

SECRETARY'S RECORD, NEBRASKA PUBLIC SERVICE COMMISSION

BEFORE THE NEBRASKA PUBLIC SERVICE COMMISSION

In the Matter of the Nebraska) Application No. C-4946/PI-209
Public Service Commission, on)
its own motion, to investigate)
service outages and possible) ORDER
modification to the Commission's)
service outage reporting)
requirements.) Entered: July 10, 2018

BY THE COMMISSION:

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

On October 3, 2017, the Nebraska Public Service Commission (Commission) opened the above-captioned proceeding to investigate telecommunications service outages and to consider possible modifications to its outage reporting requirements. Notice of this proceeding appeared in The Daily Record, Omaha, Nebraska on October 9, 2017.

The Commission has been tracking outage information on a regular basis. This information has become a valuable tool for the Commission to analyze network vulnerabilities. We opened this investigation because we had become increasingly concerned that information was not being reported by some, or was being reported inconsistently. We also expressed concern with the number of service interruptions and the amount of time taken to restore service to consumers in certain circumstances.

The Commission held a workshop on October 24, 2017, in Lincoln, Nebraska and discussed the following questions:

- Are the large number of outages reported in metropolitan areas indicative of service problems in those areas?
- Are all outages being properly reported to the Commission?
- Is the Commission collecting all of the information it needs to assess quality of service?
- Are the outage reporting thresholds sufficient to collect useful information?

Subsequently, workshop attendees agreed that a work group of interested carriers should convene with the Commission staff to meet and discuss outage reporting procedures. Based upon the recommendations of the work group, the Commission finds it appropriate to modify its outage reporting process and form to include the reporting of additional information designed to assist the Commission to meaningfully evaluate network outage trends.

O R D E R

IT IS THEREFORE ORDERED by the Nebraska Public Service Commission that the network outage reporting requirements described in "Appendix A" be and they are hereby adopted.

IT IS FURTHER ORDERED that this investigation be, and it is hereby closed.

ENTERED AND MADE EFFECTIVE at Lincoln, Nebraska, this 10th day of July, 2018.

NEBRASKA PUBLIC SERVICE COMMISSION

COMMISSIONERS CONCURRING:

Crystal Knudsen
Tim Schwan

//s//Frank E. Landis
//s//Mary Ridder

Mary Ridder
Chair

ATTEST:

Frank E. Landis

Deputy Director

Appendix A

**Nebraska Public Service Commission
Service Outage Reporting Requirements**

1. Each company shall report to the Public Service Commission, orally or in writing, any service interruptions described below in subsection (5) within one hundred twenty (120) minutes of the company's discovery of such interruptions. If the Commission is closed at the conclusion of the one hundred twenty (120) minute period and the interruption has not been reported, the company shall report the interruption within one hundred twenty (120) minutes of the Commission's opening for business. In its initial report the company shall provide the following information:
 - (a) The date and time of the interruption;
 - (b) The geographic area affected;
 - (c) Cause of the outage and estimated restoration time, if known;
 - (d) Estimated number of working access lines affected by the outage.

2. If the interruption extends beyond five (5) days, interim reports containing the information required by subsection (1) shall be submitted to the Commission every five (5) days beginning five (5) days from the start of the interruption.

3. A final written report shall be submitted to the Commission within fourteen (14) days from the date of restoral of service. In the final report the company shall provide the following information:
 - (a) The date and time of the interruption;
 - (b) The geographic area affected;
 - (c) Actual restoration date and time;
 - (d) The name of the affected central office(s) along with the switch manufacturer(s);
 - (e) The type of equipment or facility involved with the outage if the outage is not central office related, including age of the equipment;
 - (f) If the outage was a result of a cable cut, identify:

- i. The contractor doing the work (or general public if applicable)
 - ii. What type of lines were cut (Copper or Fiber)
 - iii. Were locates requested?
 1. Were locates completed?
 2. If so, who performed the locates
 3. Were locates correct?
 - (g) Number of working access lines affected;
 - (h) The number of customer reports received related to the outage, if readily available;
 - (i) Description of corrective action taken.
4. If the initial or interim written report contains the information required in subsection (3) and is marked as Initial or Interim and Final report, no subsequent report is required.
5. For the purposes of reporting under this rule, a service interruption is defined as one or more of the following:
 - (a) Any service outage of a company's (LEC's) intraLATA long distance facilities for more than thirty (30) minutes.
 - (b) A service outage for thirty (30) minutes or longer affecting an exchange or five hundred (500) working lines in any NXX per central office excluding planned and scheduled outages under thirty (30) minutes.
 - (c) Complete loss of EAS or toll trunk groups in a central office for thirty (30) minutes or longer.
 - (d) Loss of local distribution facilities affecting service to one hundred (100) or more of the working lines in an exchange for thirty (30) minutes or longer.
 - (e) Any service outage of company operated 911 equipment or facilities which causes isolation of working lines in any exchange from 911 access for thirty (30) minutes or longer.
 - (f) The loss of service to airports, military facilities, or hospital facilities affecting public safety.