rrc ra	ACL C. AMAZINE D. C. P. C. AMAZINE			alle der vil 1 er bliche (1 extent och en between between et 2 en blich von betyde filmet between blich en sit Miller de verkommen och er miller de verke, between 1 er 2 en blich von betyde filmet betyde vil ver miller be	Form 481	0986/OMB Control No.	7060 2841
rccro	m 481 - Carrier Annual Reporting  Data Collection Form				7 2013	оэвь/сина сологогии.	3080-0619
<010>	Study Area Code	371576					
<015>	Study Area Name	NORTHEAST NEBRA	SKA TE	L. 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					
						54,313	54.422
ANNUA	L REPORTING FOR ALL CARRIERS		917				ompletion Required omplete)
<100>	Service Quality Improvement Reporting		(	complete attached worksh	eet)	<b>√</b>	
	Outage Reporting (voice)		ı	(complete attached worksh	eet)	<u> </u>	<b>✓</b>
<210> <300>	Unfulfilled Service Requests (voice)	outages to report				✓ 🕟	
<b>\300&gt;</b>	Ontuinned Service Neguests (Voice)					<b>9</b> 000	
<310>	Detail on Attempts (voice)						
					(attach descriptive de	ocument)	
-220>	Unfuifilled Service Requests (broadband) 0					<b>✓</b>	
<b>&lt;</b> 3202	Officialities Service Requests (broadband)	<del></del>			1		
<330>	Detail on Attempts (broadband)				(attach descriptive o	document)	
					,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,		
	Number of Complaints per 1,000 customers (voice)		•		_		
<410> <420>	Fixed 0.0  Mobile 0.0					<b>✓</b>	✓
<430>	Number of Complaints per 1,000 customers (broad)	J band)					
<440>	Fixed 0.0					<u> </u>	
<450>	Mobile 0.0 Service Quality Standards & Consumer Protection R	ules Compliance		(check to indicate certifica	ution]		/
<500>	371576ne510.pdf			forest to marcute curifica	, aony	<u> </u>	· · · · · ·
<510>				(attached descriptive de	ocument)	<b>/</b>	1
							_
<600>	Functionality in Emergency Situations			(check to indicate certifica	ntion)	<b>□</b> ✓ □	<b>✓</b>
	371576ne610.pdf				ŕ		
				(attached descriptive docu	ment)		
<610>							
<700>	Company Price Offerings (voice)			complete attached works	heet)		
<710>	Company Price Offerings (broadband)			(complete attached works			T
<800> <900>	Operating Companies and Affiliates Tribal Land Offerings (Y/N)?		fif ve	complete attached works, s, complete attached works		<b>√</b>	
	Voice Services Rate Comparability Certification		Yes		,	<b>✓</b>	
<1010	•			(attach descriptive docun	nent)		
<1100	<ul> <li>Certify whether terrestrial backhaul options exist (</li> </ul>	Yes or No)	0	(if not, check to indicate	certification)		
<1110>		•	_	(complete attached works	sheet)		
<1200>	Terms and Condition for Lifeline Customers			(complete attached works	sheet)		✓
	Price Cap Carriers, Proceed to Price Cap Additional Including Rate-of-Return Carriers affiliated with Price Including Rate-of-Return Carriers affiliated with Price						
<2000>	тывиту писе-оу-песит сителя азутиски вин гл	see cup total tatt	.unge (	(check to indicate certifica	rtion) .		
<2005>				(complete attached works	heet)		
<3000>	Rate of Return Carriers, Proceed to ROR Additional	vocumentation '	works	<u>neet</u> (check to indicate certifica	ition)	<b>√</b>	
<3005>				(complete attached works			

FCC Form 481 OM/B Control No. 3060-0986/OMB Control No. 3060-0819 July 2013				And the second s			•		paf.  Name of Attached Document		Yes Yos Not Applicable	
	371576	NORTHEAST NEBRASKA TEL. CO.	2016	Alyesa Arens	4026324321 ext.	aarens@nntc.net	(yes / no )	(yes/no)	371576ne112 .pdf impany is a n year	Yes e service quality Yes	<u>Ф</u>	
(100) Service Quality Improvement Reporting Data Collection Form	Study Area Code	Study Area Name	Program Year	Contact Name - Person USAC should contact regarding this data	Contact Telephone Number - Number of person identified in data line <030>	Contact Email Address - Email Address of person identified in data line <030>	Has your company received its ETC certification from the FCC?	If your answer to Line <110> is yes, do you have an existing \$54.202(a) "5 year plan" filed with the FCC?	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) "S 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.  Please select the appropriate responses below (Yes, No, Not Applicable) to confirm that the attached document(s), on line 112, contains a progress report on its five-year service quality improvement plan pursuant to §54.202(a). The information shall be submitted at the wire center level or census block as appropriate.  Maps detailing progress towards meeting plan targets	<ul> <li>Report how much universal service (USF) support was received</li> <li>How much (USF) was used to improve service quality and how support was used to improve service quality</li> </ul>		Continued the second se
(100) S Data C	<010>	<015>	<020>	\$030 \$030	<032>	<039>	<110>	<111>	412>	<114><115>	<116> <117> <118>	

