

**COMMUNICATIONS & NEBRASKA UNIVERSAL SERVICE FUND AGENDA**

**April 14, 2026**

**10:00 AM**

- C-5694 In the Matter of the Application of CBTS Technology Solutions LLC, Cincinnati, Ohio, seeking authority to withdraw its local and interexchange certificates of authority and cancel its tariffs.
- C-5695 In the Matter of the Application of Hershey Cooperative Telephone Company, Hershey, Nebraska, seeking authority to operate as an interexchange carrier of telecommunications services within the State of Nebraska.

**UNIVERSAL SERVICE FUND**

- NUSF-33/PI-68 In the Matter of the Nebraska Public Service Commission, on its own motion, seeking to investigate the audit requirements related to the Nebraska Universal Service Fund.
- NUSF-92 PO#10 In the Matter of the Nebraska Public Service Commission, on its Own Motion, to Administer the Nebraska Universal Service Fund Broadband Program.
- NUSF-108 In the Matter of the Nebraska Public Service Commission, on its own Motion, to make adjustments to its high-cost distribution mechanism and to make revisions to its reporting requirements.

**NUSF/TRS REMITTANCE COMPLAINTS**

- NUSF 37.469 Cullen Robbins, Director, Nebraska Universal Service Fund Department of the Nebraska Public Service Commission, Complainant, v. CallShaper, LLC, Respondent.
- NUSF-37.476 Cullen Robbins, Director, Nebraska Universal Service Fund Department of the Nebraska Public Service Commission, Complainant, v. Net2Phone 2.0 America, Inc, Respondent.
- NUSF-37.478 Cullen Robbins, Director, Nebraska Universal Service Fund Department of the Nebraska Public Service Commission, Complainant, v. Peerless Network of Nebraska, LLC., Respondent.

- NUSF-37.482 Cullen Robbins, Director, Nebraska Universal Service Fund Department of the Nebraska Public Service Commission, Complainant, v. Zultys, Inc., Inc, Respondent.
- TRS-31 Cullen Robbins, Director, Nebraska Universal Service Fund Department of the Nebraska Public Service Commission, Complainant, v. AMG Technology Investment Group, LLC, Respondent.
- TRS-32 Cullen Robbins, Director, Nebraska Universal Service Fund Department of the Nebraska Public Service Commission, Complainant, v. Dalton Telephone Company, Respondent.
- TRS-33 Cullen Robbins, Director, Nebraska Universal Service Fund Department of the Nebraska Public Service Commission, Complainant, v. Elsie Communications, LLC, Respondent.
- TRS-35 Cullen Robbins, Director, Nebraska Universal Service Fund Department of the Nebraska Public Service Commission, Complainant, v. Golden West Telecommunications Cooperative Inc., Respondent.
- TRS-37 Cullen Robbins, Director, Nebraska Universal Service Fund Department of the Nebraska Public Service Commission, Complainant, v. Intralinks, Inc, Respondent.
- TRS-38 Cullen Robbins, Director, Nebraska Universal Service Fund Department of the Nebraska Public Service Commission, Complainant, v. iTalk Global Communications, Respondent.

