive Session Recommended</b>		<i>Estimated Duration in Minutes</i>
Mark	<b>i3.</b> Rural Health Care Business Update <i>(Continued, if Needed)</i>	–
Mark	<b>a4.</b> Approval of Rural Health Care Support Mechanism 2024 Annual Programmatic Budget	10

**Next Scheduled USAC Rural Health Care Committee Meeting**

**Monday, April 29, 2024  
USAC Offices, Washington, D.C.**

**Universal Service Administrative Company  
Rural Health Care Committee Meeting**

<b>ACTION ITEM</b>
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**Consent Items**

**Action Requested**

The Rural Health Care Committee (Committee) of the USAC Board of Directors (Board) is requested to approve the consent items listed below.

**Discussion**

The Committee is requested to approve the following items using the consent resolution below:

- A. Committee meeting minutes of October 30, 2023 (*see Attachment A-1*).
- B. Approval of moving the *Executive Session* items into *Executive Session*:
  - (1) **i3** – Rural Health Care Business Update (*Continued if needed*). USAC management recommends that this item be discussed in *Executive Session* because it may involve discussion of *specific internal controls or confidential company data or internal rules and procedures* concerning the administration of the universal service support mechanisms, where discussion of the matter in open session would result in *disclosure of confidential techniques and procedures* that would compromise program integrity.
  - (2) **a4** – Approval of Rural Health Care Support Mechanism 2024 Annual Programmatic Budget. USAC management recommends that this item be discussed in *Executive Session* because this matter relates to USAC’s *procurement strategy and contract administration*.

Upon request of a Committee member, any one or more of the above items are available for discussion by the Committee.

**Recommended USAC Rural Health Care Committee Action**

APPROVAL OF THE FOLLOWING RESOLUTION:

**RESOLVED**, that the Rural Health Care Committee of the USAC Board of Directors hereby approves: (1) the Committee meeting minutes of October 30, 2023; and (2) discussion in *Executive Session* of the item noted above.

Available for Public Use

**UNIVERSAL SERVICE ADMINISTRATIVE COMPANY**  
**700 12th Street, N.W., Suite 900**  
**Washington, D.C. 20005**

**RURAL HEALTH CARE COMMITTEE MEETING**  
**Monday, October 30, 2023**

**(DRAFT) MINUTES<sup>1</sup>**

The quarterly meeting of the Rural Health Care Committee (Committee) of the USAC Board of Directors (Board) was held at USAC's offices in Washington, D.C., on Monday, October 30, 2023. Dr. Kathy Wibberly called the meeting to order at 1:22 p.m. Eastern Time, with a quorum of seven of the eight committee members present:

Feiss, Geoff	Skrivan, Michael
Fontana, Brent – Vice Chair – <i>by telephone</i>	Wade, Dr. Joan – <i>by telephone</i>
Freeman, Sarah	Wibberly, Dr. Kathy – Chair
Sekar, Radha – Chief Executive Officer	

Members of the Committee not present:

Waller, Jeff

Other Board members and officers of the corporation present:

Beyerhelm, Chris – Vice President and Chief Administrative Officer  
Butler, Stephen – Vice President of Shared Services  
Buzacott, Alan – Member of the Board  
Chalk, Indra – Member of the Board  
Davis, Craig – Vice President of Schools and Libraries  
Delmar, Teleshia – Vice President of Audit and Assurance  
Gaither, Victor – Vice President of High Cost  
Garber, Michelle – Vice President of Finance, Chief Financial Officer, and Assistant Treasurer  
Gillan, Joe – Member of the Board  
Gregory, Amber – Member of the Board  
Hutchinson, Kyle – Vice President of IT and Chief Information Officer  
O'Brien, Tim – Vice President of Lifeline  
Sanquist, Christine – Member of the Board  
Schell, Julie Tritt – Member of the Board  
Sweeney, Mark – Vice President of Rural Health Care

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<sup>1</sup> Draft resolutions were presented to the Committee prior to the Committee meeting. Where appropriate, non-substantive changes have been made to the resolutions set forth herein to clarify language, where necessary, or to correct grammatical or spelling errors.

