

**BEFORE THE NEBRASKA PUBLIC SERVICE COMMISSION**

In the Matter of the Nebraska Public )      APPLICATION NO. NUSF-92.22  
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 Cox )  
Nebraska Telcom, LLC and the )  
Salvation Army. )

**PREFILED TESTIMONY OF ROBERT LOGSDON**

**ON BEHALF OF**

**COX NEBRASKA TELCOM, LLC**

**MARCH 27, 2015**

**I. Intro/Background of Witness**

1 **Q. PLEASE STATE YOUR NAME AND ADDRESS FOR THE RECORD.**

2 A. My name is Robert Logsdon and my business address is 11505 West Dodge  
3 Road, Omaha, NE 68154.

4 **Q. ON WHOSE BEHALF ARE YOU PROVIDING THIS TESTIMONY?**

5 A. I am testifying on behalf of the applicant, Cox Nebraska Telcom, LLC. Cox is  
6 certificated by this Commission to provide local exchange and interexchange  
7 telecommunications services in Nebraska. I will refer to Cox Nebraska Telcom,  
8 LLC as “Cox” throughout my testimony. I am here also to reflect the support of  
9 the application on behalf of the Salvation Army of Omaha, Nebraska.

10 **Q. WHAT ARE YOUR DUTIES WITH COX AND HAVE YOU**  
11 **PREVIOUSLY TESTIFIED BEFORE ANY GOVERNMENTAL BODIES?**

12 A. My duties include managing regulatory affairs for Cox in the states of Nebraska,  
13 Iowa, Idaho, Kansas, Oklahoma and Arkansas. I oversee tariff filings in these  
14 states, as well as regulatory compliance. I've testified before this Commission  
15 and the Iowa Utilities Board. I have also testified before the Nebraska  
16 Legislature's Transportation and Telecommunications Committee.

17 **Q. PLEASE DESCRIBE YOUR RELEVANT EMPLOYMENT AND**  
18 **EDUCATIONAL HISTORY.**

19 A. I earned a Bachelor of Science degree in Business Administration from the  
20 University of Nebraska, Lincoln in 1981. From 1989 to 2000, I worked at the  
21 Nebraska Public Service Commission, first in the Transportation Department and  
22 later as the Commission's Executive Director. I left the Public Service

1 Commission in 2000 to work for Cox and have served as the Director of  
2 Regulatory Affairs since that time.

3 **Q. WHAT IS THE PURPOSE OF YOUR TESTIMONY?**

4 **A.** The purpose of my testimony is to provide information to the Commission that  
5 supports granting Application NUSF-92.22, which is a request to receive NUSF  
6 funds to support a broadband adoption project in Omaha, Nebraska in partnership  
7 with the Salvation Army.

8 **II. Background on Cox Nebraska Telcom, LLC**

9 **Q. BRIEFLY DESCRIBE COX AND ITS PROVISION OF SERVICES IN**  
10 **NEBRASKA.**

11 **A.** Cox started offering voice telecommunications services in the Omaha  
12 metropolitan area in 1997. Cox was one of the first companies to file an  
13 application in Nebraska to obtain a Certificate of Public Convenience and  
14 Necessity to operate as a competitive local exchange carrier. Cox's authority to  
15 operate as a competitive local exchange carrier was later supplemented with the  
16 designation of being named an Eligible Telecommunications Carrier ("ETC")  
17 allowing Cox to participate in the Nebraska Telecommunications Assistance  
18 Program ("NTAP") and provide discounted voice telephone services to low-  
19 income persons. Since that time, Cox has since grown to become one of  
20 Nebraska's largest telephone providers serving approximately 20% of the state's  
21 wireline access lines. Cox has a state-of-the-art switching center in Omaha that  
22 provides not only voice telephone services as described above, but also cable  
23 television and broadband to customers.

1 **III. Support for Application**

2 **Q. WERE YOU INVOLVED IN THE PREPARATION OF THIS**  
3 **APPLICATION THAT WAS FILED WITH THE NEBRASKA PUBLIC**  
4 **SERVICE COMMISSION ON NOVEMBER 6, 2014?**

5 **A.** Yes. I oversaw the preparation of the application and the exhibit and I was  
6 involved in its drafting.

7 **Q. PLEASE DESCRIBE YOUR APPLICATION.**

8 **A.** Cox seeks support to bring broadband services to low-income consumers via a  
9 partnership with the Salvation Army of Omaha, Nebraska. Specifically, Cox  
10 requests support to construct and operate a public computer lab at the Salvation  
11 Army Material Assistance and Seasonal Services (“MASS”) facility that is being  
12 built at 6101 NW Radial Highway. This new MASS facility is being constructed  
13 in a former Walgreens store. It will have ample parking, is near the city bus line  
14 and is located in an area in Omaha where many of the residents live in poverty.  
15 Broadband speeds of 28 Mbps on the downlink and 4 Mbps on the uplink will be  
16 available to the public at the facility, free of charge.  
17 Specifically, the application seeks funding to construct and install a public  
18 computer work station in the MASS facility, to purchase five (5) computers and  
19 their related hardware and software, a printer, a router, one (1) year of high-speed  
20 Internet service and to employ an individual(s) to assist computer users and to  
21 teach group Internet classes and to provide computer administrative support.  
22 Throughout my testimony, I will refer to the entire project as the “computer lab”.  
23 The total sum being requested in this application is \$30,210.

