

REDACTED

REPORT OF ACTIONS TAKEN BY YOURTEL AMERICA (“YOURTEL”) TO ADDRESS LIFELINE ELIGIBILITIES AS A RESULT OF DSHS ANALYSIS OF YOURTEL QUARTERLY CLIENT INFORMATION

According to DSHS, [REDACTED] YourTel customers newly assigned in the previous two quarters were not listed as being qualified to receive benefits under the various DSHS programs that would make them qualified to receive Lifeline service from YourTel. These customers were contacted to confirm whether they are receiving benefits under another eligible program (Federal Public Housing Assistance, National School Lunch Program’s Free Lunch Program, or Low-Income Home Energy Assistance Program (LIHEAP)) which would qualify them for Lifeline eligibility. [REDACTED] of those customers were confirmed to be so qualified. The remaining [REDACTED] customers in this group were determined to be not qualified, and they were de-enrolled from the Lifeline program.

DSHS also identified [REDACTED] customers for whom it was unable to confirm eligibility because the information provided by the customer was insufficient. These customers were contacted by YourTel and additional information was collected. Based on the additional information collected [REDACTED] of these customers were determined to be eligible. Additional information was determined to be insufficient to establish eligibility for the remaining [REDACTED] customers in this group, and these customers were de-enrolled from the Lifeline program.

Finally, DSHS reported that for [REDACTED] newly assigned customers Wireline Lifeline service was also being provided at the same address and for that reason these customers would be considered ineligible for Lifeline service from YourTel. The Household Form was sent to these customers to confirm that only one Lifeline service was being provided per household. Based on the information received in return, [REDACTED] of these customers were determined to be eligible to receive Lifeline service from YourTel; whereas [REDACTED] of these customers were not and accordingly were de-enrolled from the Lifeline program.

In sum, from its analysis DSHS identified [REDACTED] customers newly assigned during the previous two quarters that required action on the part of YourTel. Based on additional information obtained as the result of actions taken by YourTel, [REDACTED] of these customers were subsequently determined to be eligible to receive Lifeline service from YourTel and are active. [REDACTED] of the customers could not be confirmed as being eligible and were de-enrolled from the Lifeline program.