

COMMUNICATIONS & NEBRASKA UNIVERSAL SERVICE FUND AGENDA

December 9, 2025

10:00 AM

- C-5680 In the Matter of the Application of TerraCom Inc., Chattanooga, Tennessee, seeking to discontinue using the trade name Maxsip Tel.
- C-5681 In the Matter of the Application of Norman and Ramona Lancaster, North Platte, each seeking authority to receive advanced telecommunications capability service from the Hershey Exchange of the Hershey Cooperative Telephone Company.

NUSF/TRS LATE-FILED CARRIERS

Panda Mobile: NUSF, 911; U.S. TelePacific Corp: NUSF; Nextiva: TRS

Action: Cullen Robbins requests Commission approval to approve one-time late fee waiver for multiple worksheets in the initial filing

UNIVERSAL SERVICE FUND

REPORTS

Communications Pending Application List
NUSF Docket Status
Tariff Summary

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		
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		
6/26/2025	C-5662	CLEC Authority/Fiber AssetCo LLC	Shana Knutson	7/31/2025		
6/27/2025	C-5663	Assignment of certain assets and customers/Crown Castle Fiber LLC/Fiber AssetCo LLC	Shana Knutson	8/6/2025		
7/15/2025	C-5665	Boundary change/Mark Walker/Pierce Telephone/CenturyLink	Jonathan Smith	8/20/2025		
8/5/2025	C-5666	Transfer of control/Charter Charter Communications, Inc./Cox Enterprises, Inc./Cox Communications, Inc./Cox Nebraska Telcom, LLC/Unite Private Networks, LLC	Sallie Dietrich	9/10/2025	12/16/2025	Dan Watermeier
8/7/2025	C-5667/PI-255	Review of pending Lumen/AT&T merger	Sallie Dietrich		11/4/2025	Tim Schram
8/11/2025	C-5669	Boundary change/Haleigh Eschliman/Nebraska Central Telephone Company/CenturyLink	Shana Knutson	9/15/2025		
9/26/2025	C-5676	CLEC Authority/eNetworks, LLC	Jonathan Smith	10/31/2025		
10/29/2025	C-5678/NUSF-149	Expand ETC/Assurance Wireless USA, L.P.	Sallie Dietrich	12/3/2025		
10/29/2025	C-5679	Boundary change/Scott & Chas Pritchard/NNTC/Frontier	Jonathan Smith	12/4/2025		
10/29/2025	C-5680	TerraCom, Inc. discontinuing using trade name Maxsip Tel	Sallie Dietrich	12/5/2025		
11/3/2025	C-5681	Boundary change/Norman & Ramona Lancaster/Hershey Cooperative Telephone Company/CenturyLink	Jonathan Smith	12/8/2025		
11/8/2025	C-5682/PI-257	Review of merger between Windstream entities and Uniti Group, LLC	Sallie Dietrich			Dan Watermeier
11/12/2025	C-5683	IXC & CLEC Withdrawal/Velocify Fiber, LLC	Jonathan Smith	12/17/2025		
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

Universal Service Pending Applications						
Docket	Date Opened Received	Hrg. Officer	Atty	Description	Status	Comments
NUSF-32.22	3/4/2025	Schram	SK	Seeking to conduct an inquiry into the failure by certain telecommunications companies to comply with Commission Rules or Orders and impose an administrative fine: Order Initiating Show Cause and Setting Hearing	Pending	Schedule Show Cause Hearing for April 15, 2025 at 11:00 a.m., Commission Hearing Room.
Universal Service Dockets						
NUSF-92, PO #16	10/16/2024		SK	To administer the NUSF Broadband Program	Pending	Grant application window opens November 18, 2024, and closes January 13, 2025.
NUSF-108	12/17/2024		SK	Seeking to make adjustments to the high-cost distribution mechanism and revise reporting requirements	Pending	On-going.
NUSF-133 PO#3	10/7/2025		SD	In the Matter of the Nebraska Public Service Commission, on its own motion, to implement standards for the verification of broadband service provider coverage and speed data. To enter an order seeking comment and notice of hearing.		Comments on the topics described above shall be due to the Commission by Friday, November 14, 2025, at 3:00 p.m. to: psc.nusf@nebraska.gov Hearing shall be held on Monday, December 8, 2025, at 2:30 p.m.
NUSF-139 PO #8	8/26/2025		SK	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. To enter an order requesting pre-filed testimony and setting hearing	Pending	Comments of Interested parties may file in the form of pre-filed testimony, on or before September 16, 2025 at 5:00 p.m. to: psc.nusf@nebraska.gov Hearing shall be held on September 30, 2025 at 1:30 p.m.
NUSF-143	2/4/2025		SK	Seeking to implement policies related to dedicated universal service support for wireless telecommunications services	Pending	Initial Comments due March 3, 2025 with reply comments due March 28, 2025.
NUSF-148.01-148.9	10/7/2025		SK	Seeking transition of ongoing high-cost Nebraska Universal Service Support for eligible served locations.	Pending	Protest date on or before Monday, November 10, 2025
148.10-148.12	11/3/2025			Seeking transition of ongoing high-cost Nebraska Universal Service Support for eligible served locations.	Pending	Protest date on or before Wednesday, December 3, 2025
NUSF-149/C5678	10/29/2025		SD	Expand ETC/Assurance Wireless USA, L.P.	Pending	Protest on or before Wednesday, December 3, 2025
Version 12.4.2025						

Tariffs

<i>Carrier Name</i>	<i>Description</i>	<i>Date Filed</i>	<i>Date Effective</i>
Qwest Corporation d/b/a CenturyLink QC	Certain rate Increases.	12/1/2025	2/1/2026

