

SECRETARY'S RECORD, NEBRASKA PUBLIC SERVICE COMMISSION

BEFORE THE NEBRASKA PUBLIC SERVICE COMMISSION

In the Matter of the Nebraska) Application No. C-4893/PI-207
Public Service Commission, on)
its own motion, to determine the) ORDER OPENING INVESTIGATION
quality and performance testing)
of redundant network facilities)
in Nebraska.) Entered: February 22, 2017

BY THE COMMISSION:

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

On September 20, 2016, the Nebraska Public Service Commission (Commission) closed an investigation into the September 1, 2015, 911 emergency telecommunications service outage experienced in eastern Nebraska. When it closed the investigation, the Commission stated it intended to open a docket to examine the standards, if any, which should generally apply to carriers regarding redundant paths for 911 service.

One of the Commission's primary responsibilities is to maintain and advance the efficiency and availability of telecommunications and to promote diversity in the supply of telecommunications services.¹ Consistent with that obligation, the Commission has enacted rules and regulations which require carriers to adopt and pursue an adequate maintenance program which includes the provision for periodic tests, inspections and preventative maintenance for the purpose of insuring rendition of adequate service at all times.²

The Commission opens this proceeding to examine the quality and performance measures that are used or should be used by carriers to test network redundancy and reliability. We ask carriers to provide the Commission with information related to performance metrics they follow, any best practices used in the industry, and practical methods for testing the reliability of redundant routes.

Questions for Comment

1. What best practices have carriers adopted to make sure their networks are diverse and reliable? Please provide specific citations.
2. How do carriers determine that redundant loops in their network are configured properly?

¹ See Neb. Rev. Stat. § 86-102.

² See Neb. Admin. Code, Title 291, Chapter 5, § 002.08A.

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3. We understand that certain 911 service providers are required to audit the physical and logical diversity and take appropriate measures as needed. How do carriers perform these audits?
4. In addition, Eligible Telecommunications Carriers (ETCs) are required to maintain networks that remain functional in emergency situations, including having a reasonable amount of back-up power to ensure functionality without an external power source, are able to reroute traffic around damaged facilities, and must be capable of managing traffic spikes resulting from emergency situations. What information outside of a certification statement should be filed with the Commission to ensure that ETCs are continuing to meet this requirement?
5. Should the Commission require the routine submission of testing and preventative maintenance reports from certain carriers? If so, what should this include?
6. What other information, if any, should be provided for the Commission to assess whether 911 service providers are implementing physical diversity with respect to 911 circuits?
 - a. Should the Commission adopt specific requirements on 911 service providers to ensure that they take reasonable measures to provide reliable 911 service with respect to circuit diversity, central-office backup power, and diverse network monitoring? Why or why not?
 - b. Should the Commission adopt a reporting requirement that such providers certify annually whether they have implemented best practices with respect to circuit diversity, central office backup power and diverse network monitoring? Why or why not?

Commenters are free to raise other issues germane to this investigation. Comments may be filed by interested parties on or before **March 15, 2017**. Commenters should file five (5) paper copies of their comments along with one (1) electronic copy served by electronic mail to Cullen.Robbins@nebraska.gov and to Deena.Ackerman@nebraska.gov.

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 opened.

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IT IS FURTHER ORDERED that comments may be filed by interested parties on or before **March 15, 2017**, as prescribed herein.

ENTERED AND MADE EFFECTIVE at Lincoln, Nebraska, this 22nd day of February, 2017.

NEBRASKA PUBLIC SERVICE COMMISSION

COMMISSIONERS CONCURRING:

Mary Reddin

Crystal Guadalupe

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

Tim Schram
Chairman

ATTEST:

Jebby L. P. G.
Executive Director