

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

<p><b>USAC Offices</b> 700 12th Street, N.W., Suite 900 Washington, D.C. 20005</p>
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<p><b>MONDAY, JANUARY 25, 2021</b> <b>11:30 A.M. – 12:00 P.M. EASTERN TIME</b> <b><u>HIGH COST OPEN SESSION</u></b></p>		<p><i>Estimated Duration in Minutes</i></p>
Chair	<p><b>a1.</b> Consent Items (each available for discussion upon request):  <b>A.</b> Approval of High Cost &amp; Low Income Committee Meeting Minutes of October 26 and October 27, 2020  <b>B.</b> Approval of moving all <i>Executive Session</i> items into <i>Executive Session</i></p>	5
Chair	<p><b>a2.</b> Recommendation for Election of Committee Chair and Vice Chair</p>	5
Vic	<p><b>a3.</b> Approval of High Cost Support Mechanism 2nd Quarter 2021 Programmatic Budget and Demand Projection for the January 29, 2021 FCC Filing</p>	5
Teleshia	<p><b>i1.</b> Information on Four UASC Audit and Assurance Division High Cost Support Mechanism Beneficiary Audit Reports <i>(For Information Only)</i></p>	–
Vic	<p><b>i2.</b> High Cost Business Update</p> <ul style="list-style-type: none"> <li>• October High Cost Recap</li> <li>• Program Administration Update for High Cost</li> <li>• High Cost Operations Calendar 2021</li> </ul> <p>Q4 2020 Update on High Cost Administration <i>(For Information Only)</i></p>	15

<p><b>MONDAY, JANUARY 25, 2021</b> <b>12:00 P.M. – 12:20 P.M. EASTERN TIME</b> <b><u>LOW INCOME OPEN SESSION</u></b></p>		<p><i>Estimated Duration in Minutes</i></p>
James	<p><b>a4.</b> Approval of Low Income Support Mechanism 2nd Quarter 2021 Programmatic Budget and Demand Projection for the January 29, 2021 FCC Filing</p>	5
Teleshia	<p><b>i3.</b> Information on One UASC Audit and Assurance Division Low Income Support Mechanism Beneficiary Audit Reports <i>(For Information Only)</i></p>	–

Available For Public Use

James	<b>i4.</b> Lifeline Business Update <ul style="list-style-type: none"> <li>• Operations Update</li> <li>• Section 508 Compliance and Usability Updates</li> <li>• Lifeline Updates</li> <li>• Q4 2020 Update on Low Income Administration <i>(For Information Only)</i></li> </ul>	15
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<b>TUESDAY, JANUARY 26, 2021</b> <b>10:40 A.M. – 11:05 A.M. EASTERN TIME</b> <u><b>HIGH COST EXECUTIVE SESSION</b></u> <b>Confidential – Executive Session Recommended</b>		<i>Estimated Duration in Minutes</i>
Vic	<b>a5.</b> Approval of High Cost Support Mechanism 2021 Annual Programmatic Budget	10
Vic	<b>i5.</b> High Cost Business Update <i>(Continued)</i> <ul style="list-style-type: none"> <li>• Verification Using Robotics Process Automation (RPA) Solutions</li> </ul>	15

<b>TUESDAY, JANUARY 26, 2021</b> <b>11:05 A.M. – 11:40 A.M. EASTERN TIME</b> <u><b>LOW INCOME EXECUTIVE SESSION</b></u> <b>Confidential – Executive Session Recommended</b>		<i>Estimated Duration in Minutes</i>
James	<b>a6.</b> Approval of Low Income Support Mechanism 2021 Annual Programmatic Budget	10
Chris	<b>a7.</b> Consideration of One-Year Contract Option for National Verifier Business Outsourcing Services	5
Chris	<b>a8.</b> Consideration of One-Year Contract Option for National Verifier Systems Integrator Services	5
James	<b>i6.</b> Low Income (Lifeline) Business Update <i>(Continued)</i> <ul style="list-style-type: none"> <li>• Risk Assessment Highlights a Observations</li> <li>• Program Evaluation Goals, Status, and Results</li> <li>• COVID-19 Waivers and Impact on Demand</li> </ul>	15

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

<b>April 26 – 27, 2021</b> <b>Virtual Meeting</b>
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Available For Public Use

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

**HIGH COST & LOW INCOME COMMITTEE MEETING**  
**Monday, January 25, 2021**

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

Due to the COVID-19 pandemic, USAC continued mandatory telework; therefore the *Open Session* portion of the quarterly meeting of the High Cost & Low Income Committee (Committee) of the USAC Board of Directors (Board) was conducted by web conference on Monday, January 25, 2021. Mr. Ken Mason, Committee Chair, called the meeting to order at 11:30 a.m. Eastern Time, with a quorum of 10 of the 11 Committee members present:

Feiss, Geoff	Mason, Ken – Chair
Freeman, Sarah	Sekar, Radha – Chief Executive Officer
Gerst, Matt	Skrivan, Michael
Gillan, Joe	Waller, Jeff
Jacobs, Ellis	Wein, Olivia – Vice Chair

Members of the Committee not present:

Polk, Stephanie

Other Board members and officers of the corporation present:

Ayer, Catriona – Vice President of Shared Services  
Beckford, Ernesto – Vice President, General Counsel, and Assistant Secretary  
Beyerhelm, Chris – Chief Administrative Officer  
Buzacott, Alan – Member of the Board  
Choroser, Beth – Member of the Board  
Davis, Craig – Vice President of Schools and Libraries  
Delmar, Teleshia – Vice President of Audit and Assurance  
Gaither, Vic – Vice President of High Cost  
Garber, Michelle – Vice President of Enterprise Resources Program  
Gregory, Amber – Member of the Board  
Hutchinson, Kyle – Vice President of IT and Chief Information Officer  
Salvator, Charles – Vice President, Chief Financial Officer, and Assistant Treasurer  
Schell, Julie Tritt – Member of the Board  
Sweeney, Mark – Vice President of Rural Health Care  
Wade, Dr. Joan – Member of the Board

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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>
Benham, Cathy	CMS Consulting Inc.
Campos, Rosy	CMS Consulting Inc.
Crawford, Katherine	USAC
DiVo, Victor	USAC
Goode, Vernell	USAC
Harkin, Michelle	CMS Consulting Inc.
James, Christine	USAC
Lee, James	USAC
Little, Chris	USAC
Mitchell, Tamika	USAC
Morning, Kim	USAC
Nelbach, Nick	USAC
Nuzzo, Patsy	USAC
Samuels, Victoria	USAC
Schrader, Theresa	Broadband Legal Strategies, LLC
Tiwari, Tanya	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 October 26 and October 27, 2020.
  - B.** Approval of moving all *Executive Session* items into *Executive Session*:
    - **a5** – Approval of High Cost Support Mechanism 2021 Annual Programmatic Budget. USAC management recommends that this item be discussed in *Executive Session* because this matter relates to USAC’s *procurement strategy and contract administration*.
    - **i5** – High Cost Business Update (*Continued*). USAC management recommends 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.
    - **a6** – Approval of Low Income Support Mechanism 2021 Annual Programmatic Budget. USAC management recommends that this

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

- **a7** – Consideration of One-Year Contract Option for National Verifier Business Process Outsourcing Services. USAC management recommends that this item be discussed in *Executive Session* because this matter relates to USAC's *procurement strategy and contract administration*.
- **a8** – Consideration of One-Year Contract Option for National Verifier Systems Integrator Services. USAC management recommends that this item be discussed in *Executive Session* because this matter relates to USAC's *procurement strategy and contract administration*.
- **i6** – Low Income (Lifeline) Business Update (*Continued*). USAC management recommends 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. This item also relates to USAC's *procurement strategy and contract administration*.

