

<010>	Study Area Code	371576
<015>	Study Area Name	NORTHEAST NEBRASKA TEL. CO.
<020>	Program Year	2016
<030>	Contact Name: Person USAC should contact with questions about this data	Alyssa Arens
<035>	Contact Telephone Number: Number of the person identified in data line <030>	4026324321 ext.
<039>	Contact Email Address: Email of the person identified in data line <030>	aarens@nntc.net

<b>ANNUAL REPORTING FOR ALL CARRIERS</b>	54,313 Completion Required	54,422 Completion Required
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<100> Service Quality Improvement Reporting <span style="float: right;"><i>(complete attached worksheet)</i></span>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<i>(check box when complete)</i>
<200> Outage Reporting (voice) <span style="float: right;"><i>(complete attached worksheet)</i></span>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	
<210> <input type="checkbox"/> ← check box if no outages to report	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
<300> Unfulfilled Service Requests (voice) <input style="width: 50px;" type="text" value="0"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
<310> Detail on Attempts (voice) <div style="border: 1px solid black; height: 40px; width: 100%;"></div> <span style="float: right;"><i>(attach descriptive document)</i></span>	<input type="checkbox"/>	<input type="checkbox"/>	
<320> Unfulfilled Service Requests (broadband) <input style="width: 50px;" type="text" value="0"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
<330> Detail on Attempts (broadband) <div style="border: 1px solid black; height: 40px; width: 100%;"></div> <span style="float: right;"><i>(attach descriptive document)</i></span>	<input type="checkbox"/>	<input type="checkbox"/>	
<400> Number of Complaints per 1,000 customers (voice)			
<410> Fixed <input style="width: 50px;" type="text" value="0.0"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	
<420> Mobile <input style="width: 50px;" type="text" value="0.0"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	
<430> Number of Complaints per 1,000 customers (broadband)			
<440> Fixed <input style="width: 50px;" type="text" value="0.0"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
<450> Mobile <input style="width: 50px;" type="text" value="0.0"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
<500> Service Quality Standards & Consumer Protection Rules Compliance <span style="float: right;"><i>(check to indicate certification)</i></span>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	
<510> <div style="border: 1px solid black; padding: 5px; min-height: 40px;">371576ne510.pdf</div> <span style="float: right;"><i>(attached descriptive document)</i></span>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	
<600> Functionality in Emergency Situations <span style="float: right;"><i>(check to indicate certification)</i></span>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	
<610> <div style="border: 1px solid black; padding: 5px; min-height: 40px;">371576ne610.pdf</div> <span style="float: right;"><i>(attached descriptive document)</i></span>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	
<700> Company Price Offerings (voice) <span style="float: right;"><i>(complete attached worksheet)</i></span>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
<710> Company Price Offerings (broadband) <span style="float: right;"><i>(complete attached worksheet)</i></span>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
<800> Operating Companies and Affiliates <span style="float: right;"><i>(complete attached worksheet)</i></span>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	
<900> Tribal Land Offerings (Y/N)? <input checked="" type="radio"/> <input type="radio"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
<1000> Voice Services Rate Comparability Certification <span style="float: right;"><i>(if yes, complete attached worksheet)</i></span>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="text" value="Yes"/>
<1010> <span style="float: right;"><i>(attach descriptive document)</i></span>	<input type="checkbox"/>	<input type="checkbox"/>	
<1100> Certify whether terrestrial backhaul options exist (Yes or No) <input checked="" type="radio"/> <input type="radio"/> <span style="float: right;"><i>(if not, check to indicate certification)</i></span>	<input type="checkbox"/>	<input type="checkbox"/>	
<1110> <span style="float: right;"><i>(complete attached worksheet)</i></span>	<input type="checkbox"/>	<input type="checkbox"/>	
<1200> Terms and Condition for Lifeline Customers <span style="float: right;"><i>(complete attached worksheet)</i></span>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	

**Price Cap Carriers, Proceed to Price Cap Additional Documentation Worksheet**

*Including Rate-of-Return Carriers affiliated with Price Cap Local Exchange Carriers*

<2000>	<span style="float: right;"><i>(check to indicate certification)</i></span>	<input type="checkbox"/>	<input type="checkbox"/>
<2005>	<span style="float: right;"><i>(complete attached worksheet)</i></span>	<input type="checkbox"/>	<input type="checkbox"/>

**Rate of Return Carriers, Proceed to ROR Additional Documentation Worksheet**

<3000>	<span style="float: right;"><i>(check to indicate certification)</i></span>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<3005>	<span style="float: right;"><i>(complete attached worksheet)</i></span>	<input checked="" type="checkbox"/>	<input type="checkbox"/>

