

ATTACHMENT H

**August 24, 2021, email from TruConnect to
Tina Lee**

From: Danielle Perry <dperry@truconnect.com>
Sent: Friday, August 27, 2021 1:59 PM
To: Lee, Tina <tina.lee@cpuc.ca.gov>
Cc: Worster, Chari <chari.worster@cpuc.ca.gov>; Corral, Hector <Hector.Corral@cpuc.ca.gov>; Sellden, You-Young (Clover) <You-Young.Sellden@cpuc.ca.gov>; Nathan Johnson <njohnson@truconnect.com>; Matthew Johnson <mjohnson@truconnect.com>
Subject: [EXTERNAL] Re: CA LifeLine July 2021 EBB Rejection Payment Letter
Importance: High

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Hi Tina,

Sorry to be so persistent, but we would like an update on this matter, please.

Thanks so much!

Danielle Perry

From: Danielle Perry <dperry@truconnect.com>
Sent: Thursday, August 26, 2021 4:04 PM
To: Lee, Tina <tina.lee@cpuc.ca.gov>
Cc: Worster, Chari <chari.worster@cpuc.ca.gov>; Corral, Hector <Hector.Corral@cpuc.ca.gov>; Sellden, You-Young (Clover) <You-Young.Sellden@cpuc.ca.gov>; Nathan Johnson <njohnson@truconnect.com>; Matthew Johnson <mjohnson@truconnect.com>
Subject: Re: CA LifeLine July 2021 EBB Rejection Payment Letter

Hi Tina,

Just following up to ensure you received my email and to see if you have any questions.

Please let me know. Thanks!

Danielle Perry

From: Danielle Perry <dperry@truconnect.com>

Sent: Tuesday, August 24, 2021 7:36 PM

To: Lee, Tina <tina.lee@cpuc.ca.gov>

Cc: Worster, Chari <chari.worster@cpuc.ca.gov>; Corral, Hector <Hector.Corral@cpuc.ca.gov>; Sellden, You-Young (Clover) <You-Young.Sellden@cpuc.ca.gov>; Nathan Johnson <njohnson@truconnect.com>; Matthew Johnson <mjohnson@truconnect.com>

Subject: Re: CA LifeLine July 2021 EBB Rejection Payment Letter

Hi Tina,

Thanks for getting back to me so quickly. I wanted to discuss the situation with our AL, how we found ourselves in this place, and how we can move forward.

When we filed for USAC approval of our EBB plans, none of us had very much guidance on some of the details of the program and could never have imagined it would be as complicated as it is. We filed using our most popular plans, not realizing how this would impact our AL. When it was determined that the tentative approval of our AL was being withdrawn, TruConnect began working to submit two additional plans to USAC for approval. Unfortunately, the person who was leading our regulatory and compliance team at the time assured us that the matter was being addressed. However, it now appears that she didn't understand the complexity or urgency of this matter and in the meantime abruptly left the company, leaving us with this matter unresolved. However, we have since filed with USAC for approval of two new plans, and will submit our AL immediately upon our approval.

During the July 29th TPA call, there was discussion regarding the use and implementation of Service Code 0. We explained that we would not be able to implement this service code in time for our filing. Jim shared that there was not a 30 day window to set the effective date of the service code like there is for example with a disconnect. We believed that meant we were able to file for the full subsidy and correct the service code at a later date. It seems that wasn't the intent of the message being shared.

With all of this said, our question now is, once we have our new AL approved, how do we receive the \$1,417,870.34 that is being withheld from July's subsidy?

I know this is a lot, so if you would like to discuss further, please let me know.

Thanks!

Danielle Perry

From: Lee, Tina <tina.lee@cpuc.ca.gov>
Sent: Tuesday, August 24, 2021 5:18 PM
To: Danielle Perry <dperry@truconnect.com>
Cc: Worster, Chari <chari.worster@cpuc.ca.gov>; Corral, Hector <Hector.Corral@cpuc.ca.gov>; Selden, You-Young (Clover) <You-Young.Selden@cpuc.ca.gov>
Subject: CA LifeLine July 2021 EBB Rejection Payment Letter

Hi Danielle,

Thank you for leaving a voicemail and sorry for missing your call regarding TruConnect's letter that was sent out on 8/23. Please email your questions to us and we will get back to you.

Thank you
~Tina