Wein, Olivia – Member of the Board  
Williams, Erin – Vice President, General Counsel, and Assistant Secretary

Others present:

<u>NAME</u>	<u>COMPANY</u>
Braxton, Carolyn	USAC
Claxton, Naomi	USAC
Faunce, Donna – <i>by telephone</i>	USAC
Goode, Vernell	USAC
James, Christine	USAC
Jaruboon, Jetshada – <i>by telephone</i>	Maximus
King, Ryan	USAC
McCornac, Carolyn	USAC
Morgan, Meredith	USAC
Nussio, Anna – <i>by telephone</i>	Maximus
Nuzzo, Patsy	USAC
Oliver, Lindsay	USAC
Sauls, Lucas – <i>by telephone</i>	Maximus
Schrader, Theresa – <i>by telephone</i>	Broadband Legal Strategies
Staurulakis, Chresanthe	USAC USAC
Walsh, Jeff	USAC

**OPEN SESSION**

All materials from *Open Session* can be found on the [USAC website](#).

- a1. **Consent Items.** Dr. Wibberly presented this item to the Committee.
  - A. Approval of Rural Health Care Committee Meeting Minutes of July 24, 2023.
  - B. Approval of moving all *Executive Session* items into *Executive Session*:
    - (1) **i2** – Rural Health Care Business Update (*Continued if needed*). USAC management recommends that this item be discussed in *Executive Session* because it may involve discussion of *specific internal controls or confidential company data* or *internal rules and procedures* concerning the administration of the universal service support mechanisms, where discussion of the matter in open session would result in *disclosure of confidential techniques and procedures* that would compromise program integrity.

On a motion duly made and seconded, and after discussion, the Committee adopted the following resolution:

**RESOLVED**, that the Rural Health Care Committee of the USAC Board of Directors hereby approves: (1) the Committee meeting minutes of July 24, 2023; and (2) discussion in *Executive Session* of the item noted above.

- a2. Approval of Rural Health Care Support Mechanism 1st Quarter 2024 Programmatic Budget and Demand Projection for the November 2, 2023 FCC Filing.** Mr. Sweeny presented this item for consideration. The presentation included a written report on USAC management’s recommendations for the Rural Health Care Mechanism 1st Quarter 2024 programmatic budget and demand projection for the November 2, 2023 FCC Filing.

On a motion duly made and seconded, and after discussion, the Committee adopted the following resolutions:

**RESOLVED**, that the USAC Rural Health Care Committee approves a 1st Quarter 2024 Rural Health Care Support Mechanism direct program budget of \$4.56 million; and

**RESOLVED FURTHER**, that the USAC Rural Health Care Committee directs USAC staff to submit a collection requirement of \$4.56 million for Rural Health Care Support Mechanism administrative costs in the required November 2, 2023, filing to the Federal Communications Commission on behalf of the Committee; and

**RESOLVED FURTHER**, that the USAC Rural Health Care Committee, having reviewed at its meeting on October 30, 2023, the 1st Quarter 2024 Rural Health Care Support Mechanism demand estimate of \$168.6 million, hereby directs USAC staff to proceed with the required November 2, 2023 filing to the Federal Communications Commission on behalf of the Committee. USAC staff may make adjustments if the total variance for the Rural Health Care Support Mechanism is equal to or less than \$1 million or may seek approval from the Committee Chair to make adjustments if the total variance is greater than \$1 million, but not more than \$2 million.

- i1. Information on Two USAC Internal Audit Division Rural Health Care Support Mechanism Beneficiary Audit Reports.** This item was provided for *information purposes only*. No discussion was held. Dr. Wibberly noted that the Rural Health Care Audit Briefing Book would be made public and posted to the USAC website.
- i2. Rural Health Care Business Update.** Mr. Sweeney presented PowerPoint slides to the Committee covering the following items:
- Q3 2023 Accomplishments

- Q4 2023 Plans
- Roadmap
- Appendix: Metrics

On a motion duly made and seconded, the Committee adjourned at 1:40 p.m. Eastern Time.