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 hereby approves: (1) the Committee meeting minutes of October 26 and October 27, 2020; and (2) discussion in *Executive Session* of the items noted above.

- a2. Recommendation for Election of Committee Chair and Vice Chair.** Mr. Mason introduced Mr. Gerst. As Chair of the Nominating Committee, Mr. Gerst 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 Audit 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 2021 Programmatic Budget and Demand Projection for the January 29, 2021 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 2021 programmatic budget and demand projection for the January 29, 2021 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 2nd Quarter 2021 High Cost Support Mechanism direct program budget of \$6.33 million; and

**RESOLVED FURTHER**, that the USAC High Cost & Low Income Committee directs USAC staff to submit a collection requirement of \$6.33 million for High Cost Support Mechanism administrative costs in the required January 29, 2021 filing to the FCC on behalf of the Committee; and

**RESOLVED FURTHER**, that the USAC High Cost & Low Income Committee, having reviewed at its meeting on January 25, 2021 the 2nd Quarter 2021 High Cost Support Mechanism demand estimate of \$1,413.52 million, hereby directs USAC staff to proceed with the required January 29, 2021 filing to the FCC 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.** The Committee received a report with information on four USAC Audit and Assurance Division High Cost Support Mechanism beneficiary audit reports. Mr. Mason noted that the reports were provided for *information only* and would be posted on USAC's public website. No discussion was held.
- i2. High Cost Business Update.** Mr. Gaither presented PowerPoint slides covering the following items to the Committee:
- Update on Items from the October 2020 High Cost meeting
  - High Cost Program Administration Update
    - Disbursements
    - Data Collection and Validations
    - CAF Verifications
    - Outreach
    - FCC Order Updates
    - Upcoming Milestones and 2021 Calendar

- 4Q2020 Update on High Cost Administration. The Committee received a report on High Cost 4Q2020 accomplishments, planned activities for 1Q2021, and program metrics. The report was provided for *information only* and was publically posted on USAC's website. No discussion was held.

### **LIFELINE OPEN SESSION**

- a4. Approval of Low Income Support Mechanism 2nd Quarter 2021 Programmatic Budget and Demand Projection for the January 29, 2021 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 2nd Quarter 2021 programmatic budget and demand projection for the January 29, 2021 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 2nd Quarter 2021 Low Income Support Mechanism direct program budget of \$9.81 million; and

**RESOLVED FURTHER**, that the USAC High Cost & Low Income Committee directs USAC staff to submit a collection requirement of \$9.81 million for Low Income Support Mechanism administrative costs in the required January 29, 2021 filing to the FCC on behalf of the Committee; and

**RESOLVED FURTHER**, that the USAC High Cost & Low Income Committee, having reviewed at its meeting on January 25, 2021 the 2nd Quarter 2021 Low Income Support Mechanism demand estimate of \$254.82 million, hereby directs USAC staff to proceed with the required January 29, 2021 filing to the FCC 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 UASC Audit and Assurance Division Low Income Support Mechanism Beneficiary Audit Report.** The Committee received a report with information on one USAC Audit and Assurance Division Low Income Support Mechanism beneficiary audit report. Mr. Mason noted that the report was provided for *information only* and would be posted on the USAC's public website. No discussion was held.
- i4. Lifeline Business Update.** Mr. Lee presented PowerPoint slides covering the following items to the Committee:

- Operations Update: Program Performance
- Section 508 Compliance and Usability Updates
- Lifeline Updates
- Q4 2020 Update on Lifeline Administration. The Committee received a report on Lifeline 4Q2020 accomplishments, planned activities for 1Q2021, and program metrics. The report was provided for *information only* and was publically posted on the USAC's website. No discussion was held.

At 12:37 p.m. Eastern Time, on a motion duly made and seconded, the Committee adjourned until January 26, 2021 at approximately 10:40 a.m. Eastern Time.

/s/ Kimberly Morning  
Assistant Secretary



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

**HIGH COST & LOW INCOME COMMITTEE MEETING**  
**Tuesday, January 26, 2021**

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

Due to the COVID-19 pandemic, USAC continued mandatory telework; therefore the *Executive Session* portion of the quarterly meeting of the High Cost & Low Income Committee (Committee) of the USAC Board of Directors (Board) was conducted by web conference on Tuesday, January 26, 2021. The Committee meeting continued from the January 25, 2021 *Open Session* portion of the meeting. Mr. Ken Mason, Committee Chair, called the meeting to order at 10:48 a.m. Eastern Time, with a quorum of all 11 Committee members present:

Feiss, Geoff	Polk, Stephanie
Freeman, Sarah	Sekar, Radha – Chief Executive Officer
Gerst, Matthew	Skrivan, Michael
Gillan, Joe	Waller, Jeff
Jacobs, Ellis	Wein, Olivia – Vice Chair
Mason, Ken – Chair	

Other Board members and officers of the corporation present:

Ayer, Catriona – Vice President of Shared Services  
Beckford, Ernesto – Vice President, General Counsel, and Assistant Secretary  
Beyerhelm, Chris – Chief Administrative Officer  
Buzacott, Alan – Member of the Board  
Choroser, Beth – Member of the Board  
Davis, Craig – Vice President of Schools and Libraries  
Delmar, Teleshia – Vice President of Audit and Assurance  
Domenech, Dr. Dan – Member of the Board  
Gaither, Vic – Vice President of High Cost  
Garber, Michelle – Vice President of Enterprise Resource Program  
Gregory, Amber – Member of the Board  
Hutchinson, Kyle – Vice President of IT and Chief Information Officer  
Salvator, Charles – Vice President, Chief Financial Officer, and Assistant Treasurer  
Schell, Julie Tritt – Member of the Board  
Sweeney, Mark – Vice President of Rural Health Care  
Wade, Dr. Joan – Member of the Board  
Wibberly, Dr. Kathy – Member of the Board

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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>
DiVo, Victor	USAC
Goode, Vernell	USAC
James, Christine	USAC
Lee, James	USAC
Mitchell, Tamika	USAC
Morning, Kim	USAC
Nelbach, Nick	USAC
Nuzzo, Patsy	USAC
Samuels, Victoria	USAC
Tiwari, Tanya	USAC

### OPEN SESSION

At 10:48 a.m. Eastern Time, on a motion duly made and seconded, the Committee moved into *Executive Session* for the purpose of discussing confidential items. The Committee approved discussing confidential items in *Executive Session* on Monday, January 25, 2021. Only members of the Board and USAC staff were present.

### HIGH COST EXECUTIVE SESSION

- a5. Approval of High Cost Support Mechanism 2021 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, and after discussion, the Committee adopted the following resolution:

**RESOLVED**, that the High Cost & Low Income Committee approves a 2021 annual programmatic budget for the High Cost Support Mechanism of \$25.53 million.