Study Area Code	ode				371576						
Study Area Name	Jame				NORTHEAST N	NORTHEAST NEBRASKA TEL, CO.					
Program Year	ır				2016						
Contact Nam	Contact Name - Person USAC should contact regarding this data	should contac	t regarding this	data	Alyssa Arens	16					
Contact Tele	Contact Telephone Number - Number of person identified in data line <030>	- Number of pe	rson identified	in data line <0	İ	ext.					
Contact Ema	Contact Email Address - Email Address of person identified in data line <030>	il Address of pe	rson identified	In data line <0.	30> aarens@nntc.net	).net					
â	¢15	<	<	 b4>	\c1>	<c2></c2>	\$	6	\$	<b>~</b> 85>	<h>&gt;</h>
NORS Reference Number	9 15	ğ	ō	Outage End Time	Number of Customers Affected	Total Number of	911 Facilities Affected	Service Outage Description (Check	Did This Outage Affect Multiple Study Areas	Service Outage Resolution	Preventative Procedures
						200000	(201 (201)		(2)		
	-										
											1
					3	See attached					
					9*	worksheet					
									W		
					ملدي سيد أد						

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FCC Form 481 OMB Control No. 3060-0986/OMB Control No. 3060-0819 July 2013			The state of the s					×605× ×625× ×642×	Mandatory Extended Area Service Charge Total per line Rates and Fees		. Landston				i i i i i i i i i i i i i i i i i i i						
FCC Form 481 CMB Control N July 2013									Mandat State Universal Service Fee Se								E PROPERTO DE LA CONTRACTOR DE LA CONTRA				
		NORTHEAST NEBRASKA TEL. CO.		su	. ext.	c net			State Subscriber Line Charge	-			- Adaptive	See affached worksheet	11.00.0						
	371576	NORTHEAST	2016	Alyssa Arens	<030> 4026324321 ext	<030> aarens@nntc.net	1/1/2015	<85	Residential Local Service Rate					See							
	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1			rding this data	Contact Telephone Number - Number of person identified in data line <030>	Contact Email Address - Email Address of person identified in data line <030>	1/1/2	<01>	Rate Type												
Data				ld contact rega	ber of person i	ress of person i	fective Date I Service Charge	<82°	SAC (CETC)												
(700) Price Offerings including Voice Rate Data Data Collection Form	de	me		Contact Name - Person USAC should contact regarding this data	hone Number - Num	Address - Email Add	Residential Local Service Charge Effective Date Single State-wide Residential Local Service Charge	10> < EXA.	Exchange (ILEC)												
(700) Price Offerings in: Data Collection Form	Study Area Code	Study Area Name	Program Year	Contact Name	Contact Telepl	Contact Email	Residential Lo	<3€>	State												
(700) Pric Data Colli	<010>	<015>	<020>	<030>	<035>	<039>	<701>	<703>												ų.	

ECC Form 481 OMB Centrol No. 3060-0986/OMB Centrol No. 3060-0819 July 2013		Charles and the second				A ANALYSIS OF THE PROPERTY OF				<813>	Doing Business As Company or Brand Designation		1 00		A Lineary Company					- And			
		ASKA TEL CO.				ət				<95>	SAC		See attached worksheet										
	371576	NORTHEAST NEBRASKA TEL	2016	Alyssa Arena	4026324321 ext.	aarens@nntc.net							See atta										
(800) Operating Companies Data Collection Form	<010> Study Area Code	<015> Study Area Name	<020> Program Year	<030> Contact Name - Person USAC should contact regarding this data	<035> Contact Telephone Number - Number of person identified in data line <030>			<811> Holding Company Not Applicable	Operating Company	313>	Affiliates												
S is	Ÿ	٧	\ \	"	^	ľ	· ·	ľ	ľ	\ \ \													

