


TRANSMITTAL MEMORANDUM

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TO:	The Honorable Mayor & City Council	Initials:	
FROM:	Delilah A. Walsh, General Manager	File #:	MGR25-092
DATE:	February 14, 2025	Mtg. #:	02/20/25 MRe
RE:	KPU Telecommunications Division – January 2025 Report		

Attached for City Council review is the January 2025 report from KPU Telecommunication Division Manager Dan Lindgren. Should the City Council have questions regarding the report, staff can respond accordingly.



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TELECOMMUNICATIONS DIVISION MANAGER'S REPORT

OPERATIONAL ISSUES – JANUARY 2025

TELECOMMUNICATIONS DIVISION MANAGER

SUMMARY

The KPU Telecommunications Division continues to be in good shape both operationally and financially. It will be key to continue the legislative efforts outlined below to continue the long-term success of the Division.

KETCHCAN1:

Subsequent to the repair of various terrestrial fiber optic cables in southern British Columbia (due to flooding in late December 2021), KetchCan1 continues to perform flawlessly. I have been in continued discussions regarding our capabilities with multiple potential partners in hopes of selling wholesale services on the cable. We are anxiously awaiting the completion of the Connected Coast project in Canada that will improve the redundancy and resiliency of our transport through Canada. We will be completing some work in Canada to improve resiliency between our cable landing location and CityWest.

4G-LTE:

KPU has negotiated new rates with Verizon that will be in effect through 2027. We will add AWS 3 spectrum to some of our high-volume sites, allowing for a 33% increase in connections. We will add the AWS 3 spectrum to Skagway and other high-volume sites in the spring. We are looking at an option to improve coverage within the Ketchikan High School gymnasium.

FIBER TO MULTI-DWELLING UNITS (MDU):

We continue to make progress installing fiber within MDU buildings. Recent projects include Shoenbar Apartments where we installed a new conduit system throughout all 5 buildings providing each residence with a fiber optic cable so that they have access to our higher-speed Internet services. The Skyline Condominiums project is nearing completion. Work has begun on the Saxman Senior Center housing, and we are completing project planning for a large MDU on Yorktown Dr.

PERSONNEL:

I continue to be impressed with the Telecommunications Division's employee work ethic and dedication. We have a culture in the Telecommunications Division where every employee is valued.

At present, the following positions remain vacan::

- There is an open Combination Technician position that we plan to convert to an Apprentice Position. We have some retirements coming up and need to get positioned to have some talent in the employment pipeline.

The labor market has changed significantly since the rebound from the pandemic with low unemployment and new employee expectations for flexibility. The City needs to develop work-

from-home policies to meet these expectations or risk not being competitive in the labor market. In a 2024 Zoom survey, 43% of all survey respondents view flexible work as a basic expectation versus a perk, and 70% would consider leaving their current job for a more flexible working environment. In a 2023 Gallup study, among employees with remote-capable jobs, 91% prefer to work either fully remote (30%) or in a hybrid arrangement (61%).

LEGISLATIVE:

I continue to be engaged on legislative and regulatory issues working with the Alaska Telecom Association - participating in video meetings in Juneau and DC (with Alaska's Congressional Delegation and staff) - regarding Alaska telecommunications/broadband funding issues which may affect KPUTel indirectly or directly. Approximately 29% of KPUTel's annual revenue is derived from USF (Federal) and AUSF (State) - and the 'ground' under these programs is always shifting and requires constant attention - particularly now that proposed federal infrastructure legislation has billions of dollars targeted toward broadband - it is critical to ensure that the Alaska Plan is not altered or threatened via the legislative process.

ALASKA CONNECT FUND (ACF):

The Alaska Telecom Association (ATA) filed a petition with the FCC on January 4, 2023, to establish a successor to the Alaska Plan that is presently set to expire at the end of 2026.

