

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 GRANT BODIFORD

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

1. My name is Grant Bodiford. I am the Customer Support Manager for Aristotle Unified Communications, L.L.C.
2. I am responsible for training, supervising, and management of Aristotle's Customer Support department. In that capacity, I provide Aristotle's Customer Support Representatives with scripts and training on how to communicate with customers.
3. Aristotle's Customer Support Representatives (CSRs) are supposed to follow a specific process whenever someone calls in for service. In the case of the Missouri market, CSRs have been trained to do the following:
  - (1) Open Google Earth Pro and ensure the CAF II Blocks map is turned on.
  - (2) locate the customer's address on the map, which may involve a conversation with the customer due to variations in rural addressing.
  - (3) once the address is located, toggle on the CAF II census block areas and determine first if the address falls within our coverage area and secondarily if it falls within one of the CAF II census blocks.
  - (4) if the address is *not* within Aristotle's service area, the customer is informed that Aristotle does not currently have coverage at their location and is asked whether they would like to be placed on a list to be contact later when service is available.
  - (5) if the location is within Aristotle's service area, the CSR will schedule an installation and, if the location is within a CAF II census block, will schedule the installation within 10 business days per FCC rules.
4. All of Aristotle's CSRs have been trained on this process and have been provided a script they are to use when addressing service requests. Aristotle's CSR staff has received

specific training on requests from Missouri, due to the requirements of the CAF Phase II auction.

5. Regardless of whether a location is in our service area or outside of it, CSRs are asked to log service requests into Aristotle's billing system, VISP. The only time CSRs do not log this information is when the potential customer declines to provide contact information to them.

6. While no CSR is perfect 100% of the time, I have undertaken to ensure that all Aristotle CSRs understand our coverage area, to include our coverage in Missouri, and are trained on what to say when a location falls outside of that coverage area. This training occurs at regular intervals and is refreshed throughout the year.

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



Grant Bodiford

SUBSCRIBED AND SWORN TO before me, a Notary Public, this 16<sup>th</sup> 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
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