

**Universal Service Administrative Company  
High Cost & Low Income Committee  
Quarterly Meeting  
Agenda**

<b>Monday, January 24, 2022 12:45 p.m. – 3:00 p.m. Eastern Time USAC Offices 700 12th Street, N.W., Suite 900 Washington, D.C. 20005</b>
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<b>HIGH COST OPEN SESSION</b>		<i>Estimated Duration in Minutes</i>
Chair	<b>a1.</b> Consent Items (each available for discussion upon request): <b>A.</b> Approval of High Cost & Low Income Committee Meeting Minutes of October 25 and December 2, 2021. <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
Vic	<b>a3.</b> Approval of High Cost Support Mechanism 2nd Quarter 2022 Programmatic Budget and Demand Projection for the January 31, 2022 FCC Filing	5
Teleshia	<b>i1.</b> Information on One USAC Audit and Assurance Division High Cost Support Mechanism Beneficiary Audit Reports <i>(For Information Only)</i>	–
Vic	<b>i2.</b> High Cost Business Update: <ul style="list-style-type: none"> <li>• 2021 Accomplishments</li> <li>• Verifications</li> <li>• Performance Measures</li> <li>• Plans for Next Quarter</li> <li>• Roadmap</li> </ul>	20

<b>LOW INCOME OPEN SESSION</b>		<i>Estimated Duration in Minutes</i>
Pam	<b>a4.</b> Approval of Low Income Support Mechanism 2nd Quarter 2022 Programmatic Budget and Demand Projection for the January 31, 2022 FCC Filing	5

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Teleshia	<b>i3.</b> Information on Seven USAC Audit and Assurance Division Low Income Support Mechanism Beneficiary Audit Report <i>(For Information Only)</i>	–
Pam	<b>i4.</b> Low Income (Lifeline) Business Update <ul style="list-style-type: none"> <li>• Program Highlights</li> <li>• National Verifier Highlights</li> <li>• Metrics</li> <li>• Roadmap</li> </ul>	20

<b>LOW INCOME EXECUTIVE SESSION</b> <b>Confidential – Executive Session Recommended</b>		<i>Estimated Duration in Minutes</i>
Pam Teleshia	<b>i5.</b> Low Income (Lifeline) Business Update <i>(Continued)</i> <ul style="list-style-type: none"> <li>• Opt-Out States</li> <li>• Update on Lifeline Forensic and Holding Company Audits</li> </ul>	15
Pam	<b>a5.</b> Approval of Low Income Support Mechanism 2022 Annual Programmatic Budget	10

<b>HIGH COST EXECUTIVE SESSION</b> <b>Confidential – Executive Session Recommended</b>		<i>Estimated Duration in Minutes</i>
Vic	<b>i6.</b> High Cost Business Update <i>(Continued)</i> <ul style="list-style-type: none"> <li>○ CAF II Model Achievements</li> <li>○ Verification Procedures to Evaluate Deployment</li> <li>○ CAF II Model Verifications Summary</li> <li>○ Observations</li> <li>○ Planning for 2022</li> </ul>	20
Vic	<b>a6.</b> Approval of High Cost Support Mechanism 2022 Annual Programmatic Budget	10
Chair	<b>i7.</b> <i>Executive Session</i> Discussion with the High Cost and Low Income Committee/Board	5

**Next Scheduled USAC High Cost & Low Income Committee Meeting**

<p align="center"><b>Monday, April 25, 2022</b> <b>USAC Offices, Washington, D.C.</b></p>
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Available For Public Use

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

**HIGH COST & LOW INCOME COMMITTEE MEETING**  
**Monday, January 24, 2022**

**MINUTES<sup>1</sup>**

The quarterly meeting of the High Cost & Low Income Committee (Committee) of the USAC Board of Directors (Board) was held at USAC's offices in Washington, D.C. on Monday, January 24, 2022. A virtual meeting platform was available to the general public for ***Open Session*** to accommodate the need for increased physical distancing on site due to the COVID-19 pandemic. Ms. Olivia Wein, Committee Vice Chair, chaired the meeting on behalf Mr. Ken Mason, Committee Chair, who was not able to attend the meeting in-person. Ms. Wein called the meeting to order at 12:47 p.m. Eastern Time, with a quorum of ten of 11 Committee members present:

Chalk, Indra – <i>by telephone</i>	Polk, Stephanie – <i>by telephone</i>
Freeman, Sarah	Sekar, Radha – Chief Executive Officer
Gillan, Joe	Skrivan, Michael – <i>by telephone</i>
Jacobs, Ellis – <i>by telephone</i>	Waller, Jeff – <i>by telephone</i>
Mason, Ken – Chair – <i>by telephone</i>	Wein, Olivia – Vice Chair

Members of the Committee not present:

Feiss, Geoff

Other Board members and officers of the corporation present:

Beyerhelm, Chris – Chief Administrative Officer  
Butler, Stephen – Vice President of Shared Services  
Choroser, Beth – Member of the Board – *by telephone*  
Delmar, Teleshia – Vice President of Audit and Assurance – *by telephone*  
Gaither, Victor – Vice President of High Cost – *by telephone*  
Garber, Michelle – Vice President of Finance and Chief Financial Officer – *by telephone*  
Gregory, Amber – Member of the Board – *by telephone*  
Hughet, Pamela – Vice President of Lifeline  
Hutchinson, Kyle – Vice President of IT and Chief Information Officer – *by telephone*  
Sweeney, Mark – Vice President of Rural Health Care – *by telephone*  
Wade, Dr. Joan – Member of the Board – *by telephone*

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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.

Wibberly, Dr. Kathy – Member of the Board

Others present:

<u>NAME</u>	<u>COMPANY</u>
Augustino, Steven – <i>by telephone</i>	Kelley Drye & Warren LLP
Boakye-Gyan, Carol – <i>by telephone</i>	USAC
Nuzzo, Patsy	USAC
Pace, Regina – <i>by telephone</i>	USAC
Phillippi, Megan	USAC
Schrader, Theresa – <i>by telephone</i>	Broadband Legal Strategies, LLC
Tiwari, Tanya	USAC
Williams, Erin	USAC

### HIGH COST OPEN SESSION

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

**a1. Consent Items.** Ms. Wein presented this item to the Committee:

- A. Approval of High Cost & Low Income Committee Meeting Minutes of October 25 and December 2, 2021.
- B. Approval of moving all *Executive Session* items into *Executive Session*:
  - (1) **i5** – Low Income (Lifeline) Business Update (*Continued*). USAC management recommended that this item be discussed in *Executive Session* because it involves *specific internal controls or confidential company data* and *internal rules and procedures* concerning the administration of the universal service support mechanisms; discussion of the matter in open session would result in *disclosure of confidential techniques and procedures* that would compromise program integrity.
  - (2) **a5** – Approval of Low Income Support Mechanism 2022 Annual Programmatic Budget. USAC management recommended that this item be discussed in *Executive Session* because this matter relates to USAC's *procurement strategy and contract administration*.
  - (3) **i6** – High Cost Business Update (*Continued*). USAC management recommended that this item be discussed in *Executive Session* because it involves *specific internal controls or confidential company data* and *internal rules and procedures* concerning the administration of the universal service support mechanisms; discussion of the matter in open session would result in *disclosure of confidential techniques and procedures* that would compromise program integrity.
  - (4) **a6** – Approval of High Cost Support Mechanism 2022 Annual Programmatic Budget. USAC management recommended that this

item be discussed in *Executive Session* because this matter relates to USAC's *procurement strategy and contract administration*.

- (5) **i7 – Executive Session** Discussion with the High Cost and Low Income Committee/Board. USAC management recommended that this item be discussed in *Executive Session* because it relates to the Committee's oversight responsibilities and 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 High Cost & Low Income Committee of the USAC Board of Directors hereby approves: (1) the Committee meeting minutes of October 25 and December 2, 2021; and (2) discussion in *Executive Session* of the items noted above.

- a2. Recommendation for Election of Committee Chair and Vice Chair.** Ms. Wein introduced Ms. Freeman. As a member of the Nominating Committee, Ms. Freeman reported on the election recommendations for the High Cost and Low Income Committee.

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

**RESOLVED**, that the USAC High Cost and Low Income Committee recommends that the USAC Board of Directors elect **Ken Mason** as Chair and **Olivia Wein** 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).

- a3. Approval of High Cost Support Mechanism 2nd Quarter 2022 Programmatic Budget and Demand Projection for the January 31, 2022 Federal Communications Commission (FCC) Filing.** Mr. Gaither presented this item for consideration. The presentation included a written report on USAC management's recommendations for the High Cost support mechanism 2nd quarter 2022 programmatic budget and demand projection for the January 31, 2022 FCC filing.

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

**RESOLVED**, that the USAC High Cost and Low Income Committee approves a 2nd Quarter 2022 High Cost Support Mechanism program budget of \$6.34 million; and

**RESOLVED FURTHER**, that the USAC High Cost and Low Income Committee directs USAC staff to submit a collection requirement of \$6.34 million for High Cost Support Mechanism administrative costs in the required January 31, 2022 filing to the Federal Communications Commission on behalf of the Committee; and

**RESOLVED FURTHER**, that the USAC High Cost and Low Income Committee, having reviewed at its meeting on January 24, 2022 the 2nd Quarter 2022 High Cost Support Mechanism demand estimate of \$881.36 million, hereby directs USAC staff to proceed with the required January 31, 2022 filing to the Federal Communications Commission on behalf of the Committee. USAC staff may make adjustments if the total variance for the High Cost Support Mechanism is equal to or less than \$10 million, or may seek approval from the Committee Chair to make adjustments if the total variance is greater than \$10 million, but not more than \$15 million.

- i1. **Information on One USAC Audit and Assurance Division High Cost Support Mechanism Beneficiary Audit Report.** This item was provided for *information purposes* only. Ms. Wein noted that the High Cost & Low Income Audit Briefing Book would be made public and posted to the USAC website.
- i2. **High Cost Business Update.** Mr. Gaither presented PowerPoint slides to the Committee covering the following items:
  - 2021 Accomplishments
  - Verifications
  - Performance Measures
  - Plans for Next Quarter
  - Roadmap

### **LIFELINE OPEN SESSION**

- a3. **Approval of Low Income Support Mechanism 2nd Quarter 2022 Programmatic Budget and Demand Projection for the January 31, 2022 FCC Filing.** Ms. Hughet presented this item to the Committee for consideration. The presentation included a written report on USAC management's recommendations for the Low Income support mechanism 2nd quarter 2022 programmatic budget and demand projection for the January 31, 2022 FCC filing.

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

**RESOLVED**, that the USAC High Cost and Low Income Committee approves a 2nd Quarter 2022 Low Income Support Mechanism direct program budget of \$10.62 million; and

**RESOLVED FURTHER**, that the USAC High Cost and Low Income Committee directs USAC staff to submit a collection requirement of \$10.62 million for Low Income Support Mechanism administrative costs in the required January 31, 2022 filing to the Federal Communications Commission on behalf of the Committee; and

**RESOLVED FURTHER**, that the USAC High Cost and Low Income Committee, having reviewed at its meeting on January 24, 2022 the 2nd Quarter 2022 Low Income Support Mechanism demand estimate of \$220.47 million, hereby directs USAC staff to proceed with the required January 31, 2022 filing to the Federal Communications Commission on behalf of the Committee. USAC staff may make adjustments if the total variance for the Low Income Support Mechanism is equal to or less than \$10 million, or may seek approval from the Committee Chair to make adjustments if the total variance is greater than \$10 million, but not more than \$15 million.

- i3. **Information on Seven USAC Audit and Assurance Division Low Income Support Mechanism Beneficiary Audit Reports.** This item was provided for *information purposes* only. Ms. Wein noted that the High Cost & Low Income Audit Briefing Book would be made public and posted to the USAC website.
- i4. **Lifeline Business Update.** Ms. Hughet presented PowerPoint slides to the Committee covering the following items:
- Program Highlights
  - National Verifier Highlights
  - Metrics
  - Roadmap

At 1:24 p.m. Eastern Time, on a motion duly made and seconded, the Committee moved into ***Executive Session*** for the purpose of discussing confidential items. Only members of the Board and USAC staff were present.

