

BEFORE THE NEBRASKA PUBLIC SERVICE COMMISSION

In the Matter of the Commission,) Application No. C-3567/
on its own motion, seeking to) PI-113
investigate consumer-billing)
issues in the telecommunications) HEARING OFFICER ORDER
industry in Nebraska.) TEMPORARILY SUSPENDING
) COMMENT PERIOD
)
) Entered: April 10, 2006

BY THE HEARING OFFICER:

On March 14, 2006, the Nebraska Public Service Commission (Commission) initiated this docket to investigate consumer-billing issues in the telecommunications industry in Nebraska.

In order to ensure that consumer billing issues are being adequately addressed, the Commission sought comment from all local exchange carriers and interexchange carriers on several issues related to their complaint handling procedures and the nature of billing complaints received.

All carriers were required to file comments on or before May 1, 2006. The Commission has received several responses. A review of the information received to date and the Commission's internal complaint statistics indicates that further refinement of the issues presented in the March 14, 2006 order is needed.

The Hearing Officer therefore finds that the comment deadline of May 1, 2006 should be indefinitely suspended, to allow further review and refinement of the information sought. Any carrier who has not yet responded, need not respond until further order of the Commission.

O R D E R

IT IS THEREFORE ORDERED by the Nebraska Public Service Commission that the comment deadline of May 1, 2006 shall be and is indefinitely suspended, to allow further review and refinement of the information sought.

IT IS FURTHER ORDERED that any carrier who has not yet responded, need not respond until further order of the Commission.

MADE AND ENTERED in Lincoln, Nebraska on this 10th day of April, 2006.

BY THE HEARING OFFICER

By: _____
Commissioner Frank Landis