(900) Tribal Lands Reporting Data Collection Form	FCC Form 481.  OMB Control No. 3060-0986/OMB Control No. 3060-0819  July 2013	50-0819
<010> Study Area Code	371576	
	NORTHEAST NEBRASKA TEL. CO.	
<020> Program Year	2016	
	Alyssa Arens	
<035> Contact Telephone Number - Number of person identified in data line <030>	sta line <030> 4026324321 ext.	
ı	ata line <030> aarensennto net	
	The Omaha Nation	
<910> Tribal Land(s) on which ETC Serves		
	371576ne920.pdf	
<920> Tribal Government Engagement Obligation		
	Name of Attached Document	
If your company serves Tribal lands, please select (Yes,No, NA) for each these boxes	boxes	
to commit the status described on the attached documently), on the Szo, demonstrates coordination with the Tribal government pursuant to	Select	
§ 54.313(a)(9) includes:	Yes of No of Not Applicable	
<921> Needs assessment and deployment planning with a focus on Tribal community anchor institutions.	Tibai Not Applicable	
<922> Feasibility and sustainability planning;	Yes	
<923> Marketing services in a culturally sensitive manner;	Ves	
	99 N	
<9.25> Compilance With Land Use permitting requirements <926> Compilance with Facilities Siting rules	an management of the control of the	
	Yee	
<928> Compilance with Cultural Preservation review processes <929> Compilance with Tribal Business and Licensing requirements.	19 e 19 19 19 19 19 19 19 19 19 19 19 19 19	

(3019) Either a copy of their audited financial statement; or (2) a financial report in a jormat 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 ophilon issued by the independent certified public accountant that performed the company's financial audit (3021) Let response is no on line 3018, please check the boyes below if the response is no on line 3018, please check the boyes below (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 capable to RUS Operating Report for Telecommunications Borrowers, Underlying Information subjected to a review by an independent certification.  (3023) Underlying information subjected to a review by an independent certification.  (3024) Underlying information subjected to a review by an independent of Cash Flows  (3025) Document(s) for Balance Sheet, income Statement and Statement of Cash Flows	Name of Attached Document Lixting Required Information  (Yos/No)   (Yos/No)   (Yos/No)	(3017) If the response is yes on line 3014, attach your company's RUS annual report and all required documentation	Intercommunications softwers:  (3016) Document(s) for Balance Sheet, Income Statement and Statement of Cash Flows  371575ns.9017. rodf	Please check thase 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 NUS reports (operating Report for	Name of Attached Document Listing Required Information (Yes/No) (Y	(3012) Community Anchor Institutions (47 CPR § 54.313(f)(1)(ii))	(3011) § 64.313 (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.  371576ne3012.pdf	Name of Attached Document Listing Required Information	3 / LD / ones July   Progress Report on 5 Year Plan   Milestone Certification (47 CFR § 54.313(f)[1](l)	nonnonnonnonnonnonnonnonnonnonnonnonnon	<ul> <li>Cutator Legitione Number - Furniser or person destruction in data line (1302)</li> <li>Cottact Email Address - Email Address of person Identified in data line (1302)</li> </ul>	Contact Name - Person USAC should contact regarding this data   A 1958 A. A. A. Contact Talanting Mumber of necon ideatified in data line 4731.  A 2007 A.	Study Area Name Program Year	4010> Study Area Code 371576
statement; or (2) a financial report in a format comparable to RUS Operating Report for Telecommunications   come Statement and Statement of Casin Flows  Issued by the independent certified public accountant that performed the company's financial audit  se check the boxes below  26 pursuant to § 54.313 (f)(2),	Name of Attached Document Listing Required In		576ne3017.pdf	e attached document(s), on line 3017, contains the required information pursuant to § 54.315(f)(2) compliance requires: ors (Operating Report for	Name of Attached Document Listing Required Information (Yes/No) (Yes/No) annual report	\$ \$ 4.313(f(1)(0))	_	Name of Attached Document Listing Required Information		Anexamental complemental complements of the \$ 54.202(a) and, for privately held carriers, ensuring complement to 47 CFR \$ 54.202(a) and, for privately held carriers, ensuring compleme with the financial reporting FR \$ 54.313(F(2). I further certify that the information reported on this form and in the documents attached below is accurate.	of person identified in data line (430) as rens@mil.c. net.	arding this data Alyesa Area	1 .1	371576

