

# 2023 | ANNUAL REPORT

AVAILABLE FOR PUBLIC USE



**Universal Service  
Administrative Co.**



# MISSION

Ensuring that all people in the United States have access to quality, affordable connectivity services.

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# MESSAGE FROM THE BOARD CHAIR



The American experiment was founded on the premise that the circumstances of your birth should not define your opportunities. For people living in America today, opportunities depend on access to rapid and affordable communications services and information services.

Safeguarding and expanding that access has been at the cornerstone of federal policy for nearly a century. During this period, administrations have varied in ideological perspectives and priorities. However, support for one policy – to maintain a path to prosperity for disadvantaged communities and people living in isolated areas – has remained constant.

Even sound policy can be reduced to well-intentioned words when its administration is marred by excessive cost, waste, or complexity. Vast in scale and intricacy, transactionally dense, and reliant on monthly collections and disbursements involving thousands of entities, the FCC's Universal Service Fund programs could not work without the supreme dedication and effort of the USAC staff, its contractors, and the FCC.

I have had the honor of serving on USAC's Board of Directors for more than fifteen years. During this time, the company was asked to implement modernized universal service programs and to introduce Congressional Response Programs such as the Affordable Connectivity Program, the Emergency Connectivity Program, and the COVID-19 Telehealth Program, which USAC supports on behalf of the FCC.

In this, my final year on the Board, and my final year as Chairman, I would like to extend my thanks and congratulations to all those who made these improvements possible. Specifically, and in no particular order:

First, to the staff of the FCC, whose close coordination with USAC staff made it possible for USAC to implement the FCC's policies and programs. Your dedication and professionalism can sometimes be obscured by politics, but you should all take pride in the credit you deserve.

Second, to the USAC staff and management, who have thoroughly revitalized USAC's systems and procedures to become more transparent, reliable, and less costly. Not only were you a joy to work with, but the years I have spent with you have been some of the most rewarding of my career.

Third, to our contractors and vendors, without your efforts and time, few of USAC's accomplishments would have been possible.

Finally, to my fellow Board members, thank you for volunteering your time and expertise to tasks that, at times, can only be described as mundane, no matter how important.

With appreciation and best wishes for the future,

A handwritten signature in black ink that reads "Joseph Gillan".

**Joe Gillan**  
USAC Board Chair

# 2023 YEAR IN REVIEW

Reflecting on 2023, the Universal Service Administrative Company (USAC) saw its commitment to modernization efforts create measurable change within the organization. Improvements to our systems, processes, and organizational structure brought about significant efficiency gains and successful program funding cycles.

## Modernization

USAC's modernization efforts have been instrumental in driving the organization's success. For the past several years, USAC has identified and implemented projects to enhance our program systems, administrative processes, and organizational structure. Those efforts have borne significant fruit in 2023.

In 2023, USAC continued implementing Enterprise Resource Planning across the organization, creating better strategic planning, mitigating risk, and modernizing our processes. An area of focus was to update USAC's organizational structure to create more efficient teams that reflect the needs of the business and stakeholders. Our programs introduced incubator teams to innovate and solve common challenges quickly and expanded internal business processing operations functions within the enterprise. USAC also moved all product managers across the programs into the IT organization, creating more flexible and dynamic IT function that allows efficiencies, leading to greater utilization of resources and overall outputs across the organization.

Implementing the Enterprise organizational changes led to successful modernization projects in the programs. E-Rate successfully cut over from SL legacy systems to the

E-Rate Productivity Center (EPC) for invoice submission and processing, achieving a long-held program goal and creating an easier invoicing process for participants. These changes increased security and allowed E-Rate users to complete all program processes in a single end-to-end system.

High Cost launched both the modernized disbursement system that automates calculations and the High Cost Verification System (HCVS) to automate verification reviews for program funds, decreasing the need for staff intervention in fund verifications.

Rural Health Care built on the success of the RHC Connect portal which was launched in 2022. The program added functionality for Healthcare Connect Fund Program post-commitment activities such as Service Provider ID Number (SPIN) changes, site and service substitutions, and invoice filing deadline and service delivery deadline extension requests. These additions, along with training resources that explain them, created a better stakeholder experience and enabled more efficient, accurate processing of RHC applications.

## Zero Trust System Architecture

The security and resiliency of USAC systems and data continued to be critical to our daily operations and strategy. In addressing the Executive Order on Improving the Nation's Cybersecurity, USAC has worked diligently in 2023 to begin the implementation of our zero-trust architecture and strategy with key foundational efforts. Additionally, the company has maintained FISMA compliance and information security awareness across

all its program systems, which has allowed for enhanced protection for both the Universal Service Fund and the privacy of its program participants.

