

BEFORE THE NEBRASKA PUBLIC SERVICE COMMISSION

In the Matter of the) Application No. C-3745/PI-126
Commission, on its own)
motion, seeking to)
investigate time release)
intervals for participants of) ORDER CLOSING INVESTIGATION
telephone calls once a)
disconnect signal or on-hook)
signal is detected.) Entered: December 1, 2009

BY THE COMMISSION:

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

On January 17, 2007, the Commission opened the above-captioned investigation to investigate the time release intervals for participants of telephone calls once a disconnect or on-hook signal is detected. The Commission received reports from consumers concerning their inability to end a telephone call they received in a reasonable time to then allow them to place a subsequent outgoing telephone call. Informal inquiries by the Commission revealed that time release intervals after an on-hook signal is received is a function of a telecommunications switch.

The Commission sent out data requests seeking information from all facilities-based carriers providing their own switch functionality on December 21, 2006. Carriers were asked to respond to certain scenarios in the data request. Responses were due to the Commission by January 5, 2007.

The Commission held a workshop in the above-captioned investigation on February 26, 2007, in the Commission Hearing Room for all interested parties.

Based on the comments received at the workshop and specific switch information received from carriers with switches serving Nebraska, the Commission learned the default timing for call disconnection is a function of both the type of switch and/or the software utilized in the switch operating system. Some switches allow for easy adjustment of disconnect times while others have default timing making adjustment difficult or impossible.

Therefore, the Commission urges carriers that have the ability to adjust the timing of call disconnects to make the interval as short as technically possible to enable consumers to obtain dial tone as soon as possible after going on-hook. Based on the findings of the investigation, the Commission finds no

further investigation or action is warranted by the Commission at this time. Therefore, the Commission finds that the investigation in Application No. C-3745/PI-126 should be closed.

O R D E R

IT IS THEREFORE ORDERED by the Nebraska Public Service Commission that the investigation in Application No. C-3745/PI-126 be, and it is hereby, closed.

MADE AND ENTERED at Lincoln, Nebraska, this 1st day of December, 2009.

NEBRASKA PUBLIC SERVICE COMMISSION

COMMISSIONERS CONCURRING:

Chairman

ATTEST:

Executive Director

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COMMISSIONERS CONCURRING:



//s// Frank E. Landis



Chairman

ATTEST:



Executive Director