

**COMMUNICATIONS & NEBRASKA UNIVERSAL SERVICE FUND AGENDA**

**October 6, 2026**

**10:00 AM**

C-5725                      In the Matter of the Application of Norstan Network Services, Inc., Tampa, Florida, seeking authority to withdraw its interexchange certificate of authority and cancel its tariff.

**UNIVERSAL SERVICE FUND**

NUSF-92.64                      In the Matter of the Nebraska Public Service Commission, on its own motion, seeking to administer the Nebraska Universal Service Fund's Broadband Program: Application to the Nebraska Broadband Program received from United States Cellular Corporation.

**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 |            | 9/3/2026   | 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  |            |                 |
| 12/16/2025 | C-5685/PI-259   | Investigation of railroad crossing fees                                                                                                                   | Shana Knutson   |            |            |                 |
| 2/3/2026   | C-5692/NUSF-151 | ETC Lifeline & NTAP/LTE Wireless, Inc.                                                                                                                    | Joselyn Luedtke | 3/11/2026  | 7/13/2026  | Tim Schram      |
| 6/2/2026   | C-5701/DC-106   | 2025 Annual Reports                                                                                                                                       | Joselyn Luedtke |            | 7/15/2026  | Eric Kamler     |
| 7/17/2026  | C-5717/NUSF-154 | ETC Expansion/Hamilton Telephone Company                                                                                                                  | Sallie Dietrich | 8/26/2026  |            |                 |
| 8/26/2026  | C-5725          | IXC Withdrawal/Norstan Network Services, Inc.                                                                                                             | Jonathan Smith  | 9/30/2026  |            |                 |
| 8/26/2026  | C-5726          | Name change/Windstream Nebraska, Inc./Windstream Nebraska, LLC                                                                                            | Sallie Dietrich | 10/15/2026 |            |                 |
| 9/11/2026  | C-5727          | Transfer of Control/Hamilton Telephone Company/Nebraska Central Telephone Company                                                                         | Sallie Dietrich | 10/22/2026 |            |                 |
| 9/14/2026  | C-5728          | Transfer of Control/Kinetic ABS LLC/Windstream Nebraska, Inc./Windstream Communications, LLC/Windstream Long Distance, LLC/Windstream of the Midwest, LLC | Sallie Dietrich | 10/21/2026 |            |                 |
| 9/17/2026  | C-5729          | Add trade name/Charter Fiberlink - Nebraska, LLC/Spectrum Business                                                                                        | Jonathan Smith  | 10/22/2026 |            |                 |
| 9/18/2026  | C-5730          | CLEC authority/Hamilton Telephone Company                                                                                                                 | Sallie Dietrich | 10/28/2026 |            |                 |
| 9/22/2026  | C-5731          | Transfer of control/Easton Telecom Services, L.L.C./RSTN Communications, LLC                                                                              | Jonathan Smith  | 10/26/2026 |            |                 |
|            |                 |                                                                                                                                                           |                 |            |            |                 |
| Filed      | Appl #          | Summary                                                                                                                                                   | Att             | Protest    | Hearing    | Officer         |
| 5/7/2026   | W-17            | Water Rate Increase/Bow Valley Waterworks                                                                                                                 | Shana Knutson   | 8/30/2026  |            |                 |
|            |                 |                                                                                                                                                           |                 |            |            |                 |
| 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             | Application #                                                              | Summary                                                                                                                                                                                                                                                                                                                                                                                                                                                                | Att             | Hearing   | Hearing Officer |
| 4/14/2026         | NUSF-108<br>Adjust to High Cost Mechanism                                  | 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.                                                                                                                                                                                                                                                                           | Sallie Dietrich | n/a       | n/a             |
| 3/4/2025          | NUSF-32.22<br>Audit Complaints Administrative Fines                        | In the Matter of the Commission, on its own motion, seeking to conduct an inquiry into the failure by certain telecommunications companies to comply with Commission Rules or Orders and to impose administrative fines.                                                                                                                                                                                                                                               | Shana Knutson   | 4/15/2025 | n/a             |
| 9/29/2026         | NUSF-25, PO#48 w/NUSF-66                                                   | In the Matter of the Nebraska Public Service Commission, on its own motion, seeking to establish guidelines for the purpose of certifying the use of federal universal service support; and NUSF-66 In the Matter of the Nebraska Public Service Commission, on its own motion, seeking to establish guidelines for the purpose of certifying the use of state universal service support.                                                                              | Shana Knutson   |           |                 |
| 4/28/2026         | NUSF-139 PO#11<br>Modification High-Cost Federal-State Grants              | 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.                                                                                                                                                                                                    | Shana Knutson   |           |                 |