/s/ Erin Williams  
Assistant Secretary

**Universal Service Administrative Company  
Rural Health Care Committee Meeting**

**ACTION ITEM**

**Recommendation for Election of  
Committee Chair and Vice Chair**

**Action Requested**

The USAC Rural Health Care Committee (Committee) is taking action to bring its Chair and Vice Chair nominations for consideration by the Board of Directors (Board) at the Board meeting to be held on January 30, 2024.

**Discussion**

The pertinent resolution related to the election of committee chair and vice chair positions was adopted by the Board of Directors on January 25, 2000, and reads as follows:

**RESOLVED**, That the USAC Board of Directors accepts the recommendations of the USAC Nominating Committee that: (1) in addition to the annual election of officers, all Committee chairs and vice chairs shall also be elected annually; (2) the first election for Committee chairs and vice chairs shall occur at the election of officers at the January 2001 Board of Directors meeting; (3) there shall be no term limits imposed on officer and Committee chair and vice chair positions; and (4) there shall be no automatic succession of positions.<sup>1</sup>

On January 30, 2023, the Board re-elected Dr. Kathy Wibberly as Chair and Brent Fontana as Vice Chair of the Rural Health Care Committee.

At their January 29, 2024 quarterly meetings, each committee of the Board (including the Audit Committee and the programmatic committees) will nominate Board members to serve as chair and vice chair of their respective committees. Those recommendations will be submitted to the Board at the Board of Directors meeting to be held on January 30, 2024.

**Recommended USAC Rural Health Care Committee Action**

APPROVAL OF THE FOLLOWING RESOLUTION:

**RESOLVED**, that the USAC Rural Health Care Committee recommends that the USAC Board of Directors elect \_\_\_\_\_ as Chair

<sup>1</sup> USAC Board of Directors Meeting Minutes, at 4 (Jan. 25, 2000), *available at* <https://www.usac.org/about/leadership/board-minutes/>.

and \_\_\_\_\_ as Vice Chair of the Committee. The term for each position begins immediately upon the election to such position by the Board and ends at such time as the Chair or Vice Chair (as the case may be): (i) is replaced by a successor selected by the Board, (ii) resigns from the Committee or the Board, (iii) is removed by resolution of the Board, or (iv) is no longer a member of the Board (whichever comes first).

**Universal Service Administrative Company  
Rural Health Care Committee Meeting**

**ACTION ITEM**

**Approval of Rural Health Care Support Mechanism  
2<sup>nd</sup> Quarter 2024 Programmatic Budget and Demand Projection for the  
February 1, 2024 FCC Filing**

**Action Requested**

The Rural Health Care Committee (Committee) of the USAC Board of Directors (Board) is requested to approve a 2<sup>nd</sup> Quarter 2024 (Q2 2024) programmatic budget and demand projection for the Rural Health Care Support Mechanism for submission to the Federal Communications Commission (FCC) in USAC's February 1, 2024, quarterly filing.

**Discussion**

On a quarterly basis, USAC is required to submit to the FCC each program's budget<sup>1</sup> and projected demand for the upcoming quarter.<sup>2</sup>

**Funding Requirement**

USAC estimates the Q2 2024 funding requirement for the Rural Health Care Support Mechanism as follows:

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<sup>1</sup> See 47 C.F.R. § 54.715(c).

<sup>2</sup> See 47 C.F.R. § 54.709(a)(3).

Table A. Program Funding Requirement

<i>(in millions)</i>	Q1 2024	Increase/ (Decrease)	Q2 2024	Notes
Steady State:				
Program Funding Requirement	\$162.92	(\$1.19)	\$161.73	See Note 1 and Table B
Adjustments	0.00	0.00	0.00	
New Requirements:				
N/A	0.00	0.00	0.00	
<b>Total Program Funding Requirement</b>	<b>\$162.92</b>	<b>(\$1.19)</b>	<b>\$161.73</b>	
Prior Period Adjustments (difference between projections and actuals):				
Billings	(\$1.54)	\$1.77	\$0.23	
Interest Income	0.00	0.00	0.00	
Bad Debt Expense	(0.45)	(0.34)	(0.79)	
<b>Total Prior Period Adjustments</b>	<b>(\$1.99)</b>	<b>\$1.43</b>	<b>(\$0.56)</b>	
USAC Administrative Expenses <sup>3</sup>	\$7.67	\$1.19	\$8.86	See Table D
<b>Total Funding Requirement</b>	<b>\$168.60</b>	<b>\$1.43</b>	<b>\$170.03</b>	

