


e. KPU Telecommunications Division – December 2024 Report

TRANSMITTAL MEMORANDUM

9e

TO:	The Honorable Mayor & City Council	Initials:	
FROM:	Delilah A. Walsh, General Manager	File #:	MGR25-003
DATE:	January 7, 2025	Mtg. #:	01/16/25 MRe
RE:	KPU Telecommunications Division – December 2024 Report		

Attached for City Council review is the December 2024 report from KPU Telecommunication Division Manager Dan Lindgren. Should the City Council have questions regarding the report, staff can respond accordingly.



KPU TELECOMMUNICATIONS
2970 Tongass Avenue
Ketchikan, AK 99901

Phone (907) 225-1000
FAX (907) 225-1788

TELECOMMUNICATIONS DIVISION MANAGER'S REPORT

OPERATIONAL ISSUES – DECEMBER 2024

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 sights allowing for a 33% increase in connections. We will add the AWS 3 spectrum to Skagway and other high-volume sites in the spring.

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 vacant:

- 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.

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.

The FCC released a Notice of Proposed Rulemaking (NPRM) regarding the Alaska Connect Fund (ACF) on September 28, 2023. KPU participated with ATA member in filing comments on January 16, 2024, and reply comments on February 16th. ATA strategically hired Wilkinson, Barker, and Knauer, including an attorney who worked for Chairwoman Rosenworcel's office, to draft the comments. ATA completed extensive advocacy efforts with the FCC and Delegation including in-person meetings with the FCC on the ACF at the end of March. A second round of FCC and Congressional Delegation meetings occurred the first week in May. ATA sent summary points to the Delegation the first week in June to facilitate calls to the FCC Commissioner's office urging action on the ACF.

KPU Tel and the City Manager met with FCC Chairwoman Rosenworcel's office on August 22, 2024, to address concerns regarding competitive overlap in the Alaska Connect Fund. We filed the required ex-parte comments with the FCC on August 26, 2024.

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 Fixed ACF support is distributed in the future.

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:

I participated with other ATA members in our state legislative fly-in the week of March 4th. We met with 40 state legislators over 2 days. ATA updated legislators on the over \$2 billion in investment since 2017, and upcoming opportunities from the \$1 billion of federal Broadband Equity and Access Deployment funding later in 2024. ATA successfully pushed to get state legislation passed late in the session to provide direction to the RCA regarding the implementation of SB83 (deregulation initiative) from several years back.

REGULATORY UPDATE

SUMMARY

The new Alaska Connect Fund Order was filed in the Federal Register on December 31, 2024. This order increases the funding amount of the Alaska Connect Fund by 30% through the end of 2028. KPU-Tel will begin receiving the increased amount for the January 2025 disbursement. There is still some uncertainty as to what the Alaska Connect Fund will look like from 2029 through 2034. KPU-Tel management will be continuing to work closely with the Alaska Telecom Association and national associations on a plan that will be favorable to KPU-Tel and our customers throughout the duration of the Alaska Connect Fund.

OTHER REGULATORY ISSUES OF INTEREST ARE AS FOLLOWS:

On December 17, 2024, Mark Johnson was appointed to the Regulatory Commission of Alaska by Governor Mike Dunleavy.

FUSC RATE CHANGE

On December 17, NECA filed a revised tariff based on the FCC Public Notice released on December 12, 2024, increasing the Federal Universal Service Charge (FUSC) from 35.8% to 36.3%, effective January 1, 2025.

TELEPHONE ENGINEERING DEPARTMENT

SUMMARY

ENGINEERING:

- **4G/LTE:**
 - 100% on monthly KPI report for Verizon in December.
 - Research on the cost to offer 4G in the High School.
- **IP ENGINEERING:**
 - IPTV router and switch configuration cleanup is 70% complete.
 - Meraki licensing migration project 90% complete.
 - Catalyst 1300 series switch configuration testing.
 - Refresh training on Palo Alto Secure browser.
 - Additional in-house training documentation on service delivery via Adtran FTTH for residential customers.
- **VIDEO ENGINEERING:**
 - Migration of our local weather channel to the KPUTV+ app is still ongoing.
 - Streaming of Clarke Cochrane Classic basketball tournament.
- **VOICE ENGINEERING**
 - Evaluation of migration options for SS7 source and destination signaling in-progress.
- **SYSTEMS ENGINEERING:**
 - Semperis Active Directory Forest Recovery project is complete.
 - Semperis Directory Service Protector (DSP) project is started.
 - Splash Access for Paid Wi-Fi project started and is in-progress.
 - Commsoft VTC server rebuild project started.
 - kputel.us workstation migration 90% complete.
 - iSeries Post migration checklist in-progress.
 - Data Center virtualization refresh project evaluation started.
 - Data Center Storage migration project re-initiated.
 - Time and Attendance project implementation in-progress.
- **FACILITIES:**
 - Central Office Headend removal is in progress.
 - Removal of legacy equipment in Seattle at the Westin complete.
 - Upgrades to hardware and software for routers at the Westin complete.

SERVICE DELIVERY & NETWORK OPERATIONS:

- 31 Resolved PBX tickets.
- 12 Service Orders

OUTSIDE PLANT CONSTRUCTION AND SPLICING:

- **PROJECTS IN DECEMBER 2024:**
 - Alaska Avenue Artery Overlay Design 100% complete.
 - Opened RFP 24-43 Fiber Overlay Materials and awarded.
 - Designed three fiber job orders and one fiber work order for construction.
 - Database migration for fiber distribution to new FiberPro and ArcGIS Pro in progress.

