

COMMUNICATIONS & NEBRASKA UNIVERSAL SERVICE FUND AGENDA

February 4, 2025

10:00 AM

UNIVERSAL SERVICE FUND

NUSF-37.453 In the Matter of Cullen Robbins, Director, Nebraska Universal Service Fund Department of the Nebraska Public Service Commission, complainant, v. Gabb Wireless, Inc., Respondent.

NUSF-139 In the Matter of the Nebraska Public Service Commission, on its own Motion, to Consider Appropriate Modifications to the High-cost Distribution and Reporting Mechanisms in its Universal Service Fund program in light of Federal and State Infrastructure Grants.

NUSF-143 In the Matter of the Nebraska Public Service Commission, on its own motion, seeking to implement policies and procedures related to providing dedicated universal service support for wireless telecommunications services.

NUSF/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		
11/18/2024	C-5617	Boundary change/Alan & Jeanette Koelling/Nebraska Central Telephone Company/Frontier	Jonathan Smith	12/30/2024		
12/3/2024	C-5623	CLEC Authority/TJ Cable & Underground Services LLC	Jonathan Smith	1/8/2025		
1/22/2025	C-5625	TRS Surcharge 2025	Jonathan Smith		3/11/2025	Tim Schram
12/10/2024	C-5627	Transfer of control/Citizens Telecommunications Company of Nebraska d/b/a Frontier Communications of Nebraska, Inc./Verizon Communications, Inc.	Sallie Dietrich	1/17/2025		
1/6/2025	C-5628	Boundary change/Matthew Green/Hamilton/CenturyLink	Shana Knutson	2/10/2025		
1/8/2025	C-5629	Interconnection/Nebraska Central Telephone Company/Level 3 Communications, LLC	Jonathan Smith	2/14/2025		
1/15/2025	C-5630	Boundary change/Matthew Green, Christina Nokelby, Stephen Twiss, Nick Paschke, Todd Roehrs, Brian Bresnahan, Belinda Strobel, Andrew & Karrie Simmons, Kris Poppen, Doug Langemeier, Barry Denning, Jeremy Janzen, Paula Rhoades, Russell Gronewold, Troy Walling/CenturyLink/Hamilton	Sallie Dietrich	2/21/2025		
1/16/2025	C-5631	Boundary change/Mona Buschelman/Hartington/Great Plains	Shana Knutson	2/21/2025		
1/17/2025	C-5632	Boundary change/John Lange/Hartington/Great Plains	Jonathan Smith	2/24/2025		
1/16/2025	C-5633	Boundary change/Shane Jorgensen/Glenwood Telephone/CenturyLink	Sallie Dietrich	2/24/2025		
1/21/2025	C-5634	Boundary change/Laura Steffen/Hartington/Great Plains	Shana Knutson	2/28/2025		
1/29/2025	C-5635	Debt financing/Arlington Telephone Company, The Blair Telephone Company, Eastern Nebraska Telephone Company, Rock County Telephone Company and HunTel Cablevision Inc. d/b/a American Broadband Nebraska Communications, Inc., all d/b/a Fastwyre Broadband	Sallie Dietrich			
Filed	Appl #	Summary	Att	Protest	Hearing	Officer
2/6/2018	ADC-14	Complaint against 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-37.453	11/19/2024			JS	Cullen Robbins, Director, Complainant, v Gabb Wireless, Inc., Respondent, for late-filing of the NUSF worksheets/payments	Pending	
NUSF-37.455	1/28/2025			JS	Cullen Robbins, Director, Complainant, v Estech Systems 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	

1/30/2025

Summary of Telecommunications Complaints

January, 2025

Total complaints this month - 27

Fiscal year to date - 261

Service Category	Total	Complaint Issue	Company
Wireline	Total: 16	Service Quality - 12 Billing - 3 Miscellaneous - 1	Windstream - 10 Qwest - 3 Citizens - 1 Blair - 1 Allo - 1
Cellular	Total: 5	Billing - 4 Service Quality - 1	Verizon - 3 US Cellular - 1 Selectel - 1
Internet	Total: 4	Service Quality - 2 Billing - 2	Qwest - 3 Cox - 1
Cable TV	Total: 2	Customer Service - 1 Billing - 1	Cox - 1 Cingular - 1

Savings to date
Wireline: \$17,316.56
Cellular: \$3,376.41
Internet: \$2,194.64
Cable TV: \$0.00
: \$3.10
Total: \$22,890.71

Of the above complaints:

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

Outages for January 2025

Carrier	Area	Time of Outage	Time Service Restored	Outage Duration	Count of Affected Lines	Primary Cause	Comments
Glenwood	Franklin	2025-01-07 15:22:00	2025-01-07 15:55:00	0 days 0 hours 33 minutes	30	Other	Southern Public Power had a power outage - Power was restored to resolve the issue.
Windstream	Lincoln, Beatrice, Wymore, Liberty, Barneston.	2025-01-10 00:06:00	2025-01-10 02:13:00	0 days 2 hours 7 minutes	206	Cable Cut	Planned fiber maintenance near US-77 and W. Locust Rd. in Beatrice affected Wymore, Liberty and Barneston remotes out of the Lincoln DMS100.
Windstream	Hebron, Alexandria, Bruning, Davenport, Milligan, Ohiowa, Ruskin, Shickley, Tobias	2025-01-17 08:41:00	2025-01-17 10:43:00	0 days 2 hours 2 minutes	564	Equipment	A DMS100 controller faulted affecting Hebron, Alexandria, Bruning, Davenport, Milligan Ohiowa, Ruskin, Shickley, Tobias remotes out the Lincoln DMS100
Vyve	Franklin, Alma	2025-01-15 06:00:00	2025-01-15 12:15:00	0 days 6 hours 15 minutes	63	Equipment	Direct cause was backbone hardware migration without corresponding automatic IP routing update. Subnets for customers migrated to new hardware in Alma and Franklin were manually added to the correct prefix lists used for internal BGP routing in Hays, KS.