

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 ) ORDER SEEKING COMMENT
whether adequate service ) AND SETTING SECOND
quality is being provided by ) PUBLIC HEARING
carriers operating within the )
State of Nebraska. ) Entered: November 28, 2023

BY THE COMMISSION:

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 d/b/a CenturyLink ("UTC"); Qwest Corporation d/b/a CenturyLink QC ("Qwest"); Windstream Nebraska, Inc. ("Windstream"); and Citizens Telecommunications Company of Nebraska d/b/a Frontier Communications of Nebraska ("Frontier").

I N F O R M A T I O N R E Q U E S T S

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. Specifically, the Commission requested that each Price Cap Carrier provide information relating to 1) the carrier's process and timeline for equipment repairs; 2) whether technicians must make repairs within a certain timeframe; 3) the number of staff technicians currently employed in Nebraska, historical staffing data, and a description of the geographic area covered by technicians; 4) how service technicians are dispatched; and 5) whether the carrier has standards for the number of technicians per subscriber or per area. Comments in response to these questions were received by each of the Price Cap Carriers, with UTC and Qwest jointly filing comments as the entity "Lumen."

1. Process and Timeline for Equipment Repairs

Windstream submitted a response to this question stating that many reports are handled at the time of the call or moved to a

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"Tier 2" support group for resolution.<sup>1</sup> Windstream stated that it "aims to complete repairs dispatched to a field technician in 1 business day or 1.5 calendar days," with longer response times possible during high-dispatch periods.<sup>2</sup>

Frontier stated that based upon the time of the trouble report, a technician "may be assigned to address the trouble that same day or later."<sup>3</sup>

Lumen stated in comments that when service interruptions occur, it reestablishes service "with the shortest possible delay consistent with physical conditions encountered, the available work forces, and normal safety practices."<sup>4</sup> Lumen described circumstances which may result in a longer repair interval including flooding, ice, or other safety related scenarios, as well as issues with "logistical coordination" with the affected customer.<sup>5</sup>

## 2. Timeframe Required for Repairs

In comments, Windstream stated that it uses a field service management platform which automatically assigns durations to tasks based on historical averages of the different work types.<sup>6</sup> Windstream stated that its repair ticket durations range from 78 to 82 minutes, not including travel time.<sup>7</sup>

Frontier stated that it strives to respond to repair issues "as soon as practical," and seeks to have all repairs completed within 48 hours from the time of the trouble report.<sup>8</sup> Frontier stated that all trouble ticket and installation order types have specific time allotments which vary based on service type.<sup>9</sup>

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<sup>1</sup> Ex. 3 at 2.

<sup>2</sup> *Id.*

<sup>3</sup> Exhibit 4 at 1.

<sup>4</sup> Exhibit 5 at 3.

<sup>5</sup> *Id.*

<sup>6</sup> Ex. 3 at 2.

<sup>7</sup> *Id.*

<sup>8</sup> Ex. 4 at 1.

<sup>9</sup> *Id.* at 2.

Lumen stated that it has not developed predetermined repair timeline objectives due to variables which impact the workflow. Lumen stated that it "strives to repair all service outages and respond to customer service calls as quickly as possible."<sup>10</sup> Lumen stated that factors which may affect repair timelines include "length of the cable to be repaired, the scope of the repair, whether the geographic repair location is rural or remote, and whether the cable is buried or aerial."<sup>11</sup>

3. Number of Service Technicians and Staffing Data

Windstream stated that it currently employs 122 staff technicians in Nebraska, with five advertised vacancies.<sup>12</sup> Windstream provided a table showing the distribution of service technicians across geographic areas in Nebraska.<sup>13</sup> Windstream stated that in 2010, it employed 85 staff technicians, but was not formed until 2006 and therefore does not have historical data for the year 2000.<sup>14</sup>

Frontier stated in comments that it currently employs 12 installation and repair technicians in Nebraska, based in Columbus and Kearney.<sup>15</sup> Frontier did not provide data for the number of technicians for the years 2000 or 2010, but provided historical data since 2016 showing the number of technicians was 17 in 2016 and 2017, and has declined since then.<sup>16</sup>

Lumen stated that it "has more than 100 Nebraska-based field technician positions dedicated to legacy incumbent operations, though historical data is not maintained for the Commission's requested timeframe."<sup>17</sup> Lumen stated that it does not dedicate any technicians only to telephone service repair, but trains them in a variety of services. Lumen also stated that it uses contract labor for tasks including construction, splicing, and repairs.<sup>18</sup>

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<sup>10</sup> Ex. 5 at 8.