85/OM3 Control No. 3060-0819

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(3000) Rate Of Return Carrier Additional Documentation (Continued)	part of the second of the seco	FCC Form 481
Data Collection Form		OMB Control No. 3060-098
		July 2013
<010> Study Area Code	371576	
1	NORTHEAST NEBRASKA TEL, CO.	
1	2016	
	data line <030> garensamtc.net	2022 C. P. P. P. P. M. C. M. S.
Financial Data Summary	44524006	
(3027) Revenue	14001020	
(2028) Onerating Evanges	8046917	
total object of the state of th		
(3029) Net Income	5608431	
(3030) Telephone Plant in Service(TPIS)	82063121	
(3031) Total Assets	108350855	
(3032) Total Debt	48528856	
(3033) Total Equity	59821999	
(3034) Dividends	0	

Page 1

threasuttmant mark	ion - Reporting Carrier ection Form	UMB CORD OF NO. 3000 0980/CIMB CORD 3000 0813
		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.
<030>	Contact Email Address - Email Address of nerson identified in data line <030>	aarens@nntc net

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

certify that I am an officer of the reporting carrier; my respons recipients; and, to the best of my knowledge, the information re	ibilities include ensuring the accuracy of the annual reporting requirements for universal service support eported 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	A
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

Certificat Data Coll	ion - Agent / Carrier ection Form	FCC Form 481 OMB Control No. 3060-0985/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@nntc.net

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

I certify that {Name of Agent)_ also certify that I am an officer of the reporting carrier; my re agent; and, to the best of my knowledge, the reports and da	is authorized to submit the information reported on behalf of the reporting carrier.  ponsibilities include ensuring the accuracy of the annual data reporting requirements provided to the authorized 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:

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

Certification of Agent	orized to File Annual Reports for CAF or LI Recipients on Behalf of Reporting Carrier
	d to submit the annual reports for universal service support recipients on behalf of the reporting carrier; I have pr ting 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:
rinted name of Authorized Agent or Employee of Agent:	
itle or position of Authorized Agent or Employee of Agent	
Telephone number of Authorized Agent or Employee of Ag	
Study Area Code of Reporting Carrier:	Filing Due Date for this form:



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Application	<010> 5	Study Area Code	au				43	371576	riserry.			
Contact Name + French (SCC Acoustic Contact Name + French (SCC A	l	tudy Area Nan	ne				Q.	NORTHEAST :				
Charlet Vier + First Note Contact Vier + Vier	<020>	rogram Year						2016				
Contact Family defence from the Cutting Family   Contact Family   Contact Family defence from the Cutting Family   Contact F	l	ontact Name -	Person US.	4C should cont	tact regardi	ng this data	ed.	Alyssa Are.	Bt			
Contact Final Address : Sinal Address of person Member of Total Address : Sinal Address of person Member of Total Address : Sinal Address of person Member of Total Address : Sinal Address of person Member of Total Address : Sinal Address of person Member of Total Address : Sinal Address of Person Member of Total Address : Sinal Ad	1	ontact Telepho	one Numbe	r - Number of	person ide	ntified in data li		1026324321	ext.		Annual Control of the	
Courtie   Cour		ontact Email A	\ddress - En	nail Address of	person ide	ntified in data l		arensennt	.net			
Charge State Start   Charge	1											
Courage Start   Courage Inc.   Courage   Courage Inc.   Courage	<e>&gt;</e>	b1>	<	< <del>6</del> 3>	\$ <del>0</del>	<c1></c1>	<c2></c2>	ŷ	<e></e>	\$	<g>&gt;</g>	<u></u>
13-10   03/31/2014   1-45   1-47   5-4-5   Tew   Witelline cable) Voice (cohe) Vo	NORS Reference Number					Number of Customers Affected	Total Number of Customers	911 Facilities Affected (Yes / No)	Service Outage Description (Check all that apply)	Did This Outage Affect Multiple Study Areas (Yes / No)	Service Outage Resolution	Preventative Procedures
18110 08/13/2014 18140 2509 Yes (timinding cable) Vole (ton-Vole), 911, 78311 No Reputed Actor commodified to 2011 1814 1815 No Reputed Actor commodified (timinding cable) Vole (ton-Vole), 911, 78311 No Replaced Faulty or North Miralline (timinding cable) Vole (ton-Vole), 911, 78311 No Rectified Rectified (timinding cable) Vole (ton-Vole), 911, 78311 No Rectified Rectified (timinding cable) Vole (ton-Vole), 911, 78311 No Rectified Rectified (ton-Vole), 911, 78311 No Rectified Rectified (ton-Vole), 911, 78311 No Rectified Rectified (ton-Vole), 911, 78311 No Rectified (ton-Vole), 911, 911, 911, 911, 911, 911, 911, 91		03/31/2014		03/31/2014	1	197	5545	Хев	Wireline (including cable) VolP,Wireline (including cable) Voice (non-VolP),911, E911 or NG911 Services only		Router restored	Verify routers are functional after upgrades
10/24/2014   19:10   50:00   Yes   Wittelline inholidate cable   Volze/Falish   No   Replaced Faulty		06/03/2014	1	06/03/2014	-	350	5508	Yes	Wireline (including cable) VoIP, Wireline (including cable) Voice (non-VoIP), 911, E911 or NG911 Services only	No	Power to Router Restored after storm	Generator normally wou activate, but it was a brown-out.
09:00 03/25/2014 10:30 5545 7cs (Nireling Cable) VOIP Nireline (North Cable) VOIP Nire		10/24/2014	<u> </u>	10/24/2014	00:60	9.0	5500	Yes	Wireline (including cable) VoIP, Wireline (including cable) Voice (non-VoIP), 911, E911 or NG911 Services only	No	Replaced Faulty Rectifier	
		03/25/2014	1	03/25/2014	10:30	5545	5545	Yes	Wireline (including cable) VoIP, Wireline (including cable) Voice (non-VoIP), 911, E911 or NG911 Services only	No	Rebooted Router	Take a proactive appracch to monitoring alarms in routers.
							_					
							-					
						:						