FCC Form 481  
 OMB Control No. 3060-0986/OMB Control No. 3060-0819  
 July 2013

**(100) Service Quality Improvement Reporting  
 Data Collection Form**

<010> Study Area Code 371576  
 <015> Study Area Name NORTHEAST NEBRASKA TEL. CO.  
 <020> Program Year 2016  
 <030> Contact Name - Person USAC should contact regarding this data Alyssa Arens  
 <035> Contact Telephone Number - Number of person identified in data line <030> 4026324321 ext.  
 <039> Contact Email Address - Email Address of person identified in data line <030> aarens@mtc.net

<110> Has your company received its ETC certification from the FCC?  (yes / no )   
 if your answer to Line <110> is yes, do you have an existing §54.202(a) "5  
 <111> year plan" filed with the FCC?  (yes / no )

If your answer to Line <111> is yes, then you are required to file a progress report, on line <112> delineating the status of your company's existing § 54.202(a) "5 year plan" on file with the FCC, as it relates to your provision of voice telephony service.

Attach Five-Year Service Quality Improvement Plan or, in subsequent years, your annual progress report filed pursuant to 47 C.F.R. § 54.313(a)(1). If your company is a CETC which only receives frozen support, your progress report is only required to address voice telephony service.

371576ne112.pdf

	Name of Attached Document
<113>	Maps detailing progress towards meeting plan targets
<114>	Report how much universal service (USF) support was received
<115>	How much (USF) was used to improve service quality and how support was used to improve service quality
<116>	How much (USF) was used to improve service coverage and how support was used to improve service coverage
<117>	How much (USF) was used to improve service capacity and how support was used to improve service capacity
<118>	Provide an explanation of network improvement targets not met in the prior calendar year.

Yes
Yes
Yes
Yes
Yes
Not Applicable





(710) Broadband Price Offerings Data Collection Form  
 FCC Form 481  
 OMB Control No: 3060-0986 (OMB Control No. 3060-0986)  
 JULY 2013

<010> Study Area Code 371576  
 <015> Study Area Name NORTHEAST NEBRASKA TEL. CO.  
 <020> Program Year 2016  
 <030> Contact Name - Person USAC should contact regarding this data Alyssa Arens  
 <035> Contact Telephone Number - Number of person identified in data line <030> 4026324321 ext.  
 <039> Contact Email Address - Email Address of person identified in data line <030> aarens@nttc.net

<711>	<81>	<82>	<83>	<84>	<85>	<86>	<87>	<88>	<89>	<90>	<91>	<92>	<93>	<94>	<95>
State	Exchange (ILEC)	Residential Rate	State Regulated Fees	Total Rate and Fees	Broadband Service - Download Speed (Mbps)	Broadband Service - Upload Speed (Mbps)	Usage Allowance (GB)	Usage Allowance Action Taken When Limit Reached (select)							
									See attached worksheet						



**(900) Tribal Lands Reporting  
Data Collection Form**

FCC Form 481  
OMB Control No. 3060-0986/OMB Control No. 3060-0819  
July 2013

<010> Study Area Code 371576  
 <015> Study Area Name NORTHEAST NEBRASKA TEL. CO.  
 <020> Program Year 2016  
 <030> Contact Name - Person USAC should contact regarding this data Alysea Arens  
 <035> Contact Telephone Number - Number of person identified in data line <030> 4026324321 ext.  
 <039> Contact Email Address - Email Address of person identified in data line <030> aarens@mtc.net

<910> Tribal Land(s) on which ETC Serves  
 The Omaha Nation

<920> Tribal Government Engagement Obligation  
 371576ne920.pdf

Name of Attached Document

If your company serves Tribal lands, please select (Yes, No, NA) for each these boxes to confirm the status described on the attached document(s), on line 920, demonstrates coordination with the Tribal government pursuant to § 54.313(a)(9) includes:

- <921> Needs assessment and deployment planning with a focus on Tribal community anchor institutions.
- <922> Feasibility and sustainability planning;
- <923> Marketing services in a culturally sensitive manner;
- <924> Compliance with Rights of way processes
- <925> Compliance with Land Use permitting requirements
- <926> Compliance with Facilities Siting rules
- <927> Compliance with Environmental Review processes
- <928> Compliance with Cultural Preservation review processes
- <929> Compliance with Tribal Business and Licensing requirements.

Select Yes or No or Not Applicable
Not Applicable
Yes
Yes
Yes
Yes
Yes
Yes
Yes
Yes

(1100) No Terrestrial Backhaul Reporting  
Data Collection Form

FCC Form 481  
OMB Control No. 3060-0986/OMB Control No. 3060-0819  
July 2013

<010> Study Area Code 371576

<015> Study Area Name NORTHEAST NEBRASKA TEL. CO.

<020> Program Year 2016

<030> Contact Name - Person USAC should contact regarding this data Alyssa Arens

<035> Contact Telephone Number - Number of person identified in data line <030> 4026324321 ext.

<039> Contact Email Address - Email Address of person identified in data line <030> aarens@ntc.net

<1120> Please confirm whether terrestrial backhaul options exist within the supported area pursuant to § 54.313(g) (Yes, No).