- i5. High Cost Business Update (Continued).** Mr. Gaither presented PowerPoint slides covering the following:
- 2021 Verification Approach Using Robotics Process Automation Solutions.

### LOW INCOME EXECUTIVE SESSION

- a6. Approval of Low Income Support Mechanism 2021 Annual Programmatic Budget.** Mr. Lee presented this item to the Committee for consideration. The presentation included a written report on the Low Income Support Mechanism

annual 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 2021 annual programmatic budget for the Low Income Support Mechanism of \$39.81 million.

- a7. Consideration of One-Year Contract Option for National Verifier 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 exercise the first one-year options under the contract for National Verifier business process outsourcing.

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

**RESOLVED**, that the USAC Board of Director's High Cost Low Income Committee, having reviewed the recommendation of USAC management, authorizes USAC management to exercise the first one-year option under the contract for National Verifier business process outsourcing services from Conduent State & Local Solutions, Inc. for a not-to-exceed amount of \$15,000,000 (plus applicable taxes), subject to required FCC approval, over the one-year option term.

- a8. Consideration of One-Year Contract Option for National Verifier Systems Integrator Services.** Mr. Beyerhelm presented this item to the Committee. The presentation included a written summary and report detailing USAC management's recommendation award a contract to operate, maintain, and continue development of additional state and federal database connections and necessary modifications to the National Verifier system.

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

**RESOLVED**, that the USAC Board of Director's High Cost Low Income Committee, having reviewed the recommendation of USAC management, hereby authorizes USAC management, to award a sole source time and material contract to Accenture Federal Services LLC (Accenture) to operate, maintain, and continue development of additional state and federal database connections and necessary modifications to the NV System with a base period of nine (9) months for approximately \$4.3 million (plus applicable taxes), and two (2) additional one-year option terms, for approximately \$4 million per year, for a total not-to-exceed (NTE) cost of \$12.3 million (plus applicable taxes) over the term of the contract.

**i6. Low Income (Lifeline) Business Update (Continued).** Mr. Lee presented PowerPoint slides covering the following topics to the Committee for discussion:

- Risk Assessment Highlights a Observations
- Program Evaluation Goals, Status, and Results
- COVID-19 Waivers and Impact on Demand

#### **OPEN SESSION**

At 11:50 a.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 took action on items a5, a6, a7, and a8 and discussed items i5 and i6 above.

On a motion duly made and seconded, the Committee adjourned at 11:50 a.m. Eastern Time.

/s/ Kimberly Morning  
Assistant Secretary

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

**Wednesday, March 10, 2021  
 4:00 p.m. – 4:45 p.m. Eastern Time  
 Virtual Meeting  
 USAC Offices  
 700 12th Street, N.W., Suite 900  
 Washington, D.C. 20005**

<b>ACTION ITEMS</b> <i>Executive Session Recommended – Confidential</i>		<i>Estimated Duration in Minutes</i>
Chris	<b>a1.</b> Consideration of Contract Award for Third Party Identification and Verification Services for the Lifeline Program and the Emergency Broadband Benefit Program.	8

**Next Scheduled USAC Board of Directors Committee Meeting  
 Next Scheduled High Cost & Low Income Committee Meeting**

**Board of Directors - April 26 & 28, 2021  
 High Cost & Low Income Committee - April 26 & April 27, 2021  
 VIRTUAL MEETINGS**

Available For Public Use

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

**HIGH COST & LOW INCOME COMMITTEE MEETING**  
**Wednesday, March 10, 2021**

**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 Wednesday, March 10, 2021. At the requested of Ken Mason, Committee Chair, Joe Gillan, Board Chair, chaired the meeting. The meeting was call to order at 4:05 p.m. Eastern Time, with a quorum of seven of the eleven Committee members present:

Feiss, Geoff	Sekar, Radha – Chief Executive Officer
Gerst, Matt	Skrivan, Michael
Gillan, Joe	Wein, Olivia – Vice Chair
Mason, Ken – Chair	

Member of the Committee not present:

Freeman, Sarah	Polk, Stephanie
Jacobs, Ellis	Waller, Jeff

Officers of the corporation present by telephone:

Beyerhelm, Chris – Chief Administrative Officer  
Buzacott, Alan – Member of the Board  
Choroser, Beth – Member of the Board  
Davis, Craig – Vice President of Schools and Libraries  
Domenech, Dr. Dan – Member of the Board  
Fontana, Brent – Member of the Board  
Gregory, Amber – Member of the Board  
Hutchinson, Kyle – Vice President of IT and Chief Information Officer  
Morning, Kim – Acting Vice President and General Counsel; and Assistant Secretary  
Salvator, Charles – Vice President of Finance, Chief Financial Officer, and  
Assistant Treasurer  
Schell Julie Tritt – Member of the Board  
Wade, Dr. Joan – Member of the Board  
Wibberly, Dr. Kathy – Member of the Board

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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>
Lee, James	USAC
Nuzzo, Patsy	USAC
Tiwari, Tanya	USAC

### OPEN SESSION

- a1. **Consideration of Contract Award for Third Party Identification and Verification Services for the Lifeline Program and the Emergency Broadband Benefit 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 and Low Income Committee determines that the discussion of this item be conducted in *Executive Session*.

At 4:05 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 Contract Award for Third Party Identification and Verification Services for the Lifeline Program and the Emergency Broadband Benefit Program.** Mr. Beyerhelm presented this item for consideration. The presentation included a summary slide and written report with information on USAC management's proposed contract and recommendation to award of a task order for the performance of third party identification and verification services for applicant data provided to USAC via the National Lifeline Accountability Database (NLAD) for the Lifeline Program.

On a motion duly made and seconded, the High Cost & Low Income 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 contract to Transunion Public Sector for performance of third party identification and verification services for the Lifeline Program (Task 1). The base period of Task 1 is twelve months, for a not-to-exceed amount of \$580,000 (plus applicable taxes) over the base period, with the ability for USAC to exercise four additional one year option terms, subject to Federal Communications Commission and Committee approval.

## **OPEN SESSION**

At 4:27 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 4:30 p.m. Eastern Time.