After close to two years of extensive discussion with the FCC and state delegation, the FCC adopted the Alaska Connect Fund order on November 1, 2024, and released the 163-page order on November 4, 2024. The order covers a 10-year period bifurcated by a 4-year ACF Transition from 1/1/25 to 12/31/2028 and a Fixed ACF Support of 6 years from 1/1/29 to 12/31/34. During the ACF Transition, carriers will receive a 30% increase in USF support and continue the same buildout obligations and regulatory reporting requirements. The FCC delegated authority to the FCC Wireline Competition Bureau to determine the details of how Fixed ACF Support will be distributed. Industry will have the opportunity to participate in the process to determine how to distribute Fixed ACF support in the future. KPU only participates in the Fixed ACF.

The Alaska Connect Fund order was published in the Federal Register on 12/31/24, which allows the 30% increase to be paid for January 2025.

STATE LEGISLATIVE FLY-IN:

The Alaska Telecom Association scheduled our annual state legislative fly-in for March 4-5 in 2025. ATA executives will meet with over 40 state legislators over 2 days. This is an opportunity for industry to update and educate legislators on our industry. Building these relationships is an important effort that pays dividends when state action is necessary on telecom related issues. Most recently, the state passed a resolution supporting the continuance of universal service funding in the US Supreme Court.

UNIVERSAL SERVICE FUND (USF) COURT CASE:

The fifth Circuit held that the combination of delegation of the USF to the FCC and Universal Service Administrative Company (USAC) violated Article I of the Constitution. The Sixth and Eleventh Circuits previously denied similar challenges to the USF contribution.

Supreme Court to review these issues and decide USF constitutionality by the end of June 2025. Impact to USF programs could be profound based on the outcome of this case.

Amicus briefs were filed in January, and oral arguments are set for March 26th.

REGULATORY UPDATE

SUMMARY

Multiple amicus briefs were filed with the U.S. Supreme Court on Jan. 16, 2024, in support of the case reviewing the U.S. Court of Appeals for the 5th Circuit decision that granted Consumers' Research, et al.'s petition for review of the first quarter 2022 universal service contribution factor. Amici Curiae Associations, 30 state-level associations, including the Alaska Telecom Association, representing 702 rural telecommunications and broadband providers, said contrary to the 5th Circuit opinion, there is no ambiguity in Section 254's guidance to the FCC and if there were, the rural communications providers would not have been able to use USF support. Without USF support, affordable telecommunications and broadband services could not be provided to rural consumers and communities. KPU-Tel supports the Alaska Telecom Association's position on this matter and will continue to lobby for a favorable outcome to this case.

OTHER REGULATORY ISSUES OF INTEREST ARE AS FOLLOWS:

ANNUAL CIC ACCESS AND USAGE REPORT SUBMITTED:

KPU filed the Carrier Identification Code access and usage report with NANPA. This report provides NANPA with the information needed to verify CIC assignments in use.

ANNUAL CPNI CERTIFICATION FILED:

CPNI (Customer Proprietary Network Information) compliance certification was filed with the FCC. This certification provides a detailed statement explaining KPU's operating procedures ensure compliance with the FCC's CPNI rules.

ANNUAL FCC FORM 555 FILED:

KPU filed the FCC Form 555 – Annual Lifeline Eligible Telecommunications Carrier Certification Form. Lifeline is a federally funded program that provides discounts on local phone services to qualified low-income consumers. KPU is required to file the FCC Form 555 with the Federal Communications Commission, the Universal Service Administrative Company, relevant state commissions and to Tribal governments in our serving area.

QUARTERLY REVENUE REPORT FILED:

KPU Telecommunications filed their 499Q Revenue report on January 23, 2025. The 499Q is a quarterly report which contains revenue information from the preceding quarter.

QUARTERLY RCC REPORT FILED:

KPU filed its quarterly filing with the Regulatory Commissions of Alaska (RCA) on January 15, 2025. The Regulatory Cost Charge is a surcharge applied to all regulated in-state retail customer billings to pay the local and long-distance phone companies' share of the budget of the Regulatory Commission of Alaska.