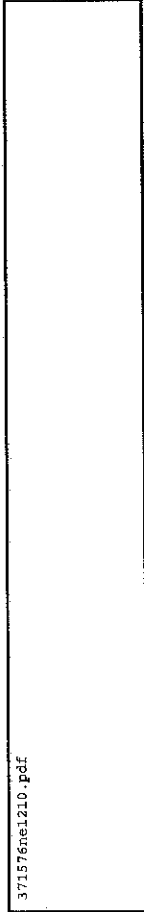
<1130> Please select the appropriate response (Yes, No, Not Applicable) to confirm the reporting carrier offers broadband service of at least 1 Mbps downstream and 256 kbps upstream within the supported area pursuant to § 54.313(g).



**(1200) Terms and Condition for Lifeline Customers  
Lifeline  
Data Collection Form**

FCC Form 481  
OMB Control No. 3060-0986/OMB Control No. 3060-0819  
JULY 2013

<010> Study Area Code 371576  
 <015> Study Area Name NORTHEAST NEBRASKA TEL. CO.  
 <020> Program Year 2016  
 <030> Contact Name - Person USAC should contact regarding this data Alyssa Arens  
 <035> Contact Telephone Number - Number of person identified in data line <030> 4026324321 ext.  
 <039> Contact Email Address - Email Address of person identified in data line <030> aarens@nbtg.net



Name of Attached Document

<1210> Terms & Conditions of Voice Telephony Lifeline Plans

<1220> Link to Public Website HTTP

"Please check these boxes below to confirm that the attached document(s), on line 1210, or the website listed, on line 1220, contains the required information pursuant to § 54.422(a)(2) annual reporting for ETCs receiving low-income support, carriers must annually report:

- <1221> Information describing the terms and conditions of any voice telephony service plans offered to Lifeline subscribers,
- <1222> Details on the number of minutes provided as part of the plan,
- <1223> Additional charges for toll calls, and rates for each such plan.



**(3000) Rate of Return Carrier Additional Documentation Data Collection Form**  
 FCC Form 481  
 OMB Control No: 3049-9986, OMB Control No: 3080-0819  
 July 2013

<010> Study Area Code 371576  
 <015> Study Area Name NORTHEAST, NEBRASKA, TEL. CO.  
 <020> Program Year 2016  
 <030> Contact Name - Person USAC should contact regarding this data ALYSSA AVENS  
 <035> Contact Telephone Number - Number of person identified in data line <030> 4026324321 ext.  
 <039> Contact Email Address - Email Address of person identified in data line <030> aax2e@nllc.net

**CHECK the boxes below to note compliance on its five year service quality plan (pursuant to 47 CFR § 54.202(a)) and, for privately held carriers, ensuring compliance with the financial reporting requirements set forth in 47 CFR § 54.313(f)(2). I further certify that the information reported on this form and in the documents attached below is accurate.**  
 371576ne3010.pdf

(3010) Progress Report on 5 Year Plan Milestone Certification (47 CFR § 54.313(f)(1)(i))

Please check this box to confirm that the attached document(s), on line 3012 contains the required information pursuant to § 54.313 (f)(1)(ii), the carrier shall provide the number, names, and addresses of community anchor institutions to which began providing access to broadband service in the preceding calendar year.

(3012) Community Anchor Institutions (47 CFR § 54.313(f)(1)(ii))  
 Name of Attached Document Listing Required Information  
 371576ne3012.pdf

(3013) Is your company a Privately Held ROR Carrier (47 CFR § 54.313(f)(2))  
 (3014) If yes, does your company file the RUS annual report  
 Name of Attached Document Listing Required Information (Yes/No) (Yes/No)  
 371576ne3012.pdf

Please check these boxes to confirm that the attached document(s), on line 3017, contains the required information pursuant to § 54.313(f)(2) compliance requires:  
 (3015) Electronic copy of their annual RUS reports (Operating Report for Telecommunications Borrowers)   
 (3016) Document(s) for Balance Sheet, Income Statement and Statement of Cash Flows

(3017) If the response is yes on line 3014, attach your company's RUS annual report and all required documentation  
 Name of Attached Document Listing Required Information (Yes/No)  
 371576ne3017.pdf

(3018) If the response is no on line 3014, is your company audited?  
 If the response is yes on line 3018, please check the boxes below to confirm your submission, on line 3026 pursuant to § 54.315(f)(2), contains

(3019) Either a copy of their audited financial statement; or (2) a financial report in a format comparable to RUS Operating Report for Telecommunications   
 (3020) Document(s) for Balance Sheet, Income Statement and Statement of Cash Flows

(3021) Management letter and audit opinion issued by the independent certified public accountant that performed the company's financial audit  
 If the response is no on line 3018, please check the boxes below to confirm your submission, on line 3025 pursuant to § 54.313(f)(2), contains:

