

SECRETARY'S RECORD, PUBLIC SERVICE COMMISSION

BEFORE THE NEBRASKA PUBLIC SERVICE COMMISSION

In the Matter of the Nebraska) Application No. C-5303/PI-240
Public Service Commission, on)
its own motion, to determine)
whether adequate service) ORDER SETTING PUBLIC HEARING
quality is being provided by)
carriers operating within the)
State of Nebraska.) Entered: September 13, 2022

BY THE COMMISSION:

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

On August 10, 2021, the Nebraska Public Service Commission ("Commission") initiated this proceeding on its own motion to investigate whether adequate service quality is being provided by certain carriers operating within the State of Nebraska. This proceeding focused on the service being provided by the price cap carriers ("Price Cap Carriers") providing telecommunications service in the state. Those carriers are as follows:

United Telephone Company of the West ("CenturyLink")
Qwest Corporation / Lumen ("CenturyLink")
Windstream Nebraska, Inc. ("Windstream")
Citizens Telecommunications Company of Nebraska ("Frontier")

Previously in this docket, the Commission requested information from the Price Cap Carriers regarding the carriers' repair and replacement timelines, number of technicians on staff, and dispatch procedures. Comments on these topics were received by each of the Price Cap Carriers.

Upon review of the information submitted, and of the consumer complaints received relating to telephone service issues and outages during the past year, the Commission finds that this matter should be set for public hearing. A hearing will therefore be held at:

Center for Advanced Manufacturing, Room 120
Metropolitan Community College, South Campus
2909 Edward Babe Gomez Ave. Omaha, NE

The hearing will be held on **October 26, 2022 from 10:00 a.m. to 4:00 p.m.** A one-hour lunch break will be held from approximately 12:00 p.m. to 1:00 p.m.

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Members of the public who have experienced a telephone service outage from CenturyLink, Windstream, or Frontier are hereby invited to submit public testimony in this docket. The Price Cap Carriers are also invited to submit testimony in response.

Oral testimony must be presented in person. However, written testimony will also be accepted until 5:00 p.m. on November 2, 2022. Any person wishing to submit written testimony without attending the hearing must submit it to psc.telecom@nebraska.gov. Testimony must include the testifier's full name, address, service provider, and an indication that the testimony should be included as part of the public record. A testimony form is available on the Commission website at:

<https://psc.nebraska.gov/telecommunications/c-5303-public-hearing>

A copy of that form is also attached to this order.

A live stream of this hearing will be available to the public at <http://psc.nebraska.gov/stream>. Attendees to the webcast will be muted and will not be able to present testimony.

O R D E R

IT IS THEREFORE ORDERED by the Nebraska Public Service Commission that a public hearing in this matter shall be held at the **Center for Advanced Manufacturing, Room 120. Metropolitan Community College, South Campus, 2909 Edward Babe Gomez Ave. Omaha, NE** on **October 26, 2022 from 10:00 a.m. to 4:00 p.m. Central Time.**

IT IS FURTHER ORDERED that written testimony will be accepted as described above until **November 2, 2022, at 5:00 p.m. Central Time.**

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

NEBRASKA PUBLIC SERVICE COMMISSION

COMMISSIONERS CONCURRING:

Rod Johnson
Crystal Swader
Mary Keddin
Tim Schram

David W. ...

Chair

ATTEST:

Thomas W. Golden
Executive Director

BEFORE THE NEBRASKA PUBLIC SERVICE COMMISSION

In the Matter of the Nebraska) Application No. C-5303/PI-240
Public Service Commission, on)
its own motion, to determine)
whether adequate service) WRITTEN TESTIMONY
quality is being provided by)
carriers operating within the)
State of Nebraska.) Date: _____

Name: _____

Mailing Address: _____

Phone: _____ Email Address: _____

Telephone service provider (check one):

- CenturyLink Frontier Windstream

____ I wish for my testimony to be included as part of the public record in the above-captioned docket.

I certify that the statements in my testimony below are true, accurate, and complete, to the best of my knowledge.

Signature: _____

Testimony:

Please include as much information as possible, including the date and location of any service quality issue.