ECC Form 481. OMB Control No. 3060-0986/QMB Control No. 3080-0819 July 2013 (700) Price Offerings Including Voice Rate Data Data Collection Form

NORTHEAST NEBRASKA TEL. CO. <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@mntc.net Alyssa Arens 371576 2016 <030> Contact Name - Person USAC should contact regarding this data <015> Study Area Name <010> Study Area Code <020> Program Year

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

<703>

1/1/2015

State Exchange (UEC) SAC (CETC)  NE Allen  NE Bartlett  NE Bristow  NE Clearwater  NE Clearwater  NE Coleridge  NE Craig  NE Craig  NE Dixon & Concord  NE Dixon & Concord  NE Jackson & Hubbard  NE Long Pine  NE Martinsburg  NE Martinsburg  NE Spencer  NE Stuart  NE Stuart  NE Stuart  NE Stuart  NE Materbury		Special property of the			Mandatory Extended Area	
	ETC) Rate Type	Service Rate	State Subscriber Line Charge	State Universal Service Fee	Service Charge	Total per line Rates and Fees
	FR	17.5	00	1.25	0.5	19.25
	FR	17.5	0.0	1.22	0,0	18.72
	FR	17.5	0.0	1,27	0.75	19.52
	म	17.5	0.0	1.27	0.75	19.52
	FR	17.5	0.0	1.22	0.0	16.72
	PR	17.5	0.0	1.22	0.0	18.72
	FR	17.5	0.0	1,22	0.0	18.72
	FR	17.5	0.0	1,27	0.75	19.52
	H.	17.5	0.0	1,22,	0.0	18.72
	FR	17.5	0.0	1,22	0.0	18.72
	FR	17.5	0.0	1.22	0.0	18.72
	FR	17.5	0.0	1,25	s. 0	19.25
	FR	17.5	0.0	1,22	0.0	18.72
	FR	17.5	0.0	1.22	0.0	18,72
	FR	17.5	0.0	1,22	0.0	18.72
	FR	17.5	0.0	1.22	0.0	18.72
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371576	NORTHEAS	2016	hould contact regarding this data	Contact Telephone Number - Number of person identified in data line <030> 4026324321 ext.	Contact Email Address - Email Address of person identified in data line <030> aarene@nntc.net	Northeast Nebraska Telephone Company	Not Applicable	Northeast Nebraska Telephone Company	(cals)	Affiliates	Telecommunications Company	1	2 A A A A A A A A A A A A A A A A A A A				Listina de la companya del companya de la companya del companya de la companya de						
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# 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.
  - o 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.

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.

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.

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 <u>Dial Service Objectives</u> 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.

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 or 402-632-4321

Sincerely,

Lindsay Creigh
Accountant

## 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 <a href="http://www.psc.nebraska.gov/ntips/ntips">http://www.psc.nebraska.gov/ntips/ntips</a> 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.

# 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 is 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.

# **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.