(3022) Copy of their financial statement which has been subject to review by an independent certified public accountant; or (2) a financial report in a format comparable to RUS Operating Report for Telecommunications Borrowers,   
 (3023) Underlying information subjected to a review by an independent certified public accountant

(3024) Underlying information subjected to an officer certification.   
 (3025) Document(s) for Balance Sheet, Income Statement and Statement of Cash Flows

(3026) Attach the worksheet listing required information  
 Name of Attached Document Listing Required Information

(3090) Rate of Return Carrier Additional Documentation (Continued)  
 Data Collection Form

FCC Form 481

OMB Control No. 3060-0986/OMB Control No. 3060-0819

July 2013

<010> Study Area Code 371576  
 <015> Study Area Name NORTHEAST NEBRASKA TEL. CO.  
 <020> Program Year 2016  
 <030> Contact Name - Person USAC should contact regarding this data Alyssa Arans  
 <035> Contact Telephone Number - Number of person identified in data line <030> 402632421 ext.  
 <039> Contact Email Address - Email Address of person identified in data line <030> aarans@ntc.net

Financial Data Summary	14531026
(3027) Revenue	8046917
(3028) Operating Expenses	5608431
(3029) Net Income	82063121
(3030) Telephone Plant in Service(TPIS)	108350855
(3031) Total Assets	48528856
(3032) Total Debt	59821999
(3033) Total Equity	0
(3034) Dividends	

<b>Certification - Reporting Carrier Data Collection Form</b>	FCC Form 481 OMB Control No. 3060-0986/OMB Control No. 3060-0819 July 2013
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<b>&lt;010&gt;</b>	Study Area Code	371576
<b>&lt;015&gt;</b>	Study Area Name	NORTHEAST NEBRASKA TEL. CO.
<b>&lt;020&gt;</b>	Program Year	2016
<b>&lt;030&gt;</b>	Contact Name - Person USAC should contact regarding this data	Alyssa Arens
<b>&lt;035&gt;</b>	Contact Telephone Number - Number of person identified in data line <030>	4026324321 ext.
<b>&lt;039&gt;</b>	Contact Email Address - Email Address of person identified in data line <030>	aarens@nttc.net

**TO BE COMPLETED BY THE REPORTING CARRIER, IF THE REPORTING CARRIER IS FILING ANNUAL REPORTING ON ITS OWN BEHALF:**

<b>Certification of Officer as to the Accuracy of the Data Reported for the Annual Reporting for CAF or LI Recipients</b>	
I certify that I am an officer of the reporting carrier; my responsibilities include ensuring the accuracy of the annual reporting requirements for universal service support recipients; and, to the best of my knowledge, the information reported on this form and in any attachments is accurate.	
Name of Reporting Carrier: NORTHEAST NEBRASKA TEL. CO.	
Signature of Authorized Officer: CERTIFIED ONLINE	Date 06/29/2015
Printed name of Authorized Officer: David Armstrong	
Title or position of Authorized Officer: President	
Telephone number of Authorized Officer: 4026324321 ext.	
Study Area Code of Reporting Carrier: 371576	Filing Due Date for this form: 07/01/2015
Persons willfully making false statements on this form can be punished by fine or forfeiture under the Communications Act of 1934, 47 U.S.C. §§ 502, 503(b), or fine or imprisonment under Title 18 of the United States Code, 18 U.S.C. § 1001.	

<b>Certification - Agent / Carrier Data Collection Form</b>	FCC Form 481 OMB Control No. 3060-0986/OMB Control No. 3060-0819 July 2013
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<b>&lt;010&gt;</b>	Study Area Code	371576
<b>&lt;015&gt;</b>	Study Area Name	NORTHEAST NEBRASKA TEL. CO.
<b>&lt;020&gt;</b>	Program Year	2016
<b>&lt;030&gt;</b>	Contact Name - Person USAC should contact regarding this data	Alyssa Arens
<b>&lt;035&gt;</b>	Contact Telephone Number - Number of person identified in data line <030>	4026324321 ext.
<b>&lt;039&gt;</b>	Contact Email Address - Email Address of person identified in data line <030>	aarens@nntc.net

**TO BE COMPLETED BY THE REPORTING CARRIER, IF AN AGENT IS FILING ANNUAL REPORTS ON THE CARRIER'S BEHALF:**

Certification of Officer to Authorize an Agent to File Annual Reports for CAF or LI Recipients on Behalf of Reporting Carrier	
I certify that (Name of Agent) _____ is authorized to submit the information reported on behalf of the reporting carrier. I also certify that I am an officer of the reporting carrier; my responsibilities include ensuring the accuracy of the annual data reporting requirements provided to the authorized agent; and, to the best of my knowledge, the reports and data provided to the authorized agent is accurate.	
Name of Authorized Agent: _____	
Name of Reporting Carrier: _____	
Signature of Authorized Officer: _____	Date: _____
Printed name of Authorized Officer: _____	
Title or position of Authorized Officer: _____	
Telephone number of Authorized Officer: _____	
Study Area Code of Reporting Carrier: _____	Filing Due Date for this form: _____
Persons willfully making false statements on this form can be punished by fine or forfeiture under the Communications Act of 1934, 47 U.S.C. §§ 502, 503(b), or fine or imprisonment under Title 18 of the United States Code, 18 U.S.C. § 1001.	