**Note 1:** On March 9, 2023, the Commission announced a funding cap for Funding Year 2023 of \$682.36 million.<sup>4</sup> The Program Funding Requirement represents one quarter of the Funding Year 2023 cap, less USAC administrative costs. See Table B below for additional details.

Table B. Funding Year 2023 Program Funding Requirement

<i>(in millions)</i>	Fund Year 2023	Notes
Funding Year 2023 Cap	\$682.36	See Note 1
Quarterly Funding Requirement for Funding Year 2023	170.59	
Less USAC Administrative Costs, which are covered within the Funding Cap	(8.86)	
<b>Q2 2024 Program Funding Requirement</b>	<b>\$161.73</b>	

**Note 3:** The Funding Year 2023 filing window closed on May 1, 2023. Funds available to carry forward to Funding Year 2023 are set forth in the table below. Based on guidance provided by the FCC, USAC will reserve \$57.1 million to satisfy demand above the cap and \$50 million to carry forward to future funding years and will use remaining available funds of \$178.16 million to reduce required collections. \$104.40 million was used to reduce required collections in Q3 2023 and \$73.76 million was used to reduce required collections in Q4 2023.

<sup>3</sup> Administrative costs are covered within the funding cap.

<sup>4</sup> See *Wireline Competition Bureau Announces E-Rate and RHC Programs' Inflation-Based Caps for Funding Year 2023*, CC Docket No. 02-6, WC Docket No. 02-60, Public Notice, 178 (2023).

Table C. Funding Year 2023 Available Roll Forward

<i>(in millions)</i>	<b>Net Change</b>
<b>Unused Funds</b>	
Available Funds	\$1,537.31
Disbursements	(523.19)
Reserved Funds	
a. Pending Applications to Process	(591.12)
b. Unliquidated Obligations (ULOs)	(169.31)
c. Appeals Reserve - USAC Appeals	8.26
d. Appeals Reserve - FCC Appeals	23.31
<b>Total Unused Funds</b>	<b>\$285.26</b>

Based on the projected burn rate, USAC estimates the following Q2 2024 programmatic budget:

Table D. Quarterly Programmatic Budget

<i>(in millions)</i>	<b>Q1 2024 Budget</b>	<b>Increase/ (Decrease)</b>	<b>Q2 2024 Budget</b>	<b>Notes</b>
<b>Direct Program Costs</b>				
Employee Expenses	\$1.85	(\$0.24)	\$1.61	
Professional Services	0.71	(0.06)	0.65	
General & Administrative	0.00	0.00	0.00	See Note 4
<b>Total Direct Program Costs</b>	<b>\$2.56</b>	<b>(\$0.30)</b>	<b>\$2.26</b>	
<b>Direct Assigned Costs</b>				
Employee Expenses	\$0.39	(\$0.14)	\$0.25	
Professional Services	1.38	0.60	1.98	
General & Administrative	0.23	0.01	0.24	See Note 4
<b>Total Direct Assigned Costs</b>	<b>\$2.00</b>	<b>\$0.47</b>	<b>\$2.47</b>	
<b>Total Direct Program &amp; Direct Assigned Costs</b>	<b>\$4.56</b>	<b>\$0.17</b>	<b>\$4.73</b>	
<b>Common Allocated Costs</b>	<b>\$3.11</b>	<b>\$1.02</b>	<b>\$4.13</b>	
<b>Total Programmatic Budget</b>	<b>\$7.67</b>	<b>\$1.19</b>	<b>\$8.86</b>	

**Note 4:** General & Administrative expenses include reference materials and software licenses.

A comparison of actual expenditures to the budget for the twelve months ending December 31, 2023 is provided in **Attachment 1**.

