**From:** Tori Schwetz [<mailto:Tori.Schwetz@usac.org>]   
**Sent:** Monday, January 08, 2018 3:52 PM  
**To:** Johnston, Darlene N <[Darlene.Johnston@charter.com](mailto:Darlene.Johnston@charter.com)>  
**Cc:** rhc-appeals <[rhc-appeals@usac.org](mailto:rhc-appeals@usac.org)>  
**Subject:** RE: Appeal Invoice 1000024170 Request

Hi Darlene,

I am the Manager of the RHC appeal review team, and I wanted to reach out to you given the concerns you raised below. I have been working with the team to assess the appeal you submitted on January 10, 2017; it is currently in our review queue, and we are working to finalize the appeal as soon as possible.

Once a decision is made, you will be notified. If you have any other questions, please feel free to reach out to me directly.

Thank you,

**Tori Schwetz**

Manager of Program Risk and Reform │ Rural Health Care

USAC

(p) (202) 423-2070

[tori.schwetz@usac.org](mailto:tori.schwetz@usac.org) │ [www.usac.org](http://www.usac.org/)

**From:** Johnston, Darlene N [<mailto:Darlene.Johnston@charter.com>]   
**Sent:** Friday, January 05, 2018 5:37 PM  
**To:** rhc-appeals <[rhc-appeals@usac.org](mailto:rhc-appeals@usac.org)>  
**Subject:** FW: Appeal Invoice 1000024170 Request

Can someone please provide me an update on these appeals?  Our customer is demanding this funding be reimbursed by us and we are unable to complete that request until we have a resolution on these appeals.  These are for funding year 2015 and were submitted for USAC review last year.  A year resolution time is unacceptable customer service.  Can this please be escalated to management immediately in order to get this resolved?

Thank you

Darlene

**From:** rhc-appeals [<mailto:rhc-appeals@usac.org>]   
**Sent:** Wednesday, November 22, 2017 1:58 PM  
**To:** Johnston, Darlene N <[Darlene.Johnston@charter.com](mailto:Darlene.Johnston@charter.com)>  
**Subject:** RE: Appeal Invoice 1000024170 Request

Dear Darlene,

We understand the urgency for us to issue a decision on your appeal, and are working as quickly and precisely as possible to process it. However, the appeal is still in review. We apologize for the delay.

Thank you,

**Sakura Miyazaki**

Rural Health Care

USAC

[www.usac.org](http://www.usac.org/)

**From:** Johnston, Darlene N [<mailto:Darlene.Johnston@charter.com>]   
**Sent:** Tuesday, November 21, 2017 5:23 PM  
**To:** rhc-appeals <[rhc-appeals@usac.org](mailto:rhc-appeals@usac.org)>  
**Subject:** RE: Appeal Invoice 1000024170 Request

Can someone please provide me with a date of when these should be complete?  I submitted these back in Jan and I have yet to receive an update on these appeals.  It is extremely concerning the amount of time that has lapsed and my management is demanding answers.

Thank you

**From:** Johnston, Darlene N   
**Sent:** Friday, September 29, 2017 4:45 PM  
**To:** 'rhc-appeals' <[rhc-appeals@usac.org](mailto:rhc-appeals@usac.org)>  
**Cc:** Sticksel, Michael <[michael.sticksel@charter.com](mailto:michael.sticksel@charter.com)>  
**Subject:** RE: Appeal Invoice 1000024170 Request

I understand that but that is the same thing I’ve been told for months now.  A few months back I received an update stating I should know something in a few weeks and I have not heard anything back.  Is there someone higher in management that would be able to assist get these processed?  These appeals have been submitted almost 10 months ago and that is an unacceptable resolution time.