**TO BE COMPLETED BY THE AUTHORIZED AGENT:**

Certification of Agent Authorized to File Annual Reports for CAF or LI Recipients on Behalf of Reporting Carrier	
I, as agent for the reporting carrier, certify that I am authorized to submit the annual reports for universal service support recipients on behalf of the reporting carrier; I have provided the data reported herein based on data provided by the reporting carrier; and, to the best of my knowledge, the information reported herein is accurate.	
Name of Reporting Carrier: _____	
Name of Authorized Agent or Employee of Agent: _____	
Signature of Authorized Agent or Employee of Agent: _____	Date: _____
Printed name of Authorized Agent or Employee of Agent: _____	
Title or position of Authorized Agent or Employee of Agent: _____	
Telephone number of Authorized Agent or Employee of Agent: _____	
Study Area Code of Reporting Carrier: _____	Filing Due Date for this form: _____
Persons willfully making false statements on this form can be punished by fine or forfeiture under the Communications Act of 1934, 47 U.S.C. §§ 502, 503(b), or fine or imprisonment under Title 18 of the United States Code, 18 U.S.C. § 1001.	

## Attachments





(700) Price Offerings including Voice Rate Data  
 Data Collection Form

<010> Study Area Code 371576  
 <015> Study Area Name NORTHEAST NEBRASKA TEL. CO.  
 <020> Program Year 2016  
 <030> Contact Name - Person USAC should contact regarding this data Alyssa Azens  
 <035> Contact Telephone Number - Number of person identified in data line <030> 4026324321 ext.  
 <039> Contact Email Address - Email Address of person identified in data line <030> aazens@nttc.net

Residential Local Service Charge Effective Date	1/1/2015
Single State-wide Residential Local Service Charge	17.5

<701> Residential Local Service Charge Effective Date  
 <702> Single State-wide Residential Local Service Charge

<703>

State	Exchange (LEC)	SAC (CEFC)	Rate Type	Residential Local Service Rate	State Subscriber Line Charge	State Universal Service Fee	Mandatory Extended Area Service Charge	Total per line Rates and Fees
NE	Allen		FR	17.5	0.0	1.25	0.5	19.25
NE	Bartlett		FR	17.5	0.0	1.22	0.0	18.72
NE	Bristow		FR	17.5	0.0	1.27	0.75	19.52
NE	Butte		FR	17.5	0.0	1.27	0.75	19.52
NE	Clearwater		FR	17.5	0.0	1.22	0.0	18.72
NE	Coleridge		FR	17.5	0.0	1.22	0.0	18.72
NE	Craig		FR	17.5	0.0	1.22	0.0	18.72
NE	Decatur		FR	17.5	0.0	1.27	0.75	19.52
NE	Dixon & Concord		FR	17.5	0.0	1.22	0.0	18.72
NE	Jackson & Hubbard		FR	17.5	0.0	1.22	0.0	18.72
NE	Linwood & Morse Bluff		FR	17.5	0.0	1.22	0.0	18.72
NE	Long Pine		FR	17.5	0.0	1.25	0.5	19.25
NE	Martinsburg		FR	17.5	0.0	1.22	0.0	18.72
NE	Newcastle		FR	17.5	0.0	1.22	0.0	18.72
NE	Obert & Maskel		FR	17.5	0.0	1.22	0.0	18.72
NE	Prague		FR	17.5	0.0	1.22	0.0	18.72
NE	Spencer		FR	17.5	0.0	1.29	1.0	19.79
NE	Stuart		FR	17.5	0.0	1.27	0.75	19.52
NE	Waterbury		FR	17.5	0.0	1.25	0.5	19.25
NE	Weston & Malmo		FR	17.5	0.0	1.22	0.0	18.72
NE	Winside		FR	17.5	0.0	1.22	0.0	18.72





Northeast Nebraska Telephone Company

**Certification of Compliance with Applicable Service Quality Standards and Consumer Protection Rules**

Service Quality Standards

Northeast Nebraska Telephone Company:

- Provides voice grade access to the public switched network.
- Provides flat rated local exchange service with no additional charge to end users.
- Provides access to the emergency services provided by local government or other public safety organizations, such as 911 and enhanced 911.
- Provides toll blocking and toll limitation services.
- Advertises the availability of its services and the charges using media of general distribution and on its website.
- Maintains a business office providing customers with access to a customer service representative either in person or via a local telephone call or toll-free telephone number during normal business hours.
- Directs after hour calls to the Company's help desk.
- Directs trouble reports to the on-call technician.
- Tracks all service orders to ensure they are completed in a timely manner.
- Measures its service connection and service interruption performance on a regular basis.
- Trains employees to:
  - Answer all incoming calls promptly.
  - Respond to all inquiries for information promptly and courteously.
  - Investigate thoroughly all customer complaints and handle appropriately according to the Company's guidelines for resolution of customer complaints.
  - Be knowledgeable about products and service offerings so they can assist the customer with selecting the best service option.
- Has a process for periodic inspection, testing and preventive maintenance of its equipment to permit the rendering of safe, adequate and continuous service at all times.

