



TRANSMITTAL MEMORANDUM

TO: The Honorable Mayor & City Council

FROM: Delilah A. Walsh, City Manager

Initials:

DATE: November 9, 2022

File #: MGR22-018

RE: **Telecommunication Division Manager's Report, October 2022**

Attached for the City Council review is the project status report from the KPU Telecommunication Division for the month of October 2022. Should the City Council have questions regarding the division managers' report, staff can respond accordingly.

MANAGER'S REPORT
TELECOMMUNICATIONS DIVISION
November 2022
Operational Issues

TELECOMMUNICATIONS DIVISION MANAGER
Summary

As the new KPU Telecommunications Division Manager, I am excited and eager to continue the excellent work of the Telecommunications Division in providing exceptional communications services to the community. The Division is in good shape both operationally and financially. It will be key to continue the legislative efforts outlined below in order to continue the long term success of the Division.

ReConnect Grant:

The Division finalized and submitted its round 4 ReConnect Grant on Monday, October 31, 2022. We are hopeful that the USDA will see the value in our proposal and accept this project.

KetchCan1:

Subsequent to repair of various terrestrial fiber optic cables in southern British Columbia (due to flooding in late December, 2021), KetchCan1 continues to perform flawlessly.

Auction 108:

Auction 108: FCC Auction 108 for 2.5GHz wireless spectrum started on July 29th, 2022. KPU Telecommunications Division was successful in winning licenses it bid on for \$81,000 gross, and \$68,850 net after applying the 15% rural bidding credit. KPU has filed its long form application and made payment for the new spectrum.

Personnel:

I continue to be impressed with the Telecommunications Division's employee work ethic and dedication.

At present, the following positions remain vacant:

- Plant Manager (on 'permanent' hold through the end of 2022).
- Assistant KPU Telecommunications Division Manager
 - We have advertised and received a few applications for the position and expect to hold initial interviews the week of November 14th.

The Division held a breakfast for all Telecommunications Division Employees to celebrate all of the 5, 10, 15, and 20 year anniversaries that occurred since the start of COVID representing an impressive 95 years of combined service.

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.

The industry was able to file a Consensus Proposal in R-21-001 in the matter of the sunset of the Alaska Universal Service Fund. The consensus proposal is favorable to KPU and would help keep us on the path of providing great service to our customers. Unfortunately, the RCA did not adopt the Consensus Proposal and instead proposed new regulations that would have a negative impact on customers. KPU will be providing comments to oppose the new proposed regulations.

REGULATORY UPDATE

Summary

The industry filed a consensus proposal in docket R-21-001 on 10/7/22. The Regulatory Commission of Alaska did not adopt the consensus proposal at the public meeting held 10/26/22, but instead issued new proposed regulations for comment. The new proposed regulations would lead to large increases in local rates. KPU will be filing comments against the new proposed regulations.

Other regulatory issues of interest are as follows:

FCC Initiates Dropping Companies from Robocall Mitigation Database due to STIR/SHAKEN Violations

On October 3, the FCC issued the first Orders beginning the process of removing seven voice service providers from the agency's Robocall Mitigation Database. Removal from the database means that other networks will no longer take their traffic.

Specifically, the Orders demanded that Akabis, Cloud4, Global UC, Horizon Technology Group, Morse Communications, Sharon Telephone Company, and SW Arkansas Telecommunications and Technology show cause within 14 days as to why the FCC should not remove them from the database. As indicated, removal from the database would require all intermediate providers and terminating voice service providers to cease carrying the companies' traffic. If that were to occur, all calls from these providers' customers would be blocked and no traffic originated by the provider would reach the called party.

Reports and filing:

Annual FCC 911 Reliability Certification

KPU filed their initial reliability certification on October 13, 2022. This certification indicates KPU is in compliance with FCC standards for 911 reliability. This Certification was submitted directly to the FCC.

Quarterly Revenue Report filed

KPU Telecommunications filed their 499Q Revenue report on October 31, 2022. The 499Q is a quarterly report which contains revenue information from the preceding quarter.

Quarterly RCC

KPU has filed its quarterly filing to the Regulatory Commissions of Alaska (RCA). 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.

ELEPHONE ENGINEERING DEPARTMENT

Summary

Engineering:

- 4G/LTE
 - Verizon KPI's good for October and no KPI misses in the last 12 months.
 - Cranberry Rd cell site plans completed. Awaiting Vertical Bridge approval.
- IP Engineering
 - Ward Cove project completion.
 - Reconnect Broadband application submitted on-time.
 - Harbormaster project scope completed.
 - Latest Adtran FTTH software testing and verification in-progress.
 - Internet outage October 18th from oversized transport truck.
 - DHCP server crash October 19th
 - Evaluation of new DHCP server started.
- Video Engineering
 - Landslide in Petersburg outage affecting start of World Series Game 3.
 - New replacement receivers for Root Sports/Root Sports Alternate.
 - Regroom of 3 new satellite feeds.
- Voice Engineering
 - Webex for Broadworks deployment project in-progress and testing.
 - SIP registration optimization project still in-progress.
 - Taqua Long-distance VoIP training.
 - 911 and E911 meetings and process review.
- Systems Engineering
 - 0365 G3 instance in deployment.
 - 10 systems patched and upgraded.
 - Cisco UCS rebuild with SCN ongoing.
 - Webex for Broadworks setup and testing in new domain.
 - Weak password remediation project complete for AD users.
 - Systems password update project in-progress.
- Facilities
 - COA508 10G TA5000 testing across town.
 - Harbormaster condos prepared and ready for new installations.