### **REPORTS**

Communications Pending List  
NUSF Pending List  
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         |
|------------|-----------------|--|-----------------|-----------|------------|-----------------|
| 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 |           | 3/31/2026  | 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 |            |                 |
| 8/7/2025   | C-5667/PI-255   | Review of pending Lumen/AT&T merger  | Sallie Dietrich |           | 3/3/2026   | Tim Schram      |
| 8/11/2025  | C-5669          | Boundary change/Haleigh Eschliman/Nebraska Central Telephone Company/CenturyLink   | Shana Knutson   | 9/15/2025 |            |                 |
| 11/8/2025  | C-5682/PI-257   | Review of merger between Windstream entities and Uniti Group, LLC  | Sallie Dietrich |           | 5/5/2026   | Dan Watermeier  |
| 1/6/2026   | C-5684          | TRS Surcharge 2026   | Jonathan Smith  |           | 3/24/2026  | Tim Schram      |
| 12/16/2025 | C-5685/PI-259   | Investigation of railroad crossing fees  | Shana Knutson   |           |            |                 |
| 12/19/2025 | C-5687          | Transfer of Control/Anacoco Capital Partners, LLC and ABC Parent Holdings LP/American Broadband Holding Company/Fastwyre Broadband | Sallie Dietrich | 1/26/2026 | 4/27/2026  | Eric Kamler     |
| 1/9/2026   | C-5688          | Transfer of control/Vyve Business Services, LLC/Cable One, Inc. d/b/a Sparklight   | Jonathan Smith  | 2/13/2026 |            |                 |
| 2/3/2026   | C-5692/NUSF-151 | ETC Lifeline & NTAP/LTE Wireless, Inc.   | Sallie Dietrich | 3/11/2026 |            |                 |
| 3/2/2026   | C-5694          | IXC and CLEC Withdrawal/CBTS Technology Solutions LLC  | Sallie Dietrich | 4/8/2026  |            |                 |
| 3/5/2026   | C-5695          | IXC Authority/Hershey Cooperative Telephone Company  | Jonathan Smith  | 4/9/2026  |            |                 |
| 3/13/2026  | C-5696/NUSF-152 | Expand ETC/Great Plains Communications, LLC  | Sallie Dietrich | 4/17/2026 |            |                 |
| 3/16/2026  | C-5697          | Boundary change/Richard Newton/Hamilton/Windstream   | Jonathan Smith  | 4/20/2026 |            |                 |
|            |                 |  |                 |           |            |                 |
| 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      |

NUSF Pending List

| Filed      | Appl #                         | Summary  | Att    | Status    | Hearing Officer |
|------------|--------------------------------|--|--------|-----------|-----------------|
| 3/31/2026  | NUSF-4 PO#31                   | In the Matter of the Commission, on its own motion, seeking to determine the level of the fund necessary to carry out the Nebraska Telecommunications Universal Service Fund Act beginning July 1, 2026.<br>Order Setting Hearing for Tuesday, May 12th at 11 AM.  | Shana  | Pending   |                 |
| 3/4/2025   | NUSF-32.22                     | Seeking to conduct an inquiry into the failure by certain telecommunications companies to comply with Commission Rules or Orders and impose an administrative Fine.  | Shana  | Ongoing   |                 |
|            |                                | NUSF and TRS Remittance Complaints   | Jon    | Pending   |                 |
| 3/19/2026  | NUSF 37.469-37.482 & TRS 31-40 | AMG Technology Investment Group, LLC., CallShaper LLC., Combined Public Communication, Dalton Telephone Company, LLC., Discount Long Distance, LLC., Elsie Communications, LLC., Gabb Wireless, Inc, Global Connection Inc. of America., Golden West Telecommunications Cooperative, Greenfly Networks, Inc., Hypercube Networks, LLC., Interface Security Systems, LLC., Intralinks, Inc., iTalk Global Communications, Inc., Magna5 LLC., Net2Phone 2.0 America, Inc., Net2Phone 2.0 America, Inc., Ooma, Inc., Peerless Network of Nebraska, LLC., Troomi Wireless, Inc., Tube Inc., Unitas Global Inc., Zultvs, Inc. |        |           |                 |
| 10/16/2024 | NUSF-92 PO#16                  | To administer the NUSF Broadband Program   | Shana  | Ongoing   |                 |
| 4/14/2026  | NUSF-108                       | In the Matter of the Nebraska Public Service Commission, on its own Motion, to make adjustments to its high-cost distribution mechanism and to make revisions to its reporting requirements. Order granting motion to modify NUSF Funding (Arapahoe)   | Sallie | Pending   |                 |
| 2/4/2025   | NUSF-143                       | Seeking to implement policies related to dedicated universal service support for wireless telecommunications services  | Shana  | Ongoing   |                 |
| 10/7/2025  | NUSF-148.01-148.09             | Seeking transition of ongoing high-cost Nebraska Universal Service Support for eligible served locations.  | Shana  | Ongoing   | Schram          |
| 4/7/2026   | NUSF-148.01-148.09             | HO Orders Modifying Procedural Schedules.  | Shana  | Ongoing   | Schram          |
| 4/6/2026   | NUSF-148.09                    | In the Matter of Glenwood Telecommunications, Inc., seeking transition of ongoing high-cost Nebraska Universal Service Support for eligible served locations in Citizens Telecommunications Company of Nebraska. Order Granting Leave to File Amended Applications.  | Shana  |           | Schram          |
| 11/3/2025  | NUSF-148.10-148.12             | Seeking transition of ongoing high-cost Nebraska Universal Service Support for eligible served locations.  | Shana  | Suspended | Schram          |
| 12/16/2025 | NUSF-150                       | In the Matter of the Nebraska Public Service Commission, on its own motion, to explore additional funding opportunities in the Telehealth Program.   | Shana  | Ongoing   | Mirch           |
| 2/3/2026   | NUSF-151/C-5692                | In the Matter of the Application of Great Plains Communications, LLC, Blair, Nebraska, seeking authority to expand its Eligible Telecommunications Carrier designation.  | Sallie |           |                 |
| 1/0/1900   | NUSF-152/C-5696                | In the Matter of the Application of LTE Wireless, Inc., New York, New York, seeking statewide designation as an Eligible Telecommunications Carrier in the State of Nebraska for the limited purpose of providing Lifeline and Nebraska Telephone Assistance Program services to qualifying customers.   | Sallie |           |                 |