Thank you

**From:** rhc-appeals [<mailto:rhc-appeals@usac.org>]   
**Sent:** Friday, September 29, 2017 3:53 PM  
**To:** Johnston, Darlene N <[Darlene.Johnston@charter.com](mailto:Darlene.Johnston@charter.com)>; rhc-appeals <[rhc-appeals@usac.org](mailto:rhc-appeals@usac.org)>  
**Subject:** RE: Appeal Invoice 1000024170 Request

Darlene,

Our apologies for the delay; the appeal is still in review. We will notify you once a decision has been made.

Sincerely,

**Lisa Pilgrim**

[lpilgrim@usac.org](mailto:lpilgrim@usac.org) │ [www.usac.org](http://www.usac.org/)

**From:** Johnston, Darlene N [<mailto:Darlene.Johnston@charter.com>]   
**Sent:** Friday, September 29, 2017 2:51 PM  
**To:** rhc-appeals <[rhc-appeals@usac.org](mailto:rhc-appeals@usac.org)>  
**Subject:** FW: Appeal Invoice 1000024170 Request  
**Importance:** High

Can someone please give me an update on all of my appeals they have been submitted since 1/11/17??

**From:** rhc-appeals [<mailto:rhc-appeals@usac.org>]   
**Sent:** Wednesday, January 11, 2017 6:35 AM  
**To:** Johnston, Darlene N <[Darlene.Johnston@charter.com](mailto:Darlene.Johnston@charter.com)>; rhc-appeals <[rhc-appeals@usac.org](mailto:rhc-appeals@usac.org)>  
**Subject:** RE: Appeal Invoice 1000024170 Request  
**Importance:** High

Darlene,

USAC has received the appeals below for Charter Fiberlink (SPIN 143033155) for FY2015 in the RHC Healthcare Connect Fund (HCF) Program.

Please review the instructions for filing an appeal (<http://www.usac.org/about/about/program-integrity/appeals.aspx>), and ensure you have provided all the required documentation.   Failure to provide the documentation may result in a delayed response.

When a decision has been made about your appeal, you will be notified by email and US Postal Mail.

You may contact me with any questions.

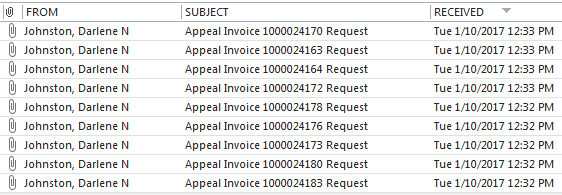
Thank you,

Ed Rovetto

Rural Health Care Program

Universal Service Administrative Company [erovetto@usac.org](mailto:erovetto@usac.org) or 202-772-5212

<http://www.usac.org/about/about/program-integrity/appeals.aspx>



**From:** Johnston, Darlene N [<mailto:Darlene.Johnston@charter.com>]   
**Sent:** Tuesday, January 10, 2017 12:33 PM  
**To:** rhc-appeals <[rhc-appeals@usac.org](mailto:rhc-appeals@usac.org)>  
**Subject:** Appeal Invoice 1000024170 Request

SP Name: Charter Fiberlink CC VIII, LLC

SPIN/498 ID: 143033155

Darlene Johnston

314.858.3562

13545 Barrett Parkway Suite 200 Ballwin, MO 63021

[Darlene.Johnston@charter.com](mailto:Darlene.Johnston@charter.com)

Based on the form 462 the deadline to invoice was on 11/24/2016.  I was unable to approve the invoice #1000024170 by the deadline.  I was told by RHC assist to submit an appeal in order to re-open the invoice so I can approve it and the HCP may receive their funding they were approved for.

SPIN 143033155

Invoice # 1000024170

FRN 15837511

FY 2015

Funding amount $2,075.49

HCP Name Aspirus General Clinic – Rhinelander Clinic

HCP # 17810

4076_Spect_Business_Email_Signature_EntSol_JC

**Darlene Johnston** | Government Subsidized Programs Spec | 314.858.3562

13545 Barrett Parkway Suite 200| Ballwin, MO 63021

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