BIANNUAL SA 1-2 SHORT FORM:

KPU filed the statement of account and submitted royalty fees for the license to provide secondary transmissions of copyrighted works through the KPUTV cable system. The SA 1-2 Short form is completed semiannually and submitted to the Licensing Division of the Copyright office. Royalties are paid via wire transfer directly to the U.S. Treasury. This is the final reporting period for Cable Services due to the service offering ending on September 30, 2024.

BIANNUAL FCC BROADBAND DATA COLLECTION:

KPU filed the FCC Broadband Data collection on January 27, 2025. This information is used to measure broadband deployment and telephone competition by census tract. Those who must file include: facilities based providers of broadband connections to end user locations, providers of wired or fixed wireless local exchange telephone service, providers of Voice over Internet

Protocol (VoIP) Service, and facilities-based providers of mobile telephony service. The Broadband Data Collection is filed directly with the FCC.

TELEPHONE ENGINEERING DEPARTMENT

SUMMARY

ENGINEERING:

- **4G/LTE:**
 - 100% on the monthly KPI report for Verizon in January.
 - Research on the cost of offering 4G in the High School.
- **IP ENGINEERING:**
 - IPTV router and switch configuration cleanup is 75% complete.
 - Meraki licensing migration project complete.
 - Catalyst 1300 series switch configuration testing is still in progress.
 - Refresh training on Palo Alto Secure browser.
 - Alaska Connect Fund Network Performance Testing installs are in progress.
 - KPU Electric redundancy upgrades and configuration are in progress.
 - E-line circuit training for PBX/CO technicians.
 - ThousandEyes project configuration.
- **VIDEO ENGINEERING:**
 - Migration of our local weather channel to the KPUTV+ app is still ongoing.
 - Switch and router configuration cleanup is in progress.
- **VOICE ENGINEERING**
 - Evaluation of migration options for SS7 source and destination signaling is in progress.
 - 911 trunk issues with GCI.
 - Telco Bridge configuration testing and troubleshooting.
- **SYSTEMS ENGINEERING:**
 - Semperis Active Directory Forest Recovery project is complete.
 - Semperis Directory Service Protector (DSP) project is complete.
 - Splash Access for Paid Wi-Fi project started and is in progress.
 - CommSoft VTC server rebuild project in progress.
 - kputel.us workstation migration is complete.
 - iSeries Post migration checklist is in progress.
 - Data Center virtualization refresh project evaluation completed.
 - Data Center virtualization refresh project as-built completed.
 - Data Center Storage migration project complete.
 - Time and Attendance project implementation in progress.
 - ESRI KPU-Tel instance stood up.
 - Endace Packet Capture appliance installed.
- **FACILITIES:**
 - Central Office Headend removal is in progress.
 - New Adtran switches for Mountain Point, Shoup and the Main CO were installed.
 - Microwave testing in the office for future Harbor Wi-Fi.

SERVICE DELIVERY & NETWORK OPERATIONS:

- 26 Resolved PBX tickets.
- 12 Service Orders
- TFCU access point upgrades.

OUTSIDE PLANT CONSTRUCTION AND SPLICING:

- **PROJECTS IN JANUARY 2025:**

- Alaska Avenue Artery Overlay Design final changes to accommodate more growth.
- The process was completed to show CommSoft line record data in ESRI and color code fiber availability.
- The Back Island project is ongoing, with some change order requests for two locations that do not have an established fiber path.
- Database migration for fiber distribution to new FiberPro and ArcGIS Pro in complete.

- **INSTALLATION AND REPAIR:**

The installation and repair crews completed:

- 50 Service orders
- 44 Trouble tickets
- 7 Fiber drops

OSP INSTALLATION & REPAIR SCORECARD: JANUARY 2025	SO	TT	FD
EMPLOYEE			
Ryan C	7	16	
Ricky C	1	1	
Brad C		8	
Jon D		1	
David F	8	4	
Alan M		4	
Ricky C / Ryan C	1	2	
David F / Ryan C	12	3	2
David F / Ricky C		4	2
David F / Ricky C / Ryan C	15	1	1
David F / Ryan C / Von D / Brad C	3		
David F / Ricky C / Ryan C / Von D / Brad C	3		
David F / Brad C / Von D / Bill M			1
Brad C / Bill M			1
TOTAL	50	44	7

