

BEFORE THE NEBRASKA PUBLIC SERVICE COMMISSION

In the Matter of the Nebraska)	Application No.C-4317/PI-175
Public Service Commission, on)	
its own motion, to investigate a)	
network service outage in)	ORDER OPENING DOCKET AND
CenturyLink's service area and)	NOTICE OF PUBLIC HEARING
to resolve any remaining network)	
reliability issues.)	Entered: November 9, 2010

BY THE COMMISSION:

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

On June 28, 2010, a number of subscribers experienced an interruption of telecommunications services in the communities of Morrill, Mitchell, Scottsbluff, Gering, Minatare, Bayard, Kimball, Potter, Chappell, Lewellen, Oshkosh and Broadwater due to a card failure in a CenturyLink fiber terminal coupled with damage to fiber cable east of Bayard. These two unrelated events caused some service disruptions to CenturyLink subscribers, as well as subscribers of other wireless and wireline networks employing CenturyLink's facilities in their own networks serving the area.

The initial service outage report was provided to the Commission by telephone on June 28, 2010, more than two hours after the outage was identified and the report did not contain all the required information. CenturyLink electronically provided a further report to the Commission on Wednesday, June 30, 2011, approximately fifty-two hours after the company discovered the interruption. CenturyLink reported the outage interrupted toll service to the entire CenturyLink service area in addition to limiting other telecommunications service from Baird and Broadwater including impacting 911 service.

On September 17, 2010, eighty-one days after the outage CenturyLink filed their final written outage report with the Commission describing the corrective action taken and reporting approximately 21,000 lines were toll isolated and were without broadband services. Based on the information provided to the Commission to date, we find this investigation should be opened to gather additional information about this service outage and the affect it had on consumers and other carriers. Accordingly, the Commission sets this matter for hearing in the Panhandle Research and Extension Center High Plains Room, 4502 Avenue I, Scottsbluff, Nebraska, with video connection to 300 The Atrium Building, 1200 N Street, Lincoln, Nebraska, on January 20, 2011,

commencing at 9:00 a.m. MT and 10:00 a.m. CT. The Commission will then determine what action if any needs to be taken following the hearing.

O R D E R

IT IS THEREFORE ORDERED by the Nebraska Public Service Commission that the above-captioned investigation be and it is hereby open for public comment.

IT IS FURTHER ORDERED that a hearing shall be held on January 20, 2011 at 9:00 a.m. MT and 10:00 a.m. CT at the Panhandle Research and Extension Center High Plains Room, 4502 Avenue I, Scottsbluff, Nebraska, and at 300 The Atrium Building, 1200 N Street, Lincoln, Nebraska.

MADE AND ENTERED at Lincoln, Nebraska, this 9th day of November, 2010.

NEBRASKA PUBLIC SERVICE COMMISSION

COMMISSIONERS CONCURRING:

Chairman

ATTEST:

Executive Director

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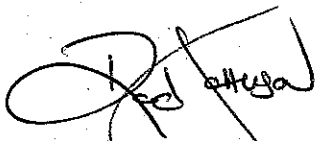
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COMMISSIONERS CONCURRING:



//s// Frank E. Landis

//s// Gerald L. Vap

Chairman



ATTEST:



Executive Director