/s/ Kimberly Morning  
Assistant Secretary



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

<p><b>USAC Offices</b>  <b>700 12th Street, N.W., Suite 900</b>  <b>Washington, D.C. 20005</b></p>
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<b>MONDAY, APRIL 26, 2021</b> <b>11:45 A.M. – 12:20 P.M. EASTERN TIME</b> <u><b>HIGH COST 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 High Cost & Low Income Committee Meeting Minutes of January 25 and January 26, and March 10, 2021 <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 2021 Programmatic Budget and Demand Projection for the April 30, 2021 FCC Filing	10
Teleshia	<b>i1.</b> Information on 12 UASC 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               <ul style="list-style-type: none"> <li>○ Metrics</li> <li>○ 5G Readiness</li> <li>○ Performance Measures Readiness</li> </ul> </li> <li>• Plans For Next Quarter</li> <li>• Roadmap</li> <li>• System Update</li> </ul>	20

<b>MONDAY, APRIL 26, 2021</b> <b>12:20 P.M. – 12:40 P.M. EASTERN TIME</b> <u><b>LOW INCOME OPEN SESSION</b></u>		<i>Estimated Duration in Minutes</i>
James	<b>a3.</b> Approval of Low Income Support Mechanism 3rd Quarter 2021 Programmatic Budget and Demand Projection for the April 30, 2021 FCC Filing.	5

Available For Public Use

James	<b>i3.</b> Lifeline Business Update <ul style="list-style-type: none"> <li>• Recap of Previous Committee Meeting</li> <li>• Accomplishments: <ul style="list-style-type: none"> <li>○ Metrics</li> <li>○ Lifeline National Verifier Updates</li> </ul> </li> <li>• Plans For Next Quarter</li> <li>• Issues and Mitigations</li> <li>• Roadmap</li> </ul>	15
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<b>TUESDAY, APRIL 27, 2021</b> <b>10:35 A.M. – 10:55 P.M. EASTERN TIME</b> <u><b>HIGH COST EXECUTIVE SESSION</b></u> <b>Confidential – Executive Session Recommended</b>		<i>Estimated Duration in Minutes</i>
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Vic	<b>i4.</b> High Cost Business Update ( <i>Continued</i> ) <ul style="list-style-type: none"> <li>• Robotic Process Automation Application for Verification</li> </ul>	15
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<b>TUESDAY, APRIL 27, 2021</b> <b>10:55 A.M. – 11:15 A.M. EASTERN TIME</b> <u><b>LOW INCOME EXECUTIVE SESSION</b></u> <b>Confidential – Executive Session Recommended</b>		<i>Estimated Duration in Minutes</i>
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James	<b>i5.</b> Lifeline Business Update ( <i>Continued</i> ) <ul style="list-style-type: none"> <li>• National Verifier API and Bulk Upload.</li> </ul>	15
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Chris	<b>a4.</b> Consideration of Contract Award for Computer Matching Program Operations and Maintenance Services	5
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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, April 26, 2021**

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

Due to the COVID-19 pandemic, USAC continued mandatory telework; therefore the *Open Session* portion of the quarterly meeting of the High Cost & Low Income Committee (Committee) of the USAC Board of Directors (Board) was conducted by web conference on Monday, April 26, 2021. Mr. Ken Mason, Committee Chair, called the meeting to order at 11:55 a.m. Eastern Time, with a quorum of 10 of the 11 Committee members present:

Freeman, Sarah	Polk, Stephanie
Gerst, Matthew	Sekar, Radha – Chief Executive Officer
Gillan, Joe	Skrivan, Michael
Jacobs, Ellis	Waller, Jeff
Mason, Ken – Chair	Wein, Olivia – Vice Chair

Member of the Committee not present:

Feiss, Geoff

Other Board members and officers of the corporation present:

Beyerhelm, Chris – Chief Administrative Officer  
Buzacott, Alan – Member of the Board  
Choroser, Beth – Member of the Board  
Davis, Craig – Vice President of Schools and Libraries  
Delmar, Teleshia – Vice President of Audit and Assurance  
Fontana, Brent – Member of the Board  
Gaither, Victor – Vice President of High Cost  
Garber, Michelle – Vice President of Enterprise Resources Program and Acting Vice President of Shared Services  
Gregory, Amber – Member of the Board  
Hutchinson, Kyle – Vice President of IT and Chief Information Officer  
Morning, Kimberly – Acting Vice President and General Counsel, and Assistant Secretary  
Salvator, Charles – Vice President of Finance, Chief Financial Officer, and Assistant Treasurer

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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.

Schell, Julie Tritt – Member of the Board  
Sweeney, Mark – Vice President of Rural Health Care  
Wade, Dr. Joan – Member of the Board  
Wibberly, Dr. Kathy – Member of the Board

Others present:

<u>NAME</u>	<u>COMPANY</u>
Alfred, Kraynal	USAC
Ayer, Catriona	USAC
Butler, Stephen	USAC
Crawford, Katherine	USAC
DiVo, Victor	USAC
Glisson, Connor	USAC
Goode, Vernell	USAC
James, Christine	USAC
Kriete, Debra	State E-Rate Coordinators' Alliance
Lee, James	USAC
Mitchell, Tamika	USAC
Nuzzo, Patsy	USAC
Pace, Regina	USAC
Scott, Latoya	Federal Communications Commission
Sherwood, Nicole	USAC
Spead, Laura	USAC
Tiwari, Tanya	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 25 and January 26, and March 10, 2021.
  - B.** Approval of moving all *Executive Session* items into *Executive Session*:
    - (1) i4** – High Cost Business Update (*Continued*). USAC management recommends 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) i5** – Low Income (Lifeline) Business Update (*Continued*). USAC management recommends 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.

- (3) **a4** – Consideration of Contract Award for Computer Matching Program Operations and Maintenance Services. USAC management recommends 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, 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 25, January 26, and March 10, 2021; and (2) discussion in *Executive Session* of the items noted above.

- a2. Approval of High Cost Support Mechanism 3rd Quarter 2021 Programmatic Budget and Demand Projection for the April 30, 2021 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 2021 programmatic budget and demand projection for the April 30, 2021 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 2021 High Cost Support Mechanism direct program budget of \$6.37 million; and

**RESOLVED FURTHER**, that the USAC High Cost & Low Income Committee directs USAC staff to submit a collection requirement of \$6.37 million for High Cost Support Mechanism administrative costs in the required April 30, 2021 filing to the FCC on behalf of the Committee; and

**RESOLVED FURTHER**, that the USAC High Cost & Low Income Committee, having reviewed at its meeting on April 26, 2021 the 3rd Quarter 2021 High Cost Support Mechanism demand estimate of \$1,289.32 million, hereby directs USAC staff to proceed with the required April 30, 2021 filing to the FCC 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 12 USAC Audit and Assurance Division High Cost Support Mechanism Beneficiary Audit Reports.** The Committee received a report with information on twelve USAC Audit and Assurance Division High Cost Support Mechanism beneficiary audit reports. Mr. Mason noted that the reports were provided for *information only* and would be posted on USAC's public website. No discussion was held.
- i2. **High Cost Business Update.** Mr. Gaither presented PowerPoint slides covering the following items to the Committee:
  - Accomplishments
    - Metrics
    - 5G Readiness
    - Performance Measures Readiness
  - Plans for Next Quarter
  - Roadmap
  - System Update

### **LIFELINE OPEN SESSION**

- a3. **Approval of Low Income Support Mechanism 3rd Quarter 2021 Programmatic Budget and Demand Projection for the April 30, 2021 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 3rd Quarter 2021 programmatic budget and demand projection for the April 30, 2021 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 2021 Low Income Support Mechanism direct program budget of \$9.99 million; and

**RESOLVED FURTHER**, that the USAC High Cost & Low Income Committee directs USAC staff to submit a collection requirement of \$9.99 million for Low Income Support Mechanism administrative costs in the required April 30, 2021 filing to the FCC on behalf of the Committee; and

**RESOLVED FURTHER**, that the USAC High Cost & Low Income Committee, having reviewed at its meeting on April 26, 2021 the 3rd Quarter 2021 Low Income Support Mechanism demand estimate of \$286.26 million, hereby directs USAC staff to proceed with the required April 30, 2021 filing to the FCC 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. Lifeline Business Update.** Mr. Lee presented PowerPoint slides covering the following items to the Committee:

- Recap of January Committee Meeting
- Accomplishments:
  - Metrics
  - Lifeline National Verifier Updates
- Plans for Next Quarter
- Issues and Mitigation
- Roadmap

At 12:55 p.m. Eastern Time, on a motion duly made and seconded, the Committee adjourned until April 27, 2021 at approximately 10:35 a.m. Eastern Time.