<sup>11</sup> *Id.* at 9.

<sup>12</sup> Ex. 3 at 3.

<sup>13</sup> *Id.*

<sup>14</sup> *Id.*

<sup>15</sup> Ex. 4 at 2.

<sup>16</sup> *Id.*

<sup>17</sup> Ex. 5 at 5.

<sup>18</sup> *Id.* at 7.

Lumen stated that it currently has employment vacancies for field technicians.<sup>19</sup>

4. Dispatch of Service Technicians

In comments, Windstream stated that its field service management platform manages scheduling, routing, and dispatch needs.<sup>20</sup> Windstream stated that the system schedules appointments, seeking the first available appointment based on customer availability. Windstream stated that customers indicating a medical need for the service receive a priority designation.<sup>21</sup> Windstream stated that its technicians meet the 2-hour arrival window given to customers 92% of the time.<sup>22</sup>

Frontier stated that its technicians specialize in certain skill sets and/or areas.<sup>23</sup> Frontier stated that it assigns technicians jobs via an electronic system to a handheld device.<sup>24</sup>

Lumen stated that it does not utilize a first come, first served approach, but rather uses "an internal proprietary system that prioritizes certain types of activities or repairs over others."<sup>25</sup> Lumen stated that it uses both company-employed service technicians and third-party contractor support to respond to trouble tickets.<sup>26</sup>

5. Number of Service Technicians per Subscriber or Area

In comments, Windstream stated that its staffing needs are based on market forecasts, which consider the area's past repair needs, network improvements, and the type of infrastructure.<sup>27</sup> Windstream stated that it is continuously evaluating its staffing needs on a weekly basis and when a vacancy occurs.<sup>28</sup>

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<sup>19</sup> *Id.* at 9.

<sup>20</sup> Ex. 3 at 4.

<sup>21</sup> *Id.*

<sup>22</sup> *Id.*

<sup>23</sup> Ex. 4 at 2.

<sup>24</sup> *Id.* at 2-3.

<sup>25</sup> Ex. 5 at 5.

<sup>26</sup> *Id.*

<sup>27</sup> Ex. 3 at 4.

<sup>28</sup> *Id.* at 5.

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Frontier stated that it does not determine the number of technicians needed based on the number of subscribers or geographic area, but determines staffing levels "based on an analysis of past and anticipated future workload levels."<sup>29</sup>

Lumen stated that it does not dedicate technicians full-time to any specific geographic area.<sup>30</sup>

### H E A R I N G

Following review of the information submitted, and of the consumer complaints received relating to telephone service issues and outages during the year prior, the Commission set this matter for hearing, specifically seeking testimony from members of the public who have experienced a telephone service outage from CenturyLink,<sup>31</sup> Windstream, or Frontier.<sup>32</sup> Price Cap Carriers were also invited to testify at the hearing.

A hearing in this matter was held on October 26, 2022, at Metropolitan Community College, Omaha, Nebraska. Sallie Dietrich appeared on behalf of the Telecommunications and NUSF Department of the Commission ("Department"). Katherine McNamara appeared on behalf of Lumen. Exhibits 1 through 10 were entered into evidence at the hearing.<sup>33</sup> The Commission also accepted late-filed exhibits numbered 11 through 14.<sup>34</sup>

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<sup>29</sup> Ex. 4 at 3.

<sup>30</sup> Ex. 5 at 8.

<sup>31</sup> Testifiers referred to CenturyLink Qwest and CenturyLink UTC colloquially as "CenturyLink." That trade name will therefore be used to collectively describe those two entities for purposes of this order.

<sup>32</sup> Exhibit 6.

