

SECRETARY'S RECORD, PUBLIC SERVICE COMMISSION

BEFORE THE NEBRASKA PUBLIC SERVICE COMMISSION

In the Matter of the Commission,) Application No. C-5037/
on its own motion, to investigate) PI-223
the level of service quality)
provided by United Telephone)
Company of the West d/b/a) ORDER SETTING HEARING
CenturyLink Communications in the)
Oshkosh, Lewellen, and Chappell)
Telephone Exchanges.) Entered: June 16, 2020

BY THE COMMISSION:

O P I N I O N A N D F I N D I N G S

On February 5, 2019, the Nebraska Public Service Commission (Commission) initiated this docket on its own motion to investigate service quality issues in the Oshkosh, Lewellen, and Chappell Telephone Exchanges served by United Telephone Company of the West d/b/a CenturyLink Communications ("CenturyLink").

On April 8, 2019, the Commission held a public hearing in Oshkosh, Nebraska. At that hearing, the Commission received public testimony and exhibits from twelve CenturyLink subscribers explaining the various issues they have had with CenturyLink service. CenturyLink also provided testimony in response. CenturyLink's witness committed to working with the Commission and the subscribers to resolve the service quality issues. CenturyLink provided the Commission with updates and stated its belief that it has resolved the service quality issues with the subscribers in that area.

At this time, the Commission finds that a hearing should be again scheduled in Oshkosh to determine whether those issues have been resolved and whether there are any other service quality issues consumers in that community are experiencing. Accordingly, we find that a hearing will be held on **August 19, 2020** at 12:30 p.m., at the Oshkosh Auditorium, 600 W. 2nd Street, Oshkosh, Nebraska 69154.

If auxiliary aids or reasonable accommodations are needed for attendance at the meeting, please call the Commission at (402) 471-3101. For people with hearing/speech impairments, please call the the Nebraska Relay System at (800) 833-7352(TDD) or (800) 833-0920 (Voice). Advance notice of at least seven (7) days is needed when requesting an interpreter.

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O R D E R

IT IS THEREFORE ORDERED by the Nebraska Public Service Commission that a hearing in this matter shall be held on August 19, 2020 at 12:30 p.m., at the Oshkosh Auditorium, 600 W. 2nd Street, Oshkosh, Nebraska 69154.

ENTERED AND MADE EFFECTIVE at Lincoln, Nebraska on this 16th day of June, 2020.

NEBRASKA PUBLIC SERVICE COMMISSION

COMMISSIONERS CONCURRING:



Chair

ATTEST:


Executive Director