Summary of Telecommunications Complaints

November, 2025

Total complaints this month - 41

Fiscal year to date - 202

Service Category	Total	Complaint Issue	Company
Wireline	Total: 26	Service Quality - 19 Miscellaneous - 5 Billing - 2	Blair - 7 Qwest - 5 Metro - 3 Cox - 3 Windstream - 2 Citizens - 2 - 2 Great Plains - 1 Glenwood TMC - 1
Cellular	Total: 2	Service Quality - 1 Billing - 1	T-Mobile - 1 Cingular - 1
Internet	Total: 13	Service Quality - 9 Billing - 3 Miscellaneous - 1	Windstream - 4 Blair - 3 Qwest - 2 Cox - 2 Quantum Fiber - 1 HNS - 1

Savings to date
Wireline: \$5,771.63
Cellular: \$1,149.85
Transmission Line: \$0.00
Internet: \$1,322.75
Cable TV: \$14.92
Total: \$8,259.15

Of the above complaints:

Valentine Area	0 Complaints
Chappell/Oshkosh/Lewellen	0 Complaints

Outages for November 2025

Short Name	Area	Time of Outage	Time Service Restored	Outage Duration	Count of Affected Lines	Primary Cause	Comments
Qwest	Grand Island	2025-11-04 05:00:00	2025-11-04 09:05:00	4 hours 5 minutes	1292	Equipment	Perkins County PSAP auto-rerouted to Dawson. Reroute released. Came clear, no service impact.
Windstream	Lincoln	2025-11-10 01:21:00	2025-11-10 04:15:00	2 hours 54 minutes	1653	Equipment	Maintenance to move backhaul circuits from Juniper MX960 to Juniper PTX routes impacted Lincoln Metaswitch Call Feature Server SIGTRAN Links
Cox	Omaha 68106	2025-11-11 04:24:00	2025-11-11 07:27:00	3 hours 3 minutes	102	Equipment	Hung radio frequency board. Reset performed to restore services.
Three River	Brown County	2025-11-12 15:00:00	2025-11-12 21:15:00	6 hours 15 minutes	425	Equipment	Chassis for Ring Network crashed. Replaced the chassis & cards, moved services to the cards to restore service.
Great Plains	Bloomfield, Verdigre, Center, Wynot, O'Neill, Crofton, Ponca, Wausa, Niobrara, Hartington, Creighton	11/12/2025 4:30	11/12/2025 12:55	8 hours 25 minutes	2057	Equipment	GPC Network Ops isolated issue to vendor equipment (Ciena). Once equipment could be re-booted, full service was restored.
Great Plains	Knox, Cedar, Antelope, Holt, Boone, Dixon, Dodge, Washington, Cuming Cherry, Douglas, Sarpy	2025-11-17 16:43:00				Equipment	911 trunking impairment from CenturyLink/Lumen SONET outage between Fremont and Omaha.
Qwest	Scottsbluff	2025-11-22 18:53:00	2025-11-25 17:41:00	2 days 22 hours 48 minutes	355	Equipment	The Scottsbluff switch is not processing toll calls. The configurations were corrected.
Blair	South Bellevue	2025-11-20 12:54:00	2025-11-21 12:00:00	23 hours 6 minutes	31	Cable Cut	OPTK Fiber Cut, Fiber cut repaired to restore service.

Qwest	Scottsbluff	2025-11-25 14:31:00	2025-11-25 15:44:00	1 hours 13 minutes	540	Equipment	A portion of the Scottsbluff switch is not processing toll calls. Cards were rebooted and reseated several cards to restore service.
Qwest	Lyman	2025-11-25 14:31:00	2025-11-25 15:44:00	1 hours 13 minutes	76	Equipment	A portion of the Lyman switch is not processing toll calls. Cards were rebooted and reseated several cards to restore service.
Qwest	Oshkosh	2025-11-25 14:31:00	2025-11-25 15:44:00	1 hours 13 minutes	161	Equipment	The Oshkosh switch is not processing toll calls. Cards were rebooted and reseated several cards to restore service.
Qwest	Minatare	2025-11-25 14:31:00	2025-11-25 15:44:00	1 hours 13 minutes	88	Equipment	A portion of the Minatare switch is not processing toll calls. Cards were rebooted and reseated several cards to restore service.
Qwest	Potter	2025-11-25 14:31:00	2025-11-25 15:44:00	1 hours 13 minutes	71	Equipment	A Potter switch is not processing toll calls. Cards were rebooted and reseated several cards to restore service.
Qwest	Gering	2025-11-25 14:31:00	2025-11-25 15:44:00	1 hours 13 minutes	150	Equipment	The Gering switch is not processing toll calls. Cards were rebooted and reseated several cards to restore service.
Qwest	Morrill	2025-11-25 14:31:00	2025-11-25 15:44:00	1 hours 13 minutes	110	Equipment	The Morrill switch is not processing toll calls. Cards were rebooted and reseated several cards to restore service.
Qwest	Mitchell	2025-11-25 14:31:00	2025-11-25 15:44:00	1 hours 13 minutes	106	Equipment	The Mitchell switch is not processing toll calls. The cards were rebooted and reseated several cards to restore service.
Qwest	Kimball	2025-11-25 14:31:00	2025-11-25 15:44:00	1 hours 13 minutes	17	Equipment	Kimball switch is not processing toll calls. Cards were rebooted and reseated several cards to restore services.
Qwest	Bayard	2025-11-25 14:31:00	2025-11-25 15:44:00	1 hours 13 minutes	109	Equipment	Bayard switch not processing toll calls. Cards were rebooted and reseated several cards to restore service.