**Recommendation**

USAC management recommends that the Committee approve the Q2 2024 budget and projection of demand as proposed.

**Recommended Rural Health Care Committee Actions**

## APPROVAL OF THE FOLLOWING RESOLUTIONS:

**RESOLVED**, that the USAC Rural Health Care Committee approves a 2<sup>nd</sup> Quarter 2024 Rural Health Care Support Mechanism direct program budget of \$4.73 million; and

**RESOLVED FURTHER**, that the USAC Rural Health Care Committee directs USAC staff to submit a collection requirement of \$4.73 million for Rural Health Care Support Mechanism administrative costs in the required February 1, 2024, filing to the Federal Communications Commission on behalf of the Committee; and

**RESOLVED FURTHER**, that the USAC Rural Health Care Committee, having reviewed at its meeting on January 29, 2024, the 2<sup>nd</sup> Quarter 2024 Rural Health Care Support Mechanism demand estimate of \$170.03 million, hereby directs USAC staff to proceed with the required February 1, 2024 filing to the Federal Communications Commission on behalf of the Committee. USAC staff may make adjustments if the total variance for the Rural Health Care Support Mechanism is equal to or less than \$1 million or may seek approval from the Committee Chair to make adjustments if the total variance is greater than \$1 million, but not more than \$2 million.

**ATTACHMENT 1**

**Rural Health Care Administrative Costs and Headcount**  
Comparison of Actual Expenditures and Headcount to the Budget for the  
Twelve Months Ending December 31, 2023

<i>(\$ in millions)</i>	<b>FTE Actual</b>	<b>FTE Budget</b>	<b>FTE Variance</b>	<b>YTD Actual</b>	<b>YTD Budget</b>	<b>Variance</b>
<b>Direct Program Costs</b>						
Employee Expenses	47	52	5	\$6.64	\$6.71	\$0.07
Professional Services (Note 5)				2.60	3.52	0.92
General & Administrative (Note 6)				0.00	0.00	0.00
<b>Total Direct Program Costs</b>				<b>\$9.24</b>	<b>\$10.23</b>	<b>\$0.99</b>
<b>Direct Assigned Costs</b>						
Employee Expenses	7	8	1	\$1.73	\$1.31	(\$0.42)
Professional Services (Note 5)				6.33	5.33	(1.00)
General & Administrative (Note 6)				0.94	1.13	0.10
<b>Total Direct Assigned Costs</b>				<b>\$9.00</b>	<b>\$7.77</b>	<b>(\$1.23)</b>
<b>Total Direct Program &amp; Direct Assigned Costs</b>	<b>54</b>	<b>60</b>	<b>6</b>	<b>\$18.24</b>	<b>\$18.00</b>	<b>(\$0.24)</b>
<b>Common Allocated Costs (Note 7)</b>				<b>\$8.65</b>	<b>\$8.98</b>	<b>\$0.33</b>
<b>Total Programmatic Budget</b>				<b>\$26.89</b>	<b>\$26.98</b>	<b>\$0.09</b>

**Note 5:** Direct Program Professional Services include business process outsourcing (BPO) and rates database support. Direct Assigned Professional Services include beneficiary & contribution audit program audits and IT contract labor.

**Note 6:** General & Administrative expenses include reference materials and software licenses.

**Note 7:** Common costs include costs not directly attributable to a program and are allocated based on the Cost Allocation Methodology, which allocates costs based 50% on direct program costs in the prior year and 50% on program demand in the prior year. Actual common allocated costs reflect a reduction for costs allocated to the appropriated programs.



# Rural Health Care (RHC) Committee

RHC Business Update

*Open Session*

January 29, 2024



Universal Service  
Administrative Co.