## Congressional Response Programs

USAC achieved significant milestones delivering on its Universal Service Fund program promises while continuing to administer the Congressional Response Programs effectively and efficiently. The Affordable Connectivity Program (ACP) is a \$14.2 billion program that helps eligible, low-income households afford the broadband they need for work, healthcare, school, connecting with necessary services, and more. Due to the lack of additional funding from Congress, the ACP stopped accepting new enrollments on February 8, 2024. At the time of the enrollment freeze, over 23 million households were enrolled in the program. The Emergency Connectivity Fund (ECF) Program disbursed more than \$1.56 billion in claims in 2023. All of this was achieved while spending just \$110.4 million in administrative costs across all of the Congressional Response Programs.

## Conclusion

Overall, 2023 has been a year of significant progress and achievement for USAC, driven by a focus on modernization and organizational efficiency to better serve its customers.



**Radha Sekar**  
Chief Executive Officer  
Universal Service Administrative  
Company, Washington, DC





# UNIVERSAL SERVICE PROGRAMS

## UNIVERSAL SERVICE FUND (USF) DISBURSEMENT AUTHORIZED SUPPORT\*

The USF Disbursement Authorized Support chart details trends in authorized program support over the past three years.

PROGRAMS	2023	2022	2021
E-RATE	\$2,462,687,589.05	\$2,083,893,272.72	\$2,156,276,742.64
HIGH COST	\$4,323,698,154.35	\$4,249,188,202.17	\$5,116,919,883.91
LIFELINE	\$869,882,875.00	\$609,934,746.00	\$723,769,574.00
RHC	\$468,258,605.52	\$496,883,491.37	\$556,600,323.52
<b>TOTAL</b>	<b>\$8,124,527,223.92</b>	<b>\$7,439,899,712.26</b>	<b>\$8,553,566,524.07</b>

\*Authorized Support includes all funding approved for disbursement for the above calendar years including funding approved but not yet disbursed (due to the Red Light Rule, etc). It does not include recoveries from audits, appeals, or other enforcement actions. Because of this, figures presented in this table will differentiate from the Disbursement from Operations figures presented in the Quarterly Breakdown of Receipts and Outlays from the 2021 - 2023 Calendar Year and the Monthly Breakdown of Receipts table and the Outlays for the 2023 Calendar Year table.

# STATEMENT OF OPERATIONS AND EXPENSE TRENDS

## OPERATING EXPENSE ACTUALS

	2023	2022	2021
E-Rate BPO Expenses	15,711,494	16,104,177	16,918,888
Lifeline BPO and Other Support Expenses	25,532,757	29,446,186	31,756,004
High Cost Data Collection and Verification Expenses	440,397	357,627	392,003
Operations and Maintenance Expenses	16,641,972	12,122,564	8,977,930
Personnel and Related Expenses	110,354,088	94,519,707	96,762,939
Contract Labor Expenses	12,243,880	11,330,592	17,056,610
Computer Support and Hardware Expenses	30,094,764	24,689,707	19,332,263
Professional Fees Expenses	133,170,561	120,095,322	40,535,785
Office and Colocation Rent Expenses	7,965,893	7,395,718	7,492,460
Tax Expenses	435,957	131,779	173,101
Other General and Administrative Expenses	8,580,126	6,377,840	3,103,133
Depreciation and Amortization Expenses	6,867,381	6,311,033	9,065,646
<b>Total Operating Expenses</b>	<b>\$368,039,270</b>	<b>\$328,882,254</b>	<b>\$251,566,761</b>
Total Congressional Response Programs Expenses as % of total	30.11%	31.45%	20.13%

The table on the left outlines the expenses related to performing the administrative functions of the USF. Below, the text highlights standout details related to program operations, corporate costs (e.g., software, taxes, and depreciation), and professional expenses (e.g., labor and benefits).

### Program Expenses

The Affordable Connectivity Program's (ACP) operations and maintenance expenses increased by \$4.7M in 2023. Additionally, higher postage costs for ACP increased administrative expenses by \$1.7M. Lifeline BPO expenses decreased in 2023 due to a reduction in application reviews.

### Corporate Expenses

Finance ERP development and Lifeline web application support expenses increased professional fee expenses by \$9.6M and \$2.4M, respectively. Computer support and maintenance expenses increased by \$5.9M in 2023 due to continuous support for USAC's cloud and higher software license fees.

### Professional Expenses

USAC experienced headcount growth in 2023 which led to increased wages and benefits expenses. Additionally, Schools & Libraries IT contract labor increased by \$1.0M in 2023.