## Summary of Telecommunications Complaints

*March, 2026*

Total complaints this month - 49

Fiscal year to date - 383

| Service Category | Total     | Complaint Issue  | Company   |
|------------------|-----------|--|---|
| Wireline         | Total: 13 | Service Quality - 7<br>Billing - 3<br>Telemarketing - 1<br>Miscellaneous - 1<br>Carrier to Carrier - 1 | Qwest - 6<br>Cox - 2<br>Allo - 2<br>Time Warner Cable - 1<br>Great Plains - 1<br>Blair - 1  |
| Cellular         | Total: 3  | Billing - 2<br>Miscellaneous - 1   | Verizon - 1<br>Cox - 1<br>Consumer Cellular - 1   |
| Internet         | Total: 31 | Service Quality - 18<br>Broadband - 5<br>Billing - 5<br>Miscellaneous - 3                              | ATTE - 10<br>Time Warner Cable - 5<br>Qwest - 5<br>Citizens - 2<br>Blair - 2<br>Windstream - 1<br>Q Fiber, LLC - 1<br>Great Plains - 1<br>Google Fiber - 1<br>EarthLink - 1<br>Cox - 1<br>COI - 1 |
| Cable TV         | Total: 1  | Miscellaneous - 1  | Great Plains - 1  |
|                  | Total: 1  | Miscellaneous - 1  | Google - 1  |

|                           |
|---------------------------|
| Savings to date           |
| Wireline: \$11,599.09     |
| Cellular: \$3,365.61      |
| Voice over IP: \$0.00     |
| Transmission Line: \$0.00 |
| Internet: \$7,239.65      |
| Cable TV: \$1,019.21      |
| : \$92.90                 |
| Total: \$23,316.46        |