/s/ Kimberly Morning  
Assistant Secretary

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

**HIGH COST & LOW INCOME COMMITTEE MEETING**  
**Tuesday, April 27, 2021**

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

Due to the COVID-19 pandemic, USAC continued mandatory telework; therefore the *Executive Session* portion of the quarterly meeting of the High Cost & Low Income Committee (Committee) of the USAC Board of Directors (Board) was conducted by web conference on Tuesday, April 27, 2021. The Committee meeting continued from the April 26, 2021 *Open Session* portion of the meeting. Mr. Ken Mason, Committee Chair, called the meeting to order at 10:53 a.m. Eastern Time, with a quorum of nine of the 11 Committee members present:

Freeman, Sarah  
Gerst, Matthew  
Gillan, Joe  
Jacobs, Ellis  
Mason, Ken – Chair

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

Members of the Committee not present:

Feiss, Geoff  
Polk, Stephanie

Other Board members and officers of the corporation present:

Beyerhelm, Chris – Chief Administrative Officer  
Buzacott, Alan – Member of the Board  
Choroser, Beth – Member of the Board  
Davis, Craig – Vice President of Schools and Libraries  
Delmar, Teleshia – Vice President of Audit and Assurance  
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 Enterprise Resources Program and Acting Vice  
President of Shared Services  
Gregory, Amber – Member of the Board  
Hutchinson, Kyle – Vice President of IT and Chief Information Officer

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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.



Morning, Kimberly – Acting Vice President and General Counsel, and Assistant Secretary  
 Salvator, Charles – Vice President of Finance, Chief Financial Officer, and Assistant Treasurer  
 Schell, Julie Tritt – Member of the Board  
 Sweeney, Mark – Vice President of Rural Health Care  
 Wade, Dr. Joan – Member of the Board  
 Wibberly, Dr. Kathy – Member of the Board

Others present:

<u>NAME</u>	<u>COMPANY</u>
Ayer, Catriona	USAC
DiVo, Victor	USAC
Glisson, Connor	USAC
Goode, Vernell	USAC
James, Christine	USAC
Lee, James	USAC
Mitchell, Tamika	USAC
Nuzzo, Patsy	USAC
Pace, Regina	USAC
Sherwood, Nicole	USAC
Tiwari, Tanya	USAC

**OPEN SESSION**

At 10:53 a.m. Eastern Time, on a motion duly made and seconded, the Committee moved into ***Executive Session*** for the purpose of discussing confidential items. The Committee approved discussing confidential items in ***Executive Session*** on Monday, April 26, 2021. Only members of the Board and USAC staff were present.

**HIGH COST EXECUTIVE SESSION**

- i4. **High Cost Business Update (Continued).** Mr. Gaither presented this item to the Committee for discussion. The presentation included a description of the Robotic Process Automation and the applied use to automate the verification processes.

**LOW INCOME EXECUTIVE SESSION**

- i5. **Lifeline Business Update (Continued).** Mr. Lee presented PowerPoint slides responding to questions raised by the Committee during the January quarterly meeting on the National Verifier Application Programming Interface and bulk uploads.
- a4. **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 authorize USAC to award a sole source contract renewal to the Centers for Medicare & Medicaid Services for one year of operations and maintenance services and IT security incident work in support of the application programming interface that provides automated computer matching for Lifeline eligibility verification.

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 to award a one-year sole source contract to the Center 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, for a firm-fixed price of \$648,120 (plus applicable taxes) over the one year term.

#### **OPEN SESSION**

At 11:23 a.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 took action on item a4 and discussed items i4 and i5 above.

On a motion duly made and seconded, the Committee adjourned at 11:23 a.m. Eastern Time.

/s/ Kimberly Morning  
Assistant Secretary

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

**Friday, May 7, 2021  
1:10 p.m. – 1:20 p.m. Eastern Time  
(Immediately Following RHC Meeting)  
Virtual Meeting  
USAC Offices  
700 12th Street, N.W., Suite 900  
Washington, D.C. 20005**

<b>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 the Robotic Processing Automation	5

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

**HIGH COST & LOW INCOME COMMITTEE MEETING**  
**Friday, May 7, 2021**

**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) of the USAC Board of Directors (Board) was conducted by web conference on Friday, May 7, 2021. Mr. Ken, Mason, Committee Chair, called the meeting to order at 1:15 p.m. Eastern Time, with a quorum of nine of the 11 Committee members present:

Feiss, Geoff  
Freeman, Sarah  
Gerst, Matthew  
Gillan, Joe  
Mason, Ken – Chair

Polk, Stephanie  
Sekar, Radha – Chief Executive Officer  
Waller, Jeffery  
Wein, Olivia – Vice Chair

Members not present:

Jacobs, Ellis  
Skriwan, Michael

Other Board members and officers of the corporation present:

Beyerhelm, Chris – Chief Administrative Officer  
Buzacott, Alan – Member of the Board  
Davis, Craig – Vice President of Schools and Libraries  
Fontana, Brent – Member of the Board  
Gregory, Amber – Member of the Board  
Hutchinson, Kyle – Vice President of IT and Chief Information Officer  
Morning, Kimberly – Acting Vice President and General Counsel, and Assistant Secretary  
Salvator, Charles – Vice President of Finance, Chief Financial Officer, and Assistant Treasurer  
Schell, Julie Tritt – Member of the Board  
Sweeny, Mark – Vice President of Rural Health Care  
Wade, Dr. Joan – Member of the Board  
Wibberly, Dr. Kathy – Member of the Board

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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>
Khan, Sammy	USAC
Nuzzo, Patsy	USAC
Sherwood, Nicole	USAC
Tiwari, Tanya	USAC

### OPEN SESSION

- a1. **Consideration of Contract Award 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 determines that the discussion of this item be conducted in *Executive Session*.

At 1:15 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 Contract Award for Robotic Process Automation.** Mr. Beyerhelm presented this item for consideration. The presentation included consideration to award a contract for the management and development of Robotic Process Automation software, and associated professional services for the 2021 High Cost Connect America Fund verification cycle, as well as all related validation automation for the FCC Form 481 annual carrier certifications.

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

**RESOLVED**, that the USAC Board of Directors High Cost & Low Income Committee (Committee), having reviewed the recommendation of USAC management, hereby authorizes USAC management to award a contract to Ampcus Inc. to provide services supporting the management and development of Robotic Process Automation for the 2021 High Cost Connect America Fund verification cycle and validation automation for FCC Form 481 annual carrier certifications. The contract will have a twelve (12) month base period for a firm-fixed price of \$877,395 (plus applicable taxes) for implementation and associated services and a fixed-unit price of \$330,000 (plus applicable taxes) for managed services, for a total base period not-to-exceed amount of \$1,207,395 (plus applicable taxes), with the ability to exercise three (3) additional one-year option periods at an estimated average cost of \$700,000 (plus applicable taxes) per

option year, subject to required Committee and Federal Communications Commission approvals.