#### **LOW INCOME EXECUTIVE SESSION**

- i5. **Lifeline Business Update (*Continued*).** Ms. Hughet and Ms. Delmar presented this item to the Committee for discussion. The presentation included information on opt-out states and an update on Lifeline forensic and holding company audits.
- a5. **Approval of Low Income Support Mechanism 2022 Annual Programmatic Budget.** Ms. Hughet presented this item to the Committee for

consideration. The presentation included a written report on the Low Income Support Mechanism annual programmatic budget.

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

**RESOLVED**, that the High Cost and Low Income Committee approves a 2022 annual programmatic budget for the Low Income Support Mechanism of \$40.50 million.

### **HIGH COST EXECUTIVE SESSION**

**i6. High Cost Business Update (*Continued*).** Mr. Gaither presented PowerPoint slides to the Committee covering the following items:

- CAF II Model Achievements
- Verification Procedures to Evaluate Deployment
- CAF II Model Verifications Summary
- Observations
- Planning for 2022

**a6. Approval of High Cost Support Mechanism 2022 Annual Programmatic Budget.** Mr. Gaither presented this item to the Committee for consideration. The presentation included a written report on the High Cost Support Mechanism annual budget.

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

**RESOLVED**, that the High Cost and Low Income Committee approves a 2022 annual programmatic budget for the High Cost Support Mechanism of \$25.07 million.

**i7. Executive Session Discussion with the High Cost and Low Income Committee and Board.** The Committee determined that a confidential *Executive Session* for members of the High Cost and Low Income Committee and the Board was not needed.

### **OPEN SESSION**

At 2:01 p.m. Eastern Time, the Committee moved out of *Executive Session* and immediately reconvened in *Open Session*, at which time Ms. Wein reported that in *Executive Session*, the Committee discussed items i5 and i6 and took action on items a5 and a6.

On a motion duly made and seconded, the Committee adjourned at 2:02 p.m. Eastern Time.



/s/ Olivia Wein  
Secretary

**Universal Service Administrative Company  
Joint Meeting of the Board of Directors and  
High Cost & Low Income Committee Meeting Agenda**

<b>Tuesday, February 22, 2022 2:00 p.m. – 3:00 p.m. ET Virtual Meeting USAC Offices 700 12th Street, N.W., Suite 900 Washington, D.C. 20005</b>
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<b>ACTION ITEMS</b> <i>Executive Session Recommended – Confidential</i>		<i>Estimated Duration in Minutes</i>
Chris	<b>a1.</b> Consideration to Exercise Option Year for Third Party Identification and Verification Services for the Lifeline Program and the Affordable Connectivity Program	5
Chris	<b>a2.</b> Consideration of a Contract Award for Appian Cloud Services and Licenses	5
Chris	<b>a3.</b> Consideration of a Contract Award for ServiceNow Licenses and Support Renewal	5
Chris	<b>a4.</b> Consideration of a Contract Award for Puppet Enterprise Subscription	5
Chris	<b>a5.</b> Consideration of a Contract Award for Tableau Licenses and Support	5
Chris	<b>a6.</b> Consideration of a Contract Modification for Call Center Services and Customer Relationship Management System	5

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

**HIGH COST & LOW INCOME COMMITTEE MEETING**  
**Tuesday, February 22, 2022**

**MINUTES<sup>1</sup>**

Due to the temporary closure of USAC's offices in Washington, D.C. in response to the COVID-19 pandemic, the non-quarterly meeting of the High Cost & Low Income Committee (Committee) was conducted by web conference on Tuesday, February 22, 2022. At the requested of Ken Mason, Committee Chair, Joe Gillan, Board Chair, chaired the meeting. The meeting was called to order at 2:01 p.m. Eastern Time, with a quorum of 9 of the 11 Committee members present:

Feiss, Geoff  
Freeman, Sarah  
Gillan, Joe  
Jacobs, Ellis  
Mason, Ken – Chair

Sekar, Radha – Chief Executive Officer  
Skrivan, Michael  
Waller, Jeff  
Wein, Olivia – Vice Chair

Stephanie Polk joined the meeting at 2:13 p.m. Eastern Time. She did not take action on or participate in the discussion of item a1.

Member of the Committee not present:

Chalk, Indra

Officers of the corporation present:

Beyerhelm, Chris – Chief Administrative Officer  
Buzacott, Alan – Member of the Board  
Choroser, Beth – Member of the Board  
Domenech, Dr. Dan – Member of the Board  
Fontana, Brent – Member of the Board  
Gregory, Amber – Member of the Board  
Hughet, Pamela – Vice President of Lifeline  
Hutchinson, Kyle – Vice President of IT and Chief Information Officer  
Schell, Julie Tritt – Member of the Board  
Wibberly, Dr. Kathy – Member of the Board  
Williams, Erin – Acting Vice President and General Counsel; and Assistant Secretary

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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.

Others present by telephone:

<u>NAME</u>	<u>COMPANY</u>
Faunce, Donna	USAC
Nuzzo, Patsy	USAC
Pace, Regina	USAC
Phillippi, Megan	USAC
Theobald, Fred	USAC
Tiwari, Tanya	USAC

### **OPEN SESSION**

- a1. **Consideration to Exercise Option Year for Third Party Identification and Verification Services for the Lifeline Program and the Affordable Connectivity Program.** USAC management recommended that discussion of this item be conducted in *Executive Session* because this matter relates to USAC's *procurement strategy and contract administration*.

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

**RESOLVED**, that the High Cost & Low Income Committee approves discussion of this item in *Executive Session*.

At 2:01 p.m. Eastern Time, on a motion duly made and seconded, the Committee moved into *Executive Session* for the purpose of discussing the confidential items listed above.

### **EXECUTIVE SESSION**

- a1. **Consideration to Exercise Option Year for Third Party Identification and Verification Services for the Lifeline Program and the Affordable Connectivity Program.** Mr. Beyerhelm presented this item to the Committee. The presentation included a written summary and report detailing USAC management's recommendation to exercise the first one-year option period of the contract with Transunion Public Sector for the performance of third party identification verification services to support the Lifeline Program.

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

**RESOLVED**, that the High Cost & Low Income Committee, having reviewed the recommendation of USAC management, hereby authorizes USAC management to exercise the first one-year option period of its contract with Transunion Public Sector for third party identification verification services for applicant data provided to USAC via the National Lifeline Accountability Database to support the Lifeline Program, using Universal Service Fund funds (Task 1). The one-year option period will have an amount not-to-

exceed \$340,000.00 (plus applicable taxes), using Universal Service Funds, to support the Lifeline Program.

### **OPEN SESSION**

At 2:25 p.m. Eastern Time, on a motion duly made and seconded, the Committee moved out of *Executive Session* and immediately reconvened in *Open Session*, at which time Mr. Gillan reported that, in *Executive Session*, the Committee discussed and took action on item a1.

On a motion duly made and seconded, the Committee adjourned at 2:26 p.m. Eastern Time.

/s/ Erin Williams

Assistant Secretary

**Universal Service Administrative Company  
High Cost & Low Income Committee  
Quarterly Meeting  
Agenda**

<b>Monday, April 25, 2022 1:15 p.m. – 3:10 p.m. Eastern Time USAC Offices 700 12th Street, N.W., Suite 900 Washington, D.C. 20005</b>
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<b>HIGH COST OPEN SESSION</b>		<i>Estimated Duration in Minutes</i>
Chair	<b>a1.</b> Consent Items (each available for discussion upon request): <b>A.</b> Approval of High Cost & Low Income Committee Meeting Minutes of January 24 and February 22, 2022. <b>B.</b> Approval of moving all <i>Executive Session</i> items into <i>Executive Session</i>	5
Vic	<b>a2.</b> Approval of High Cost Support Mechanism 3rd Quarter 2022 Programmatic Budget and Demand Projection for the May 2, 2022 FCC Filing	5
Teleshia	<b>i1.</b> Information on Two USAC Audit and Assurance Division High Cost Support Mechanism Beneficiary Audit Reports <i>(For Information Only)</i>	—
Vic	<b>i2.</b> High Cost Business Update: <ul style="list-style-type: none"> <li>• Accomplishments</li> <li>• Upcoming ELAP and PMM Milestones for Q2 and Q3</li> <li>• Upcoming Plans</li> <li>• Roadmap</li> <li>• Systems Update</li> <li>• Appendix: Metrics</li> </ul>	25

<b>LOW INCOME OPEN SESSION</b>		<i>Estimated Duration in Minutes</i>
Pam	<b>a3.</b> Approval of Low Income Support Mechanism 3rd Quarter 2022 Programmatic Budget and Demand Projection for the May 2, 2022 FCC Filing	5

Available For Public Use

Teleshia	<b>i3.</b> Information on One USAC Audit and Assurance Division Low Income Support Mechanism Beneficiary Audit Report <i>(For Information Only)</i>	–
Pam	<b>i4.</b> Low Income (Lifeline) Business Update <ul style="list-style-type: none"> <li>• Accomplishments <ul style="list-style-type: none"> <li>○ National Verifier Highlights</li> </ul> </li> <li>• Plans for Next Quarter</li> <li>• Roadmap</li> <li>• Appendix: Metrics</li> </ul>	25

<b>LOW INCOME EXECUTIVE SESSION</b> <b>Confidential – Executive Session Recommended</b>		<i>Estimated Duration in Minutes</i>
Pam	<b>i5.</b> Low Income (Lifeline) Business Update <i>(Continued)</i> <ul style="list-style-type: none"> <li>• Call Center Metrics</li> </ul>	5
Chris	<b>a4.</b> Consideration of a Contract Modification for Third Party Identification and Verification (TPIV) Services for Lifeline Program	5

<b>HIGH COST EXECUTIVE SESSION</b> <b>Confidential – Executive Session Recommended</b>		<i>Estimated Duration in Minutes</i>
Vic Teleshia	<b>i6.</b> High Cost Business Update <i>(Continued)</i> <ul style="list-style-type: none"> <li>• Update on Rural Broadband Accountability Plan (RBAP)</li> <li>• Call Center Metrics</li> </ul>	20
Chair	<b>i7.</b> <i>Executive Session</i> Discussion with the High Cost and Low Income Committee/Board	10

**Next Scheduled USAC High Cost & Low Income Committee Meeting**

<b>Monday, July 25, 2022</b> <b>USAC Offices, Washington, D.C.</b>
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Available For Public Use

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

**HIGH COST & LOW INCOME COMMITTEE MEETING**  
**Monday, April 25, 2022**

**MINUTES<sup>1</sup>**

The quarterly meeting of the High Cost & Low Income Committee (Committee) of the USAC Board of Directors (Board) was held at USAC's offices in Washington, D.C. on Monday, April 25, 2022. A virtual meeting platform was available to the general public for ***Open Session*** to accommodate the need for increased physical distancing on site due to the COVID-19 pandemic. Mr. Ken Mason, Committee Chair, called the meeting to order at 1:24 p.m. Eastern Time, with a quorum of all 11 Committee members present:

Chalk, Indra	Polk, Stephanie – <i>by telephone</i>
Feiss, Geoff	Sekar, Radha – Chief Executive Officer
Freeman, Sarah – <i>by telephone</i>	Skrivan, Michael
Gillan, Joe	Waller, Jeff – <i>by telephone</i>
Jacobs, Ellis – <i>by telephone</i>	Wein, Olivia – Vice Chair
Mason, Ken – Chair	

Other Board members and officers of the corporation present:

Buzacott, Alan – Member of the Board – *by telephone*  
Beyerhelm, Chris – Chief Administrative Officer  
Butler, Stephen – Vice President of Shared Services – *by telephone*  
Delmar, Teleshia – Vice President of Audit and Assurance – *by telephone*  
Fontana, Brent – Member of the Board  
Gaither, Victor – Vice President of High Cost  
Garber, Michelle – Vice President of Finance, Chief Financial Officer, and Assistant Treasurer – *by telephone*  
Gregory, Amber – Member of the Board – *by telephone*  
Hughes, Pamela – Vice President of Lifeline  
Hutchinson, Kyle – Vice President of IT and Chief Information Officer – *by telephone*  
Schell, Julie Tritt – Member of the Board  
Sweeney, Mark – Vice President of Rural Health Care – *by telephone*  
Williams, Erin – Acting Vice President, General Counsel, and Assistant Secretary

Others present:

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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.