<sup>33</sup> Exhibit 10 consisted of written witness testimony received prior to hearing from Andrew Scheer, Lincoln; Richard Boone, Omaha; Susan Frazier, Fairmont; George Burrows, Adams; Dennis Birnstihl, Papillion; James Whiting, Valentine; Kelly Cole, Lisco; Edward Heinert, Sparks; Marvin Pesek, Eagle; Richard Einspahr, Ainsworth; Terry and Susie Huscher, Cedar Bluffs; Charley Donason, Neligh; Yvonne Baldwin, Farwell; Claude and Linda Jensen, Bennet; Carol Nemec, Omaha; Robert Kalin, Lincoln; Stephen Hudson, Lincoln; Greg Crisman, Omaha; Mark Charipar, Eagle; Cynthia Weddle, DuBois; and Delores Colburn, Valentine.

<sup>34</sup> Exhibit 11 consisted of written witness testimony received after October 26, 2023 from Bernard Smid, Omaha; Rhonda McClure, Wahoo; Thomas Sandene, Omaha; Jim Olson, Oshkosh; Rick Wolfender, Mullen; Angelo Casasola, Omaha; Laureen Westby, Omaha; Lisa Grimmiger, Ceresco; and Wynn Clemmer, Omaha.

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The Commission first sought testimony from members of the public receiving landline service from the Price Cap Carriers and have submitted an informal complaint to the Commission. First to testify was Dr. Rebecca Fahrlander, of Bellevue, Nebraska. Dr. Fahrlander stated that she has concerns about the state of infrastructure in her neighborhood.<sup>35</sup> She testified that for approximately eight months, she has had interruptions in her landline and Internet service from CenturyLink.<sup>36</sup> Dr. Fahrlander stated that she's had approximately 15 to 16 technician appointments, with no one from CenturyLink showing up to at least three of these appointments.<sup>37</sup> Dr. Fahrlander also stated that, in her experience, calling CenturyLink resulted in a half hour to an hour wait time to get through to a customer service representative.<sup>38</sup> She stated that her landline service has been out for a day or two, up to a week, at a time, and that this is blamed on old infrastructure.<sup>39</sup> She stated that even after repairs are completed, service often goes out again soon thereafter.<sup>40</sup>

Ken Dudek of Omaha, Nebraska then offered testimony. Mr. Dudek stated that he and his wife received a letter on May 27th from CenturyLink requiring action to avoid interruptions in service while CenturyLink's system was changed from copper wiring to fiber optic.<sup>41</sup> Mr. Dudek said that he made an appointment for Friday, June 24th, but that no service technician came at the scheduled time, and that he lost service following the missed appointment.<sup>42</sup> He stated that he later learned that CenturyLink had come to his house on June 26th, but he had not been informed of the appointment.<sup>43</sup>

Mr. Dudek stated that once he did obtain an appointment, his internet service was restored; however, one of the two landlines serving his house did not work.<sup>44</sup> Mr. Dudek stated that he spent

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<sup>35</sup> Transcript at 11-12.

<sup>36</sup> *Id.* at 12.

<sup>37</sup> *Id.*

<sup>38</sup> *Id.* at 13.

<sup>39</sup> *Id.*

<sup>40</sup> *Id.* at 23.

<sup>41</sup> *Id.* at 24.

<sup>42</sup> *Id.* at 24-25.

<sup>43</sup> *Id.* at 25.

<sup>44</sup> *Id.* at 25-26.

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two hours on hold on three different days attempting to resolve the problem, to little success.<sup>45</sup> Mr. Dudek stated that after he made an appointment but no service technician arrived, he filed an informal complaint with the Commission.<sup>46</sup> Mr. Dudek stated that following the complaint, CenturyLink service technicians came to his house on September 6th, but told him they were unable to provide him more than one voice line to the house.<sup>47</sup> Mr. Dudek stated that this process took approximately two and a half months during the summer of 2022.<sup>48</sup> Mr. Dudek said that he still does not have a second voice line to his house.<sup>49</sup>

The Commission then sought testimony from members of the public receiving landline service from the Price Cap Carriers who have not submitted an informal complaint. Bryce Gehring of Columbus, Nebraska offered testimony. He stated that he has been a customer of Frontier for twenty years, and on approximately January 12, 2022, he lost all landline and internet service.<sup>50</sup> Mr. Gehring testified that he's been out of service for almost eleven months without resolution, and described issues reaching customer service.<sup>51</sup> Mr. Gehring stated that he made appointments for repairs but a service tech never showed up.<sup>52</sup> He further stated that he continued to pay bills for service for approximately eight months.<sup>53</sup> Mr. Gehring stated that he also has a business in the neighborhood, and that he has approximately four outages per month for that business.<sup>54</sup> However, he stated that these issues are fixed much more quickly than his personal service.<sup>55</sup>

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<sup>45</sup> *Id.*

<sup>46</sup> *Id.* at 26-27.