**OPEN SESSION**

At 1:30 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. Mason 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 1:31 p.m. Eastern Time.

/s/ Kimberly Morning  
Assistant Secretary

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

<p><b>Monday, July 26, 2021</b>  <b>2:00 p.m. – 4:00 p.m. Eastern Time</b>  <b>USAC Offices</b>  <b>700 12th Street, N.W., Suite 900</b>  <b>Washington, D.C. 20005</b></p>
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<b>HIGH COST OPEN SESSION</b>		<i>Estimated Duration in Minutes</i>
Chair	<p><b>a1.</b> Consent Items (each available for discussion upon request):</p> <p style="padding-left: 20px;"><b>A.</b> Approval of High Cost &amp; Low Income Committee Meeting Minutes of April 26 and April 27, and May 7, 2021</p> <p style="padding-left: 20px;"><b>B.</b> Approval of moving all <i>Executive Session</i> items into <i>Executive Session</i></p>	5
Vic	<p><b>a2.</b> Approval of High Cost Support Mechanism 4th Quarter 2021 Programmatic Budget and Demand Projection for the August 2, 2021 FCC Filing</p>	5
Teleshia	<p><b>i1.</b> Information on Three USAC Audit and Assurance Division High Cost Support Mechanism Beneficiary Audit Reports <i>(For Information Only)</i></p>	–
Vic	<p><b>i2.</b> High Cost Business Update:</p> <ul style="list-style-type: none"> <li>• Accomplishment               <ul style="list-style-type: none"> <li>○ Metrics</li> <li>○ Performance Measures Readiness</li> </ul> </li> <li>• Plans for Next Quarter</li> <li>• Roadmap</li> <li>• Systems Update</li> </ul>	20

Available For Public Use

<b>LOW INCOME OPEN SESSION</b>		<i>Estimated Duration in Minutes</i>
James	<b>a3.</b> Approval of Low Income Support Mechanism 4th Quarter 2021 Programmatic Budget and Demand Projection for the August 2, 2021 FCC Filing.	5
Teleshia	<b>i3.</b> Information on Two USAC Audit and Assurance Division Low Income Support Mechanism Beneficiary Audit Reports <i>(For Information Only)</i>	-
James	<b>i4.</b> Lifeline Business Update <ul style="list-style-type: none"> <li>• Program Accomplishment Highlights</li> <li>• National Verifier Highlights</li> <li>• Metrics</li> <li>• System Update</li> <li>• Roadmap</li> </ul>	20

<b>LOW INCOME EXECUTIVE SESSION Confidential – Executive Session Recommended</b>		<i>Estimated Duration in Minutes</i>
James	<b>i5.</b> Lifeline Business Update <i>(Continued)</i> <ul style="list-style-type: none"> <li>• Consumer Outreach Letter</li> </ul>	15

<b>HIGH COST EXECUTIVE SESSION Confidential – Executive Session Recommended</b>		<i>Estimated Duration in Minutes</i>
Vic	<b>i6.</b> High Cost Business Update <i>(Continued, if needed)</i>	5
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**

<p><b>Monday, October 25, 2021</b>  <b>1:00 p.m. – 2:30 p.m. Eastern Time</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, July 26, 2021**

**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 26, 2021. 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 2:15 p.m. Eastern Time, with a quorum of all 11 Committee members present:

Feiss, Geoff	Polk, Stephanie – <i>by telephone</i>
Freeman, Sarah	Sekar, Radha – Chief Executive Officer
Gerst, Matthew	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:

Beyerhelm, Chris – Chief Administrative Officer – *by telephone*  
Buzacott, Alan – Member of the Board  
Choroser, Beth – Member of the Board – *by telephone*  
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 Enterprise Resources Program and Acting Vice  
President of Shared Services – *by telephone*  
Gregory, Amber – Member of the Board – *by telephone*  
Hutchinson, Kyle – Vice President of IT and Chief Information Officer – *by  
telephone*  
Morning, Kimberly – Acting Vice President and General Counsel, and Assistant  
Secretary  
Salvator, Charles – Vice President of Finance, Chief Financial Officer, and Assistant  
Treasurer – *by telephone*  
Schell, Julie Tritt – Member of the Board  
Sweeney, Mark – Vice President of Rural Health Care – *by telephone*  
Wade, Dr. Joan – Member of the Board

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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>
Glisson, Connor – <i>by telephone</i>	USAC
Harris, William – <i>by telephone</i>	KPMG
Lee, James	USAC
Little, Chris	USAC
Nuzzo, Patsy	USAC
Pace, Regina – <i>by telephone</i>	USAC
Phillippi, Megan – <i>by telephone</i>	USAC
Schwartz, Brad – <i>by telephone</i>	KPMG
Tiwari, Tanya	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 26 and April 27, and May 7, 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) **i6** – High Cost Business Update (*Continued, if needed*). 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.
- (3) **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

*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 26 and April 27, and May 7, 2021; and (2) discussion in *Executive Session* of the items noted above.

- a2. **Approval of High Cost Support Mechanism 4th Quarter 2021 Programmatic Budget and Demand Projection for the August 2, 2021 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 2021 programmatic budget and demand projection for the August 2, 2021 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 2021 High Cost Support Mechanism direct program budget of \$6.45 million; and

**RESOLVED FURTHER**, that the USAC High Cost & Low Income Committee directs USAC staff to submit a collection requirement of \$6.45 million for High Cost Support Mechanism administrative costs in the required August 2, 2021 filing to the FCC on behalf of the Committee; and

**RESOLVED FURTHER**, that the USAC High Cost & Low Income Committee, having reviewed at its meeting on July 26, 2021 the 4th Quarter 2021 High Cost Support Mechanism demand estimate of \$1,137.73 million, hereby directs USAC staff to proceed with the required August 2, 2021 filing to the FCC 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 Three 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 and 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 covering the following items to the Committee:
- Accomplishments
    - Metrics
    - Performance Measures Readiness
  - Plans for Next Quarter
  - Roadmap
  - System Update

### **LIFELINE OPEN SESSION**

- a3. **Approval of Low Income Support Mechanism 4th Quarter 2021 Programmatic Budget and Demand Projection for the August 2, 2021 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 4th Quarter 2021 programmatic budget and demand projection for the August 2, 2021 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 2021 Low Income Support Mechanism direct program budget of \$9.61 million; and

**RESOLVED FURTHER**, that the USAC High Cost & Low Income Committee directs USAC staff to submit a collection requirement of \$9.61 million for Low Income Support Mechanism administrative costs in the required August 2, 2021 filing to the FCC on behalf of the Committee; and

**RESOLVED FURTHER**, that the USAC High Cost & Low Income Committee, having reviewed at its meeting on July 26, 2021 the 4th Quarter 2021 Low Income Support Mechanism demand estimate of \$230.93 million, hereby directs USAC staff to proceed with the required August 2, 2021 filing to the FCC 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 Two USAC Audit and Assurance Division Low Income Support Mechanism Beneficiary Audit Reports** This item was provided for

information purposes only. Mr. Mason noted that the High Cost and Low Income Audit Briefing Book would be made public and posted to the USAC website.