# Agenda

- 2023 Year in Review
  - Update on Fund Year (FY) 2023 Application Processing
  - 2023 Achievements
- 2024 Program Objectives
  - Program Efficiency
    - Cutover to RHC Connect and the Impact on Processes
    - Plans to Reduce Appeals Responses to 90 Days
  - Focus on FWA
    - Success Manual Invoice Reviews
    - Fraud Risk Assessment
- Roadmap
- Appendix: Program Metrics

# 2023 Year in Review

- Target of 95 percent completion for FY2023 workable applications was achieved on November 17, 2023; this target has never been achieved in November prior to FY2023.
- Three key factors:
  - New systems allow greater visibility into data to support decisions as well as automate/expedite processes.
  - Tenure of business process outsourcing (BPO) vendor (2-3 years).
  - Experience level of RHC staff, low turnover at <5 percent.

# 2023 Year in Review

- Completed modernization of Healthcare Connect Fund (HCF) processes for application, commitment, invoicing and disbursement, and post-commitment, which covers all external workflows in MyPortal (except eligibility).
- Released Telecom FCC Form 465 for use on November 1, 2023 for users to begin early drafts of FY2024 applications.
- Opened application window for FY2024 on December 1, 2023 (current submissions received in both programs).

# 2023 Year in Review

- Update on appeals target of zero workable appeals ‘older than 90 days’ by end of year:
  - Starting in Q1 2023, the balance was 71, and by Q3 2023, the balance was 56.
  - Completed 2023 with a balance of 20 over 90 days old.
  - Goal to have all appeals over 90 days complete by the end of Q1 2024.
- Completed Communications Plan:
  - Conducted three site visits.
  - Sent monthly newsletters.
  - Conducted 15 webinars with average attendances of 120, which is a 12 percent increase from last year.
  - Stakeholder Open House allowed reviewers and stakeholders to interact in a casual setting and conduct individual formal meetings.

# 2024 Program Objectives

- Program Efficiency:
  - Implement FCC 3<sup>rd</sup> Report & Order 23-110, issued December 14, 2023.
    - Permit conditional approval of eligibility to allow health care providers (HCPs) to initiate competitive bidding.
    - Align the Service Provider Identification Number change deadline with the invoice deadline.
    - Eliminate the seldom-used “standard urban distance” component of the rule for Urban Rates.
    - Allow HCPs to request updates to the actual start and end dates of multi-year contracts.
    - Shift to the use of a single universal eligibility form for all program participants.
    - Implement a deadline for HCPs to submit Telecom invoices for any undisbursed funding commitments without an applicable invoice deadline.

# 2024 Program Objectives

- Program Efficiency:
  - Complete the modernization of Telecom systems and prepare for MyPortal decommissioning to reduce security risks.
  - Complete 95 percent of workable FY2024 applications by end of 2024.
  - Maintain a balance of appeals older than 90 days at zero.
  - Complete all outstanding invoices from years prior to 2021 for Telecom Program in preparation for Telecom invoicing in RHC Connect system.