Consumer Protection Rules

Northeast Nebraska Telephone Company has established operating procedures designed to facilitate compliance with applicable consumer protection rules which include compliance with the Customer Proprietary Network Information (CPNI) rules. The operating procedures include:

- Appointment of a compliance officer.
- A manual detailing the specific procedures for protecting consumer information.
- Employee training on an annual basis.
- A disciplinary process for improper use of consumer information.

**Northeast Nebraska Telephone Company**  
Ability to Remain Functional in Emergency Situations

1. Northeast Nebraska Telephone Company (NNTC) has been providing high quality service in Nebraska since 1955. This includes operating in adverse conditions including blizzards, ice storms, thunderstorms, tornadoes and during prolonged power outages. NNTC's management team, plant supervisors, plant technicians and customer service representatives have the training, experience and equipment necessary to respond to, manage and operate in emergency situations.
2. Northeast Nebraska Telephone Company follows applicable Rural Utilities Service (RUS) Telecommunications program practices and guidelines including the Telecommunications Engineering and Construction Manual (TE&CM) and other industry standards available to small telecommunications carriers. Northeast Nebraska Telephone Company also meets the requirements of the Nebraska Public Service Commission (NPSC) as applied to local exchange service.
3. Back-Up Power

3.1. Central Office

- 3.1.1. Northeast Nebraska Telephone Company maintains storage batteries in each central office designed to provide a minimum reserve capacity consistent with RUS TE&CM 1751E-302, Power Requirements for Digital Central Office Equipment. 1751E-302 paragraph 2.3.4 recommends a minimum reserve capacity of 8 hours, or 3 hours if the central office is equipped with an emergency standby generator. This is consistent with Title 291, NPSC Telecommunications Rules and Regulations, Chapter 5, paragraph 002.05 Emergency Operations and Power.
- 3.1.2. Northeast Nebraska Telephone Company maintains a dedicated standby generator fueled with natural gas, propane or diesel fuel at each central office location. The standby unit is equipped with an automatic transfer switch so that in the event of an interruption of the commercial electric power lasting more than a few minutes, the standby generator starts automatically and provides electrical power to the central office equipment, air conditioning and building lighting. The automatic transfer switch also exercises the standby unit periodically and an alarm indication is sent if the standby generator does not start so that telecommunications personnel can perform proactive maintenance.

**Northeast Nebraska Telephone Company**  
Ability to Remain Functional in Emergency Situations

3.2. Remote Equipment Cabinets

3.2.1. Where electronic equipment in cabinets located remotely from the central office, is used to provide service, the cabinets are equipped with batteries designed to operate for a minimum of eight hours without commercial electrical power. In addition, Northeast Nebraska Telephone Company maintains portable AC standby generators for use in the event of prolonged commercial power interruptions and the cabinets are equipped with external receptacles to facilitate connection to portable generators.

3.3. Optical Network Terminations (ONT's)

3.3.1. Where Fiber-to-the-Premises (FTTP) technology has been deployed the ONT's are powered by micro-uninterruptable power supplies (UPS) located on the customer premises and powered from the customer's commercial electrical power. The UPS batteries are specified for a minimum of eight hours of reserve capacity. The FTTP electronics system monitors the ONT's and notifies NNTC's maintenance personnel when any ONT's batteries are no longer capable of holding the charge required for the designed battery reserve capacity so that NNTC can work with the customer to replace the UPS batteries. NNTC also maintains a cache of UPS's for routine and emergency replacement.

4. Rerouting Traffic around Damaged Facilities

4.1. In the event of damage to cable facilities owned by Northeast Nebraska Telephone Company, our maintenance personnel would restore service using emergency splice kits kept on hand for these types of service disruptions. If the damaged facilities are not owned by Northeast Nebraska Telephone Company we would work with the carrier directly affected to identify the source of disruption and the estimated amount of time before service is restored.

4.2. For those NNTC central office locations which have diverse cable routes or are part of a fiber optic ring, critical circuits such as 911 trunks and SS7 A-links are assigned to diverse routes to the extent that this can be coordinated with the connecting carrier(s). Every effort is made to assign critical circuits over diverse facilities where available so that a single outage does not isolate customers from critical services.

**Northeast Nebraska Telephone Company**  
Ability to Remain Functional in Emergency Situations

4.3. In the event of an extended outage, contact would be made with another service provider which has a separate, physical cable connection with NNTC to provision temporary alternate routes supporting originating and terminating toll calls. Emphasis would first be placed on establishing connections to nearby PSAP, law-enforcement and emergency services.