**i4. Lifeline Business Update.** Mr. Lee presented PowerPoint slides covering the following items to the Committee:

- Program Accomplishment Highlights
- National Verifier Highlights
- Metrics
- System Update
- Roadmap

Mr. Gillan requested metrics on the Lifeline Call Center and asked that they be included in the public materials.

At 3:11 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*).** Mr. Lee presented this item to the Committee for discussion. The presentation included a description of the Consumer Outreach Letter.

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

**i6. High Cost Business Update (*Continued*).** The Committee determined that continuation of High Cost Business Update in ***Executive Session*** was not needed.

At 3:21 p.m. Eastern Time, on a motion duly made and seconded, the Committee continued in ***Executive Session*** for the purpose of discussing confidential items. Only members of the Committee and the Board were present.

**i7. *Executive Session Discussion with the High Cost and Low Income Committee and Board.*** Members of the Committee and the Board met in a confidential ***Executive Session***.

#### **OPEN SESSION**

At 3:37 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 i7 above.

On a motion duly made and seconded, the Committee adjourned at 3:37 p.m. Eastern Time.

/s/ Kimberly Morning  
Assistant Secretary

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

<p><b>Monday, October 25, 2021</b>  <b>2:15 p.m. – 4:15 p.m. Eastern Time</b>  <b>USAC Offices</b>  <b>700 12th Street, N.W., Suite 900</b>  <b>Washington, D.C. 20005</b></p>
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<b>HIGH COST OPEN SESSION</b>		<i>Estimated Duration in Minutes</i>
Chair	<p><b>a1.</b> Consent Items (each available for discussion upon request):</p> <p style="padding-left: 20px;"><b>A.</b> Approval of High Cost &amp; Low Income Committee Meeting Minutes of July 26, 2021</p> <p style="padding-left: 20px;"><b>B.</b> Approval of moving all <i>Executive Session</i> items into <i>Executive Session</i></p>	5
Vic	<p><b>a2.</b> Approval of High Cost Support Mechanism 1st Quarter 2022 Programmatic Budget and Demand Projection for the November 2, 2021 FCC Filing</p>	5
Teleshia	<p><b>i1.</b> Information on One USAC Audit and Assurance Division High Cost Support Mechanism Beneficiary Audit Reports <i>(For Information Only)</i></p>	–
Vic	<p><b>i2.</b> High Cost Business Update:</p> <ul style="list-style-type: none"> <li>• Accomplishment <ul style="list-style-type: none"> <li>○ Metrics</li> <li>○ Performance Measures</li> </ul> </li> <li>• Plans for Next Quarter</li> <li>• Roadmap</li> <li>• Systems Update</li> </ul>	20

<b>LOW INCOME OPEN SESSION</b>		<i>Estimated Duration in Minutes</i>
Pam	<p><b>a3.</b> Approval of Low Income Support Mechanism 1st Quarter 2022 Programmatic Budget and Demand Projection for the November 2, 2021 FCC Filing</p>	5

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Pam	<b>i3.</b> Lifeline Business Update <ul style="list-style-type: none"> <li>Recap from July Committee Meeting</li> <li>Program Accomplishment Highlights</li> <li>National Verifier Highlights</li> <li>Metrics</li> <li>Roadmap</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>
Pam	<b>i4.</b> Lifeline Business Update <i>(Continued)</i> <ul style="list-style-type: none"> <li>Lifeline Business Process Outsourcing Performance</li> </ul>	15

<b>HIGH COST EXECUTIVE SESSION</b> <b>Confidential – Executive Session Recommended</b>		<i>Estimated Duration in Minutes</i>
Chris	<b>a4.</b> Consideration to Exercise Option Year for High Cost Model Operations and Maintenance and Enhancements	5
Vic	<b>i5.</b> High Cost Business Update <ul style="list-style-type: none"> <li>Rural Digital Opportunity Fund (RDOF) Background</li> <li>RDOF and Verification on Demand</li> <li>Current Status of Verification on Demand</li> <li>First Release of Funds for RDOF</li> <li>Plans for the Next Six Months</li> </ul>	20
Chair	<b>i6.</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, January 24, 2021</b> <b>1:30 p.m. – 3:30 p.m. Eastern Time</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, October 25, 2021**

**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 25, 2021. 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 2:24 p.m. Eastern Time, with a quorum of eight of ten Committee members present (there is one vacancy):

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

Mr. Ellis Jacobs joined the meeting by telephone at 2:26 p.m. Eastern Time. He did not vote on or participate in the discussion of item a1.

Members of the Committee not present:

Waller, Jeff

Other Board members and officers of the corporation present:

Beyerhelm, Chris – Chief Administrative Officer  
Butler, Stephen – Vice President of Shared Services  
Buzacott, Alan – Member of the Board  
Delmar, Teleshia – Vice President of Audit and Assurance – *by telephone*  
Gaither, Victor – Vice President of High Cost  
Garber, Michelle – Vice President of Finance and Chief Financial Officer  
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*

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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.

Wade, Dr. Joan – Member of the Board – *by telephone*  
Wibberly, Dr. Kathy – Member of the Board

Others present:

<u>NAME</u>	<u>COMPANY</u>
Harris, William – <i>by telephone</i>	KPMG
Krueger, Katie – <i>by telephone</i>	KPMG
Mitchell, Tamika – <i>by telephone</i>	USAC
Morning, Kimberly – <i>by telephone</i>	Morgan Lewis
Nuzzo, Patsy	USAC
Pace, Regina – <i>by telephone</i>	USAC
Phillippi, Megan	USAC
Schwartz, Brad – <i>by telephone</i>	KPMG
Sherwood, Nicole – <i>by telephone</i>	USAC
Tiwari, Tanya	USAC
Williams, Erin	USAC
Williams, Romanda – <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 July 26, 2021.
- B. Approval of moving all *Executive Session* items into *Executive Session*:
  - (1) **i4** – 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) **a4** – Consideration to Exercise Option Year for High Cost Model Operations and Maintenance and Enhancements. USAC management recommended that this item be discussed in *Executive Session* because it relates to USAC’s *procurement strategy and contract administration*.
  - (3) **i5** – 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) **i6 – 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 *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 July 26, 2021; and (2) discussion in *Executive Session* of the items noted above.

