

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)	ORDER OPENING DOCKET
intrastate interexchange service)	
including the origination,)	
termination and routing of)	
interexchange calls.)	Entered: February 1, 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) hereby opens this 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 has received complaints from customers reporting problems customers are experiencing placing and receiving long distance toll calls. Further, staff has received reports from some local exchange carriers of similar customer complaints they received reporting similar problems. 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 called parties have already disconnected thinking the call had failed.

Based on the information provided to the Commission thus far, the service quality complaints seem to be limited to long distance calls. The Commission's informal efforts to identify the root cause behind the issues reported by the customers and the local exchange carriers have been largely unsuccessful. We find that an investigation into the service quality problems experienced by customers in placing and receiving long distance calls should be opened.

In order to gather information, the Commission finds that data requests shall be sent to all local exchange and interexchange carriers operating in Nebraska seeking information regarding the difficulties experienced by customers regarding their long distance service.

The Commission hereby opens this investigation to gather information on the problems experienced by customers in placing and receiving long distance toll calls, including, but not limited to, gathering information on what exactly is occurring, why the problems with long distance calling is occurring, and

what action, if any, is necessary or warranted by any party or the Commission.

O R D E R

IT IS THEREFORE ORDERED by the Nebraska Public Service Commission that a public investigation is hereby opened as captioned above.

MADE AND ENTERED at Lincoln, Nebraska, this 1st day of February, 2011.

NEBRASKA PUBLIC SERVICE COMMISSION

COMMISSIONERS CONCURRING:

Chairman

ATTEST:

Executive Director

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COMMISSIONERS CONCURRING:

Frank E. Landis

//s// Frank E. Landis
//s// Tim Schram

Tim Schram

Chairman

ATTEST:

Michael J. [Signature]

Executive Director