<u>NAME</u>	<u>COMPANY</u>
Augustino, Steven – <i>by telephone</i>	Nelson Mullins
Bolling, Christopher – <i>by telephone</i>	USAC
Glisson, Connor – <i>by telephone</i>	USAC
Goode, Vernell	USAC
Lazarony, Joseph – <i>by telephone</i>	USAC
Levitats, Joshua – <i>by telephone</i>	USAC
Morgan, Meredith – <i>by telephone</i>	USAC
Nuzzo, Patsy	USAC
Pace, Regina – <i>by telephone</i>	USAC
Phillippi, Megan	USAC
Wilson Jr., Jerusa Carl – <i>by telephone</i>	USAC

### HIGH COST OPEN SESSION

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

- a1. Consent Items.** Mr. Mason presented this item to the Committee:
- A.** Approval of High Cost & Low Income Committee Meeting Minutes of January 24 and February 22, 2022.
  - B.** Approval of moving all *Executive Session* items into *Executive Session*:
    - (1) i5** – Low Income (Lifeline) Business Update (*Continued*). USAC management recommended that this item be discussed in *Executive Session* because 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** – Consideration of a Contract Modification for Third Party Identification and Verification (TPIV) Services for Lifeline Program. USAC management recommends that this item be discussed in *Executive Session* because this matter relates to USAC’s *procurement strategy and contract administration*.
    - (3) i6** – High Cost Business Update (*Continued*). USAC management recommended that this item be discussed in *Executive Session* because 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.

- (4) **i7 – *Executive Session*** Discussion with the High Cost and Low Income Committee/Board. USAC management recommended that this item be discussed in ***Executive Session*** because it relates to the Committee’s oversight responsibilities and 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 High Cost & Low Income Committee of the USAC Board of Directors hereby approves: (1) the Committee meeting minutes of January 24 and February 22, 2022; and (2) discussion in ***Executive Session*** of the items noted above.

- a2. Approval of High Cost Support Mechanism 3rd Quarter 2022 Programmatic Budget and Demand Projection for the May 2, 2022 Federal Communications Commission (FCC) Filing.** Mr. Gaither presented this item for consideration. The presentation included a written report on USAC management’s recommendations for the High Cost Support Mechanism 3rd quarter 2022 programmatic budget and demand projection for the May 2, 2022 FCC filing.

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

**RESOLVED**, that the USAC High Cost & Low Income Committee approves a 3rd Quarter 2022 High Cost Support Mechanism program budget of \$6.32 million; and

**RESOLVED FURTHER**, that the USAC High Cost & Low Income Committee directs USAC staff to submit a collection requirement of \$6.32 million for High Cost Support Mechanism administrative costs in the required May 2, 2022 filing to the Federal Communications Commission on behalf of the Committee; and

**RESOLVED FURTHER**, that the USAC High Cost & Low Income Committee, having reviewed at its meeting on April 25, 2022 the 3rd Quarter 2022 High Cost Support Mechanism demand estimate of \$992.51 million, hereby directs USAC staff to proceed with the required May 2, 2022 filing to the Federal Communications Commission on behalf of the Committee. USAC staff may make adjustments if the total variance for the High Cost Support Mechanism is equal to or less than \$10 million, or may seek approval from the Committee

Chair to make adjustments if the total variance is greater than \$10 million, but not more than \$15 million.

- i1. **Information on Two USAC Audit and Assurance Division High Cost Support Mechanism Beneficiary Audit Reports.** This item was provided for *information purposes* only. Mr. Mason noted that the High Cost & Low Income Audit Briefing Book would be made public and posted to the USAC website.
- i2. **High Cost Business Update.** Mr. Gaither presented PowerPoint slides to the Committee covering the following items:
  - Accomplishments
  - Upcoming ELAP and PMM Milestones for Q2 and Q3
  - Upcoming Plans
  - Roadmap
  - Systems Update

### **LIFELINE OPEN SESSION**

- a3. **Approval of Low Income Support Mechanism 3rd Quarter 2022 Programmatic Budget and Demand Projection for the May 2, 2022 FCC Filing.** Ms. Hughet presented this item to the Committee for consideration. The presentation included a written report on USAC management's recommendations for the Low Income Support Mechanism 3rd quarter 2022 programmatic budget and demand projection for the May 2, 2022 FCC filing.

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

**RESOLVED**, that the USAC High Cost & Low Income Committee approves a 3rd Quarter 2022 Low Income Support Mechanism direct program budget of \$9.96 million; and

**RESOLVED FURTHER**, that the USAC High Cost & Low Income Committee directs USAC staff to submit a collection requirement of \$9.96 million for Low Income Support Mechanism administrative costs in the required May 2, 2022 filing to the Federal Communications Commission on behalf of the Committee; and

**RESOLVED FURTHER**, that the USAC High Cost & Low Income Committee, having reviewed at its meeting on April 25, 2022 the 3rd Quarter 2022 Low Income Support Mechanism demand estimate of \$269.22 million, hereby directs USAC staff to proceed with the required May 2, 2022 filing to the Federal Communications Commission on behalf of the Committee. USAC staff may make adjustments if the total variance for the Low Income Support Mechanism is equal to or less than \$10 million, or may seek approval from the Committee Chair to make adjustments if the total variance is greater

than \$10 million, but not more than \$15 million.

- i3. **Information on One USAC Audit and Assurance Division Low Income Support Mechanism Beneficiary Audit Report.** This item was provided for *information purposes* only. Mr. Mason noted that the High Cost & Low Income Audit Briefing Book would be made public and posted to the USAC website.
- i4. **Low Income (Lifeline) Business Update.** Ms. Hughet presented PowerPoint slides to the Committee covering the following items:
- Accomplishments
    - National Verifier Highlights
  - Plans for Next Quarter
  - Roadmap

At 2:09 p.m. Eastern Time, on a motion duly made and seconded, the Committee moved into ***Executive Session*** for the purpose of discussing confidential items. Only members of the Board and USAC staff were present.

#### **LOW INCOME EXECUTIVE SESSION**

- i5. **Low Income (Lifeline) Business Update (*Continued*).** Ms. Hughet presented PowerPoint slides to the Committee covering the following item:
- Call Center Metrics
- a4. **Consideration of a Contract Modification for Third Party Identification and Verification (TPIV) Services for Lifeline Program.** Mr. Beyerhelm presented this item to the Board. The presentation included a written summary and report detailing USAC management's recommendation to modify the contract with Transunion Public Sector to perform TPIV services to support the Lifeline Program.

On a motion duly made and seconded, the Board adopted the following resolution:

**RESOLVED**, that the High Cost & Low Income Committee, having reviewed the recommendation of USAC management, hereby authorizes USAC management to increase the base year amount of its contract with Transunion Public Sector to perform Third Party Identification and Verification services for applicant data provided to USAC via the National Lifeline Accountability Database to support the Lifeline Program by \$120,000.00 (plus applicable taxes), increasing the total not-to-exceed amount of the contract to \$700,000.00 (plus applicable taxes), subject to required Federal Communications Commission approval.

#### **HIGH COST EXECUTIVE SESSION**

- i6. **High Cost Business Update (*Continued*).** Mr. Gaither and Ms. Delmar

presented PowerPoint slides to the Committee covering updates on the Rural Broadband Accountability Plan. Mr. Gaither also presented PowerPoint slides to the Committee covering call center metrics.

- i7. ***Executive Session Discussion with the High Cost and Low Income Committee and Board.*** The Committee determined that a confidential ***Executive Session*** for members of the High Cost and Low Income Committee and the Board was not needed.

### **OPEN SESSION**

At 2:40 p.m. Eastern Time, the Committee moved out of ***Executive Session*** and immediately reconvened in ***Open Session***, at which time Mr. Mason reported that in ***Executive Session***, the Committee discussed items i5 and i6 and took action on item a4.

On a motion duly made and seconded, the Committee adjourned at 2:40 p.m. Eastern Time.

/s/ Erin Williams  
Secretary

**Universal Service Administrative Company  
Joint Meeting of the Board of Directors,  
High Cost & Low Income Committee, and Schools & Libraries  
Committee Meeting Agenda**

<b>Wednesday, May 18, 2022 1:00 p.m. – 2:00 p.m. ET Virtual Meeting USAC Offices 700 12th Street, N.W., Suite 900 Washington, D.C. 20005</b>
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<b>BOARD OF DIRECTORS ACTION ITEMS</b> <i>Executive Session Recommended – Confidential</i>		<i>Estimated Duration in Minutes</i>
Chris	<b>a1.</b> Consideration of a Contract Award for Coupa Licenses and Support	5
Chris	<b>a2.</b> Consideration of Contract Award for Redundant Telecom Circuits and Related Service	5
Chris	<b>a3.</b> Consideration of a Contract Award for Amazon Web Services and GovCloud Hosting	5
Chris	<b>a4.</b> Consideration of a Contract Modification for Cisco Smartnet Support	5
Chris	<b>a5.</b> Consideration of a Task Order Modification for Enterprise Architecture Assessment and Support Services	5
Chris	<b>a6.</b> Consideration of a Contract Modification for Long-Term Project Management Office Services for Emergency Connectivity Fund (ECF)	5
Chris	<b>a7.</b> Consideration of a Contract Modification for Call Center Services and Customer Relationship Management System	5
Chris	<b>a8.</b> Consideration of Contract Award for Computer Matching Program Operations and Maintenance Services (aHCLI01)	5
<b>HIGH COST &amp; LOW INCOME COMMITTEE ACTION ITEMS</b> <i>Executive Session Recommended – Confidential</i>		<i>Estimated Duration in Minutes</i>
Chris	<b>a1.</b> Consideration of Contract Award for Computer Matching Program Operations and Maintenance Services (aBOD08)	5
Chris	<b>a2.</b> Consideration of a Task Order Award for High Cost System Modernization Project Management Office	5

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<b>SCHOOLS &amp; LIBRARIES COMMITTEE ACTION ITEMS</b> <i>Executive Session Recommended – Confidential</i>		<i>Estimated Duration in Minutes</i>
Chris	<b>a1.</b> Consideration of a Task Order Award for E-Rate Legacy Systems and Future Enhancement Project Management Office Services	5

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

**HIGH COST & LOW INCOME COMMITTEE MEETING**  
**Wednesday, May 18, 2022**

**MINUTES<sup>1</sup>**

The non-quarterly meeting of the High Cost & Low Income Committee (Committee) was conducted by web conference on Wednesday, May 18, 2022. At the requested of Ken Mason, Committee Chair, Joe Gillan, Board Chair, chaired the meeting. The meeting was called to order at 1:01 p.m. Eastern Time, with a quorum of eight of the 11 Committee members present:

Chalk, Indra	Mason, Ken – Chair
Feiss, Geoff	Sekar, Radha – Chief Executive Officer
Freeman, Sarah	Skrivan, Michael
Gillan, Joe	Wein, Olivia – Vice Chair

Member of the Committee not present:

Jacobs, Ellis	Waller, Jeff
Polk, Stephanie	

Officers of the corporation present:

Beyerhelm, Chris – Chief Administrative Officer  
Butler, Stephen – Vice President of Shared Services  
Buzacott, Alan – Member of the Board  
Choroser, Beth – Member of the Board  
Davis, Craig – Vice President of Schools & Libraries  
Fontana, Brent – Member of the Board  
Gaither, Victor – Vice President of High Cost  
Garber, Michelle – Vice President of Finance, Chief Financial Officer, and  
Assistant Treasurer  
Gregory, Amber – Member of the Board  
Hughet, Pamela – Vice President of Lifeline  
Hutchinson, Kyle – Vice President of IT and Chief Information Officer  
Schell, Julie Tritt – Member of the Board  
Williams, Erin – Acting Vice President and General Counsel; and Assistant Secretary

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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.