# 2023 IN NUMBERS

**132,725**

Schools and Libraries  
Received E-Rate  
Supported Services



**8.2 Million**

Individual Locations Built  
with CAF Funding\*



**10,976**

Participating HCPs  
Received Commitments



**7,370,440**

Subscribers Participated  
in Lifeline as of  
January 1, 2023



\*2023 figure includes PR Fixed Fund data.





# E-Rate Program

E-Rate ensures that schools and libraries across the U.S. are connected to information and resources through the internet.



# E-RATE PROGRAM

The E-Rate program facilitates community connectivity by providing funding for discounted broadband services and equipment for eligible schools and libraries. E-Rate provided funding to support over 132,000 program beneficiaries, committing over \$2.46 billion for funding year (FY) 2023. In 2023, USAC continued to modernize its E-Rate systems, expand support for Tribal schools and libraries, and provide its stakeholders with training, including hosting the first in-person session since the pandemic.

## HIGHLIGHTS

### E-Rate Program Operations

In FY2023, E-Rate received over 35,000 applications requesting just over \$3 billion in funding. Of that total application pool, E-Rate received 1,207 Tribal applications requesting \$191 million. USAC processed 98.1% of applications received by December—once again achieving its goal of processing applications at a high rate.

The FCC launched the Tribal Libraries E-Rate Pilot Program to enhance E-Rate access for Tribal libraries. USAC also began to offer Tribal libraries one-on-one assistance with applying for and receiving E-Rate support. This included helping participants once they successfully apply for funding to ensure they are supported during the invoicing and other post-commitment processes.

### Systems and Reporting

In November, USAC successfully migrated the E-Rate legacy invoicing systems into the E-Rate Productivity Center (EPC), a more user-friendly platform that

stakeholders were already using for other program processes. All E-Rate invoicing and related communication is now done in EPC, reducing administrative burdens for users and enhancing invoice reviews. Additionally, USAC introduced four new tools on USAC's Open Data website to enhance the searchability and transparency of E-Rate program data. The tools allow site visitors to engage with datasets on current funding requests, funding commitments, invoicing, and entity and service provider information.

### Outreach and Training

For the first time since 2019, E-Rate conducted an in-person training covering a full slate of topics. More than 150 participants attended the in-person training which included opportunities to meet subject-matter experts and ask questions. USAC also conducted virtual E-Rate trainings throughout 2023 including 18 webinars and 13 "Office Hours" webinars on E-Rate processes and EPC invoicing. USAC developed seven E-Rate eLearning Modules to support applicants and service providers through the EPC invoicing process. The modules focused on submitting and certifying invoices, invoice status, notifications, and outreach.

## LOOKING TOWARD 2024

In 2024, E-Rate will focus on FY2024 application and invoice processing, assisting Tribal applicants, and continuing to enhance EPC to improve user experience and accommodate new program requirements such as the FCC's proposed Schools and Libraries Cybersecurity Pilot Program.



# High Cost Program

High Cost ensures consumers in rural, insular, and high-cost areas have access to modern communications networks, both fixed and mobile, at reasonably comparable rates.



# HIGH COST PROGRAM

In 2023, the High Cost program continued its mission-critical work to close the digital divide in rural, insular, and high-cost areas throughout America and ensure universal access to essential and affordable voice and broadband services nationwide. The program distributed \$4.3 billion to telephone companies, cable and satellite providers, electric co-ops, and other carriers to build out advanced network infrastructure and deliver affordable, reliable voice and broadband connections in communities that might otherwise be left unserved.

## HIGHLIGHTS

### Expanding Broadband with Modernized Funds

While High Cost continues to subsidize basic telecommunications services through legacy funds that calculate support based on carrier costs, it is expanding broadband access through the Connect America Fund (CAF). This program consists of nearly a dozen modernized funds that use either incentive-based models or competitive bidding to allocate set monthly disbursements to carriers to deploy and maintain robust networks that provide voice service and broadband at required speeds in eligible areas over a defined timeline, with interim and final milestone deadlines. Carriers in funds that support fixed broadband must serve a specific number of locations over the fund's deployment timeline.

### Tracking Broadband Deployment

High Cost closely monitors compliance with CAF broadband build-out obligations to ensure that carriers participating in the program are connecting rural communities. Carriers in funds that subsidize fixed broadband must file

deployment data showing where, by latitude and longitude, they are providing service with CAF support. Through Sept. 30, 2023, carriers reported deployment to nearly 8.2 million locations, including 1.5 million locations with speeds of a gigabit or faster.

### Confirming Broadband Deployment

The program conducts extensive compliance reviews to confirm deployment to a statistically valid, random sample of reported locations by analyzing carrier-submitted documentation to prove network build-out. To date, High Cost has verified deployment to approximately 57,000 CAF-supported locations, including 16,000 in 2023.

