

# FAQ'S

## How many clients does Solix have?

In 15 plus years of administering the Rural Healthcare Program, Solix has educated and assisted thousands of healthcare providers in lowering their telecommunication costs.

## Is my current service provider eligible for the program?

Yes. There may be carriers with lower rates if you want greater savings, but you are not required to change and will receive the same percentage off your current carrier's rates.

## Why do we need Solix to do this, why can't we do it on our own?

Solix has expertise in this program. In many cases, we not only assist in getting the federal subsidy, we find lower carrier rates saving you even more. The forms required are many and complex and most health care providers and facilities do not have the time and resources to dedicate to the process. The application process can take approximately 10 months to complete and our operations team manages the process from start to finish.

## Is equipment eligible to be covered through the program?

Equipment is eligible if it is necessary to make broadband service functional. For example, a router may be considered as eligible equipment for funding.

## How long will it take to get funding?

The 4-phase application process may take approximately 10 months to complete. Solix completes and submits the applications to the Universal Services Fund in 3-5 business days and manages the process from start to finish.

## Are there any hidden fees?

No. Our fee structure is simple. We charge a small fixed percentage on the total reimbursement we are able to secure for your health care facilities. This method ensures a health care provider will only pay us if we are able to receive you funding, meaning if we are unable to get your healthcare facility funding, you owe nothing.