Others present by telephone:

<u>NAME</u>	<u>COMPANY</u>
Nuzzo, Patsy	USAC
Pace, Regina	USAC
Phillippi, Megan	USAC
Wilson, Carl	USAC

### OPEN SESSION

- a1. **Consideration of Contract Award for Computer Matching Program Operations and Maintenance Services.** USAC management recommended that discussion of this item be conducted in *Executive Session* because this matter relates to USAC's *procurement strategy and contract administration*.

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

**RESOLVED**, that the High Cost & Low Income Committee approves discussion of this item in *Executive Session*.

- a2. **Consideration of a Task Order Award for High Cost System Modernization Project Management Office Services.** USAC management recommended that discussion of this item be conducted in *Executive Session* because this matter relates to USAC's *procurement strategy and contract administration*.

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

**RESOLVED**, that the High Cost & Low Income Committee approves discussion of this item in *Executive Session*.

At 1:02 p.m. Eastern Time, on a motion duly made and seconded, the Committee moved into *Executive Session* for the purpose of discussing the confidential items listed above.

### EXECUTIVE SESSION

- a1. **Consideration of Contract Award for Computer Matching Program Operations and Maintenance Services.** Mr. Beyerhelm presented this item to the Committee. The presentation included a written summary and report detailing USAC management's recommendation to award a contract for operations and maintenance services and IT security incident work in support of the currently developed and in-use application programming interface (API) providing automated computer matching for eligibility verifications for the Lifeline program.

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

**RESOLVED**, that the USAC High Cost & Low Income Committee, having reviewed the recommendation of USAC management, hereby authorizes USAC management to award a one-year sole source contract to the Centers for Medicare and Medicaid Services for operations and maintenance services and IT security incident work in support of the currently developed and in-use application programming interface providing automated computer matching for eligibility verifications for the Lifeline Program, for a firm-fixed price of \$648,120.00 (plus applicable taxes) over the one year term, subject to required Federal Communications Commission approval and subject to an allocation of the total contract cost to the Universal Service Fund in support of the Lifeline Program, as eventually determined by the parties and as instructed in writing by the Federal Communications Commission.

- a2. Consideration of a Task Order Award for High Cost System Modernization Project Management Office Services.** Mr. Beyerhelm presented this item to the Committee. The presentation included a written summary and report detailing USAC management's recommendation to award a contract for High Cost System Modernization project management office services

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

**RESOLVED**, that the USAC High Cost & Low Income Committee, having reviewed the recommendation of USAC management, hereby authorizes USAC management to award a time and material task order under the USAC Professional Services Indefinite Delivery/Indefinite Quantity contract (Contract No. USAC 20-015) to Grant Thornton Public Sector LLC, subject to required Federal Communications Commission approval, for High Cost System Modernization Project Management Office Services. The task order will have a total not-to-exceed amount of \$3,896,491.68 (plus applicable taxes) over a twelve (12) month base period, and two (2) additional one-year option terms for a three (3) year total period of performance. Exercise of option terms to extend the task order beyond the initial twelve (12) month base period is subject to required Federal Communications Commission approval.

### **OPEN SESSION**

At 2:15 p.m. Eastern Time, on a motion duly made and seconded, the Committee moved out of *Executive Session* and immediately reconvened in *Open Session*, at which time Mr. Gillan reported that, in *Executive Session*, the Committee discussed and took action on items a1 and a2.

On a motion duly made and seconded, the Committee adjourned at 2:16 p.m. Eastern Time.

/s/ Erin Williams  
Assistant Secretary

**Universal Service Administrative Company  
High Cost & Low Income Committee  
Quarterly Meeting  
Agenda**

<b>Monday, July 25, 2022 2:20 p.m. – 4:20 p.m. Eastern Time USAC Offices 700 12th Street, N.W., Suite 900 Washington, D.C. 20005</b>
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<b>HIGH COST OPEN SESSION</b>		<i>Estimated Duration in Minutes</i>
Chair	<b>a1.</b> Consent Items (each available for discussion upon request): <b>A.</b> Approval of High Cost & Low Income Committee Meeting Minutes of April 25 and May 18, 2022. <b>B.</b> Approval of moving all <i>Executive Session</i> items into <i>Executive Session</i>	5
Vic	<b>a2.</b> Approval of High Cost Support Mechanism 4th Quarter 2022 Programmatic Budget and Demand Projection for the August 2, 2022 FCC Filing	5
Teleshia	<b>i1.</b> Information on Four USAC Audit and Assurance Division High Cost Support Mechanism Beneficiary Audit Reports <i>(For Information Only)</i>	—
Vic	<b>i2.</b> High Cost Business Update: <ul style="list-style-type: none"> <li>• Verification Highlights, Roadmap, and Status</li> <li>• ELAP and PMM Reporting Milestone</li> <li>• RDOF LOC Status</li> <li>• Roadmap</li> <li>• Appendix: Program Metrics</li> </ul>	25

<b>LOW INCOME OPEN SESSION</b>		<i>Estimated Duration in Minutes</i>
Pam	<b>a3.</b> Approval of Low Income Support Mechanism 4th Quarter 2022 Programmatic Budget and Demand Projection for the August 2, 2022 FCC Filing	5
Teleshia	<b>i3.</b> Information on One USAC Audit and Assurance Division Low Income Support Mechanism Beneficiary Audit Report <i>(For Information Only)</i>	—

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Pam	<b>i4.</b> Low Income (Lifeline) Business Update <ul style="list-style-type: none"> <li>Accomplishments and Major Developments <ul style="list-style-type: none"> <li>National Verifier Highlights</li> <li>Lifeline Subscriber Trends</li> </ul> </li> <li>Plans for Next Quarter</li> <li>Roadmap</li> <li>Appendix: Program Metrics</li> </ul>	25
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<b>LOW INCOME EXECUTIVE SESSION</b> <b>Confidential – Executive Session Recommended</b>		<i>Estimated Duration in Minutes</i>
Teleshia	<b>i5.</b> Information on One USAC Audit and Assurance Division Low Income Support Mechanism Beneficiary Audit Report <i>(For Information Only)</i>	5
Pam	<b>a4.</b> Approval of Revised Low Income Support Mechanism 2022 Annual Budget	5
Chris	<b>a5.</b> Consideration of a Contract Modification for Lifeline Program Call Center Services	5

<b>HIGH COST EXECUTIVE SESSION</b> <b>Confidential – Executive Session Recommended</b>		<i>Estimated Duration in Minutes</i>
Vic	<b>i6.</b> High Cost Business Update <i>(Continued)</i> <ul style="list-style-type: none"> <li>High Cost Legacy Funds Program Integrity Assurance 2022 Update</li> </ul>	20
Chair	<b>i7.</b> <i>Executive Session</i> Discussion with the High Cost and Low Income Committee/Board	10

**Next Scheduled USAC High Cost & Low Income Committee Meeting**

<b>Monday, October 24, 2022</b> <b>USAC Offices, Washington, D.C.</b>
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**UNIVERSAL SERVICE ADMINISTRATIVE COMPANY**  
**700 12<sup>th</sup> Street N.W., Suite 900**  
**Washington, D.C. 20005**

**HIGH COST & LOW INCOME COMMITTEE MEETING**  
**Monday, July 25, 2022**

**MINUTES<sup>1</sup>**

The quarterly meeting of the High Cost & Low Income Committee (Committee) of the USAC Board of Directors (Board) was held at USAC's offices in Washington, D.C. on Monday, July 25, 2022. A virtual meeting platform was available to the general public for ***Open Session*** to accommodate the need for increased physical distancing on site due to the COVID-19 pandemic. Mr. Ken Mason, Committee Chair, called the meeting to order at 2:35 p.m. Eastern Time, with a quorum of 10 of 11 Committee members present:

Chalk, Indra	Mason, Ken – Chair
Feiss, Geoff	Sekar, Radha – Chief Executive Officer
Freeman, Sarah	Skrivan, Michael
Gillan, Joe	Waller, Jeff – <i>by telephone</i>
Jacobs, Ellis – <i>by telephone</i>	Wein, Olivia – Vice Chair

Stephanie Polk joined by telephone at 2:38 p.m. Eastern Time. She did not participate in the discussion or vote on item a1.

Other Board members and officers of the corporation present:

Buzacott, Alan – Member of the Board  
Beyerhelm, Chris – Vice President and Chief Administrative Officer  
Davis, Craig – Vice President of Schools and Libraries – *by telephone*  
Delmar, Teleshia – Vice President of Audit and Assurance – *by telephone*  
Gaither, Victor – Vice President of High Cost  
Garber, Michelle – Vice President of Finance, Chief Financial Officer, and Assistant Treasurer  
Gregory, Amber – Member of the Board  
Hughes, Pamela – Vice President of Lifeline  
Hutchinson, Kyle – Vice President of IT and Chief Information Officer  
Schell, Julie Tritt – Member of the Board  
Sweeney, Mark – Vice President of Rural Health Care – *by telephone*  
Wade, Joan – Member of the Board  
Wibberly, Dr. Kathy – Member of the Board  
Williams, Erin – Vice President, General Counsel, and Assistant Secretary

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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.

Others present:

<u>NAME</u>	<u>COMPANY</u>
Case, Kevin – <i>by telephone</i>	USAC
Evirgen, Danielle – <i>by telephone</i>	Frontier Communications
Faunce, Donna – <i>by telephone</i>	USAC
Glisson, Connor – <i>by telephone</i>	USAC
Goode, Vernell	USAC
Lazarony, Joseph – <i>by telephone</i>	USAC
Little, Christopher – <i>by telephone</i>	USAC
Long, April – <i>by telephone</i>	USAC
Miller, Arielle – <i>by telephone</i>	USAC
Nuzzo, Patsy	USAC
Parsons, Laura – <i>by telephone</i>	Maximus
Phillippi, Megan	USAC
Rios, Estee – <i>by telephone</i>	USAC
Smith, Grayson – <i>by telephone</i>	USAC
Tiwari, Tanya – <i>by telephone</i>	Morgan Lewis
Wilson Jr., Jerusa Carl	USAC

### HIGH COST OPEN SESSION

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

- a1. Consent Items.** Mr. Mason presented this item to the Committee:
- A.** Approval of High Cost & Low Income Committee Meeting Minutes of April 25 and May 18, 2022.
  - B.** Approval of moving all *Executive Session* items into *Executive Session*:
    - (1) i5** – Information on One USAC Audit and Assurance Division Low Income Support Mechanism Beneficiary Audit Report. USAC management recommended 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 Revised Low Income Support Mechanism 2022 Annual Budget. USAC management recommended that this item be discussed in *Executive Session* because this matter relates to USAC's *procurement strategy and contract administration*.
    - (3) a5** – Consideration of a Contract Modification for Lifeline Program Call Center Services. USAC management recommended that this item

be discussed in ***Executive Session*** because this matter relates to USAC's ***procurement strategy and contract administration***.

- (4) **i6** – High Cost Business Update (*Continued*). USAC management recommended 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.
- (5) **i7** – ***Executive Session*** Discussion with the High Cost and Low Income Committee/Board. USAC management recommended that this item be discussed in ***Executive Session*** because it relates to the Committee's oversight responsibilities and 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 High Cost & Low Income Committee of the USAC Board of Directors hereby approves: (1) the Committee meeting minutes of April 25 and May 18, 2022, and (2) discussion in ***Executive Session*** of the items noted above.

- a2. **Approval of High Cost Support Mechanism 4th Quarter 2022 Programmatic Budget and Demand Projection for the August 2, 2022 Federal Communications Commission (FCC) Filing.** Mr. Gaither presented this item for consideration. The presentation included a written report on USAC management's recommendations for the High Cost Support Mechanism 4th quarter 2022 programmatic budget and demand projection for the August 2, 2022 FCC filing.

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

**RESOLVED**, that the USAC High Cost & Low Income Committee approves a 4th Quarter 2022 High Cost Support Mechanism program budget of \$6.44 million; and

**RESOLVED FURTHER**, that the USAC High Cost & Low Income Committee directs USAC staff to submit a collection requirement of \$6.44 million for High Cost Support Mechanism administrative costs in the required August 2, 2022 filing to the Federal Communications Commission on



behalf of the Committee; and

**RESOLVED FURTHER**, that the USAC High Cost & Low Income Committee, having reviewed at its meeting on July 25, 2022 the 4th Quarter 2022 High Cost Support Mechanism demand estimate of \$1,085.06 million, hereby directs USAC staff to proceed with the required August 2, 2022 filing to the Federal Communications Commission on behalf of the Committee. USAC staff may make adjustments if the total variance for the High Cost Support Mechanism is equal to or less than \$10 million, or may seek approval from the Committee Chair to make adjustments if the total variance is greater than \$10 million, but not more than \$15 million.

