

SECRETARY'S RECORD, NEBRASKA PUBLIC SERVICE COMMISSION

BEFORE THE NEBRASKA PUBLIC SERVICE COMMISSION

In the Matter of the Nebraska)	Application No.	911-071/
Public Service Commission, on)		C-5028
its own motion, seeking to)		PI-222
investigate the CenturyLink 911)		
Service Outage which began on)	ORDER OPENING INVESTIGATION	
December 27, 2018 and impacted)		
Nebraska and several other)		
states.)	Entered: January 15, 2019	

BY THE COMMISSION:

The Nebraska Public Service Commission ("Commission") hereby opens the above-captioned investigation into the CenturyLink outage which began on December 27, 2018, and disrupted access to 911 service in Nebraska and numerous other states nationwide (the "Outage").

Based on information gathered so far, the Outage had impacts statewide, including but not limited to the panhandle and the public safety answering points ("PSAPs") that make up the South Central Region ("Region"). During the Outage, 911 calls in the Region were not being delivered and callers to 911 were greeted with continual ringing that went unanswered. It has been reported that CenturyLink staff was able to restore partial functionality in the Region by establishing a temporary work-around. However, this was at best a limited temporary solution that still resulted in a delayed response to 911 callers.

We note that Chairman Ajit Pai of the Federal Communications Commission has announced that the FCC has also opened an investigation in to the Outage, observing "When an emergency strikes, it's critical that Americans are able to use 911 to reach those who can help. The CenturyLink service outage is therefore completely unacceptable, and its breadth and duration are particularly troubling."¹

The Commission opens this investigation to develop further information on the impact of the Outage in Nebraska, and to examine how to avoid, respond to, and/or lessen the impact of any similar future disruptions. In addition, the Commission will consider whether the Outage may provide any lessons for the implementation of next generation 911 in Nebraska in areas such as system design, failover options, vendor selection, reliability standards, back-

¹ FCC Press Release, December 28, 2018.

SECRETARY'S RECORD, NEBRASKA PUBLIC SERVICE COMMISSION

Application No. 911-071/C-5028/PI-222

Page 2

up systems and related matters. The Commission will also determine whether the Outage warrants further regulatory action.

O R D E R

IT IS THEREFORE ORDERED by the Nebraska Public Service Commission that the above-captioned investigation be, and it is hereby opened.


ENTERED AND MADE EFFECTIVE at Lincoln, Nebraska, this 15th day of January, 2019.

NEBRASKA PUBLIC SERVICE COMMISSION

COMMISSIONERS CONCURRING:


Chair

ATTEST:


Executive Director

