

COMMUNICATIONS & NEBRASKA UNIVERSAL SERVICE FUND AGENDA

December 10, 2024

10:00 AM

- C-5611 In the Matter of the Application of Sandra Roes, Hemingford, seeking authority to receive advanced telecommunications capability service from the Hemingford Exchange of Hemingford Cooperative Telephone Company
- C-5612 In the Matter of the Application of Curtis Nixon, Hemingford, seeking authority to receive advanced telecommunications capability service from the Hemingford Exchange of Hemingford Cooperative Telephone Company.
- C-5613 In the Matter of the Application of Scott and Caitlin Schaefer, Hemingford, seeking authority to receive advanced telecommunications capability service from the Hemingford Exchange of Hemingford Cooperative Telephone Company.
- C-5614 In the Matter of the Application of Nancy Nixon, Hemingford, seeking authority to receive advanced telecommunications capability service from the Hemingford Exchange of Hemingford Cooperative Telephone Company.
- C-5615 In the Matter of the Application of Rick and Betsy Horstman, Hemingford, seeking authority to receive advanced telecommunications capability service from the Hemingford Exchange of Hemingford Cooperative Telephone Company.

BROADBAND

- CPF-1 In the Matter of the Nebraska Public Service Commission, on its own motion, to administer the federal Capital Projects Funds for broadband development in Nebraska.
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UNIVERSAL SERVICE FUND

NUSE/TRS LATE-FILED CARRIERS

REPORTS

DISCUSSION

Report on telecommunications Complaints and Outages received by the Communications Department during the preceding month.

Communications Pending Applications

Filed	Appl #	Summary	Att	Protest	Hearing	Officer
7/9/2024	911-78/DC-104/C-5596	Windstream	Sara Hulac			
2/7/2017	C-4892	Show Cause for Centurylink	Shana Knutson	3/13/2017	3/28/2017	Tim Schram
2/22/2017	C-4893/PI-207	Redundancy and testing investigation	Shana Knutson	3/27/2017		
2/5/2019	C-5037/PI-223	NPSC/CenturyLink/Service Quality	Shana Knutson	3/9/2019	8/19/2020	Mary Ridder
8/6/2019	C-5069/PI-226	LB 641	Jonathan Smith	9/9/2019		
6/8/2021	C-5272	Broadband Bridge Act Program	Sallie Dietrich		6/7/2023	Dan Watermeier
1/4/2022	C-5368	Broadband Bridge Act Program 2022	Sallie Dietrich		3/22/2022	Tim Schram
12/6/2022	C-5461/PI-244	Dark fiber	Sallie Dietrich		9/19/2023	Eric Kamler
3/7/2023	C-5484	Broadband Bridge Act Program 2023	Sallie Dietrich		9/17/2024	Dan Watermeier