- i1. Information on Four USAC Audit and Assurance Division High Cost Support Mechanism Beneficiary Audit Reports.** This item was provided for *information purposes* only. Mr. Mason noted that the High Cost & Low Income Audit Briefing Book would be made public and posted to the USAC website.
- i2. High Cost Business Update.** Mr. Gaither presented PowerPoint slides to the Committee covering the following items:
- Verification Highlights, Roadmap, and Status
  - ELAP and PMM Reporting Milestone
  - RDOF LOC Status
  - Roadmap

### **LIFELINE OPEN SESSION**

- a3. Approval of Low Income Support Mechanism 4th Quarter 2022 Programmatic Budget and Demand Projection for the August 2, 2022 FCC Filing.** Ms. Hughet presented this item to the Committee for consideration. The presentation included a written report on USAC management's recommendations for the Low Income Support Mechanism 4th quarter 2022 programmatic budget and demand projection for the August 2, 2022 FCC filing.

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

**RESOLVED**, that the USAC High Cost & Low Income Committee approves a 4th Quarter 2022 Low Income Support Mechanism direct program budget of \$22.54 million; and

**RESOLVED FURTHER**, that the USAC High Cost & Low Income Committee directs USAC staff to submit a collection requirement of \$22.54 million for Low Income Support Mechanism administrative costs in the required August 2, 2022 filing to the Federal Communications Commission on behalf of the Committee; and

**RESOLVED FURTHER**, that the USAC High Cost & Low Income Committee, having reviewed at its meeting on July 25, 2022 the 4th Quarter 2022 Low Income Support Mechanism demand estimate of \$211.43 million, hereby directs USAC staff to proceed with the required August 2, 2022 filing to the Federal Communications Commission on behalf of the Committee. USAC staff may make adjustments if the total variance for the Low Income Support Mechanism is equal to or less than \$10 million, or may seek approval from the Committee Chair to make adjustments if the total variance is greater than \$10 million, but not more than \$15 million.

- i3. **Information on One USAC Audit and Assurance Division Low Income Support Mechanism Beneficiary Audit Report.** This item was provided for *information purposes* only. Mr. Mason noted that the High Cost & Low Income Audit Briefing Book would be made public and posted to the USAC website.
- i4. **Low Income (Lifeline) Business Update.** Ms. Hughet presented PowerPoint slides to the Committee covering the following items:
- Accomplishments
    - National Verifier Highlights
    - Lifeline Subscriber Trends
  - Plans for Next Quarter
  - Roadmap

At 3:19 p.m. Eastern Time, on a motion duly made and seconded, the Committee moved into ***Executive Session*** for the purpose of discussing confidential items. Only members of the Board and USAC staff were present.

#### **LOW INCOME EXECUTIVE SESSION**

- i5. **Information on One USAC Audit and Assurance Division Low Income Support Mechanism Beneficiary Audit Report.** This item was provided for *information purposes* only.
- a4. **Approval of Revised Low Income Mechanism 2022 Annual Budget.** Ms. Hughet presented this item to the Committee for consideration. The presentation

included a written report on the revised Low Income Support Mechanism annual programmatic budget.

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

**RESOLVED**, that the High Cost & Low Income Committee approves a revised 2022 annual programmatic budget for the Low Income Support Mechanism of \$76.08 million.

- a5. Consideration of a Contract Modification for Lifeline Program Call Center Services.** Mr. Beyerhelm presented this item to the Committee for consideration. The presentation included a written summary and report detailing USAC management's recommendation to modify the contract for the Lifeline Program call center support services.

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

**RESOLVED**, that the USAC High Cost & Lifeline Committee, having reviewed the recommendation of USAC management, hereby authorizes management to modify its existing contract with Conduent State & Local Solutions, Inc. for call center services to support the Lifeline Program due to an unforeseen increase in call volumes, increasing the total not-to-exceed amount of the final one-year option term by \$2,900,000.00, thereby increasing the total not-to-exceed amount from \$101,400,000.00 (plus applicable taxes) to \$104,300,000.00 (plus applicable taxes) over the final option term, subject to required Federal Communications Commission approval.

### **HIGH COST EXECUTIVE SESSION**

- i6. High Cost Business Update (*Continued*).** Mr. Gaither presented PowerPoint slides to the Committee covering updates on the High Cost Legacy Funds Program Integrity Assurance.
- i7. *Executive Session Discussion with the High Cost and Low Income Committee and Board.*** The Committee determined that a confidential *Executive Session* for members of the High Cost and Low Income Committee and the Board was not needed.

### **OPEN SESSION**

At 3:50 p.m. Eastern Time, the Committee moved out of *Executive Session* and immediately reconvened in *Open Session*, at which time Mr. Mason reported that in *Executive Session*, the Committee discussed item i6 and took action on items a4 and a5.

On a motion duly made and seconded, the Committee adjourned at 3:50 p.m. Eastern Time.

/s/ Erin Williams  
Secretary

**Universal Service Administrative Company  
Joint Meeting of the High Cost & Low Income Committee and  
Board of Directors Meeting Agenda**

<b>Tuesday, August 23, 2022 2:00 p.m. – 3:00 p.m. ET Virtual Meeting USAC Offices 700 12th Street, N.W., Suite 900 Washington, D.C. 20005</b>
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<b>HIGH COST &amp; LOW INCOME COMMITTEE ACTION ITEMS</b> <i>Executive Session Recommended – Confidential</i>		<i>Estimated Duration in Minutes</i>
Chris	<b>a1.</b> Consideration of a Contract Modification for Lifeline Program Business Process Outsourcing Services	5

<b>BOARD ACTION ITEMS</b> <i>Executive Session Recommended – Confidential</i>		<i>Estimated Duration in Minutes</i>
Chris	<b>a1.</b> Consideration of Contract Award for Award IT Development and Technical Services to Support Appian-based Platforms	5
Chris	<b>a2.</b> Consideration of a Contract Modification for Affordable Connectivity Program and Lifeline Email Services	5
Chris	<b>a3.</b> Consideration to Exercise Remaining Option Terms for Fraud Risk Assessment Services	5
Chris	<b>a4.</b> Consideration of a Contract Modification for Socrata Licensing and Support	5
Chris	<b>a5.</b> Consideration of a Contract Award for Commercial Cleaning and Sanitization Services	5

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

**HIGH COST & LOW INCOME COMMITTEE MEETING**  
**Tuesday, August 23, 2022**

**MINUTES<sup>1</sup>**

The non-quarterly meeting of the High Cost & Low Income Committee (Committee) was conducted by web conference on Tuesday, August 23, 2022. At the request of Ken Mason, Committee Chair, Joe Gillan, Board Chair, chaired the meeting. The meeting was called to order at 2:01 p.m. Eastern Time, with a quorum of nine of the 11 Committee members present:

Chalk, Indra	Polk, Stephanie
Freeman, Sarah	Sekar, Radha – Chief Executive Officer
Gillan, Joe	Waller, Jeff
Jacobs, Ellis	Wein, Olivia – Vice Chair
Mason, Ken – Chair	

Member of the Committee not present:

Feiss, Geoff	Skrivan, Michael
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Officers of the corporation present:

Beyerhelm, Chris – Vice President and Chief Administrative Officer  
Buzacott, Alan – Member of the Board  
Choroser, Beth – Member of the Board  
Fontana, Brent – Member of the Board  
Garber, Michelle – Vice President of Finance, Chief Financial Officer, and  
Assistant Treasurer  
Gregory, Amber – Member of the Board  
Hughes, Pamela – Vice President of Lifeline  
Hutchinson, Kyle – Vice President of IT and Chief Information Officer  
Schell, Julie Tritt – Member of the Board  
Wibberly, Dr. Kathy – Member of the Board

Others present by telephone:

<b><u>NAME</u></b>	<b><u>COMPANY</u></b>
Bolling, Christopher	USAC
Case, Kevin	USAC

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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.

**NAME**

Nuzzo, Patsy  
Phillippi, Megan  
Wilson, Carl

**COMPANY**

USAC  
USAC  
USAC

**OPEN SESSION**

- a1. **Consideration of a Contract Modification for Lifeline Program Business Process Outsourcing Services.** USAC management recommended that discussion of this item be conducted in *Executive Session* because this matter relates to USAC's *procurement strategy and contract administration*.

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

**RESOLVED**, that the High Cost & Low Income Committee approves discussion of this item in *Executive Session*.

At 2:02 p.m. Eastern Time, on a motion duly made and seconded, the Committee moved into *Executive Session* for the purpose of discussing the confidential item listed above.

**EXECUTIVE SESSION**

- a1. **Consideration of a Contract Modification for Lifeline Program Business Process Outsourcing Services.** Mr. Beyerhelm presented this item to the Committee. The presentation included a written summary and report detailing USAC management's recommendation to increase the not-to-exceed amount of the contract for business process outsourcing services to support the Lifeline program application processing.

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

**RESOLVED**, that the USAC High Cost & Low Income Committee, having reviewed the recommendation of USAC management, hereby authorizes management, subject to required Federal Communications Commission approval, to modify the existing business process outsourcing contract with Maximus Federal Services, Inc. by increasing the not-to-exceed amount for business process outsourcing services to support the Lifeline Program application processing by \$4,500,000.00 (plus applicable taxes), thereby increasing the total not-to-exceed amount for services in support of the Lifeline Program from \$7,200,000.00 (plus applicable taxes) to \$11,700,000.00 (plus applicable taxes) over the remainder of the contract term.

**OPEN SESSION**

At 2:21 p.m. Eastern Time, on a motion duly made and seconded, the Committee moved out of ***Executive Session*** and immediately reconvened in ***Open Session***, at which time Mr. Gillan reported that, in ***Executive Session***, the Committee discussed and took action on item a1.

On a motion duly made and seconded, the Committee adjourned at 2:23 p.m. Eastern Time.

/s/ Erin Williams  
Assistant Secretary



**Universal Service Administrative Company**  
**Joint Meeting of the High Cost & Low Income Committee and**  
**Board of Directors Meeting Agenda**

<b>Monday, October 3, 2022</b> <b>3:00 p.m. – 4:00 p.m. ET</b> <b>Virtual Meeting</b> <b>USAC Offices</b> <b>700 12th Street, N.W., Suite 900</b> <b>Washington, D.C. 20005</b>
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<b>HIGH COST &amp; LOW INCOME COMMITTEE ACTION ITEMS</b> <i>Executive Session Recommended – Confidential</i>		<i>Estimated Duration in Minutes</i>
Chris	<b>a1.</b> Consideration of a Contract Modification for Lifeline Program and Affordable Connectivity Program Business Process Outsourcing Services ( <i>same as aBOD01cf</i> )	5
Chris	<b>a2.</b> Consideration of a Contract Modification for Lifeline Program and Affordable Connectivity Program Call Center Services ( <i>same as aBOD02cf</i> )	5
Chris	<b>a3.</b> Consideration of a Contract Modification for Third Party Identification and Verification Services for Lifeline and Affordable Connectivity Programs ( <i>same as aBOD03cf</i> )	5
Chris	<b>a4.</b> Consideration of a Contract Modification for Lifeline Program Email Services	5
Chris	<b>a5.</b> Consideration to Exercise Remaining Option Terms for Robotic Process Automation	5
Chris	<b>a6.</b> Consideration to Exercise Remaining Option Terms for High Cost Model Operations and Maintenance and Enhancements	5

<b>BOARD ACTION ITEMS</b> <i>Executive Session Recommended – Confidential</i>		<i>Estimated Duration in Minutes</i>
Chris	<b>a1.</b> Consideration of a Contract Modification for Lifeline Program and Affordable Connectivity Program Business Process Outsourcing Services ( <i>same as aHCLI01cf</i> )	5
Chris	<b>a2.</b> Consideration of a Contract Modification for Lifeline Program and Affordable Connectivity Program Call Center Services ( <i>same as aHCLI02cf</i> )	5
Chris	<b>a3.</b> Consideration of a Contract Modification for Third Party Identification and Verification Services for Lifeline and Affordable Connectivity Programs ( <i>same as aHCLI03cf</i> )	5