5. Managing Traffic Spikes

5.1. Northeast Nebraska Telephone Company meets Title 291, NPSC Telecommunications Rules and Regulations, Chapter 5, paragraph 002.12 Dial Service Objectives for sufficient central office capacity and equipment during the "...average busy hour-busy season..."

5.2. Northeast Nebraska Telephone Company follows applicable RUS practices 522 and 322 when specifying, administrating, and assigning facilities within its control (as opposed to facilities ordered by connecting interexchange carriers).

5.3. Northeast Nebraska Telephone Company uses a Metaswitch soft switch platform. A geo-diverse switching architecture is used whereby redundant Media Gateway Controllers are located in separate physical locations. If a Media Gateway Controller goes out of service at one location, the other Media Gateway Controller continues to support all subtending trunks and access lines at all locations served by the Media Gateway Controller(s).

5.4. The Metaswitch will provide performance up to 250,000 Busy Hour Call Attempts (BHCA) of which we are currently operating at 11,741 BHCA. The backplane is non-blocking and will allow 24 DS-0's of traffic to be passed per DS-1 port. When traffic volumes greatly exceed specified criteria and additional capacity of the switch or connecting facilities, the Metaswitch continues to process calls but with potentially longer waiting times for dial tone, higher post-dialing delays and a higher probability of callers receiving all trunks busy indications (fast busy) and having to redial calls. Depending on the magnitude and duration of extreme peak demand, NNTC would examine alternatives such as provisioning additional facilities and work with connecting carriers to expedite additional capacity.



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June 10, 2015

The Omaha Nation of Nebraska  
Attn: Janelle Hernandez  
PO Box 368  
Macy, NE 68039

Dear Janelle,

Northeast Nebraska Telephone Company is sending this letter as the required annual certification regarding services provided to The Omaha Nation. Per FCC 54.313, we are writing to ensure that the following are true:

- 1) NNTC exchange boundaries serve all rural customers in The Omaha Nation today. Please contact NNTC's General Manager at 402-632-4321 if there is ever any development in our exchange boundary that The Omaha Nation believes needs additional telecommunications services.
- 2) NNTC has invested in an all fiber optic network in this area to prepare for future bandwidth needs.
- 3) NNTC has no intention of marketing any of its products in a culturally insensitive manner. If The Omaha Nation feels that any marketing materials are offensive or insensitive, please contact Ranae Chase, Marketing Manager at NNTC, at 402-632-4321.
- 4) Prior to any construction in The Omaha Nation right of way, NNTC or its representative engineers will make a good faith effort to contact Omaha Nation authorities for approval before proceeding.
- 5) NNTC believes it is in compliance with all known Omaha Nation licensing requirements.

With all of these items, if the Omaha Nation would like any clarification or has any suggestions, NNTC would welcome discussing it further.

Please feel free to contact senior management at the address listed below:

NNTC  
110 East Elk Street  
PO Box 66  
Jackson, NE 68743

Attn: Pat McElroy, GM  
[pmcelroy@nntc.net](mailto:pmcelroy@nntc.net) or 402-632-4321

Sincerely,

A handwritten signature in black ink, appearing to read 'Lindsay Creigh', is written over a white background.

Lindsay Creigh  
Accountant



## **Northeast Nebraska Telephone Company**

### **Nebraska Telephone Assistance Program Terms and Conditions**

#### **Nebraska Telephone Assistance Program**

The Nebraska Telephone Assistance Program (NTAP) is available for qualifying customers of Northeast Nebraska Telephone Company. NTAP assistance reduces the cost of basic, monthly local telephone service. Eligible consumers can receive up to \$12.75 per month in discounts. In addition, the Federal Universal Service Charge is not assessed to consumers participating in NTAP. Toll Blocking prevents the placement of all long distance calls for which a subscriber would be charged. Toll blocking is available to eligible consumers at no cost. Also, by choosing this option, consumers are usually not charged a deposit.

NTAP is administered by the Nebraska Public Service Commission.

#### **NTAP Eligibility Information**

##### **Program Based Eligibility**

To qualify for NTAP, subscribers must either have an income that is at or below 135% of the Federal Poverty Guidelines, or the subscriber, one or more of the subscriber's dependents, or the subscriber's household must receive benefits from one of the following assistance programs:

- Low-Income Home Energy Assistance Program (LIHEAP)
- Federal Public Housing Assistance (Section 8)
- Medicaid
- Children's Health Insurance Program/Kids Connection (SAM, MAC or EMAC)
- Supplemental Nutrition Assistance Program (SNAP); (formerly the Food Stamps Program)
- Supplemental Security Income (SSI)
- Temporary Assistance for Needy Families (TANF)
- National School Lunch Program Free Lunch program
- State assistance programs (if applicable)

To receive an NTAP application, contact your local *Health and Human Services* agency caseworker or the *Nebraska Public Service Commission*, 1200 N Street, Suite 300, PO Box 94927, Lincoln, NE 68508-4927, Phone: 402-471-3101, Toll Free: 1-800-526-0017 or [http://www.psc.nebraska.gov/ntips/ntips\\_ntap.html](http://www.psc.nebraska.gov/ntips/ntips_ntap.html)

NTAP applicants must present documentation demonstrating eligibility either through participation in one of the qualifying federal assistance programs or through income-based means.