<sup>47</sup> *Id.* at 28.

<sup>48</sup> *Id.* at 29.

<sup>49</sup> *Id.* at 32.

<sup>50</sup> *Id.* at 34.

<sup>51</sup> *Id.* at 35-36.

<sup>52</sup> *Id.* at 36.

<sup>53</sup> *Id.*

<sup>54</sup> *Id.* at 43-44.

<sup>55</sup> *Id.* at 44.

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Following Mr. Gehring's testimony, Nebraska State Senator Bruce Bostelman offered testimony. Sen. Bostelman testified that he represents Legislative District 23, including Saunders, Butler, and Colfax Counties.<sup>56</sup> Sen. Bostelman stated that he's served on the Transportation and Telecommunications Committee for the past six years and has also served on the Rural Broadband Task Force.<sup>57</sup> Sen. Bostelman stated that he built his house in 2000 and moved into it in 2002, and has been asking for broadband service from Windstream since that time.<sup>58</sup> Sen. Bostelman stated that he was told by Windstream representatives that they do not intend to connect his home.<sup>59</sup> He stated that he hears from numerous constituents in District 23 that the Price Cap Carriers are unwilling to serve rural areas outside of towns or villages.<sup>60</sup>

Senator Bostelman also described issues with the rates he paid for Windstream's landline service. He stated that he had discontinued landline service earlier in the year because he decided that \$89 per month was too much to pay.<sup>61</sup> He stated that he would expect a more reasonable rate for landline service to be around \$50 per month, and would be willing to pay even \$100 per month for Internet service.<sup>62</sup> He also noted that he had not experienced significant service quality or outage issues with his voice service prior to canceling it.<sup>63</sup>

The Commission then sought testimony from the Price Cap Carriers. Logan Shine, Vice President of Government Affairs, offered comments on behalf of Windstream. Mr. Shine stated that Windstream is not the only telecommunications company in Nebraska or Iowa struggling to get employees due to a tight workforce.<sup>64</sup> Mr. Shine stated that Windstream has changed courses and is focusing on fiber buildout rather than fixed wireless, and is planning to

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<sup>56</sup> *Id.* at 48.

<sup>57</sup> *Id.*

<sup>58</sup> *Id.* at 49.

<sup>59</sup> *Id.* at 50.

<sup>60</sup> *Id.* at 51.

<sup>61</sup> *Id.* at 52.

<sup>62</sup> *Id.* at 55.

<sup>63</sup> *Id.* at 64-65.

<sup>64</sup> *Id.* at 68-69.



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invest several billion dollars in the next five years to deploy fiber.<sup>65</sup>

Al Lubeck then offered testimony on behalf of the CenturyLink entities. Mr. Lubeck stated that for the calendar year 2021, it would take approximately three days on average to restore service to customers.<sup>66</sup> Mr. Lubeck stated that the wait time may be a little longer in 2022.<sup>67</sup> He noted that restoration of service generally takes longer in the summer, due to road construction and cable cuts, and that their service technicians are spread out more.<sup>68</sup> Mr. Lubeck noted that in June of 2022, the mean time to restore service was six days.<sup>69</sup>

On questioning, Mr. Lubeck stated that the number of technicians assigned to Nebraska was confidential.<sup>70</sup> However, he noted that CenturyLink has technicians for the Omaha metro area, and a separate group for the rest of the state.<sup>71</sup> Mr. Lubeck stated that CenturyLink is having trouble attracting service technicians.<sup>72</sup> Mr. Lubeck stated that CenturyLink has moved some of its service technician positions from the rest of the state into Omaha due to the amount of road construction and fiber construction in the metro area.<sup>73</sup> Mr. Lubeck acknowledged that the mean time to restore service has gone up over the past year, while CenturyLink has reduced the number of service technicians.<sup>74</sup> He noted that CenturyLink has lost approximately ten percent of its

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<sup>65</sup> *Id.* at 79.