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Chris	<b>a4.</b> Consideration of a Contract Modification for Affordable Connectivity Program Call Center Services	5
Chris	<b>a5.</b> Consideration of a Contract Modification for Operation and Maintenance, Design and Development, Licensing, and Hosting of the National Verifier and National Lifeline Accountability Database Systems Modifications for Affordable Connectivity Program Portal	5
Chris	<b>a6.</b> Consideration of a Contract Award for a Document Redaction Solution	5

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

**HIGH COST & LOW INCOME COMMITTEE MEETING**  
**Monday, October 3, 2022**

**MINUTES<sup>1</sup>**

The non-quarterly meeting of the High Cost & Low Income Committee (Committee) was conducted by web conference on Monday, October 3, 2022. At the requested of Ken Mason, Committee Chair, Joe Gillan, Board Chair, chaired the meeting. The meeting was called to order at 3:00 p.m. Eastern Time, with a quorum of nine of the 11 Committee members present:

Chalk, Indra  
Feiss, Geoff  
Freeman, Sarah  
Gillan, Joe  
Mason, Ken – Chair

Sekar, Radha – Chief Executive Officer  
Skrivan, Michael  
Waller, Jeff  
Wein, Olivia – Vice Chair

Member of the Committee not present:

Jacobs, Ellis

Polk, Stephanie

Officers of the corporation present:

Beyerhelm, Chris – Vice President and Chief Administrative Officer  
Buzacott, Alan – Member of the Board  
Choroser, Beth – Member of the Board  
Domenech, Dr. Dan – Member of the Board  
Fontana, Brent – Member of the Board  
Gaither, Victor – Vice President of High Cost  
Garber, Michelle – Vice President of Finance, Chief Financial Officer, and  
Assistant Treasurer  
Gregory, Amber – Member of the Board  
Hutchinson, Kyle – Vice President of IT and Chief Information Officer  
Wibberly, Dr. Kathy – Member of the Board  
Williams, Erin – Vice President, General Counsel, and Assistant Secretary

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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.

Others present by telephone:

<u>NAME</u>	<u>COMPANY</u>
Bolling, Christopher	USAC
Case, Kevin	USAC
Nuzzo, Patsy	USAC
O'Brien, Tim	USAC
Phillippi, Megan	USAC
Theobald, Fred	USAC
Wilson, Carl	USAC

### OPEN SESSION

- a1. **Consideration of a Contract Modification for Lifeline Program and Affordable Connectivity Program Business Process Outsourcing Services.** USAC management recommended that discussion of this item be conducted in *Executive Session* because this matter relates to USAC's *procurement strategy and contract administration*.

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

**RESOLVED**, that the High Cost & Low Income Committee approves discussion of this item in *Executive Session*.

- a2. **Consideration of a Contract Modification for Lifeline Program and Affordable Connectivity Program Call Center Services.** USAC management recommended that discussion of this item be conducted in *Executive Session* because this matter relates to USAC's *procurement strategy and contract administration*.

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

**RESOLVED**, that the High Cost & Low Income Committee approves discussion of this item in *Executive Session*.

- a3. **Consideration of a Contract Modification for Third Party Identification and Verification Services for Lifeline and Affordable Connectivity Programs.** USAC management recommended that discussion of this item be conducted in *Executive Session* because this matter relates to USAC's *procurement strategy and contract administration*.

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

**RESOLVED**, that the High Cost & Low Income Committee approves discussion of this item in *Executive Session*.

- a4. Consideration of a Contract Modification for Lifeline Program Email Services.** USAC management recommended that discussion of this item be conducted in *Executive Session* because this matter relates to USAC's *procurement strategy and contract administration*.

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

**RESOLVED**, that the High Cost & Low Income Committee approves discussion of this item in *Executive Session*.

- a5. Consideration to Exercise Remaining Option Terms for Robotic Process Automation.** USAC management recommended that discussion of this item be conducted in *Executive Session* because this matter relates to USAC's *procurement strategy and contract administration*.

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

**RESOLVED**, that the High Cost & Low Income Committee approves discussion of this item in *Executive Session*.

- a6. Consideration to Exercise Remaining Option Terms for High Cost Model Operations and Maintenance and Enhancements.** USAC management recommended that discussion of this item be conducted in *Executive Session* because this matter relates to USAC's *procurement strategy and contract administration*.

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

**RESOLVED**, that the High Cost & Low Income Committee approves discussion of this item in *Executive Session*.

At 3:01 p.m. Eastern Time, on a motion duly made and seconded, the Committee moved into *Executive Session* for the purpose of discussing the confidential item listed above.

### **EXECUTIVE SESSION**

- a1. Consideration of a Contract Modification for Lifeline Program and Affordable Connectivity Program Business Process Outsourcing Services.** Mr. Beyerhelm presented this item to the Committee. The presentation included a written summary and report detailing USAC management's recommendation to

increase the not-to-exceed amount of the contract for business process outsourcing services to support the Lifeline Program application processing.

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

**RESOLVED**, that the USAC Board of Directors and the High Cost & Low Income Committee, having reviewed the recommendation of USAC management, hereby authorizes management, subject to required Federal Communications Commission approval, to modify the existing business process outsourcing contract with Maximus Federal Services, Inc. by (1) increasing the not-to-exceed amount for business process outsourcing services to support Lifeline Program application processing by \$1,180,000.00 (plus applicable taxes), thereby increasing the total not-to-exceed amount for services in support of the Lifeline Program from \$11,700,000.00 (plus applicable taxes) to \$12,880,000.00 (plus applicable taxes), and by (2) increasing the not-to-exceed amount for business process outsourcing services to support the Affordable Connectivity Program application processing by \$4,200,000.00 (plus applicable taxes), thereby increasing the total not-to-exceed amount for services in support of the Affordable Connectivity Program from \$11,500,000.00 (plus applicable taxes) to \$15,700,000.00 (plus applicable taxes) over the remainder of the contract term. With significant growth in the number of manual reviews both in the Lifeline Program and Affordable Connectivity Program at 159% and 128% respectively, USAC needs to mitigate the negative customer service experience by increasing funding.

- a2. Consideration of a Contract Modification for Lifeline Program and Affordable Connectivity Program Call Center Services.** Mr. Beyerhelm presented this item to the Committee. The presentation included a written summary and report detailing USAC management's recommendation to increase the not-to-exceed amount of the contract for call center services to support the Lifeline Program.

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

**RESOLVED**, that the USAC Board of Directors and the High Cost & Low Income Committee, having reviewed the recommendation of USAC management, hereby authorizes management, subject to required Federal Communications Commission approval, to modify the existing call center contract with Conduent State & Local Solutions, Inc. by (1) increasing the not-to-exceed amount for call center services to support the Lifeline Program by \$3,670,000.00 (plus applicable taxes), thereby increasing the total not-to-exceed amount for services in support of the Lifeline Program from \$104,300,000.00 (plus applicable taxes) to \$107,970,000.00 (plus applicable taxes), and by (2) increasing the not-to-exceed amount for call center services to support the Affordable Connectivity Program by \$6,920,000.00 (plus applicable taxes), thereby increasing the total not-to-exceed amount for services in support of the

Affordable Connectivity Program from \$21,500,000.00 (plus applicable taxes) to \$28,420,000.00 (plus applicable taxes) over the remainder of the contract term. Amounts associated with the services supporting the Affordable Connectivity Program will be expensed using congressionally appropriated funds and not the Universal Service Fund. With significant growth in call volume in both the Lifeline Program and Affordable Connectivity Program at 252% and 179% respectively, average speed of answer and abandonment rates have increased requiring USAC to mitigate the negative customer service experience by increasing funding for additional call agents funding.

**a3. Consideration of a Contract Modification for Third Party Identification and Verification Services for Lifeline and Affordable Connectivity Programs.**

Mr. Beyerhelm presented this item to the Committee. The presentation included a written summary and report detailing USAC management's recommendation to increase the not-to-exceed amount of the contract for third party identification and verification services to support the Lifeline Program.

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

**RESOLVED**, that the USAC Board of Directors and the USAC High Cost & Low Income Committee, having reviewed the recommendation of USAC management, hereby authorizes management, subject to required Federal Communications Commission approval, to modify the existing contract with TransUnion Public Sector for the performance of third party identification and verification services by (1) increasing the total not-to-exceed amount for services for the Lifeline program (Task 1) by \$260,000.00 (plus applicable taxes), thereby increasing the total not-to-exceed amount in support of the Lifeline Program from \$340,000.00 (plus applicable taxes) to \$600,000.00 (plus applicable taxes), and (2) by increasing the total not-to-exceed amount for services for the Affordable Connectivity Program (Task 2) by \$335,000.00 (plus applicable taxes), thereby increasing the total not-to-exceed amount in support of the Affordable Connectivity Program from \$440,000.00 (plus applicable taxes) to \$775,000.00 (plus applicable taxes) over the remainder of the first option year of the contract. Amounts associated with the services supporting the Affordable Connectivity Program will be expensed using congressionally appropriated funds and not the Universal Service Fund.

**a4. Consideration of a Contract Modification for Lifeline Program Email Services.** Mr. Beyerhelm presented this item to the Committee. The presentation included a written summary and report detailing USAC management's recommendation to increase the not-to-exceed amount of the task order for email processing to support the Lifeline Program.

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

**RESOLVED**, that the USAC High Cost & Low Income Committee, having reviewed the recommendation of USAC management, hereby authorizes management, subject to required Federal Communications Commission approval, to increase the not-to-exceed amount of the task order with Grant Thornton LLP under USAC's Professional Services indefinite delivery/indefinite quantity agreement for the performance of professional services for email processing to support the Lifeline Program by \$500,000.00 (plus applicable taxes), thereby increasing the total not-to-exceed amount in support of the Lifeline Program from \$2,341,387.38 (plus applicable taxes) to \$2,841,387.38 (plus applicable taxes) over the remainder of the contract term. An increase of 217% in email volume in the Lifeline Program requires USAC to mitigate the negative customer service experience by increasing funding for additional staffing.

- a5. Consideration to Exercise Remaining Option Terms for Robotic Process Automation.** Mr. Beyerhelm presented this item to the Committee. The presentation included a written summary and report detailing USAC management's recommendation to exercise the first, second, and third one-year option terms under its contract for robotic process automation services to support the High Cost program.

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

**RESOLVED**, that the High Cost & Low Income Committee of the USAC Board of Directors, having reviewed the recommendation of USAC management, hereby authorizes management, subject to required Federal Communications Commission approval, to exercise at its discretion, the first, second, and third one-year option terms under its contract with Ampcus Inc. to continue providing services to accomplish USAC High Cost's strategic objective of implementing robotic process automation to enable it to automate structured repetitive tasks to minimize manual intervention and introduce process efficiencies. The first option term has a not-to-exceed amount of \$732,734.32 (plus applicable taxes), and the second and third option terms each have a not-to-exceed amount of \$679,935.04 (plus applicable taxes), with the total not-to-exceed amount for all option terms equaling \$2,092,604.40. Exercising of option years will be done only if services are required and vendor has performed satisfactorily in the prior year.

- a6. Consideration to Exercise Remaining Option Terms for High Cost Model Operations and Maintenance and Enhancements.** Mr. Beyerhelm presented this item to the Committee. The presentation included a written summary and report detailing USAC management's recommendation to exercise the second, third and fourth one-year option terms under its contract for the performance of High Cost model operations and maintenance (O&M) and enhancements.



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

**RESOLVED**, that the High Cost & Low Income Committee of the USAC Board of Directors, having reviewed the recommendation of USAC management, hereby authorizes management, subject to required Federal Communications Commission approval, to exercise the second, third and fourth one-year option terms under its contract with CostQuest Associates for the performance of High Cost model operations and maintenance and enhancements, for a total not-to-exceed amount of \$875,000.00 (plus applicable taxes) over the remaining period of performance. Each option term has a not-to-exceed amount of \$291,666.67 (plus applicable taxes) per year.