### Measuring Speed and Latency

To ensure rural communities have high-quality Internet access, carriers that receive funding to provide fixed broadband must conduct quarterly speed and latency testing of their CAF-supported networks and submit the results to USAC. Approximately 1,000 carriers across more than half a dozen modernized funds participated in testing in 2023.

## LOOKING TOWARD 2024

High Cost will begin disbursing support for the newest modernized fund, Enhanced Alternative Connect America Cost Model (Enhanced ACAM), which will disburse \$18.3 billion over 15 years to subsidize networks with speeds of at least 100 megabits per second downstream and 20 megabits per second upstream (100/20 Mbps).





## Lifeline Program

Lifeline is a federal program that offers a monthly benefit of up to \$9.25 toward phone or internet services for eligible consumers (and up to \$34.25 monthly for those living on Tribal lands).



# LIFELINE PROGRAM

The Lifeline program discounts phone and broadband services for eligible consumers. In 2023, Lifeline focused on customer experience improvements across the program's web resources, call center, and mail operations. Overall program enrollment stood at approximately 7.37 million subscribers at the end of the fourth quarter of 2023.

## HIGHLIGHTS

### Recertification

Lifeline subscribers must complete an annual recertification process to maintain their benefit. The process ensures that all active subscribers are still eligible to receive the Lifeline benefit. Recertification efforts fully resumed in 2023 for subscribers living on Tribal lands and for subscribers in areas impacted by Typhoon Mawar, the Hawaii wildfires, and Hurricane Idalia.

### Natural Disaster Response

Certain Lifeline program rules were waived in 2023 for areas impacted by Typhoon Mawar, the Hawaii wildfires, and Hurricane Idalia. The FCC temporarily waived the non-usage, de-enrollment for non-usage, annual recertification, and reverification requirements for subscribers in the affected disaster areas. The FCC also temporarily waived certain Lifeline program eligibility requirements in response to the Hawaii wildfires. To support these efforts, USAC provided updates to the Lifeline application and website, produced a printed brochure, and provided virtual support during consumer sign-up sessions in Hawaii. The waivers expired in 2023.

### Stakeholder Support

Lifeline conducted 19 stakeholder trainings throughout 2023, holding webinars on the Lifeline application process, various Lifeline systems, and Tribal-specific Lifeline benefits. Additionally, the state and federal connections team maintained over two dozen National Verifier (NV) database connections with state and federal entities throughout the year, allowing a majority of applicants to bypass manual document submission.

### Customer Service

To enhance efficiency and better cater to the needs of stakeholders, the Lifeline program transitioned its Lifeline Support Center processes to a new vendor in 2023. Lifeline continues to improve internal procedures and databases that will lead to increased efficiencies.

## LOOKING TOWARD 2024

In 2024, the Lifeline program is committed to further enhancing the stakeholder experience by improving informational program materials, implementing targeted outreach to increase program awareness and enrollment, and forming new partnerships with state and federal entities. The Lifeline team will also work with the FCC to implement the requirements of the Safe Connections Act, which allows survivors of domestic violence to receive emergency communications support from the Lifeline program.



# Rural Health Care Program

Rural Health Care supports healthcare facilities to bring world-class medical care to rural areas through increased connectivity.



# RURAL HEALTH CARE PROGRAM

The Rural Health Care (RHC) program includes the Healthcare Connect Fund (HCF) Program and the Telecommunications (Telecom) Program, which subsidize the cost of broadband and telecommunications services to increase healthcare connectivity in underserved areas across rural America. Through a concerted focus on streamlining the application process, advancing commitments, and conducting outreach, RHC pursued its mission to bridge the digital divide and support critical healthcare communication.

## HIGHLIGHTS

### System Modernization

RHC system modernization efforts included releasing FCC Forms 463 and 466 in RHC Connect, adding functionality that enhanced the user experience and created efficiencies in the RHC program review processes. HCF post-commitment activities, including SPIN changes, site and service substitutions, invoice filing deadline extension requests, and service delivery deadline extension requests also migrated to RHC Connect.

### Robust Application Landscape

The RHC program received a record number of applications by the close of the Funding Year (FY) 2023 filing window. RHC received more than 13,000 HCF Program and more than 2,000 Telecom Program applications, representing \$739.47 million in gross demand. The first wave of commitments was completed within 30 days of the window closing. Rigorous review processes resulted in a 95% completion rate for FY2023 applications by December.

At the direction of the FCC, RHC carried forward unused funds from prior funding years to satisfy FY2023 demand. This allowed all eligible RHC program funding requests filed during the FY2023 application filing window to be fully funded.

