

D.T.C. 3-6:

Provide the number of customer complaints received by AirVoice in each of the last three years from Lifeline subscribers for the following categories:

1. Billing
2. Finance
3. Network Coverage
4. Operational
5. Product
6. Trouble

Response:

Below, please find the number of Lifeline customer complaints received by AirVoice for each of the last three years. AirVoice groups billing and finance complaints together. AirVoice notes that its prior response to information request 1-13 inadvertently reported a subset of the total Lifeline complaints received in 2022 and 2023. The below figures reflect the total Lifeline complaints received in 2022 and 2023.

Year	Billing & Finance	Network Coverage	Operational	Product	Trouble
2022	225	1719	341	6034	1056
2023	427	4530	977	10274	2466
2024	559	2685	4629	5111	4976