| 8/25/2026         | NUSF-139 PO#11<br>Modification High-Cost Federal-State Grants              | 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. Order Setting Schedule for Transition Applications. Interested applicants may file Support Transition Applications any time between now and Thursday, October 1, 2026, at 5:00 p.m., Central Time. | Shana Knutson   |           |                 |
| 2/4/2025          | NUSF-143<br>Wireless Program                                               | Seeking to implement policies related to dedicated universal service support for wireless telecommunications services. Comments due March 28, 2025.                                                                                                                                                                                                                                                                                                                    | Shana Knutson   | n/a       | n/a             |
| 8/20/2026         | NUSF-148.13<br>Transition Support Applications                             | In the Matter of Hamilton Telephone Company, seeking transition of ongoing high-cost Nebraska Universal Service Support for eligible served locations in Qwest Corporations d/b/a CenturyLink QC or United Telephone Company of the West d/b/a CenturyLink support Areas.                                                                                                                                                                                              |                 |           |                 |
| 8/20/2026         | NUSF-148.14<br>Transition Support Applications                             | In the Matter of Hamilton Telephone Company, seeking transition of ongoing high-cost Nebraska Universal Service Support for eligible served locations in Windstream Nebraska, Inc., territory.                                                                                                                                                                                                                                                                         | Shana Knutson   |           |                 |
| 8/20/2026         | NUSF-148.15<br>Transition Support Applications                             | In the Matter of Northeast Nebraska Telephone Company, seeking transition of ongoing high-cost Nebraska Universal Service Support for eligible served locations in Frontier, territory.                                                                                                                                                                                                                                                                                | Shana Knutson   |           |                 |
| 8/20/2026         | NUSF-148.16<br>Transition Support Applications                             | In the Northeast Nebraska Telephone Company (ILEC), seeking transition of ongoing high-cost Nebraska Universal Service Support for eligible served locations in Windstream Nebraska, Inc., territory.                                                                                                                                                                                                                                                                  | Shana Knutson   |           |                 |
| 8/20/2026         | NUSF-148.17<br>Transition Support Applications                             | In the Matter of Northeast Nebraska Telephone Company, seeking transition of ongoing high-cost Nebraska Universal Service Support for eligible served locations in Qwest Corporation d/b/a CenturyLink territory.                                                                                                                                                                                                                                                      | Shana Knutson   |           |                 |
| 8/20/2026         | NUSF-148.18<br>Transition Support Applications                             | In the Matter of Northeast Nebraska Telephone Company (CLEC), seeking transition of ongoing high-cost Nebraska Universal Service Support for eligible served locations in Windstream Nebraska, Inc., territory.                                                                                                                                                                                                                                                        | Shana Knutson   |           |                 |
| 8/23/2026         | NUSF-148.19<br>Transition Support Applications                             | In the Matter of Consolidated Telephone Company, seeking transition of ongoing high-cost Nebraska Universal Service Support for eligible served locations in Qwest Corporation d/b/a CenturyLink QC or United Telephone Company of the West d/b/a CenturyLink territory.                                                                                                                                                                                               | Shana Knutson   |           |                 |
| 9/15/2026         | NUSF-148.20<br>Transition Support Applications                             | In the Matter of Skywave Wireless Inc., seeking transition of ongoing high-cost Nebraska Universal Service Support for eligible served locations in Great Plains Communication LLC, support Areas.                                                                                                                                                                                                                                                                     | Shana Knutson   |           |                 |
| 9/15/2026         | NUSF-148.21<br>Transition Support Applications                             | In the Matter of Skywave Wireless Inc., seeking transition of ongoing high-cost Nebraska Universal Service Support for eligible served locations in Qwest Corporation d/b/a CenturyLink QC or United Telephone Company of the West d/b/a CenturyLink territory.                                                                                                                                                                                                        | Shana Knutson   |           |                 |
| 8/25/2026         | NUSF-150<br>TeleHealth Program Funding Opportunities                       | In the Matter of the Nebraska Public Service Commission, on its own motion, to explore additional funding opportunities in the Telehealth program. Order Issuing Grant Awards.                                                                                                                                                                                                                                                                                         | Shana Knutson   | n/a       |                 |
| 2/3/2026          | NUSF-151/C-5692<br>LTE Wireless Providing NTAP & Lifeline Program Services | 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.                                                                                                                                                                 | Joselyn Luedtke | 7/13/2026 | Tim Schram      |