### Strategic Outreach and Engagement

System modernization remained a focal point for RHC outreach and engagement in 2023. RHC held webinars on filing funding requests in the new system, request for services, and invoicing best practices. RHC previewed system updates for stakeholders ahead of the public webinars.

In total RHC hosted 25 webinars, including one that updated 220 attendees about the status of FY2023 funding request reviews. RHC held specialized information sessions for Tribal stakeholders, hosted Connected Care Pilot Program webinars, and offered office hours to answer questions live during the application filing window. The team also engaged external stakeholders by participating in a stakeholder group conference and hosting an open house for stakeholders and RHC staff.

## LOOKING TOWARD 2024

The RHC program remains committed to providing applicant and service provider support, hosting virtual training, developing resources for the continuing system modernization, and conducting multi-track training for HCF and Telecom Program applicants. RHC will use in-person opportunities to present program information and conduct site visits to demonstrate program impacts.

# USAC CONTRACTORS RECEIVING GREATER THAN \$1 MILLION

CONTRACTOR/ VENDOR	TYPES OF GOODS/SERVICES	PROCUREMENT METHOD
MAXIMUS Federal Services, Inc.	Professional Fees, Services, & Program Costs	Competitive
Navient B.P.O., LLC	Call Center Support	Competitive
Ernst & Young, LLP	Call Center Support, Program Administration, Professional Fees & Service	Competitive
Accenture Federal Services LLC	Professional Services IDIQ	Competitive
NTCA Group Health Program	Employee Benefits	Competitive
Guidehouse LLP	Professional Services IDIQ	Competitive
Conduent State & Local Solutions	Call Center Support	Competitive
Cigna Healthcare	Employee Benefits	Competitive
Jamestown Premier One Metro Center Corp	Office Lease	Competitive
KPMG LLP	Professional Services	Competitive
ICF Incorporated, LLC	Professional Services	Competitive
Appian Corporation	Computer Support & Software Licensing	Non-Competitive
IBM CORP	ERP Projects	Competitive
Deloitte Consulting LLP	Professional Services & Fees	Competitive
Ampcus Inc.	Professional Services	Competitive
22nd Century Technologies, Inc.	Contract Labor & Professional Fees	Competitive
Elite Systems, Inc.	Professional Services & Contract Labor	Competitive
Microsoft Licensing, GP	Computer Support & Software	Non-Competitive
Amazon Web Services, Inc.	Computer Support & Professional Fees	Non-Competitive
Cotton & Co Assurance & Adv LLC	Lifeline Program Integrity Services	Competitive
VIVA USA Inc.	IT Staff Augmentation Services	Competitive
ManpowerGroup Public Sector Inc	IT Staff Augmentation Services	Competitive
New Tech Solutions, Inc.	Computer Support & Software	Competitive
The Guardian Life Insurance Company of America	Employee Benefits	Competitive
Trans Union LLC	ACP TPIV, Operations & Maintenance	Competitive
SHI	Computer Support & Software	Competitive
Moss Adams LLP	Contract Labor, Professional Services, & AUP Audit	Competitive
Intelix Systems	IT Staff Augmentation Services	Competitive
Addison Group	Staff Augmentation & Contract Labor	Competitive
CDI LLC	Software, Hardware, & Computer Support	Competitive
Regis & Associates, PC	BCAP Compliance Audits	Competitive
Blackwood Associates	Software & Licenses	Competitive

In 2023, USAC engaged 32 contractors receiving payments greater than \$1 million. USAC follows competitive procurement procedures for any procurement that exceeds the \$10,000 micro-purchase threshold. Any non-competitive procurement that exceeds the \$10,000 micro-purchase threshold must be reported to the FCC and USAC's Board of Directors annually in a Competition Advocate report. The chart details USAC's 2023 contractors receiving payments of \$1 million or greater. All contractors receiving payments greater than \$1 million have been assessed and their work has been deemed to be satisfactory or better.

## KEY

**Dollar Range:**

□ > \$5M

■ \$2-5M

■ \$1-2M



# REPORT OF INDEPENDENT AUDITORS

Information on financial statements and the Report of the Independent Auditor is [available online](#).

