

STATE OF ARKANSAS)
) SS.
COUNTY OF PULASKI)

BEFORE THE MISSOURI PUBLIC SERVICE COMMISSION

In the Matter of the Investigation of)
Aristotle Unified Communications, LLC) TO-2023-0436
Related to the Connect America Fund)
Phase II Auction.)

AFFIDAVIT OF CARL HARDWICK

COMES NOW Carl Hardwick, of lawful age, sound of mind and being first duly sworn, deposes and states:

1. My name is Carl Hardwick. I am a Customer Support Representative for Aristotle Unified Communications, L.L.C.
2. My primary responsibility is to handle Tier 1 technical support calls; however, occasionally I also take calls from potential customers who are seeking broadband service with Aristotle.
3. According to phone logs, on the afternoon of December 18, 2023, I received a call from someone with telephone number (573) 434-3460. I have subsequently been informed that this number belongs to Kari Salsman and that the address associated with that number is in Eldon, Missouri. The call lasted 2 minutes and 15 seconds.
4. Aristotle does have service in portions of Southern Missouri, but we do not serve Eldon.
5. While I do not remember this specific call, I follow a process whenever I receive a call requesting service. The first step of this process is to consult Aristotle’s coverage map. I have a map of the areas Aristotle serves in Missouri, which map includes the CAF II locations in Ozark, Oregon and Howell counties. I reference this map whenever I receive a call from someone with a Missouri address, and I would have consulted this map to determine whether Ms. Salsman’s address was within our coverage area.
6. Once I determined that the address was outside the service area, I would have said the following in accordance with our script: “We are not serving that area right now, but we are always expanding. May I save your information so we can call you when we can serve you?”

7. I use this script whenever the address is outside our service area, and I try never to deviate.

8. I am aware that Aristotle has service to specific locations in Missouri, and since becoming aware of that fact I have never told a potential customer that we do not serve Missouri.

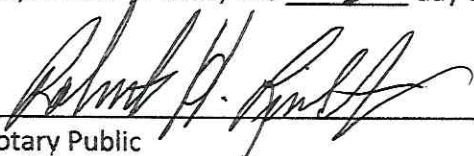
9. There is no record of this call in our Customer Support Management software system, VISP. From this, I conclude that Ms. Salsman declined to give me her contact information, because had she done so, I would have logged that information into VISP.

10. I hereby swear and affirm that my statements contained herein are true and correct to the best of my knowledge and belief.



Carl Hardwick

SUBSCRIBED AND SWORN TO before me, a Notary Public, this 3rd day of January, 2024.



Notary Public

My Commission Expires:

ROBERT H. LINDSTROM
NOTARY PUBLIC
PULASKI COUNTY, ARKANSAS
COMM. EXP. 09-27-2025
COMMISSION NO. 12692190