1 **Q. WILL COX BE PROVIDING A FINANCIAL MATCH?**

2 **A.** Although a financial match is not required of participants in the NUSF-92  
3 broadband adoption program, Cox will provide the Salvation Army with a 10%  
4 discount off the price of broadband service for this project for one (1) year.

5 **Q. WILL GRANTING THIS APPLICATION MAKE BROADBAND**  
6 **SERVICES AVAILABLE TO CONSUMERS WHO MAY NOT**  
7 **OTHERWISE HAVE ACCESS TO BROADBAND?**

8 **A.** Absolutely. It is well documented by the Pew Research Center and others that  
9 low-income households lack access to broadband compared to higher-income  
10 households. The computer lab will be placed in a facility where low-income  
11 people come to receive assistance and benefits. The MASS facility offers food  
12 pantry assistance, clothing, household items, prescription medications, utility  
13 assistance, fire victim's assistance and referral services. Most of the individuals  
14 who use the services of the MASS facility have low-to-no income, with some  
15 being homeless or at-risk of being homeless. The computer lab will be available  
16 to anyone, free of charge during regular business hours.

17 **Q. POTENTIAL USERS AT THE MASS FACILITY MAY HAVE NO PRIOR**  
18 **EXPERIENCE USING COMPUTERS. DOES THE APPLICATION**  
19 **ADDRESS THE PROBLEM OF DIGITAL LITERACY?**

20 **A.** Yes. Cox recognizes that a genuine barrier exists for users who have no prior  
21 computer experience and lack digital literacy. Accordingly, the budget  
22 accompanying the application included a request for funds that would be used by  
23 the Salvation Army to employ an individual who will assist users individually and  
24 teach group classes. In Cox's experience, successful adoption programs involve  
25 more than just offering service at reduced or no cost. Programs must also provide

1 assistance to those who may have no prior experience working with computers  
2 and the Internet. Without assistance, users may become frustrated and stop using  
3 the service, regardless that it is free and readily available. This application  
4 addresses that problem.

5 **Q. DO YOU HAVE AN ESTIMATE HOW MANY PEOPLE WILL UTILIZE**  
6 **THE COMPUTER LAB?**

7 **A.** In 2013, 27,486 individuals visited the Salvation's Army's current MASS facility  
8 for help with things such as food and pantry items, electric fans, backpacks and  
9 school supplies, energy and utility aid. That is a 36% increase from the  
10 attendance experienced at the MASS facility in 2012. The computer lab will be  
11 available, free of charge, to anyone who visits the MASS facility during regular  
12 business hours.

13 **Q. WHAT IS THE CONSTRUCTION SCHEDULE FOR THE COMPUTER**  
14 **LAB?**

15 **A.** As previously stated, the computer lab will be located in a building that was  
16 formerly a Walgreen store. Construction is scheduled to begin next month (April)  
17 and the Salvation Army hopes that the new facility, including the computer lab  
18 will be open to the public by mid-summer.

19 **Q. DO YOU HAVE ANY THOUGHTS ON THE COMMISSION STAFF'S**  
20 **RECOMMENDATIONS?**

21 **A.** Cox and the Salvation Army are very grateful to have received a recommendation  
22 from staff to receive funding in full for this project. Both parties commit to fulfill  
23 all expectations required of recipients including using support only for the  
24 purposes which have been approved by the Commission, to fulfill all reporting

1 and audit requirements related to the application and to abide by all applicable  
2 Commission rules, regulations and orders.

3 **Q. WILL APPROVAL OF THIS APPLICATION FURTHER AND**  
4 **PROMOTE THE PUBLIC INTEREST AND UNIVERSAL SERVICE IN**  
5 **NEBRASKA?**

6 **A.** Yes. Research consistently shows broadband in the home is less prevalent for  
7 people who have lower household incomes and educational attainment. College  
8 graduates are much more likely to have broadband in the home compared to  
9 adults who have not completed high school. Having the computer lab at the  
10 MASS facility enables visitors to search for employment and housing and to  
11 further their education on a high-speed Internet connection, free of charge. The  
12 MASS facility is located in an impoverished neighborhood making it convenient  
13 and accessible to low-income citizens of all ages. The MASS facility provides  
14 other benefits and many forms of assistance to low-income persons, so locating  
15 the computer lab at this location will optimize access for the target audience.  
16 Finally, critical to the success of this project is the inclusion in the budget of an  
17 employee who will assist users individually and teach computer classes.  
18 Assistance and instructional classes will be available free of charge. The  
19 application furthers the goal of deploying broadband service to all consumers,  
20 including low-income consumers.

21 **IV. Conclusion**

22 **Q. DOES THIS CONCLUDE YOUR TESTIMONY?**

23 **A.** Yes.