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# USAC BOARD OF DIRECTORS

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**Alan J. Buzacott**

*Executive Director, Federal Regulatory Affairs*  
Verizon Communications, Inc.  
Washington, DC

**Indra Sehdev Chalk**

*Director, Federal Regulatory Affairs*  
T-Mobile USA, Inc.  
Washington, DC

**Daniel A. Domenech, Ph.D.**

Occoquan, VA

**Geoffrey A. Feiss**

Helena, MT

**Brent Fontana**

*Global Principal of Fiber Network Development*  
Amazon Web Services  
Boulder, CO

**Sarah Freeman**

*Commissioner*  
Indiana Utility Regulatory Commission  
Indianapolis, IN

**Joseph Gillan**

*Chair, USAC Board of Directors*  
*Consultant, Gillan Associates*  
Oviedo, FL

**Amber Gregory**

*Manager of E-Rate Services*  
Arkansas State Library  
Little Rock, AR

**Ellis Jacobs**

Dayton, OH

**Kenneth F. Mason**

*Vice Chair, USAC Board of Directors*  
Charleston, SC

**Stephanie Polk**

*Senior Vice President of Customer Success and Advocacy*  
Lumen Technologies  
Monroe, LA

**Christine Sanquist**

*Vice President, Regulatory Affairs*  
Charter Communications  
Washington, DC

**Julie Tritt Schell**

*Treasurer, USAC Board of Directors*  
*State E-Rate Coordinator*  
Pennsylvania Department of Education  
Mechanicsburg, PA

**Radha Sekar**

*Chief Executive Officer*  
Universal Service Administrative Co.  
Washington, DC

**Michael Skrivan**

Falmouth, ME

**Joan H. Wade, Ed.D.**

*Executive Director*  
Association of Educational Service Agencies  
Ripon, WI

**Jeffrey Waller**

*Chief Assistant Attorney General*  
State of Alaska, Office of the Attorney General  
Regulatory Affairs & Public Advocacy Section  
Anchorage, AK

**Olivia Wein**

*Secretary, USAC Board of Directors*  
*Senior Attorney*  
National Consumer Law Center  
Washington, DC

**Katharine Hsu Wibberly, Ph.D.**

*Director, Mid-Atlantic Telehealth Resource Center*  
UVA, Karen S. Rheuban Center for Telehealth  
Charlottesville, VA