<sup>66</sup> *Id.* at 85-86.

<sup>67</sup> *Id.* at 86.

<sup>68</sup> *Id.*

<sup>69</sup> *Id.* at 87.

<sup>70</sup> *Id.* at 88. During the hearing, CenturyLink's attorney asserted confidentiality under Neb. Rev. Stat. § 84-712.05(3), which governs the disclosure of public records in the context of a public records request which constitute "[t]rade secrets, academic and scientific research work which is in progress and unpublished, and other proprietary or commercial information which if released would give advantage to business competitors and serve no public purpose." On questioning, CenturyLink's attorney asserted that the records in question, including the mean time to restore service to customers, serves no public purpose. Transcript at 88-93.

<sup>71</sup> *Id.* at 88.

<sup>72</sup> *Id.* at 95.

<sup>73</sup> *Id.* at 96-97.

<sup>74</sup> *Id.* at 97.

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customers over the past year, but did not reduce its technicians by that amount.<sup>75</sup>

Following Mr. Lubeck's testimony, Scott Bohler offered comments on behalf of Frontier. Mr. Bohler stated that Frontier is not currently searching for additional service technicians, but is aware that there are staffing difficulties nationwide.<sup>76</sup> Mr. Bohler stated that Frontier currently has eighteen service technicians in the state, and that the number of technicians has been stable over the past year.<sup>77</sup> He stated that Frontier has two reporting centers located in Columbus and Kearney.<sup>78</sup>

Mr. Bohler also described some information confidentially filed with the Commission. He stated that about three-quarters of Frontier's repairs were completed within twenty-four hours, and this was consistent throughout 2021 and 2022.<sup>79</sup> He noted that the number of out of service tickets had also stayed consistent.<sup>80</sup> He further testified that approximately ninety percent of service repair appointments had been met.<sup>81</sup>

Following Mr. Bohler's testimony, Kathy Welch of Bellevue presented testimony. Ms. Welch stated that she is a Bellevue Council representative for Ward 4.<sup>82</sup> She stated that she has heard complaints about entities providing service, and is troubled by the idea of elderly people, disadvantaged, or disabled people without a way to communicate, especially in case of an emergency.<sup>83</sup> She further stated that Bellevue has recently entered into a franchise agreement with Allo and expects service to be provided within the year.<sup>84</sup>

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<sup>75</sup> *Id.*

<sup>76</sup> *Id.* at 133-134.

<sup>77</sup> *Id.*

<sup>78</sup> *Id.* at 134.

<sup>79</sup> *Id.* at 135-136.

<sup>80</sup> *Id.* at 136.

<sup>81</sup> *Id.* at 137.

<sup>82</sup> *Id.* at 157.

<sup>83</sup> *Id.* at 158.

<sup>84</sup> *Id.* at 160.

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Following Ms. Welch's testimony, no other testimony was presented. The hearing was then adjourned. Late-filed exhibits numbered 11 through 14 were entered into the record prior to November 2, 2022. On November 2, the record was closed.

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

The Commission is required pursuant to Neb. Rev. Stat. § 86-123(1) to regulate the quality of telecommunications services provided by telecommunications companies. Regulation of service quality includes consideration of the adequacy of service, including the adequacy of the carrier's plant and equipment, the number and nature of service interruptions, trouble reports, customer complaints.<sup>85</sup> Additionally, local exchange carriers are required to make all reasonable efforts to prevent interruptions of access line service, and in the event of an interruption, to re-establish access line service with the shortest possible delay consistent with the physical conditions encountered, the available work forces and with normal safety practices.<sup>86</sup> If service quality complaints cannot be resolved informally, the Commission may issue an order following a hearing providing such relief as is reasonable based on the evidence presented at hearing.<sup>87</sup>

The Commission finds that the concerns it outlined in the August 10, 2021 order in this docket have not been alleviated by the written responses received by the Price Cap Carriers. Additionally, the Commission continues to receive consumer complaints regarding service quality indicating that these concerns have not been addressed. The Commission therefore finds that the Price Cap Carriers should refresh the record regarding the questions asked in the August 10, 2021 Order. Price Cap Carriers should provide written responses to the questions listed below to the Commission at [psc.telecom@nebraska.gov](mailto:psc.telecom@nebraska.gov) by **January 5, 2024 at 5:00 p.m. Central Time.**

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<sup>85</sup> 291 Neb. Admin. Code § 5-002.02A.