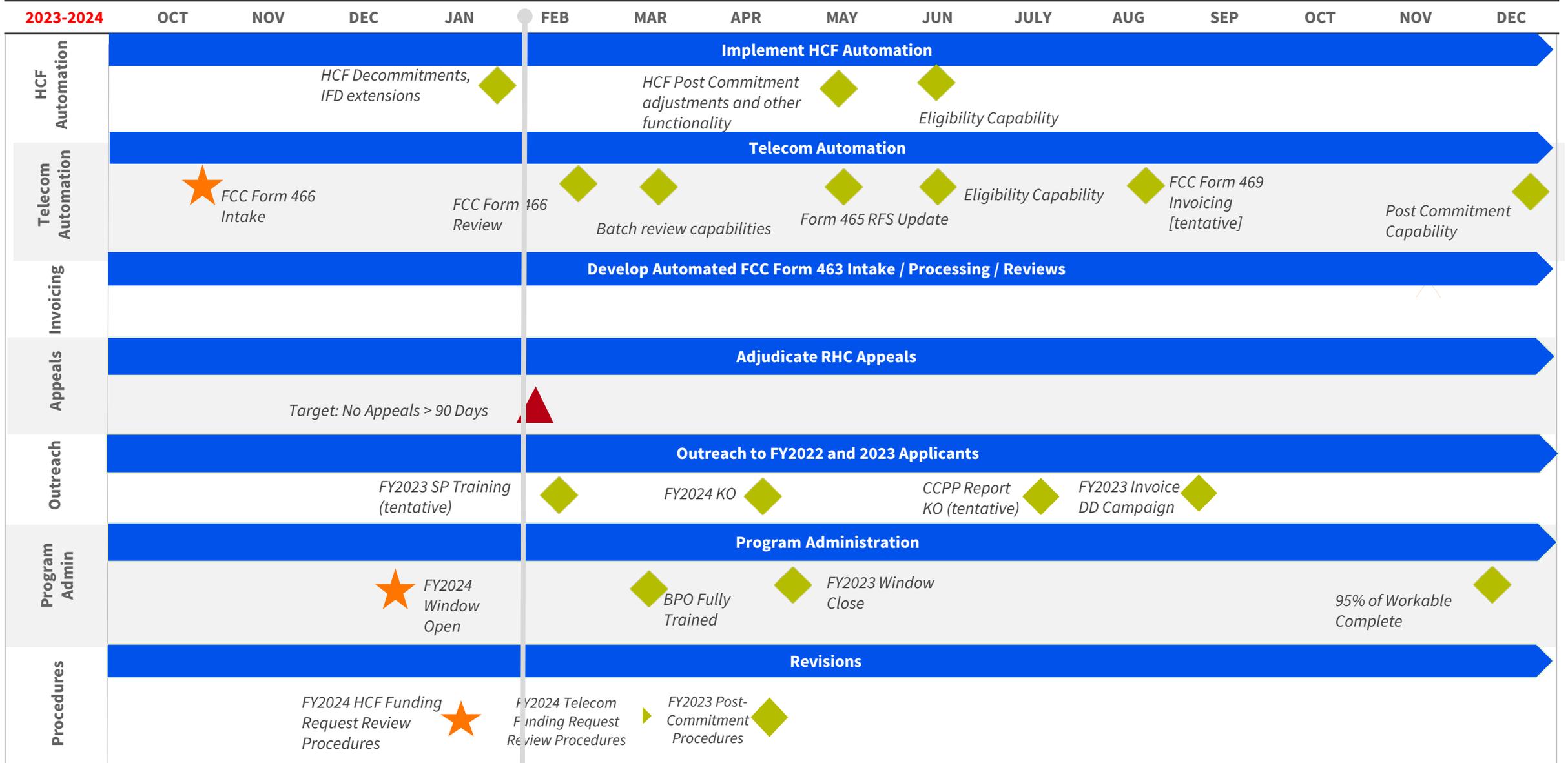
# 2024 Program Objectives

- Focus on fraud, waste, and abuse:
  - Implement action plans as a result of Q1 2024 fraud risk assessment.
  - Develop use of fraud risk reporting both in application review process and at the macro level.
  - Expand manual invoice reviews after previous year's success.

HCF Manual Invoice check Results		
	2021	2022
<b>HCF</b>	2021	2022
<b>Invoice total</b>	13,465	16,401
<b>Dollars checked</b>	34%	39%
<b>Vol. checked</b>	13%	8%
<b>Returned</b>	4.35%	10.57%
<b>Denied</b>	1.70%	9.14%
<b>Total Saved</b>	<b>\$4.4M</b>	<b>\$7.1M</b>

- Develop enhanced training for customer service in RHC as part of our efforts to bring a renewed focus to the customer experience and develop the team.