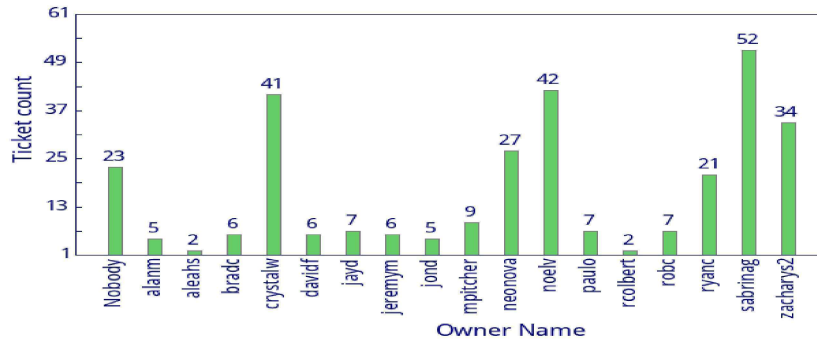
2025	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC
SO	50											
TT	44											
FD	7											
TOTAL	101											

CSS OVERVIEW:

- TOTAL CSS CALLS:**

Calls to Customer Support (January 2025)

- Total Calls to 225-2111 = 224
- Calls forwarded to NeoNova 984-244-5721 = 69
- Calls Answered by Customer Support = 155



Owner Name	Ticket count
Nobody	23
alanm	5
aleahs	2
bradc	6
crystalw	41
davidf	6
jayd	7
jeremym	6
jond	5
mpitcher	9
neonova	27
noelv	42
paulo	7
rcolbert	2
robc	7
ryanc	21
sabrinag	52
zacharys2	34
Total	302

Query: Status I= 'SPAM' AND Status I= 'rejected' AND Queue I= 'OPS' AND Queue I= 'CompHQ' AND Queue I= 'Customerservice' AND Queue I= 'MSM' AND Queue I= 'Maintenance' AND Queue I= 'BattRepI' AND Queue I= 'Support_Level3' AND Queue I= 'Billing' AND Queue I= 'CustAtRisk' AND Queue I= 'Test2' AND Queue I= 'Support_Level2' AND Resolved < '2025-02-01' AND Resolved > '2024-12-31'

Group «KPU CSS»

2025/01/01 - 2025/01/31 ☐ Compare to previous period

+ Add filters

Search

OVERVIEW

SENTIMENT

CALLS

CALLS

907

USERS

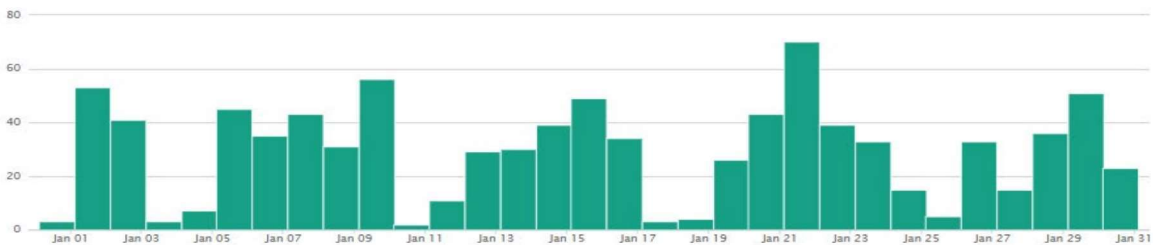
6

AVG DURATION

2:40

CALL TIME, MINUTES

2,432



USER	TOTAL CALLS	AVG DURATION	CALL TIME, MINUTES	
Aleah Slattery	49	2:00	99	View
Crystal Williams	145	2:02	296	View
Noel Velez	188	2:10	409	View
Robinson Cruz	227	2:51	649	View
Sabrina Gartner	138	3:25	473	View
Zachary Stewart	160	3:09	506	View