

BEFORE THE NEBRASKA PUBLIC SERVICE COMMISSION

In the Matter of the Nebraska	)	Application No. C-4328
Public Service Commission, on	)	PI-176
its own motion, to investigate	)	
issues related to the service	)	
quality associated with	)	PROGRESSION ORDER #1
intrastate interexchange service	)	
including the origination,	)	
termination, and routing of	)	
interexchange calls.	)	Entered: June 21, 2011

BY THE COMMISSION:

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

The Nebraska Public Service Commission (Commission) opened the above-captioned investigation on its own motion to investigate issues related to the service quality associated with intrastate interexchange service including the origination, termination, and routing of interexchange calls. The Commission received complaints from customers and local exchange carriers (LEC) reporting issues experienced by customers placing and receiving long distance toll calls.

Customers have stated to the Commission that long distance calls are either failing to connect to the called party or taking as long as 20 to 30 seconds to finally establish connection, at which point some calling parties have already disconnected thinking the call had failed.

To gather information, the Commission ordered data requests be sent to all LECs, Wireless carriers, and interexchange carriers (IXC) operating in Nebraska seeking information regarding the difficulties experienced by customers regarding their long distance service. Responses were due no later than March 18, 2011.

On May 17, 2011, the Commission held a workshop to further investigate the issues raised by the complaints received by the Commission and the data request responses. Based on the information received at the workshop and the data responses the Hearing Officer directed Commission Staff to prepare further data requests seeking more detailed information. A second set of data requests was sent to all LECs, wireless carriers, and IXCs on June 15, 2011 with responses due no later than July 15, 2011.

The Commission is concerned regarding the difficulties customers, both residential and business, are experiencing especially with receiving long distance calls. According to the

information received by the Commission thus far, a number of long distance calls are not being completed to customers in Nebraska. The problem seems to be more prevalent in the rural areas of Nebraska. The causation behind the failure of these calls to originate and complete continues to be investigated by the Commission.

The Commission has authority under the Nebraska Constitution and Nebraska statute to regulate the quality of service provided by certificated telecommunications carriers to their customers.<sup>1</sup> Further, the Commission has promulgated rules and regulations containing specific quality of service standards for both LECs and IXC's.<sup>2</sup>

Therefore, pursuant to the Commission's authority to regulate and oversee the quality of service of telecommunications providers in Nebraska, the Commission desires to formally and explicitly articulate its expectations to the certificated carriers and wireless carriers that are serving customers in Nebraska. It is the Commission's expectation that all carriers collaborate fully and openly with one another to remedy any problem experienced by a customer receiving or placing a long distance call. The Commission's expectations apply to both the origination and termination of long distance calls. It is in the best interest of customers and carriers that these problems be tracked down and corrected as quickly as possible by whoever is in the best position to do so.

Arguments between carriers regarding technicalities such as who is a customer of whom and who is able to initiate a trouble ticket are unproductive and futile and must stop. Customers rightfully expect calls they place to be completed to the correct called party, with appropriate sound quality and in a timely manner. Cooperation between carriers when problems occur is essential to providing the quality of service expected by the Commission.

#### O R D E R

IT IS THEREFORE ORDERED by the Nebraska Public Service Commission that the statement of expectations of the Commission regarding these matters as outlined above be, and is hereby, adopted.

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<sup>1</sup> See Nebr. Const. Art. IV and Neb. Rev. Stat. §§ 86-101 - 86-163 (Reissue of 2008).

<sup>2</sup> See 291 NAC 5, Sec. 002 and Sec. 003 (November 11, 2008).

MADE AND ENTERED at Lincoln, Nebraska, this 21<sup>st</sup> day of June, 2011.

NEBRASKA PUBLIC SERVICE COMMISSION

COMMISSIONERS CONCURRING:

Chairman

ATTEST:

Executive Director

SECRETARY'S RECORD, NEBRASKA PUBLIC SERVICE COMMISSION

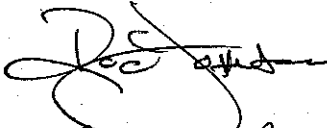
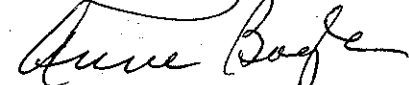
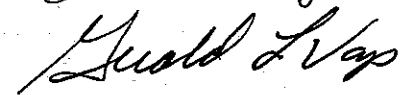
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MADE AND ENTERED at Lincoln, Nebraska, this 21<sup>st</sup> day of June, 2011.


NEBRASKA PUBLIC SERVICE COMMISSION

COMMISSIONERS CONCURRING:


  
  


//s//Frank E. Landis

//s//Tim Schram

  
Chairman

ATTEST:

  
Executive Director