# QUARTERLY BREAKDOWN OF RECEIPTS AND OUTLAYS FOR THE 2021-2023 CALENDAR YEARS

PROGRAMS	DETAILS	1Q23	2Q23	3Q23	4Q23	TOTAL
USF	TOTAL Receipts from Operations	2,061,309,500.37	1,971,863,738.68	1,980,413,948.16	2,052,349,112.01	8,065,936,299.22
E-RATE	Disbursements from Operations	(559,673,700.04)	(544,560,972.78)	(733,198,176.33)	(638,871,678.49)	(2,476,304,527.64)
	Administrative Transfers	(16,515,876.48)	(25,680,461.47)	(18,419,083.51)	(18,021,050.40)	(78,636,471.86)
HIGH COST	Disbursements from Operations	(1,070,570,462.42)	(1,057,433,627.87)	(1,090,885,294.85)	(1,103,122,803.46)	(4,322,012,188.60)
	Administrative Transfers	(18,088,033.18)	(19,786,477.22)	(16,504,697.62)	(17,140,292.05)	(71,519,500.07)
LIFELINE	Disbursements from Operations	(318,433,992.79)	(170,520,277.27)	(226,741,559.25)	(147,981,268.09)	(863,677,097.39)
	Administrative Transfers	(17,381,766.75)	(19,715,841.35)	(16,740,845.89)	(18,285,601.47)	(72,124,055.46)
RHC	Disbursements from Operations	(93,389,968.11)	(64,485,531.24)	(119,250,994.35)	(150,157,504.75)	(427,283,998.45)
	Administrative Transfers	(5,867,651.82)	(6,970,582.94)	(5,819,335.18)	(6,701,306.06)	(25,358,876.00)
CCPP	Disbursements from Operations	(4,616,262.41)	(1,495,818.51)	(983,388.19)	(1,899,199.68)	(8,994,668.79)
	Administrative Transfers	(61,953.68)	(91,316.43)	(71,808.27)	(82,118.77)	(307,197.15)
TOTAL	TOTAL Disbursements from Operations	(2,046,684,385.76)	(1,838,496,227.68)	(2,171,059,412.97)	(2,042,032,454.47)	(8,098,272,480.88)
	TOTAL Administrative Transfers <sup>1</sup>	(57,915,281.91)	(72,244,679.41)	(57,555,770.47)	(60,230,368.75)	(247,946,100.54)
PROGRAMS	DETAILS	1Q22	2Q22	3Q22	4Q22	TOTAL
USF	TOTAL Receipts from Operations	1,971,470,704.24	1,738,036,729.44	1,787,026,432.67	1,887,115,229.76	7,383,649,096.11
E-RATE	Disbursements from Operations	(506,903,214.84)	(440,157,329.60)	(571,225,962.87)	(554,403,305.62)	(2,072,689,812.93)
	Administrative Transfers	(15,512,811.26)	(20,993,232.66)	(18,838,285.41)	(18,676,307.81)	(74,020,637.14)
HIGH COST	Disbursements from Operations	(1,100,567,224.32)	(1,013,518,721.79)	(1,051,362,209.58)	(1,084,036,324.27)	(4,249,484,479.96)
	Administrative Transfers	(13,573,432.12)	(17,158,769.32)	(15,680,501.51)	(16,305,721.95)	(62,718,424.90)
LIFELINE	Disbursements from Operations	(166,225,436.70)	(116,032,743.73)	(152,466,032.94)	(167,049,716.11)	(601,773,929.47)
	Administrative Transfers	(13,717,813.07)	(19,370,959.58)	(18,088,102.95)	(22,252,316.18)	(73,429,191.78)
RHC	Disbursements from Operations	(134,955,920.76)	(107,863,476.16)	(121,724,458.23)	(123,667,347.93)	(488,211,203.08)
	Administrative Transfers	(6,401,633.87)	(6,370,764.66)	(6,002,730.61)	(8,100,095.49)	(26,875,224.63)
CCPP	Disbursements from Operations	(342.27)	(564,965.46)	(572,782.96)	(2,020,575.21)	(3,158,665.90)
	Administrative Transfers	(31,529.53)	(65,137.11)	(56,864.39)	(54,120.28)	(207,651.31)
TOTAL	TOTAL Disbursements from Operations	(1,908,652,138.89)	(1,678,137,236.74)	(1,897,351,446.58)	(1,931,177,269.13)	(7,415,318,091.34)
	TOTAL Administrative Transfers <sup>1</sup>	(49,237,219.85)	(63,958,863.33)	(58,666,484.87)	(65,388,561.71)	(237,251,129.76)
PROGRAMS	DETAILS	1Q21	2Q21	3Q21	4Q21	TOTAL
USF	TOTAL Receipts from Operations	2,374,550,040.02	2,447,035,035.81	2,256,185,400.31	2,199,619,952.70	9,277,390,428.84
E-RATE	Disbursements from Operations	(509,529,944.39)	(497,509,048.92)	(542,790,020.63)	(571,104,432.40)	(2,120,933,446.35)
	Administrative Transfers	(17,845,825.81)	(16,591,219.05)	(18,607,136.53)	(14,327,522.76)	(67,371,704.15)
HIGH COST	Disbursements from Operations	(1,272,729,920.50)	(1,254,570,655.06)	(1,281,434,418.16)	(1,309,368,861.63)	(5,118,103,855.36)
	Administrative Transfers	(14,300,982.36)	(14,610,361.80)	(13,992,579.52)	(11,420,549.04)	(54,324,472.72)
LIFELINE	Disbursements from Operations	(247,531,663.56)	(212,383,999.71)	(123,761,507.43)	(136,755,699.11)	(720,432,869.82)
	Administrative Transfers	(14,423,311.39)	(12,720,302.49)	(12,436,926.94)	(13,794,416.02)	(53,374,956.84)
RHC	Disbursements from Operations	(229,587,327.33)	(55,629,516.49)	(165,419,931.13)	(101,883,996.07)	(552,520,771.02)
	Administrative Transfers	(5,129,325.77)	(4,938,451.91)	(4,912,090.05)	(5,894,718.27)	(20,874,586.00)
CCPP	Disbursements from Operations	(38.61)	(106.61)	(451.19)	(3.64)	(600.05)
	Administrative Transfers	(10,328.48)	(22,858.26)	(16,491.12)	(12,043.75)	(61,721.61)
TOTAL	TOTAL Disbursements from Operations	(2,259,378,894.40)	(2,020,093,326.80)	(2,113,406,328.54)	(2,119,112,992.85)	(8,511,991,542.59)
	TOTAL Administrative Transfers <sup>1</sup>	(51,709,773.81)	(48,883,193.51)	(49,965,224.16)	(45,449,249.84)	(196,007,441.32)

<sup>1</sup>Administrative transfers represent actual funds transferred from USF to USAC in support of administrative costs. Administrative transfers and administrative expenses may differ due to timing between when expense is recognized vs the actual transfer of cash.

<sup>2</sup>Disbursement from Operations represent actual payments whereas figures in the USF Disbursement Authorized Support table represent approved payments. Differentiation can occur due to incorrect or corrected banking information, Red Light holds or reversals, appeals, etc.