3/21/2023	C-5493/PI-245	FCC Prohibited Communications Equipment Attestations	Jonathan Smith		5/10/2023	Christian Mirch
7/5/2023	C-5520/PI-246	FCC Prohibited Communications Equipment Attestations to all Communications Providers	Jonathan Smith			
8/29/2023	C-5529	Precision Agriculture Grant Act	Sallie Dietrich		10/26/2023	Eric Kamler
2/6/2024	C-5561	Broadband Bridge Act Program 2024	Sallie Dietrich		3/26/2024	Dan Watermeier
4/3/2024	C-5564/PI-250	Service outage reporting requirements	Sallie Dietrich		9/30/2024	Christian Mirch
8/6/2024	C-5600	Precision Agriculture Grant Act 2024-2025	Sallie Dietrich		10/1/2024	Eric Kamler
7/19/2024	C-5601	Boundary change/Michael and Bethany Hansmire/Windstream/Great Plains	Shana Knutson	8/23/2024		
7/25/2024	C-5602	Boundary change/Cindy Melcher/Windstream/Great Plains	Jonathan Smith	8/29/2024		
10/9/2024	C-5609	IXC & CLEC Authority/ImOn Communications, LLC	Jonathan Smith	11/13/2024		Christian Mirch
10/29/2024	C-5611	Boundary change/Sandra Roes/Hemingford/CenturyLink	Sallie Dietrich	12/4/2024		
10/29/2024	C-5612	Boundary change/Curtis Nixon/Hemingford/CenturyLink	Sallie Dietrich	12/4/2024		
10/29/2024	C-5613	Boundary change/Scott and Caitlin Schaefer/Hemingford/CenturyLink	Sallie Dietrich	12/4/2024		
10/29/2024	C-5614	Boundary change/Nancy Nixon/Hemingford/CenturyLink	Sallie Dietrich	12/4/2024		
10/29/2024	C-5615	Boundary change/Rick and Betsy Horstman/Hemingford/CenturyLink	Sallie Dietrich	12/4/2024		
11/7/2024	C-5616	CLEC & IXC authority/Northeast Nebraska Telephone Company	Shana Knutson	12/14/2024		
11/18/2024	C-5617	Boundary change/Alan & Jeanette Koelling/Nebraska Central Telephone Company/Frontier	Jonathan Smith	12/30/2024		
11/18/2024	C-5618	Boundary change/Chris Tramp/Hartington/Great Plains	Shana Knutson	12/27/2024		
11/21/2024	C-5619	Boundary change/Brian Samuelson/Hamilton/Windstream	Sallie Dietrich	12/30/2024		
11/21/2024	C-5620	Boundary change/Jared & Kelli Hodgson/Glenwood Telephone/Windstream	Jonathan Smith	12/30/2024		
11/25/2024	C-5621	FiberComm, L.C. to add trade name ImOn	Shana Knutson	1/2/2025		
11/26/2024	C-5622	Boundary change/John Schwader/Hartington/Great Plains	Sallie Dietrich	1/6/2025		
Filed	Appl #	Summary	Att	Protest	Hearing	Officer
2/6/2018	ADC-14	Complaint aganst Central Marketing Services	Sallie Dietrich			
Filed	Appl #	Summary	Att	Protest	Hearing	Officer
12/13/2022	CPF-1	Capital Projects Funds	Shana Knutson			Tim Schram
8/15/2023	CPF-2	Capital Project Funds	Shana Knutson			Tim Schram

