

BEFORE THE NEBRASKA PUBLIC SERVICE COMMISSION

In the Matter of the Commission on) Application No. C-1063/PI-9
its own motion to investigate the)
adequacy of GTE's service quality)
due to its alleged withdrawal of) DISMISSED
facilities, personnel and general)
presence from its Nebraska ex-)
changes.) Entered: May 9, 1995

BY THE COMMISSION

On March 23, 1994, Commissioner Duane Gay moved to initiate an investigation into GTE Midwest Inc.'s (GTE's) staffing levels in Nebraska to determine how these levels affect the quality of service GTE's customers receive. Upon agreement of all Commissioners present, the motion passed and Application C-1063/PI-9 was opened. GTE was given notice of the docket and thirty (30) days in which to file an answer. On April 26, 1994, GTE provided its answer to the Commission.

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

GTE Midwest Incorporated (GTE) is a common carrier operating in Nebraska pursuant to Nebraska Revised Statutes Chapter 75, Article 6 and Chapter 86, Article 8. Accordingly, the operations of GTE, including the quality of service it provides, is regulated by the Public Service Commission.

Since the inception of C-1063/PI-9, GTE has voluntarily provided the Commission with quarterly reports regarding its service quality. The records show GTE is keeping trouble per 100 access lines, held orders and repeat troubles to minimal levels and that the company is operating in accordance with the Commission's Rules and Regulations.

On May 23, 1993, GTE entered into an agreement with the Commission to improve its infrastructure and to update its facilities. GTE has committed to providing digital switching capability and one party service to all its customers by year end 1996. At this time, the company is on schedule to meet that goal.

GTE eliminated analog carrier in the base rate of its Kearney and Columbus exchanges as of December 31, 1994. This will aid in timely deployment and provide long term quality for the exchanges.

After consideration of the application and being fully advised in the premises, the Commission is of the opinion and finds that GTE is providing adequate service to its customers and that Application C-1063/PI-9 should be dismissed.

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O R D E R

IT IS THEREFORE ORDERED by the Nebraska Public Service Commission that Application C-1063/PI-9 be, and it is hereby dismissed.

MADE AND ENTERED at Lincoln, Nebraska, this 9th day of May, 1995.

COMMISSIONERS CONCURRING:



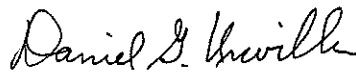
//s//Rod Johnson

//s//Frank E. Landis

//s//James F. Munnelly

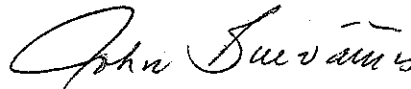
//s//Daniel G. Urwiller

NEBRASKA PUBLIC SERVICE COMMISSION



Chairman

ATTEST:



Deputy Director