## Summary of Telecommunications Complaints

*September, 2026*

Total complaints this month - 66

Fiscal year to date - 195

| Service Category  | Total     | Complaint Issue                                                                                                                                   | Company                                                                                                                                                          |
|-------------------|-----------|---------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Wireline          | Total: 47 | Service Quality - 24<br>Miscellaneous - 13<br>Carrier to Carrier - 3<br>Billing - 3<br>Broadband - 2<br>Telemarketing - 1<br>Customer Service - 1 | Qwest - 24<br>ATTE - 6<br>Blair - 4<br>Windstream - 2<br>Rock County - 2<br>Great Plains - 2<br>Cox - 2<br>Citizens - 2<br>NTT - 1<br>MetroPCS - 1<br>Huntel - 1 |
| Cellular          | Total: 3  | Telemarketing - 1<br>Service Quality - 1<br>Customer Service - 1                                                                                  | Verizon - 2<br>T-Mobile - 1                                                                                                                                      |
| Transmission Line | Total: 2  | Miscellaneous - 1<br>Customer Service - 1                                                                                                         | Google Fiber - 1<br>ATTE - 1                                                                                                                                     |
| Internet          | Total: 14 | Service Quality - 8<br>Billing - 3<br>Miscellaneous - 1<br>Customer Service - 1<br>Broadband - 1                                                  | Windstream - 3<br>Qwest - 3<br>ATTE - 3<br>Zito - 1<br>Viaero Fiber Networks, LLC - 1<br>Great Plains - 1<br>Forged - 1<br>Blair - 1                             |

|                           |
|---------------------------|
| Savings to date           |
| Wireline: \$3,503.23      |
| Cellular: \$402.87        |
| Transmission Line: \$0.00 |
| Internet: \$1,028.76      |
| Cable TV: \$0.00          |
| : \$0.00                  |
| Total: \$4,934.86         |

## Outages for September 2026

| Short Name | Area                                                                                                                               | Time of Outage      | Time Service Restored | Outage Duration            | Count of Affected Lines | Primary Cause | Comments                                                                                                                                                                                                                                               |
|------------|------------------------------------------------------------------------------------------------------------------------------------|---------------------|-----------------------|----------------------------|-------------------------|---------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Plainview  | Plainview                                                                                                                          | 2026-09-01 11:50:00 | 2026-09-01 23:55:00   | 0 days 12 hours 5 minutes  |                         | Cable Cut     | Our CenturyLink 911 trunks both went down this morning around 11:50, due to cut fiber somewhere near Omaha                                                                                                                                             |
| Citizens   | Orchard NE                                                                                                                         | 2026-09-09 02:09:00 | 2026-09-09 07:00:00   | 0 days 4 hours 51 minutes  | 121                     | Damaged Cable | Span failure. SS7 outage. NI26090901040 - technician dispatched to central office.                                                                                                                                                                     |
| K&M        | Inman & Chambers                                                                                                                   | 2026-09-11 13:35:00 | 2026-09-12 08:11:00   | 0 days 18 hours 36 minutes | 350                     | Cable Cut     | A fiber cut in Omaha (approx. 175 mi. southeas of Inman, NE). Lumen found a cut to a large fiber cable (97F) in Omaha NE. Fix Action ; Replacement fiber was spliced by Lumen withc restored Toll/EQAS services (and also one affected NG911 circuit). |
| NNTC       | Allen, Bristow, Butte, Clearwater, Coleridge, Dixon, Long Pine, Martinsburg, Newcastle, Obert, Spencer, Stuart, Waterbury, Winside | 2026-09-23 09:34:00 | 2026-09-24 00:05:00   | 0 days 14 hours 31 minutes | 1851                    | Cable Cut     | outside our network, lumen LD not connecting calls                                                                                                                                                                                                     |
| K&M        | Inman, Chambers                                                                                                                    | 2026-09-22 15:08:00 | 2026-09-23 00:14:00   | 0 days 9 hours 6 minutes   | 350                     | Cable Cut     | Lumen fiber fault in Omaha Area                                                                                                                                                                                                                        |
| K&M        | Chambers, Inman                                                                                                                    | 2026-09-23 09:54:00 | 2026-09-24 00:18:00   | 0 days 14 hours 24 minutes | 350                     | Cable Cut     | Lumen Cable Cut                                                                                                                                                                                                                                        |
| Pierce     | Pierce, Hoskins                                                                                                                    | 2026-09-23 08:55:00 | 2026-09-23 23:54:00   | 0 days 14 hours 59 minutes | 1500                    | Cable Cut     | Cable cut im Omaha caused outage                                                                                                                                                                                                                       |
| Pierce     | Pierce, Hoskins                                                                                                                    | 2026-09-22 15:10:00 | 2026-09-23 03:50:00   | 0 days 12 hours 40 minutes | 1247                    | Cable Cut     | Cut to Lumen's fiber optic cable in Omaha                                                                                                                                                                                                              |
| Plainview  | Plainview Exchange                                                                                                                 | 2026-09-22 15:30:00 | 2026-09-23 03:50:00   | 0 days 12 hours 20 minutes | 500                     | Cable Cut     | Lumen Cable Cut in Omaha caused outage                                                                                                                                                                                                                 |
| Windstream | Cortland, Firth, Hickman, Hallam, Martell                                                                                          | 2026-09-29 02:27:00 | 2026-09-29 04:12:00   | 0 days 1 hours 45 minutes  | 185                     | Other         | Planned Maintenance to troubleshoot and repair span between Hallam and Martell                                                                                                                                                                         |