

BEFORE THE NEBRASKA PUBLIC SERVICE COMMISSION

In the Matter of the Nebraska) Application No. C-4317/
Public Service Commission, on) PI-175
its own motion, to investigate)
a network service outage in) ORDER CLOSING DOCKET
CenturyLink's service area and)
to resolve any remaining)
network reliability issues.) Entered: March 20, 2012

BY THE COMMISSION:

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 Bayard 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 CenturyLink provided, the Nebraska Public Service Commission opened this investigation on November 9, 2010, to gather additional information about this service outage and the effect it had on consumers and other carriers.

A public hearing on this docket was held on January 20, 2011, in Scottsbluff, Nebraska, with a video connection to Lincoln, Nebraska. Commissioner Vap of the 5th District was appointed as the Hearing Officer and presided over the hearing at the Scottsbluff site. After considering the testimony of CenturyLink employees, customers affected by the outage, and representatives of other carriers, the Commission, on February 23, 2011, required CenturyLink to provide the following information:

- 1) A written report detailing all corrective actions taken to prevent or lessen the impact of similar network disruptions in the future;
- 2) A notification plan which describes the processes in place for notifying affected emergency and critical government personnel. The plan should describe its plan to notify PSAPs, local authorities and first responders in the event of a service outage. The plan should also describe its plan to timely notify the Commission and other governmental agencies in the event of a service outage; and
- 3) A notification plan which describes which media outlets including radio stations will be notified when there is an outage which affects a community or significant portion of one or more of its exchanges.

CenturyLink has fully complied with the findings and conclusions of the Commission and initiated the first steps to integrate an outage reporting function for all combined CenturyLink entities on August 1, 2011. By October, 2011, CenturyLink's Scottsbluff system was fully integrated into the Network Event Management Center.

The decision to close the above-captioned docket in no way should be construed as a finding that CenturyLink will have no further issues with reporting and that no further investigation will be necessary. On the contrary, the Commission and its staff will not hesitate to initiate meetings with CenturyLink to request more detailed reports and information. In the event such informal inquiries are not satisfactory to the Commission, the Commission has the

authority to initiate another proceeding similar to the above-captioned docket.

Based on communications between CenturyLink and the Commission, along with the procedures CenturyLink now has in place for outage reporting in Nebraska, it is the finding of the Commission, that the above-captioned docket should be closed.

O R D E R

IT IS THEREFORE ORDERED by the Nebraska Public Service Commission that the investigative docket, Application No. C-4317/PI-175 be, and it is hereby, closed.

MADE AND ENTERED at Lincoln, Nebraska, this 20th day of March, 2012.

NEBRASKA PUBLIC SERVICE COMMISSION

COMMISSIONERS CONCURRING:

Chairman

ATTEST:

Executive Director

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//s// Rod Johnson
//s// Frank Landis

ATTEST:



Executive Director