### **OPEN SESSION**

At 3:31 p.m. Eastern Time, on a motion duly made and seconded, the Committee moved out of *Executive Session* and immediately reconvened in *Open Session*, at which time Mr. Gillan reported that, in *Executive Session*, the Committee discussed and took action on items a1-a6.

On a motion duly made and seconded, the Committee adjourned at 3:33 p.m. Eastern Time.

/s/ Erin Williams  
Assistant Secretary

**Universal Service Administrative Company  
High Cost & Low Income Committee  
Quarterly Meeting  
Agenda**

<b>Monday, October 24, 2022 1:25 p.m. – 3:05 p.m. Eastern Time USAC Offices 700 12th Street, N.W., Suite 900 Washington, D.C. 20005</b>
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<b>HIGH COST OPEN SESSION</b>		<i>Estimated Duration in Minutes</i>
Chair	<b>a1.</b> Consent Items (each available for discussion upon request): <b>A.</b> Approval of High Cost & Low Income Committee Meeting Minutes of July 26, August 23, and October 3, 2022 <b>B.</b> Approval of moving all <i>Executive Session</i> items into <i>Executive Session</i> <b>C.</b> Consideration and Approval of One Routine Procurement	5
Vic	<b>a2.</b> Approval of High Cost Support Mechanism 1st Quarter 2023 Programmatic Budget and Demand Projection for the November 2, 2022 FCC Filing	5
Teleshia	<b>i1.</b> Information on Six USAC Audit and Assurance Division High Cost Support Mechanism Beneficiary Audit Reports <i>(For Information Only)</i>	–
Vic	<b>i2.</b> High Cost Business Update: <ul style="list-style-type: none"> <li>• Accomplishments</li> <li>• Plans for Next Quarter</li> <li>• Roadmap</li> <li>• Appendix: Program Metrics and Verification Snapshot</li> </ul>	20

<b>LOW INCOME OPEN SESSION</b>		<i>Estimated Duration in Minutes</i>
James	<b>a3.</b> Approval of Low Income Support Mechanism 1st Quarter 2023 Programmatic Budget and Demand Projection for the November 2, 2022 FCC Filing	5

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James	<b>i3.</b> Lifeline Business Update <ul style="list-style-type: none"> <li>Accomplishments <ul style="list-style-type: none"> <li>National Verifier Highlights</li> <li>Lifeline Subscriber Trends</li> </ul> </li> <li>Plans for Next Quarter</li> <li>Roadmap</li> <li>Appendix: Program Metrics and Service Type Trends</li> </ul>	20
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<b>LOW INCOME EXECUTIVE SESSION</b> <b>Confidential – Executive Session Recommended</b>		<i>Estimated Duration in Minutes</i>
Tim	<b>i4.</b> Lifeline Business Update <i>(Continued)</i>	10
Teleshia	<b>i5.</b> Information on One USAC Audit and Assurance Division Low Income Support Mechanism Beneficiary Audit Report <i>(For Information Only)</i>	—
Teleshia	<b>i6.</b> Information on One USAC Audit and Assurance Division Low Income Support Mechanism Beneficiary Audit Report <i>(For Information Only)</i>	—
Teleshia	<b>i7.</b> Information on Two USAC Audit and Assurance Division Low Income Support Mechanism Beneficiary Audit Reports <i>(For Information Only)</i>	—
Chris	<b>a4.</b> Consideration of a Contract Modification for Business Process Outsourcing Services for the Lifeline Program	—

<b>HIGH COST EXECUTIVE SESSION</b> <b>Confidential – Executive Session Recommended</b>		<i>Estimated Duration in Minutes</i>
Vic	<b>i8.</b> High Cost Business Update <i>(Continued if needed)</i>	5
Teleshia	<b>i9.</b> Information on One USAC Audit and Assurance Division High Cost Support Mechanism Beneficiary Audit Report <i>(For Information Only)</i>	—
Chris	<b>a5.</b> Consideration of a Task Order Award for HCLI System Replacement	5

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Chair	<b>i10. <i>Executive Session</i></b> Discussion with the High Cost and Low Income Committee/Board	10
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**Next Scheduled USAC High Cost & Low Income Committee Meeting**

<p><b>Monday, January 30, 2023</b>  <b>USAC Offices, Washington, D.C.</b></p>
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**UNIVERSAL SERVICE ADMINISTRATIVE COMPANY**  
**700 12<sup>th</sup> Street N.W., Suite 900**  
**Washington, D.C. 20005**

**HIGH COST & LOW INCOME COMMITTEE MEETING**  
**Monday, October 24, 2022**

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

The quarterly meeting of the High Cost & Low Income Committee (Committee) of the USAC Board of Directors (Board) was held at USAC's offices in Washington, D.C. on Monday, October 24, 2022. Mr. Ken Mason, Committee Chair, called the meeting to order at 1:42 p.m. Eastern Time, with a quorum of all 11 Committee members present:

Chalk, Indra	Polk, Stephanie – <i>by telephone</i>
Feiss, Geoff	Sekar, Radha – Chief Executive Officer
Freeman, Sarah	Skrivan, Michael
Gillan, Joe	Waller, Jeff – <i>by telephone</i>
Jacobs, Ellis – <i>by telephone</i>	Wein, Olivia – Vice Chair
Mason, Ken – Chair	

Other Board members and officers of the corporation present:

Buzacott, Alan – Member of the Board  
Beyerhelm, Chris – Vice President and Chief Administrative Officer  
Butler, Stephen – Vice President of Shared Services  
Delmar, Teleshia – Vice President of Audit and Assurance – *by telephone*  
Gaither, Victor – Vice President of High Cost  
Garber, Michelle – Vice President of Finance, Chief Financial Officer, and Assistant Treasurer  
Gregory, Amber – Member of the Board  
Schell, Julie Tritt – Member of the Board  
Sweeney, Mark – Vice President of Rural Health Care – *by telephone*  
Wade, Joan – Member of the Board  
Wibberly, Dr. Kathy – Member of the Board  
Williams, Erin – Vice President, General Counsel, and Assistant Secretary

Others present:

<b><u>NAME</u></b>	<b><u>COMPANY</u></b>
Augustino, Steven – <i>by telephone</i>	Nelson Mullins
Bolling, Christopher – <i>by telephone</i>	USAC
Cajou, Fabienne	USAC

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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.

<b><u>NAME</u></b>	<b><u>COMPANY</u></b>
Carlin, Tyler – <i>by telephone</i>	KPMG
Case, Kevin – <i>by telephone</i>	USAC
Glisson, Connor – <i>by telephone</i>	USAC
Goode, Vernell	USAC
Kahn, Sammy – <i>by telephone</i>	USAC
Lacey-Morning, Kimberly – <i>by telephone</i>	Morgan Lewis
Lee, James	USAC
Little, Chris	USAC
Nuzzo, Patsy	USAC
OBrien, Tim	USAC
Phillippi, Megan	USAC
Sadirkhanova, Sabina – <i>by telephone</i>	USAC
Simab, Habib	USAC
Spade, Gina – <i>by telephone</i>	Broadband Legal Strategies, LLC
Wilson Jr., Jerusa Carl	USAC

### **HIGH COST OPEN SESSION**

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

**a1. Consent Items.** Mr. Mason presented this item to the Committee:

**A.** Approval of High Cost & Low Income Committee Meeting Minutes of July 26, August 23, and October 3, 2022.

**B.** Approval of moving all *Executive Session* items into *Executive Session*:

- (1) **i4** – Lifeline Business Update (Continued). USAC management recommended 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) **i5** – Information on One USAC Audit and Assurance Division Low Income Support Mechanism Beneficiary Audit Report. USAC management recommended that this item be discussed in *Executive Session* because the report relates to *specific internal controls and/or confidential company data* that would constitute a discussion of internal rules and procedures.
- (3) **i6** – Information on One USAC Audit and Assurance Division Low Income Support Mechanism Beneficiary Audit Report. USAC

management recommended that this item be discussed in *Executive Session* because the report relates to *specific internal controls and/or confidential company data* that would constitute a discussion of internal rules and procedures.

- (4) **i7** – Information on Two USAC Audit and Assurance Division Low Income Support Mechanism Beneficiary Audit Report. USAC management recommended that this item be discussed in *Executive Session* because the report relates to *specific internal controls and/or confidential company data* that would constitute a discussion of internal rules and procedures.
- (5) **a4** – Consideration of a Contract Modification for Business Process Outsourcing Services for the Lifeline Program. USAC management recommends that this item be discussed in *Executive Session* because this matter relates to USAC's *procurement strategy and contract administration*.
- (6) **i8** – High Cost Business Update (*Continued*). USAC management recommended 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.
- (7) **i9** – Information on One USAC Audit and Assurance Division High Cost Support Mechanism Beneficiary Audit Report. USAC management recommends that this item be discussed in *Executive Session* because the report relate to *specific internal controls and/or confidential company data* that would constitute a discussion of internal rules and procedures.
- (8) **a5** – Consideration of a Task Order Award for HCLI System Replacement. USAC management recommends that this item be discussed in *Executive Session* because this matter relates to USAC's *procurement strategy and contract administration*.
- (9) **i10** – *Executive Session* Discussion with the High Cost and Low Income Committee/Board. USAC management recommended that this item be discussed in *Executive Session* because it relates to the Committee's oversight responsibilities and 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.

### C. Consideration and Approval of One Routine Procurement

- (1) Approval of the Consideration of a Contract Modification for Business Process Outsourcing Services for the Lifeline Program. The resolution is provided in **aHCLI04cf**.

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

**RESOLVED**, that the High Cost & Low Income Committee of the USAC Board of Directors hereby approves: (1) the Committee meeting minutes of July 26, August 23, and October 3, 2022; (2) discussion in *Executive Session* of the items noted above; and (3) the approval of one routine procurement as presented in item aHCLI04cf.

- a2. **Approval of High Cost Support Mechanism 1st Quarter 2023 Programmatic Budget and Demand Projection for the November 2, 2022 Federal Communications Commission (FCC) Filing.** Mr. Gaither presented this item for consideration. The presentation included a written report on USAC management's recommendations for the High Cost Support Mechanism 1st quarter 2023 programmatic budget and demand projection for the November 2, 2022 FCC filing.

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

**RESOLVED**, that the USAC High Cost & Low Income Committee approves a 1st Quarter 2023 High Cost Support Mechanism program budget of \$6.42 million; and

**RESOLVED FURTHER**, that the USAC High Cost & Low Income Committee directs USAC staff to submit a collection requirement of \$6.42 million for High Cost Support Mechanism administrative costs in the required November 2, 2022 filing to the Federal Communications Commission on behalf of the Committee; and

**RESOLVED FURTHER**, that the USAC High Cost & Low Income Committee, having reviewed at its meeting on October 24, 2022 the 1st Quarter 2023 High Cost Support Mechanism demand estimate of \$1,152.43 million, hereby directs USAC staff to proceed with the required November 2, 2022 filing to the Federal Communications Commission on behalf of the Committee. USAC staff may make adjustments if the total variance for the High Cost Support Mechanism is equal to or less than \$10 million, or may seek approval from the



Committee Chair to make adjustments if the total variance is greater than \$10 million, but not more than \$15 million.

- i1. **Information on Six USAC Audit and Assurance Division High Cost Support Mechanism Beneficiary Audit Reports.** This item was provided for *information purposes* only. No discussion was held. Mr. Mason noted that the High Cost & Low Income Audit Briefing Book would be made public and posted to the USAC website.
- i2. **High Cost Business Update.** Mr. Gaither presented PowerPoint slides to the Committee covering the following items:
- Accomplishments
  - Plans for Next Quarter
  - Roadmap

### **LIFELINE OPEN SESSION**

- a3. **Approval of Low Income Support Mechanism 1st Quarter 2023 Programmatic Budget and Demand Projection for the November 2, 2022 FCC Filing.** Mr. Lee presented this item to the Committee for consideration. The presentation included a written report on USAC management's recommendations for the Low Income Support Mechanism 1st quarter 2023 programmatic budget and demand projection for the November 2, 2022 FCC filing.