Service Delivery & Network Operations:

- 71 Resolved PBX tickets.
- 11 service orders.

Outside Plant Construction and Splicing:

Projects in October 2022

- Evergreen Terrace ready for new installations.
- Sea Level Condos work scheduled Nov. 8th.
- ReConnect Loan and Grant Program filing completed on-time.
- 3x fiber job orders designed.
- Esri and OSP design training.
- Harbormaster MDU splicing.
- Evergreen MDU splicing changes.
- Silvis Lake Cable job completed.
- Conduit to 3800 South Tongass.
- Cranberry cell site tree trimming.

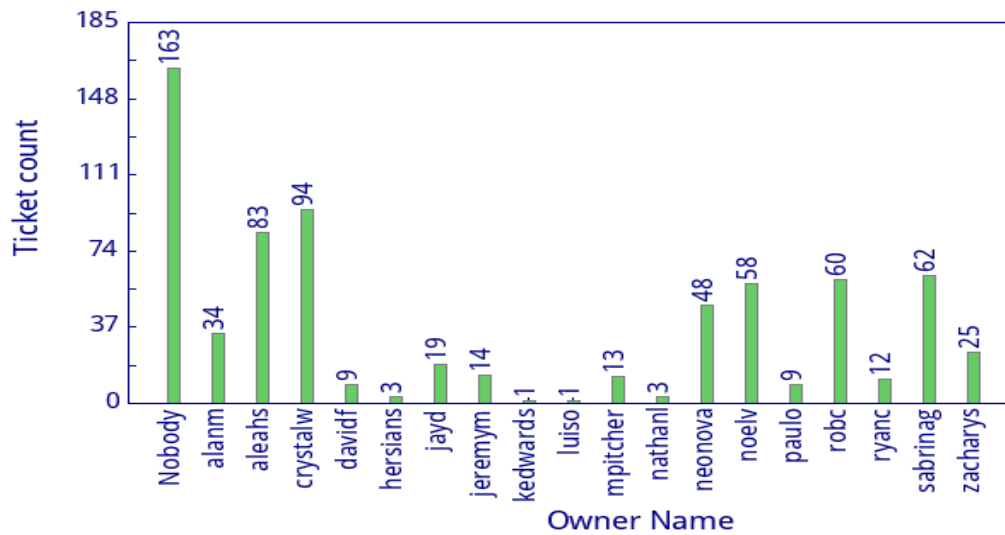
Installation and Repair:

- The installation and repair crews completed:
 - 65 service orders
 - 89 trouble tickets
 - 21 fiber drops
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2022	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
SO	64	64	74	64	68	83	63	62	72	65		
TT	86	78	94	97	101	94	81	90	96	89		
FD	21	16	25	17	21	17	15	7	16	21		
Total	171	158	193	178	190	194	159	159	184	175		

OSP Installation & Repair Scorecard: September 2022	SO	TT	FD
Employee			
Brad C.			
Ryan J.			
Ryan C.	13	11	1
Alan M.	1	40	
Nate L.	2	3	
Jared A.			
Zach S.	20	25	3
David F.	9	7	1
Jeremy M			1
Nate L / Zach S / David F			
David F / Ryan C.	16	1	8
Ryan J / Ryan C			
Nate L / Ryan C	2	1	
David F / Nate L	2		
Ryan C / Nate L / David F			6
David F / Zach S		1	
Zach S / Ryan J / Jared A			1
Alan M / Ryan C			
Total	65	89	21

CSS Overview:



Owner Name	Ticket count
Nobody	163
alanm	34
aleahs	83
crystalw	94
davidf	9
hersians	3
jayd	19
jeremym	14
kedwards	1
luiso	1
mpitcher	13
nathanl	3
neonova	48
noelv	58
paulo	9
robc	60
ryanc	12
sabrinag	62
zacharys	25
Total	711

Query: Status != 'rejected' AND Queue != 'OPS' AND Queue != 'CompHQ' AND Queue != 'Customerservice' AND Queue != 'MSM' AND Queue != 'Maintenance' AND Queue != 'BattRepl' AND Queue != 'Support_Level3' AND Queue != 'Billing' AND Queue != 'CustAtRisk' AND Queue != 'Test2' AND Queue != 'Support_Level2' AND Resolved < '2022-10-31' AND Resolved > '2022-10-01'



Total CSS Calls:

- Calls to Customer Support (September, 2022)
 - Total Calls to 225-2111 = 480
 - Calls forwarded to NeoNova 984-244-5721 = 309
 - Calls Answered by Customer Support = 171