## MONTHLY BREAK DOWN OF RECEIPTS AND OUTLAYS FOR THE 2023 CALENDAR YEAR

PROGRAMS	DETAILS	JAN-23	FEB-23	MAR-23	APR-23	MAY-23	JUN-23	JUL-23	AUG-23	SEP-23	OCT-23	NOV-23	DEC-23	TOTAL
USF	TOTAL Receipts from Operations	813,990,817.52	534,824,394.84	712,494,288.01	701,240,949.90	620,963,869.66	649,658,919.12	663,508,550.25	661,015,128.37	655,890,269.54	660,992,784.36	689,227,106.39	702,129,221.26	8,065,936,299.22
E-RATE	Disbursements from Operations	(203,827,404.37)	(171,166,927.06)	(184,679,368.61)	(174,459,718.05)	(226,135,444.85)	(143,965,809.88)	(242,268,967.12)	(259,341,427.99)	(231,587,781.22)	(284,404,542.88)	(192,886,576.76)	(161,580,558.85)	(2,476,304,527.64)
	Administrative Transfers	(6,954,602.14)	(5,601,324.66)	(3,959,949.68)	(8,087,704.06)	(6,609,946.46)	(10,982,810.95)	(5,950,052.40)	(7,023,881.53)	(5,445,149.58)	(4,962,911.24)	(5,263,820.98)	(7,794,318.18)	(78,636,471.86)
HIGH COST	Disbursements from Operations	(362,181,548.68)	(355,152,586.55)	(353,236,327.19)	(352,481,837.67)	(352,661,544.30)	(352,290,245.91)	(348,126,423.22)	(370,616,420.18)	(372,142,451.45)	(366,729,801.24)	(369,630,091.06)	(366,762,911.16)	(4,322,012,188.60)
	Administrative Transfers	(6,782,342.24)	(6,773,160.79)	(4,532,530.15)	(5,565,310.61)	(6,818,977.26)	(7,402,189.35)	(6,665,743.71)	(7,496,387.16)	(2,342,566.75)	(5,562,824.14)	(5,201,061.38)	(6,376,406.53)	(71,519,500.07)
LIFELINE	Disbursements from Operations	(49,236,375.78)	(170,723,227.98)	(98,474,389.03)	(55,828,658.50)	(65,418,325.48)	(49,273,293.29)	(62,853,533.24)	(97,351,306.73)	(66,536,719.28)	(51,226,176.15)	(36,852,037.40)	(59,903,054.54)	(863,677,097.39)
	Administrative Transfers	(4,584,077.04)	(8,427,467.68)	(4,370,222.03)	(5,168,566.50)	(6,373,425.23)	(8,173,849.62)	(7,846,430.42)	(4,827,220.46)	(4,067,195.01)	(7,219,139.15)	(6,107,882.33)	(4,958,579.99)	(72,124,055.46)
RHC	Disbursements from Operations	(36,566,743.42)	(23,294,007.90)	(33,529,216.79)	(42,410,633.38)	(23,638,749.17)	1,563,851.31	(37,174,781.14)	(52,450,273.94)	(29,625,939.27)	(39,796,259.61)	(67,326,085.21)	(43,035,159.93)	(427,283,998.45)
	Administrative Transfers	(2,303,955.72)	(1,925,819.69)	(1,637,876.41)	(2,510,744.31)	(1,909,505.37)	(2,550,333.26)	(1,993,775.44)	(2,073,859.97)	(1,751,699.77)	(1,755,527.16)	(1,971,932.56)	(2,973,846.34)	(25,358,876.00)
CCPP	Disbursements from Operations	(4,123,408.35)	(61,055.50)	(431,798.56)	(913,984.77)	(232,068.69)	(349,765.05)	(147,700.92)	(566,178.15)	(269,509.12)	(1,162,249.46)	(199,780.09)	(537,170.13)	(8,994,668.79)
	Administrative Transfers	(27,120.21)	(23,003.11)	(11,830.36)	(24,765.76)	(32,923.13)	(33,627.54)	(29,022.20)	(36,449.90)	(6,336.17)	(25,890.35)	(22,930.21)	(33,298.21)	(307,197.15)
TOTAL	TOTAL Disbursements from Operations	(655,935,480.59)	(720,397,804.99)	(670,351,100.18)	(626,094,832.37)	(668,086,132.49)	(544,315,262.82)	(690,571,405.64)	(780,325,606.99)	(700,162,400.34)	(743,319,029.34)	(666,894,570.52)	(631,818,854.61)	(8,098,272,480.88)
	TOTAL Administrative Transfers <sup>1</sup>	(20,652,097.35)	(22,750,775.93)	(14,512,408.63)	(21,357,091.24)	(21,744,777.45)	(29,142,810.72)	(22,485,024.17)	(21,457,799.02)	(13,612,947.28)	(19,526,292.04)	(18,567,627.46)	(22,136,449.25)	(247,946,100.54)

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