# Roadmap



# Appendix: RHC Program Metrics

RHC HCF Pre-Commitment (Data as of December 31, 2023)

Fund Year		Q1	Q2	Q3	Q4	Total	
Requested	2023	Demand	8,712	4,156	14	7	12,889
		Requested Dollars	\$157,255,687	\$298,852,421	\$705,139	\$1,433,426	\$458,246,673
		Avg. Days Outstanding	246	244			245
	2022	Demand	4,890	5,694	3	0	10,587
		Requested Dollars	\$100,055,822	\$288,977,437	\$595,569		\$389,628,828
		Avg. Days Outstanding	578	578			578
Reviewed	2023	Reviewed Apps.	3	6,670	4,858	1,012	12,543
		Reviewed Dollars		\$55,565,853	\$81,402,989	\$70,814,443	\$207,783,285
	2022	Reviewed Apps.	3	15	8,425	2,851	11,294
		Reviewed Dollars	\$1,219,089		\$85,462,830	\$110,913,733	\$197,595,652

# Appendix: RHC Program Metrics (Continued)

RHC HCF Post-Commitment (Data as of December 31, 2023)

Calendar Year		Q1	Q2	Q3	Q4	Total	
Submitted	2023	Invoice Counts	2,842	1,869	7,781	3,437	15,929
		Invoice Dollars	\$47,508,915	\$25,308,049	\$90,398,177	\$56,378,572	\$219,593,713
	2022	Invoice Counts	3,109	1,711	8,911	2,688	16,419
		Invoice Dollars	\$41,405,896	\$24,240,713	\$103,592,929	\$39,879,717	\$209,119,255
Disbursed	2023	Invoice Counts	2,795	1,811	7,689	3,060	15,355
		Invoice Dollars	\$41,915,216	\$17,933,032	\$84,528,869	\$37,793,050	\$182,170,167
	2022	Invoice Counts	3,049	1,702	8,883	2,598	16,232
		Invoice Dollars	\$38,347,551	\$23,428,968	\$101,154,055	\$37,171,712	\$200,102,286

# Appendix: RHC Program Metrics (Continued)

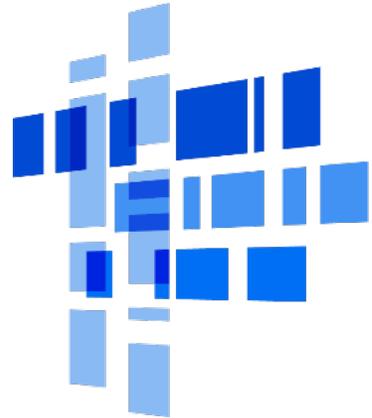
RHC Telecom Pre-Commitment (Data as of December 31, 2023)

Fund Year		Q1	Q2	Q3	Q4	Total	
Requested	2023	Demand	1,098	753		1,851	
		Requested Dollars	\$124,408,560	\$127,226,712		\$251,635,272	
		Avg. Days Outstanding	244	244		244	
	2022	Demand	767	1,462	-	-	2,229
		Requested Dollars	\$22,512,771	\$239,814,507	-	-	\$262,327,278
		Avg. Days Outstanding					
Reviewed	2023	Reviewed Apps.	-	837	747	435	2,019
		Reviewed Dollars	-	\$8,227,809	\$163,351,695	\$81,557,884	\$253,137,388
	2022	Reviewed Apps.	-	4	1,815	377	2,196
		Reviewed Dollars	-	\$1,200	\$243,635,581	\$18,565,481	\$262,202,262

# Appendix: RHC Program Metrics (Continued)

RHC Telecom Post-Commitment (Data as of December 31, 2023)

Calendar Year		Q1	Q2	Q3	Q4	Total	
<b>Submitted</b>	2023	Invoice Counts	171	133	374	234	912
		Invoice Dollars	\$178,980,697	\$177,687,934	\$202,620,042	\$106,470,848	\$665,759,521
	2022	Invoice Counts	310	133	397	251	1,091
		Invoice Dollars	\$171,703,036	\$171,835,156	\$188,192,195	\$178,763,206	\$710,493,593
<b>Disbursed</b>	2023	Invoice Counts	171	133	374	224	902
		Invoice Dollars	\$178,106,832	\$176,963,756	\$201,854,656	\$102,051,094	\$658,976,338
	2022	Invoice Counts	310	133	397	251	1,091
		Invoice Dollars	\$171,680,949	\$171,835,156	\$188,042,507	\$177,889,341	\$709,447,953



**Universal Service  
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