

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) ORDER CLOSING DOCKET
issues associated with Viper 911)
equipment.)
) Entered: February 9, 2010

BY THE COMMISSION:

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

Beginning in approximately May 2008, the Commission began receiving complaints from Public Service Answering Points (PSAPs) regarding call quality, routing issues, and other miscellaneous problems with the Viper system. Maintenance for the Viper equipment is handled through Qwest. Qwest was made aware of the various problems and made efforts to address the concerns. The Commission continued to receive complaints regarding the operation and quality of the Viper system. The Commission requested comment from interested parties to assist the Commission in exploring the problems encountered by the PSAPs and to devise appropriate action.

On August 24, 2009, the Hearing Officer scheduled a workshop for October 19, 2009 to further explore any continuing problems and to discuss appropriate solutions. However, based upon communications from the affected Public Safety Answering Points (PSAPs), efforts were underway that may have resolved the outstanding issues. Therefore, the workshop was continued.

At this time, it appears that the issues related to the Viper 911 equipment have been resolved. Therefore, the Commission finds that the above-captioned docket should be closed. Should future issues arise requiring the Commission's attention, further action by the Commission may be taken.

O R D E R

IT IS THEREFORE ORDERED by the Nebraska Public Service Commission that the above-captioned docket be closed.

MADE AND ENTERED at Lincoln, Nebraska, this 9th day of February, 2010.

NEBRASKA PUBLIC SERVICE COMMISSION

COMMISSIONERS CONCURRING:

Chair

ATTEST:

Deputy Director