- a2. Approval of High Cost Support Mechanism 1st Quarter 2022 Programmatic Budget and Demand Projection for the November 2, 2021 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 2022 programmatic budget and demand projection for the November 2, 2021 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 2022 High Cost Support Mechanism program budget of \$5.98 million; and

**RESOLVED FURTHER**, that the USAC High Cost & Low Income Committee directs USAC staff to submit a collection requirement of \$5.98 million for High Cost Support Mechanism administrative costs in the required November 2, 2021 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 25, 2021 the 1st Quarter 2022 High Cost Support Mechanism demand estimate of \$1,044.55 million, hereby directs USAC staff to proceed with the required November 2, 2021 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 Reports.** This item was provided for *information purposes* only. Mr. Mason noted that the High Cost and 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
    - Metrics
    - Performance Measures Readiness
  - Plans for Next Quarter
  - Roadmap
  - System Update

### **LIFELINE OPEN SESSION**

- a3. **Approval of Low Income Support Mechanism 1st Quarter 2022 Programmatic Budget and Demand Projection for the November 2, 2021 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 1st quarter 2022 programmatic budget and demand projection for the November 2, 2021 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 2022 Low Income Support Mechanism direct program budget of \$9.87 million; and

**RESOLVED FURTHER**, that the USAC High Cost & Low Income Committee directs USAC staff to submit a collection requirement of \$9.87 million for Low Income Support Mechanism administrative costs in the required November 2, 2021 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 25, 2021 the 1st Quarter 2022 Low Income Support Mechanism demand estimate of \$137.51 million, hereby directs USAC staff to proceed with the required November 2, 2021 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. **Lifeline Business Update.** Ms. Hughet presented PowerPoint slides to the Committee covering the following items:
- Recap from July Committee Meeting
  - Program Accomplishment Highlights
  - National Verifier Highlights
  - Metrics
  - Roadmap

At 3:12 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**

- i4. **Lifeline Business Update (*Continued*).** Ms. Hughet presented this item to the Committee for discussion. The presentation included a description of the Lifeline business process outsourcing performance.

**The Committee recessed at 3:26 p.m. and reconvened at 3:36 p.m. Eastern Time, continuing in *Executive Session*.**

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

- a4. **Consideration to Exercise Option Year for High Cost Model Operations and Maintenance and Enhancements.** Mr. Beyerhelm presented this item for consideration. The presentation included a written summary and report detailing USAC management's recommendation to exercise the first of four (4) one-year options under USAC's contract with CostQuest for the continued performance of High Cost Model operations & maintenance 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 USAC management, subject to required Federal Communications Commission approval, to exercise the first one-year option of its contract with CostQuest Associates for the performance of High Cost Model operations & maintenance and enhancements, for a total not-to-exceed amount of \$290,000 (plus applicable taxes) over the first one-year option period.

- i5. **High Cost Business Update (*Continued*).** Mr. Gaither presented PowerPoint

slides to the Committee covering the following items:

- Rural Digital Opportunity Fund (RDOF) Background
- RDOF and Verification on Demand
- Current Status of Verification on Demand
- First Release of Funds for RDOF
- Plans for the Next Six Months

**i6. *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 3:53 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 i5 and took action on item a4.

On a motion duly made and seconded, the Committee adjourned at 3:53 p.m. Eastern Time.

/s/ Olivia Wein  
Secretary

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

**Thursday, December 2, 2021  
 12:00 p.m. – 12:30 p.m. ET  
 Virtual Meeting  
 USAC Offices  
 700 12th Street, N.W., Suite 900  
 Washington, D.C. 20005**

<b>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 the Emergency Broadband Benefit Program/ Affordable Connectivity Program and Lifeline Program Email Services	5
Chris	<b>a2.</b> Consideration of a Sole Source Contract Award for Affordable Connectivity Program Call Center Services and a Contract Modification for Lifeline Program Call Center Services	5
Chris	<b>a3.</b> Consideration of a Contract Modification for Affordable Connectivity Program and Lifeline Program Business Process Outsourcing Services	5
Chris	<b>a4.</b> Consideration of a Modification to Task Order for Long Term 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**  
**Thursday, December 2, 2021**

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

Due to USAC's maximum telework allowance 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 Thursday, December 2, 2021. At the requested of Ken Mason, Committee Chair, Joe Gillan, Board Chair, chaired the meeting. The meeting was called to order at 12:03 p.m. Eastern Time, with a quorum of seven of the ten Committee members present (there is one vacancy):

Freeman, Sarah	Skrivan, Michael
Gillan, Joe	Waller, Jeff
Mason, Ken – Chair	Wein, Olivia
Sekar, Radha – Chief Executive Officer	

Member of the Committee not present:

Feiss, Geoff	Polk, Stephanie
Jacobs, Ellis	

Officers of the corporation present:

Beyerhelm, Chris – Chief Administrative Officer  
Buzacott, Alan – Member of the Board  
Davis, Craig – Vice President of Schools and Libraries  
Garber, Michelle – Vice President of Finance and Chief Financial Officer  
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:

<u>NAME</u>	<u>COMPANY</u>
Faunce, Donna	USAC
Miller, Arielle	USAC
Nuzzo, Patsy	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.



<u>NAME</u>	<u>COMPANY</u>
Pace, Regina	USAC
Phillippi, Megan	USAC
Tiwari, Tanya	USAC
Williams, Erin	USAC

**OPEN SESSION**

- a1. Consideration of a Task Order Award for the Emergency Broadband Benefit Program/Affordable Connectivity Program and 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*.

- a2. Consideration of a Sole Source Contract Award for Affordable Connectivity Program Call Center Services and a Contract Modification for Lifeline 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 and Low Income Committee approves discussion of this item in *Executive Session*.

- a3. Consideration of a Contract Modification for Affordable Connectivity Program and 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 12:04 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 a Task Order Award for the Emergency Broadband Benefit Program/ Affordable Connectivity Program and 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 award a task order to Grant Thornton Public Sector LLC under the USAC Professional Services indefinite delivery/indefinite quantity agreement, for the performance of professional services for email processing 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 award a Task Order under USAC's Professional Services indefinite delivery/indefinite quantity agreement to Grant Thornton Public Sector LLC for the performance of professional services for email processing to support the Lifeline Program. The Task Order will have a base period of twelve (12) months for an amount not-to-exceed \$2,341,387.38 (plus applicable taxes) for Lifeline Program, using Universal Service Funds, subject to required Federal Communications Commission approval.

- a2. Consideration of a Sole Source Contract Award for Affordable Connectivity Program Call Center Services and a Contract Modification for Lifeline 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 modify the current Conduent contract for call center services to support the Lifeline Program.

**RESOLVED**, that the High Cost & Low Income Committee of the USAC Board of Directors, having reviewed the recommendation of USAC management, authorizes management to modify USAC's contract with Conduent State & Local Solutions, Inc. by: (i) extending the current one-year option term, which expires on April 15, 2022, through December 31, 2022 in order to co-term the periods of performance for the services related to the Lifeline Program and Affordable Connectivity Program call center services; and (ii) increasing the not-to-exceed amount of the current one-year option term by \$7,200,000.00 from \$15,000,000.00 (plus applicable taxes) to \$22,200,000.00 (plus applicable taxes) over the option period, subject to required Federal Communications Commission approval. This amount will be expensed using Universal Service Funds.

- a3. Consideration of a Contract Modification for Affordable Connectivity Program and 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 modify USAC's existing contract with Maximus to include Lifeline application processing 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 modify its existing contract with Maximus Federal Services, Inc. to include Lifeline application processing services for a not-to-exceed amount of \$7,200,000.00 (plus applicable taxes) for a period of twelve (12) months, subject to required Federal Communications Commission approval. This amount will be expensed using Universal Service Funds.

### **OPEN SESSION**

At 12:32 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 – a3.

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

/s/ Olivia Wein  
Secretary