## Outages for March 2026

| Short Name   | Area  | Time of Outage         | Time Service Restored  | Outage Duration                  | Count of Affected Lines | Primary Cause | Comments  |
|--------------|---|------------------------|------------------------|----------------------------------|-------------------------|---------------|---|
| Glenwood TMC | Blue Hill and Hebron  | 2026-03-06<br>15:00:00 | 2026-03-06<br>18:00:00 | <b>0 days 3 hours 0 minutes</b>  | 2359                    | Equipment     | Issue with voice switch from upgrade previous night. Meta switch - 5 years old. GTMC - 1596, GT - 763, Total - 2359. Rebooted network elements  |
| Cox          | Omaha 68102, 68105, 68106, and 60108  | 2026-03-17<br>11:00:00 | 2026-03-17<br>13:30:00 | <b>0 days 2 hours 30 minutes</b> | 3138                    | Equipment     | A chassis experienced a multiple-card failure. Affected cards were replaced to restore services to affected lines.                              |
| Windstream   | Lincoln   | 2026-03-19<br>16:33:00 | 2026-03-19<br>18:37:00 | <b>0 days 2 hours 4 minutes</b>  | 135                     | Other         | The outages cleared before root cause isolation.  |
| Windstream   | Lincoln   | 2026-03-19<br>16:33:00 | 2026-03-19<br>18:37:00 | <b>0 days 2 hours 4 minutes</b>  | 471                     | Other         | The outages cleared before root cause isolation   |
| Windstream   | Lincoln, Plattsmouth, Avoca, Murdock, Syracuse, Nebraska City, Dunbar, Unadilla, Talmage, Ashland | 2026-03-19<br>20:44:00 | 2026-03-20<br>00:25:00 | <b>0 days 3 hours 41 minutes</b> | 893                     | Equipment     | A DS3 outage that cleared before root cause isolation affected DMS100 and DTD5 remotes out of Lincoln NE. Impact cleared while testing on site. |
| Windstream   |   | 2026-03-19<br>20:45:00 | 2026-03-20<br>00:25:00 | <b>0 days 3 hours 40 minutes</b> |                         | Other         | See 25-84   |
| Windstream   | Lincoln, Nebraska City, Talmage, Dunbar, Union, Otoe. LNCLNEXL                                    | 2026-03-20<br>09:47:00 | 2026-03-20<br>11:06:00 | <b>0 days 1 hours 19 minutes</b> | 331                     | Other         | Nortel DMS100 RCC   |
| Cox          | Omaha 68154   | 2026-03-20<br>09:13:00 | 2026-03-20<br>12:01:00 | <b>0 days 2 hours 48 minutes</b> | 194                     | Equipment     | A failed Physical Interface Card (PIC) and a power jumper were replaced restoring all impacted services.  |

|            |  |                        |                        |   |     |           |   |
|------------|--|------------------------|------------------------|---|-----|-----------|---|
| Citizens   | Newman Grove   | 2026-03-21<br>05:15:00 | 2026-03-21<br>06:16:00 | <b>0 days 1<br/>hours 1<br/>minutes</b>   | 275 | Equipment | Span failure. Repaired spans  |
| Windstream | Lincoln/LNCLNEXL   | 2026-03-23<br>11:56:00 | 2026-03-23<br>13:28:00 | <b>0 days 1<br/>hours 32<br/>minutes</b>  | 319 | Equipment | The Nortel DMS100 RCC2s were reset.   |
| Windstream | Louisville, Avoca,<br>Weeping Water.<br>LSVLNEXL,<br>WPWRNEXL,<br>AVOCNEXL                                       | 2026-03-30<br>08:53:00 | 2026-03-30<br>23:31:00 | <b>0 days 14<br/>hours 38<br/>minutes</b> | 161 | Cable Cut | A state work crew removing trees damaged buried fiber; locates were off. Damaged fiber was replaced.                                      |
| Qwest      | Lincoln, Plattsmouth,<br>Avoca, Murdock,<br>Syracuse, Nebraska<br>City, Dunbar,<br>Unadilla, Talmage,<br>Ashland | 2026-03-19<br>13:33:00 | 2026-03-19<br>18:37:00 | <b>0 days 5<br/>hours 4<br/>minutes</b>   | 893 | Equipment | A DS3 outage that cleared before root cause isolation affected DMS100 and DTD5 remotes out of Lincoln, NE. Impact cleared before testing. |