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

**RESOLVED**, that the USAC High Cost & Low Income Committee approves a 1st Quarter 2023 Low Income Support Mechanism direct program budget of \$14.08 million; and

**RESOLVED FURTHER**, that the USAC High Cost & Low Income Committee directs USAC staff to submit a collection requirement of \$14.08 million for Low Income Support Mechanism administrative costs in the required November 2, 2022 filing to the Federal Communications Commission on behalf of the Committee; and

**RESOLVED FURTHER**, that the USAC High Cost & Low Income Committee, having reviewed at its meeting on October 24, 2022 the 1st Quarter 2023 Low Income Support Mechanism demand estimate of \$201.21 million, hereby directs USAC staff to proceed with the required November 2, 2022 filing to the Federal Communications Commission on behalf of the Committee. USAC staff may make adjustments if the total variance for the Low Income Support Mechanism is equal to or less than \$10 million, or may seek

approval from the Committee Chair to make adjustments if the total variance is greater than \$10 million, but not more than \$15 million.

**i3. Low Income (Lifeline) Business Update.** Mr. Lee presented PowerPoint slides to the Committee covering the following items:

- Accomplishments
  - National Verifier Highlights
  - Lifeline Subscriber Trends
- Plans for Next Quarter
- Roadmap

At 2:25 p.m. Eastern Time, on a motion duly made and seconded, the Committee moved into ***Executive Session*** for the purpose of discussing confidential items. Only members of the Board and USAC staff were present.

### **LOW INCOME EXECUTIVE SESSION**

At 2:25 p.m., the Committee took a 10 minute recess and returned at 2:35 p.m. in Executive Session.

**i4. Low Income (Lifeline) Business Update (Continued).** Mr. OBrien presented PowerPoint slides to the Committee covering action items to address areas of concern for control weaknesses.

**i5. Information on One USAC Audit and Assurance Division Low Income Support Mechanism Beneficiary Audit Report.** This item was provided for *information purposes* only. No discussion was held.

**i6. Information on One USAC Audit and Assurance Division Low Income Support Mechanism Beneficiary Audit Report.** This item was provided for *information purposes* only. No discussion was held.

**i7. Information on Two USAC Audit and Assurance Division Low Income Support Mechanism Beneficiary Audit Reports.** This item was provided for *information purposes* only. No discussion was held.

**a4. Consideration of a Contract Modification for Business Process Outsourcing Services for the Lifeline Program.** No additional discussion was held on this item. The Committee adopted the following resolution as part of the Consent Items:

**RESOLVED**, that the High Cost Low Income Committee, having reviewed the recommendation of USAC management, hereby authorizes management to modify its existing contract with Maximus Federal Services, Inc. for applications processing services in support of the Lifeline Program, increasing the contract's total not-to-exceed amount by \$3,375,000.00 (plus applicable taxes)

from \$12,880,000.00 (plus applicable taxes) to \$16,255,000.00 (plus applicable taxes), and extending the contract period of performance end date by three (3) months from December 31, 2022 to March 31, 2023, subject to required Federal Communications Commission approval.

### **HIGH COST EXECUTIVE SESSION**

- i6. **High Cost Business Update (*Continued if needed*).** The committee determined that no additional discussion of the High Cost Business Update was needed in Executive Session.
- i9. **Information on One USAC Audit and Assurance Division High Cost Support Mechanism Beneficiary Audit Report.** This item was provided for *information purposes* only. No discussion was held.
- a5. **Consideration of a Task Order Award for HCLI System Replacement.** Mr. Beyerhelm presented this item to the Committee for consideration. The presentation included a written summary and report detailing USAC management's recommendation to award a task order under the USAC Professional Services Indefinite Delivery/Indefinite Quantity (IDIQ) contract for an HCLI system replacement and associated professional services for project management and implementation.

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

**RESOLVED**, that the USAC High Cost Low Income Committee, having reviewed the recommendation of USAC management, hereby authorizes USAC management, subject to required Federal Communications Commission approval, to award a task order under the USAC Professional Services Indefinite Delivery/Indefinite Quantity contract (Contract No. USAC 20-015) to Accenture Federal Services LLC for a High Cost Low Income system replacement and associated professional services for project management and implementation. The task order has a base period of twelve (12) months with two three-month option terms for a total not-to-exceed amount of \$7,217,288.69 (plus applicable taxes).

- i10. ***Executive Session Discussion with the High Cost and Low Income Committee and Board.*** The Committee determined that a confidential *Executive Session* for members of the High Cost and Low Income Committee and the Board was not needed.

### **OPEN SESSION**

At 2:55 p.m. Eastern Time, the Committee moved out of *Executive Session* and immediately reconvened in *Open Session*, at which time Mr. Mason reported that in *Executive Session*, the Committee discussed items i4 and took action on item a5.

On a motion duly made and seconded, the Committee adjourned at 2:56 p.m. Eastern Time.

/s/ Erin Williams  
Secretary

**Universal Service Administrative Company**  
**Joint Meeting of the High Cost & Low Income Committee and**  
**Board of Directors Meeting Agenda**

<b>Monday, November 28, 2022</b> <b>12:00 p.m. – 1:00 p.m. ET</b> <b>Virtual Meeting</b> <b>USAC Offices</b> <b>700 12th Street, N.W., Suite 900</b> <b>Washington, D.C. 20005</b>
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<b>HIGH COST &amp; LOW INCOME COMMITTEE ACTION ITEMS</b> <u><b>OPEN SESSION</b></u>		<i>Estimated Duration in Minutes</i>
Chair	<b>a1.</b> Consent Items (each available for discussion upon request): <b>A.</b> Approval of moving all <i>Executive Session</i> Items into <i>Executive Session</i> <b>B.</b> Consideration and Approval of One Routine Procurement Approval	5
<u><b>EXECUTIVE SESSION</b></u> <b>Confidential – Executive Session Recommended</b>		<i>Estimated Duration in Minutes</i>
Chris	<b>a2.</b> Consideration of a Contract Award for Lifeline and Affordable Connectivity Program Call Center Services <i>(same as aBOD02cf)</i>	5
Chris	<b>a3.</b> Consideration to Exercise One-Year Option Term for Lifeline Email Services	-

<b>BOARD ACTION ITEMS</b> <u><b>OPEN SESSION</b></u>		<i>Estimated Duration in Minutes</i>
Chair	<b>a1.</b> Consent Items (each available for discussion upon request): <b>A.</b> Approval of moving all <i>Executive Session</i> Items into <i>Executive Session</i> <b>B.</b> Consideration and Approval of Four Routine Procurement Approvals	5
<u><b>EXECUTIVE SESSION</b></u> <b>Confidential – Executive Session Recommended</b>		<i>Estimated Duration in Minutes</i>
Chris	<b>a2.</b> Consideration of a Contract Award for Lifeline and Affordable Connectivity Program Call Center Services <i>(same as aHCLI02cf)</i>	5

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Chris	<b>a3.</b> Consideration of a Contract Award for Financial Systems Integrator and Enterprise Resource Planning (ERP) System	5
Chris	<b>a4.</b> Consideration to Exercise One-Year Option Term for Affordable Connectivity Program Email Services	-
Chris	<b>a5.</b> Consideration to Exercise Two One-Year Option Terms for Beneficiary and Contributor Audit Program (BCAP) Contract	-
Chris	<b>a6.</b> Consideration to Exercise One-Year Option Term for National Supply Chain Audit Services	-
Chris	<b>a7.</b> Consideration to Exercise Second One-Year Option of the High Cost Broadband Network & Engineering Audit Services Contract	-

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

**HIGH COST & LOW INCOME COMMITTEE MEETING**  
**Monday, November 28, 2022**

**MINUTES<sup>1</sup>**

The non-quarterly meeting of the High Cost & Low Income Committee (Committee) was conducted by web conference on Monday, November 28, 2022. At the requested of Ken Mason, Committee Chair, Joe Gillan, Board Chair, chaired the meeting. The meeting was called to order at 12:01 p.m. Eastern Time with a quorum of nine of the 11 Board members present:

Chalk, Indra  
Feiss, Geoff  
Freeman, Sarah  
Gillan, Joe  
Mason, Ken – Chair

Sekar, Radha – Chief Executive Officer  
Skrivan, Michael  
Waller, Jeff  
Wein, Olivia – Vice Chair

Member of the Board not present:

Jacobs, Ellis

Polk, Stephanie

Officers of the corporation present:

Beyerhelm, Chris – Vice President and Chief Administrative Officer  
Buzacott, Alan – Member of the Board  
Choroser, Beth – Member of the Board  
Delmar, Teleshia – Vice President of Audit and Assurance  
Domenech, Dr. Dan – Member of the Board  
Garber, Michelle – Vice President of Finance, Chief Financial Officer, and  
Assistant Treasurer  
Gregory, Amber – Member of the Board  
Hutchinson, Kyle – Vice President of IT and Chief Information Officer  
Schell, Julie Tritt – Member of the Board  
Wibberly, Dr. Kathy – Member of the Board  
Williams, Erin – Vice President, General Counsel, and Assistant Secretary

Others present by telephone:

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<sup>1</sup> Draft resolutions were presented to the Board prior to the Board 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.

NAME  
Nuzzo, Patsy

COMPANY  
USAC

**OPEN SESSION**

- a1. Consent Items.** Mr. Gillan presented this item to the Committee.
- A.** Approval of moving all *Executive Session* items into *Executive Session*:
- (1) **a2** – Consideration of a Contract Award for Lifeline and Affordable Connectivity Program Call Center Services. USAC management recommended that this item be discussed in *Executive Session* because it relates to USAC’s *procurement strategy and contract administration*.
  - (2) **a3** – Consideration to Exercise One-Year Option Term for Lifeline Email Services. USAC management recommended that this item be discussed in *Executive Session* because it relates to USAC’s *procurement strategy and contract administration*.
- B.** Consideration and Approval of One Routine Procurement
- (1) Consideration to Exercise One-Year Option Term for Lifeline Email Services. The resolution is provided in **aHCLI03cf**.

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

**RESOLVED**, that the High Cost & Low Income Committee of the USAC Board of Directors hereby approves: (1) discussion in *Executive Session* of the items noted above; and (2) the one routine procurement as presented in item aHCLI03cf.

At 12:03 p.m. Eastern Time, on a motion duly made and seconded, the Committee moved into *Executive Session* for the purpose of discussing confidential items.

**EXECUTIVE SESSION**

- a2. Consideration of a Contract Award for Lifeline and Affordable Connectivity Program Call Center Services.** Mr. Beyerhelm presented this item for consideration. The presentation included a written summary and report detailing USAC management’s recommendation to award a contract for Lifeline call center services.

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

**RESOLVED**, that the High Cost & Low Income Committee of the USAC Board of Directors, having reviewed the recommendation of USAC management, authorizes USAC management to award

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a contract to Navient B.P.O, LLC for Lifeline Call Center Services. The contract will have a hybrid fee structure of firm-fixed price and fixed-unit price over a base period of twelve (12) months with four (4) additional one-year option terms, for a five (5) year total period of performance, for a total not-to-exceed amount of \$61,986,817.30 (plus applicable taxes), subject to required Federal Communications Commission approval.

- a3. Consideration to Exercise One-Year Option Term for Lifeline Email Services.** No additional discussion was held on this item. The Board adopted the following resolution as part of the Consent Items:

**RESOLVED**, that the High Cost Low Income Committee, having reviewed the recommendation of USAC management, hereby authorizes management to exercise the first one-year option term of the Lifeline email services contract with Guidehouse Inc. for a not-to-exceed amount of \$2,921,973.51 (plus applicable taxes), thereby increasing the total not-to-exceed amount from \$2,841,387.38 (plus applicable taxes) to \$5,763,360.89 (plus applicable taxes), subject to required Federal Communications Commission approval.

### **OPEN SESSION**

At 12:31 p.m. Eastern Time, on a motion duly made and seconded, the Committee moved out of ***Executive Session*** and immediately reconvened in ***Open Session***, at which time Mr. Gillan reported that, in ***Executive Session***, the Committee took action on item a2.

On a motion duly made and seconded, the Committee adjourned at 12:33 p.m. Eastern Time.

/s/ Erin Williams  
Assistant Secretary