- Skyline Condos MDU Building complete minus 8 units not returning calls.
- 2708 Halibut MDU project started.

• **INSTALLATION AND REPAIR:**

The installation and repair crews completed:

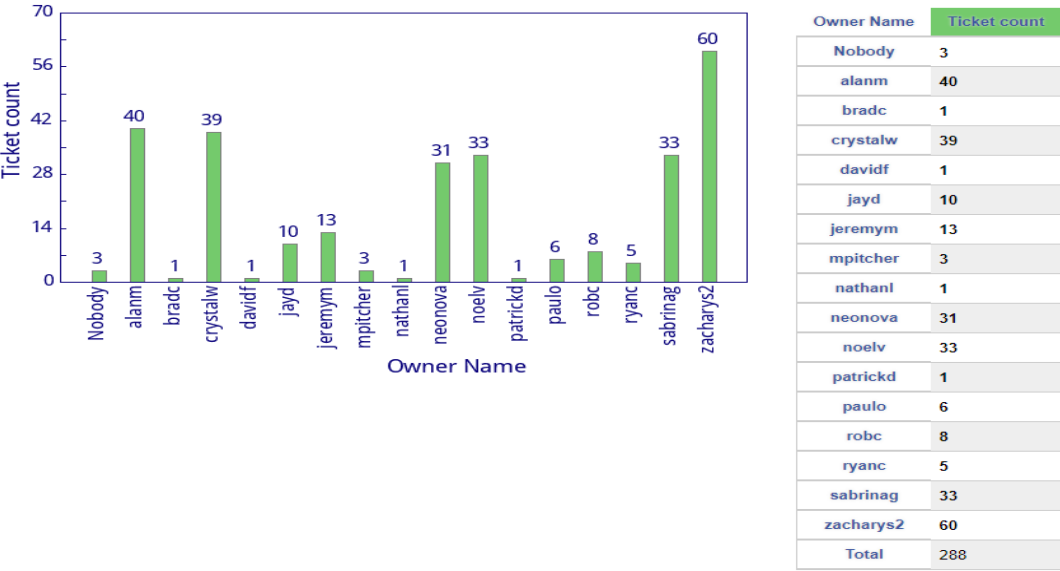
- 41 Service orders
- 60 Trouble tickets
- 7 Fiber drops

OSP INSTALLATION & REPAIR SCORECARD: DECEMBER 2024	SO	TT	FD
EMPLOYEE			
Jared A			
Jason C			
Lee C			
Ryan C	7	8	
Ricky C			
Brad C		3	
Von D			
Jon D			
Kenneth E			
David F	2	1	
Ryan J			
Nate L			
Alan M	4	48	
David F / Ryan C	9		3
Ricky C / Ryan C	6		2
Ricky C / David F	9		1
Brad C / Von D	4		
David F / Ryan C / Ricky C			
Ryan C / Ricky C / David F			1
TOTAL	41	60	7

2024	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC
SO	46	40	45	79	71	83	79	107	100	99	52	41
TT	93	72	87	97	74	85	87	119	75	118	66	60
FD	9	8	8	21	10	9	13	12	19	13	11	7
TOTAL	148	120	140	197	155	177	179	238	194	230	129	108

CSS OVERVIEW:

- **TOTAL CSS CALLS:**
Calls to Customer Support (December 2024)
 - Total Calls to 225-2111 = 212
 - Calls forwarded to NeoNova 984-244-5721 = 96
 - Calls Answered by Customer Support = 116



Query: Status != 'SPAM' AND 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 < '2025-01-01' AND Resolved > '2024-11-30'

Group «KPU CSS»

2024/12/01 - 2024/12/31 ☐ Compare to previous period

+ Add filters

Search

OVERVIEW SENTIMENT CALLS

CALLS

949

USERS

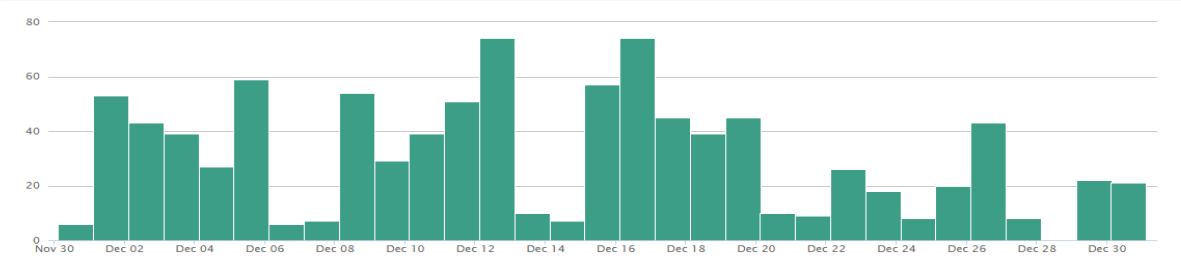
5

AVG DURATION

2:31

CALL TIME, MINUTES

2,394



USER	TOTAL CALLS	AVG DURATION	CALL TIME, MINUTES	
Crystal Williams	155	1:59	310	View
Noel Velez	145	2:16	330	View
Robinson Cruz	336	2:13	746	View
Sabrina Gartner	99	3:19	330	View
Zachary Stewart	214	3:10	679	View