

SECRETARY'S RECORD, NEBRASKA PUBLIC SERVICE COMMISSION

BEFORE THE NEBRASKA PUBLIC SERVICE COMMISSION

In the Matter of the Nebraska) Application No. C-4767/
Public Service Commission, on) 911-062/PI-195
its Own Motion, to investigate)
the status of direct access to) ORDER OPENING DOCKET,
emergency services.) SEEKING COMMENT, AND
) SETTING WORKSHOP
)
) Entered: June 16, 2015

BY THE COMMISSION:

The Nebraska Public Service Commission (Commission) opens the above-captioned investigation, on its own motion, to examine the status of direct access to emergency services from Multi-line Telephone Systems (MLTS). The tragic death of Kari Rene Hunt Dunn in a Marshall, Texas, hotel room has prompted a national awareness campaign about the necessity for uniform access to emergency services by dialing 9-1-1 without the need to dial additional numbers to obtain access to an outside line.

On October 26, 1999, the Wireless Communications and Public Safety Act of 1999 (9-1-1 Act) took effect with the purpose of improving public safety by requiring the prompt deployment of a nationwide, seamless communications infrastructure for emergency services.¹ The 9-1-1 Act directs the Federal Communications Commission (FCC) to make 9-1-1 the universal emergency number for all telephone services.² The 9-1-1 Act further requires the FCC to encourage and support the States in developing comprehensive emergency communications throughout the United States so that all jurisdictions offer seamless networks for prompt emergency service.³

Despite the universal adoption of 9-1-1 to reach emergency services, many multi-line telephone systems are set up to require individuals to dial an additional number to obtain access to an outside connection. The FCC has noted a potential gap created by MLTS, but has not formally adopted a rule addressing it. Recently, FCC Commissioner Pai has brought national attention to this issue and has worked with

¹ Pub. L. No. 106-81, 113 Stat. 1287 (1999).

² See *id.* at § 3(a).

³ *Id.* at § 3(b).

major hotel chains and equipment manufacturers to close this gap.

The Commission believes local awareness and education is also important. Accordingly, the Commission opens this docket to examine the current status of direct access to emergency services from MLTS, to promote awareness, and to consider notice requirements where direct 911 access does not exist. The Commission will further examine whether MLTS equipment is being updated so that emergency services can be reached by dialing both 9-1-1 and X-9-1-1.

Questions for Public Comment

1. Are you familiar with any public places where accessing an outside line before dialing 9-1-1 to reach emergency services is required? If so, how is the general public notified? If yes, is there a technical impairment to providing the ability to directly access emergency services through 9-1-1?
2. Are you familiar with any offices, hotels or other multi-story buildings where accessing an outside line before dialing 9-1-1 to reach emergency services is required? If so, how are the employees or residents notified?
3. Are you involved in or aware of any ongoing efforts to resolve the issue of dialing 9-1-1 from a MLTS?
 - a. If yes, please provide a detailed description.
4. Are MLTSs programmable to include both 9-1-1 and X-9-1-1 dialing? Please explain why or why not?
5. What costs are associated with programming MLTSs to allow for direct access to emergency services through 9-1-1 dialing?
6. Does the Commission have the authority to require direct 9-1-1 access to emergency service?
 - a. If not, why not?
 - b. If so, please explain.

The Commission seeks written comment regarding these questions. All interested parties should file written comments with the Commission no later than 5:00 p.m. on July 6, 2015. Those commenting must file five (5) paper copies and one (1) electronic copy which can be emailed to jamie.reyes@nebraska.gov.

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A public workshop in this matter will also be held at 9:00 a.m. on June 30, 2015, at Nebraska Innovation Campus, University of Nebraska, Auditorium, 2021 Transformation Drive, Lincoln, NE 68508. A telephone (listen-only) bridge will be made available for the convenience of persons who cannot attend in person. The call-in number is (888)820-1398 Attendee Code 5582059#.

O R D E R

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

IT IS FURTHER ORDERED that the questions for public comment detailed in this order are released for written comment to be filed by all interested parties no later than 5:00 p.m. on July 6, 2015, pursuant to this order.

IT IS FINALLY ORDERED that a public workshop be held at 9:00 a.m. on June 30, 2015, at Nebraska Innovation Campus, University of Nebraska, Auditorium, 2021 Transformation Drive, Lincoln, NE 68508.

MADE AND ENTERED at Lincoln, Nebraska, this 16th day of June, 2015.

NEBRASKA PUBLIC SERVICE COMMISSION

COMMISSIONERS CONCURRING:

Tim Schram

Chairman

Gerald L. Vap

Crystal Enander

ATTEST:

Dee Jansen

Shane K. B.

Deputy Director

//s//Frank E. Landis

//s//Gerald L. Vap

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