

SECRETARY'S RECORD, PUBLIC SERVICE COMMISSION

BEFORE THE NEBRASKA PUBLIC SERVICE COMMISSION

David A. Sankey, Director,)	Application No. 911-072/DC-95
Nebraska State 911 Department)	
of the Nebraska Public Service)	ORDER DISMISSING COMPLAINT AND
Commission,)	CLOSING DOCKET
Complainant,)	
V.)	Entered: April 13, 2021
Windstream Nebraska, Inc.,)	
Respondent.)	

BY THE COMMISSION:

This docket was opened on December 10, 2019, prompted by reports from the Southeast Region of Public Safety Answering Points (the "Region") regarding network unreliability and outages in 911 service provided to the Region by Windstream Nebraska, Inc. ("Windstream").

Commission staff served discovery requests on Windstream on February 11, 2020 and the Region on May 12, 2020. Responses to the discovery requests were received from Windstream on April 13, 2020 and from the Region on or about June 9, 2020 (the "Discovery Responses").

Based on the Discovery Responses, Windstream and the Region entered into a contract for upgraded network technology, including technology known as Software Defined Wide Area Network ("SD-WAN"), on or about December 9, 2019. One purpose of the new contract was to address the Region's concerns regarding network reliability and outages. Based on the Region's experience since the installation of SD-WAN and related equipment repairs, it appears that the unreliability and outages that prompted this docket have been resolved.

O R D E R

IT IS THEREFORE ORDERED by the Nebraska Public Service Commission that this Complaint is dismissed and the above-captioned docket be, and it is hereby, closed.

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Application No. 911-072/DC-95

Page 2

MADE AND ENTERED at Lincoln, Nebraska, this 13th day of April, 2021.

NEBRASKA PUBLIC SERVICE COMMISSION

COMMISSIONERS CONCURRING:

Rod Johnson
Crystal Swader
Mary Keddin
Tim Schram

Don Watson

Chair

ATTEST:

Michael S. Hyatt

Executive Director