<sup>86</sup> 291 Neb. Admin. Code § 5-002.03A.

<sup>87</sup> Neb. Rev. Stat. § 86-123(1).

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The Commission requests responses to the following questions:

1. What internal timelines for repairs does your company practice? Has this process changed since August of 2021? Please describe each step in your company's process to perform repairs and provide supporting data for your response.
2. Is there a specific amount of time you have determined that it should take for a technician to make certain repairs? Has this process changed since August of 2021? If so, please describe.
3. Please provide the number of staff technicians you have currently employed to respond to telephone service issues in Nebraska. Please provide the number of technicians you employed annually since 2013 as a comparison. Please describe the geographic area for which each technician has the responsibility to cover. If you are currently hiring service technicians, please state how many positions are you advertising for currently.
4. Please describe how service technicians are dispatched. Please describe each step in your company's process to dispatch service technicians and provide supporting data for your response. Has this process changed since August of 2021? If so, please describe.
5. What is your standard for the number of technicians per subscriber or per area to maintain your infrastructure both old and new? Do you maintain separate standards for rural and urban areas? Have your standards changed since August of 2021? If so, please describe.
6. What steps does your company take to prevent "no-show" appointments?
7. Has your company performed any network upgrades or changes since the October 26, 2022 hearing in this matter which would materially improve the company's service quality and reduce the number of service interruptions? If so, please describe.
8. What measures does your company have in place to prevent inadvertent cable cuts? How do you ensure the accuracy and timeliness of utility locates?
9. What is the company's average response time to perform a utility locate following receipt of a utility locate request? Does the company use third party services to

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perform locates, and if so, does the response time differ between locates performed by the company and those performed by a third party? Please provide data to support your response.

Additionally, the Commission finds that this matter should be set for public hearing. A hearing will therefore be held on **January 17, 2024 at 1:30 p.m. Central Time** in the Commission Hearing Room, 1200 N Street, 300 The Atrium, Lincoln, Nebraska 68508. Remote access to the hearing will be available via WebEx at the following link: <https://psc.nebraska.gov/stream> (case sensitive). 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 Nebraska Relay System at (800) 833-7352 (TDD) or (800) 833-0920 (Voice). Advance notice of at least seven days is needed when requesting an interpreter.

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.

Oral testimony from the public will be accepted at the hearing. Additionally, written testimony will also be accepted until 5:00 p.m. on January 24, 2024. Any person wishing to submit written testimony without attending the hearing must submit it to [cheryl.elton@nebraska.gov](mailto:cheryl.elton@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/> and is attached to this order.

### O R D E R

IT IS THEREFORE ORDERED by the Nebraska Public Service Commission that United Telephone Company of the West d/b/a CenturyLink; Qwest Corporation d/b/a CenturyLink QC; Windstream Nebraska, Inc.; and Citizens Telecommunications Company of Nebraska d/b/a Frontier Communications of Nebraska shall submit written responses to the questions posed above to [psc.telecom@nebraska.gov](mailto:psc.telecom@nebraska.gov) on or before **January 5, 2024 at 5:00 p.m. Central Time**.

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IT IS FURTHER ORDERED that a public hearing in this matter shall be held in the Commission Hearing Room on **January 17, 2024 at 1:30 p.m. Central Time.**

IT IS FURTHER ORDERED that written testimony will be accepted as described above until **January 24, 2024, at 5:00 p.m. Central Time.**

ENTERED AND MADE EFFECTIVE at Lincoln, Nebraska, this 28th day of November, 2023.

NEBRASKA PUBLIC SERVICE COMMISSION

COMMISSIONERS CONCURRING:

*Eric M. Hamler*  
*[Signature]*  
*Tim Schram*  
*Kevin Stocker*

*[Signature]*  
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 (circle 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.*

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\_\_\_\_\_  
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\_\_\_\_\_  
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