

COMMUNICATIONS & NEBRASKA UNIVERSAL SERVICE FUND AGENDA

May 6, 2025

10:00 AM

UNIVERSAL SERVICE FUND

- NUSF-37.460 Cullen Robbins, Director, Nebraska Universal Service Fund Department of the Nebraska Public Service Commission, Complainant, v. Dagobah Systems, Inc., Respondent.
- NUSF-37.463 Cullen Robbins, Director, Nebraska Universal Service Fund Department of the Nebraska Public Service Commission, Complainant, v. Net2Phone 2.0 America, Inc., Respondent.

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		
12/3/2024	C-5623	CLEC Authority/TJ Cable & Underground Services LLC	Jonathan Smith	1/8/2025		
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	3/25/2025	Eric Kamler
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	3/5/2025	6/2/2025	Eric Kamler
3/6/2025	C-5639/NUSF-144	ETC Lifeline & NTAP/TracFone Wireless, Inc.	Shana Knutson	4/18/2025	6/10/2025	Tim Schram
3/4/2025	C-5640	Broadband Bridge Act Program 2025	Sallie Dietrich		4/7/2025	Dan Watermeier
3/6/2025	C-5641	IXC & CLEC Authority/Zayo Northeast, LLC	Jonathan Smith	4/10/2025		
3/6/2025	C-5642	Transfer of control/Zayo Group, LLC/Zayo Northeast, LLC	Jonathan Smith	4/10/2025		
4/8/2025	C-5647	Withdraw IXC & CLEC Authority/FiberComm, L.C.	Shana Knutson	5/12/2025		
4/8/2025	C-5648	Boundary change/Dean Jansen/Hartington/Great Plains	Jonathan Smith	5/12/2025		
4/11/2025	C-5649/NUSF-145	ETC Withdrawal/United States Cellular Corporation	Sallie Dietrich	5/16/2025		
4/24/2025	C-5650	Interconnection/Northeast Nebraska Telephone Company/CenturyLink QC	Shana Knutson	5/30/2025		
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

Tariffs

<i>Carrier Name</i>	<i>Description</i>	<i>Date Filed</i>	<i>Date Effective</i>
United Telephone Company of the West d/b/a CenturyLink	Revises rate structures for grandfathered plans - no impact to customers.	4/24/2025	5/15/2025

Summary of Telecommunications Complaints

April, 2025

Total complaints this month - 23

Fiscal year to date - 332

Service Category	Total	Complaint Issue	Company
Wireline	Total: 14	Service Quality - 9 Miscellaneous - 3 Billing - 2	Qwest - 6 Windstream - 4 Cox - 2 United - 1 Blair - 1
Cellular	Total: 2	Miscellaneous - 1 Billing - 1	Verizon - 1 HNS - 1
Internet	Total: 6	Service Quality - 5 Billing - 1	Qwest - 3 Windstream - 2 Great Plains - 1
	Total: 1	Billing - 1	Hamilton - 1

Savings to date
Wireline: \$37,923.77
Cellular: \$3,439.65
Internet: \$2,847.22
Cable TV: \$0.00
: \$3.10
Total: \$44,213.74

Of the above complaints:

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

Outages for April 2025

Name	Area	Time of Outage	Time Service Restored	Outage Duration	Count of Affected Lines	Primary Cause	Comments
Windstream	Lincoln	2025-04-03 00:04:00	2025-04-03 01:32:00	0 days 1 hours 28 minutes	35735	Other	Lumen maintenance to relocate a fiber due to a conflict with a levy project. Lumen fiber relocation maintenance completed.
Qwest	Scottsbluff	2025-04-04 14:11:00	2025-04-04 14:48:00	0 days 0 hours 37 minutes	1252	Equipment	Toll Switch Isolation. Services were restored prior to intervention.
Qwest	Scottsbluff	2025-04-04 20:59:00	2025-04-05 15:45:00	0 days 18 hours 46 minutes	512	Equipment	The Scottsbluff switch is unable to process toll calls. The equipment was reset.
Cox	Omaha	2025-04-10 14:10:00	2025-04-10 15:49:00	0 days 1 hours 39 minutes	136	Other	Commerical power outage. Customers' phone services were restored as commercial power was restored to the impacted service nodes.
Qwest	Morrill	2025-04-21 01:06:00	2025-04-21 15:31:00	0 days 14 hours 25 minutes	267	Equipment	The Morrill Switch is not processing toll calls. The card was configured to restore service
Glenwood	Holdrege	2025-04-21 15:15:00	2025-04-21 16:15:00	0 days 1 hours 0 minutes	246		Power outage. The issue was resolved after power cycling the Cisco transport equipment.
Qwest	Morrill	2025-04-21 17:28:00	2025-04-21 23:40:00	0 days 6 hours 12 minutes	147	Equipment	The Morrill Switch is not processing toll calls. Replaced failed cards.