Acceptable documentation of program-based eligibility includes: current or prior year's statement of benefits from a qualifying state, federal or Tribal program; notice letter of participation in a qualifying state, federal or Tribal program; program participation documents; or another official document evidencing the consumer's participation in a qualifying state, federal or Tribal program.

##### **Income Based Eligibility**

In addition, consumers are eligible for NTAP if their household income is at or below 135% of the federal poverty guidelines.

2015 Federal Poverty Guidelines – 135%

Household Size	48 Contiguous States and D.C.	Alaska	Hawaii
1	\$15,890	\$19,872	\$18,293
2	\$21,506	\$26,892	\$24,746
3	\$27,122	\$33,912	\$31,199
4	\$32,738	\$40,932	\$37,652
5	\$38,354	\$47,952	\$44,105
6	\$43,970	\$54,972	\$50,558
7	\$49,586	\$61,992	\$57,011
8	\$55,202	\$69,012	\$63,464
For each additional person, add	\$5,616	\$7,020	\$6,453

Acceptable documentation of income eligibility includes: prior year's state, federal or Tribal tax return; current income statement from an employer or paycheck stub; social security statement of benefits; Veterans Administration statement of benefits; retirement/pension statement of benefits; unemployment/workmen's compensation statement of benefits; federal or Tribal notice of letter participating in General Assistance; or a divorce decree or child support award or other official document containing income information.

**Tribal Eligibility**

A subscriber who lives on Tribal lands and is an eligible resident of Tribal lands is eligible for Tribal Lifeline service or Tribal Link Up if the subscriber, one or more of the subscriber's dependents, or the subscriber's household participates in any of the above-listed qualifying assistance programs or one of the following Tribal-specific federal assistance programs: Bureau of Indian Affairs General Assistance; Tribally Administered Temporary Assistance for Needy Families; Head Start (if income eligibility criteria are met); or the Food Distribution Program on Indian Reservations (FDPIR). Tribal subscribers may also qualify if the household income is at or below 135% of the Federal Poverty Guidelines.

Tribal subscribers should contact Northeast Nebraska Telephone Company for additional information on Tribal Lifeline and Tribal Link Up.

**Numbers of Minutes-of-Use Provided as Part of NTAP Program Service**

Northeast Nebraska Telephone Company's Voice NTAP service includes unlimited local minutes-of-use within the toll-free calling area. Northeast Nebraska Telephone Company's Voice NTAP Plan does not include any free minutes-of-use for toll. Toll is billed at the standard toll rate depending on which interexchange carrier the consumer subscribes to for toll service. As part of the NTAP service, Toll blocking is available to eligible consumers at no cost.

## **Rates**

Subscribers may receive the NTAP credit on any type or grade of local service, including bundled services that are normally offered by Northeast Nebraska Telephone Company. Advertised rates do not include any applicable taxes or surcharges.

## **Recertification of NTAP Eligibility**

NTAP recipients are required to recertify their eligibility annually. Failure to properly recertify a recipient's continued eligibility for NTAP will result in termination of the NTAP recipient's monthly NTAP discount and de-enrollment from NTAP.

## **Additional NTAP Program Information**

NTAP is limited to one benefit per household, consisting of either wireline or wireless service. A household is defined as an individual or group of individuals who live together at the same address and share income and expenses. NTAP is a government benefit program, and consumers who willfully make false statements in order to obtain the benefit can be punished by fine or imprisonment or can be barred from the program.

Northeast Nebraska Telephone Company

Progress Report of 5 Year Plan – Milestone Certification

To be in compliance with the Milestone Certification of providing upon a reasonable request broadband service at actual speeds of 4 Mbps downstream/1 Mbps upstream:

- Northeast Nebraska Telephone Company provides 4 Mbps downstream/1 Mbps upstream to 100% of its service area and, therefore, certifies that it has taken steps to provide broadband service at actual speeds of 4 Mbps downstream/1 Mbps upstream, with latency suitable for real-time applications, including Voice over Internet Protocol.
- Northeast Nebraska Telephone Company provides usage capacity that is reasonably comparable to reasonably comparable offerings in urban areas.
- Northeast Nebraska Telephone Company certifies that requests for such service are met within a reasonable amount of time.

**Northeast Nebraska Telephone Company**

**Progress Report on 5 Year Plan – Community Anchor Institutions**

Northeast Nebraska Telephone Company does not have any newly served community anchor institutions because all anchor institutions had broadband service available to them prior to 2014.