

BEFORE THE NEBRASKA PUBLIC SERVICE COMMISSION

In the Matter of the Nebraska) Application No. 911-039/PI-145
Public Service Commission, on)
its own motion, to investigate)
issues associated with Viper 911) HEARING OFFICER ORDER
equipment.) SCHEDULING WORKSHOP
)
)
) Entered: August 24, 2009

BY THE HEARING OFFICER:

The Nebraska Public Service Commission (Commission) opened the above-captioned docket, on its own motion, to investigate issues associated with Viper 911 equipment.

Viper product has been purchased by and installed in the following Public Safety Answering Points (PSAPs): Box Butte/Alliance PD; Buffalo County; Chase County; Cheyenne County; Cuming County; Dawes/Chadron PD; Dawson/Gosper Counties; Douglas County; Howard County; and Keith County. Beginning in approximately May 2008, the Commission began receiving complaints from PSAPs regarding call quality, routing issues, and other miscellaneous problems with the Viper system. The Commission therefore opened the present docket to explore the problems encountered by the PSAPs and to devise appropriate action.

The Hearing Officer finds that a workshop should be scheduled to further explore any continuing problems and to discuss appropriate solutions. Therefore, a workshop is scheduled for **October 19, 2009 at 10:00 a.m. CDT** in the Atrium Conference Center, 2nd Floor, 1200 N Street, Lincoln.

O R D E R

IT IS THEREFORE ORDERED by the Hearing Officer that a workshop is scheduled for **October 19, 2009 at 10:00 a.m. CDT** in the Atrium Conference Center, 2nd Floor, 1200 N Street, Lincoln.

MADE AND ENTERED at Lincoln, Nebraska, this 24th day of August, 2009.

By: _____
Hearing Officer