Universal Service Pending Applications

<u>Docket</u>	<u>Date Opened/ Received</u>	<u>Protest Date</u>	<u>Hrg. Officer</u>	<u>Atty</u>	<u>Description</u>	<u>Status</u>	<u>Comments</u>
NUSF-2, PO #12	7/27/2021			SD	To establish guidelines for the administration of NE Telephone Assistance Program	Pending	Comments due September 21, 2021; Reply Comments due October 5, 2021
NUSF-4, PO #30				SK	Determine level of Fund necessary to carry out NE Telecommunications Universal Service Fund Act beginning 7-1-2024	Pending	Public Hearing scheduled Tuesday, May 14, 2024 at 1:30 p.m./ CHR
NUSF-32.19	7/12/2022		Schram	TM	Seeking to conduct an inquiry into failure by inContact, Inc., to comply with Commission Rules or Orders and impose administrative fine	Pending	Sustaining Show Cause & Assess Civil Penalties
NUSF-33/PI-68				SK	Seeking to Investigate audit requirements related to the Nebraska Universal Service Fund	Pending	Due date extended to 2-28-2025 for those audits otherwise due on 12-31-2024
NUSF-37.448	8/6/2024			JS	Cullen Robbins, Director, Complainant, v CallTower, Inc., Respondent, for late-filing of the NUSF worksheets/payments	Pending	
NUSF-37.451	10/29/2024			JS	Cullen Robbins, Director, Complainant, v Net2Phone 2.0 America, Inc., Respondent, for late-filing of the NUSF worksheets/payments	Pending	
NUSF-37.453	11/19/2024			JS	Cullen Robbins, Director, Complainant, v Gabb Wireless, Inc., Respondent, for late-filing of the NUSF worksheets/payments	Pending	
NUSF-37.454	11/19/2024			JS	Cullen Robbins, Director, Complainant, v Ooma, Inc., Respondent, for late-filing of the NUSF worksheets/payments	Pending	
NUSF-57, PO #9	6/27/2006		Mirch	SK	Seeking to administer the Nebraska Telehealth Program	Pending	Filing deadline extended to July 29, 2024
NUSF-91	8/13/2013			SD	To increase broadband adoption among low-income consumers through the development of a Nebraska broadband telephone assistance program	Pending	Held in abeyance
NUSF-92, PO #16	4/19/2023			SK	To administer the NUSF Broadband Program	Pending	Grant application window opens November 18, 2024 and closed January 13, 2025.
NUSF-99, PO #2	10/15/2014		Schram	SK	To administer the Universal Service Fund High-Cost Program	Pending	Price Cap Carriers' Project Selections due 4-1-2024
NUSF-108, PO #7	10/19/2021			SK	Seeking to make adjustments to the high-cost distribution mechanism and revise reporting requirements	Pending	On-going
NUSF-131, PO #3	8/29/2021		Schram	SD	To establish reverse auction procedures and requirements	Pending	Post-Auction Commitment Forms due 10-25-2024 @ 5:00 p.m.
NUSF-133	3/15/2022		Watermeier	SD	To implement standards of verification of broadband service coverage/speed data	Pending	Waivers of speed testing requirements due February 28th @ year testing is required.
NUSF-139	8/29/2023		Schram	SK	Consider modification to high-cost distribution of NUSF in light of federal/state infrastructure grants	Pending	Comments on proposed 2025 transitional high-cost distribution mechanism are due November 26, 2024. A Hearing has been scheduled for Thursday, 12-5-2024 at 10:00 a.m. / CHR

12/5/2024

Summary of Telecommunications Complaints

November, 2024

Total complaints this month - 24

Fiscal year to date - 206

Service Category	Total	Complaint Issue	Company
Wireline	Total: 14	Service Quality - 12 Billing - 2	Qwest - 12 Windstream - 1 Cox - 1
Cellular	Total: 1	Billing - 1	Cingular - 1
Internet	Total: 9	Billing - 5 Service Quality - 4	Qwest - 6 Cox - 2 FiberFirst - 1

Savings to date
Wireline: \$7,749.72
Cellular: \$1,803.15
Internet: \$1,882.65
Cable TV: \$0.00
Total: \$11,435.52

Of the above complaints:

Valentine Area	0 Complaints
Chappell/Oshkosh/Lewellen	0 Complaints
Tariff	0 Complaints

Outages for November 2024

Short Name	Area	Time of Outage	Time Service Restored	Outage Duration	Count of Affected Lines	Primary Cause	Comments
Qwest	Broadwater, Bayard, Oshkosh, Potter, Kimball, Minatare	2024-11-05 20:06:00			1,025	Equipment	The Broadwater, Bayard, Oshkosh, Potter, Kimball, and Minatare Switch is not processing toll calls.
Qwest	Chappell	2024-11-05 20:03:00	2024-11-06 00:56:00	4 hours 53 minutes	140	Equipment	The Chappell switch is unable to process toll calls.
Qwest	Oshkosh & Lewellen	2024-11-19 01:05:00	2024-11-19 06:41:00	5 hours 36 minutes	331		The Oshkosh, NE and Lewellen, NE switches are unable to process toll calls.
Blair	Washington County	2024-11-19 08:00:00	2024-11-19 21:07:00	13 hours 7 minutes	1,930	Equipment	Lumen Transport failure. Fastwyre escalated issue with Lumen who replaced their faulty card and fiber jumpers to restore services.
Glenwood TMC	ILEC exchange area except Funk	2024-11-29 13:15:00	2024-11-29 15:30:00	2 hours 15 minutes	1,497	Other	Upstream issues with Windstream network. Service restored by rerouting the long-distance traffic to the SIP trunk with Toly.