

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 ) ORDER OPENING INVESTIGATION  
service outages and possible ) AND SETTING WORKSHOP  
modification to the Commission's )  
service outage reporting )  
requirements. ) Entered: October 3, 2017

BY THE COMMISSION:

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

The Nebraska Public Service Commission (Commission) hereby opens the above-captioned proceeding to investigate telecommunications service outages and to consider possible modifications to its outage reporting requirements.

All certificated local exchange carriers in Nebraska are required to provide adequate access line service to their customers. Each carrier must make all reasonable efforts to prevent interruptions of access line service.<sup>1</sup> Consistent with that obligation, the Commission has developed a requirement and procedure for reporting service outages.<sup>2</sup> In 2010, in Docket C-4272/PI-169, the Commission held a technical workshop to discuss various proposed changes to its outage reporting requirements.<sup>3</sup> Subsequently, the Commission made some updates to its reporting process to permit outages to be reported via electronic mail. However, the Commission declined to make substantive modifications to its requirements finding that it would continue to monitor network quality issues to ensure that carriers are appropriately using all reasonable efforts to prevent interruptions of access line service.<sup>4</sup>

The Commission has been tracking and reporting outage information on a regular basis. This information has become a valuable tool for the Commission to analyze network vulnerabilities. However, we have become increasingly concerned that information is either not being reported or is reported inconsistently. We have also been concerned with the number of service interruptions and the amount of time taken to restore service to consumers in certain circumstances.\* However, we will

<sup>1</sup> Neb. Admin. Code Title 291, Chapter 5, § 002.03A.

<sup>2</sup> See [http://www.psc.nebraska.gov/telecom/telecom\\_outage.html](http://www.psc.nebraska.gov/telecom/telecom_outage.html).

<sup>3</sup> See *In The Matter Of The Nebraska Public Service Commission, On Its Own Motion, To Investigate Practices Related To Network Reliability And Requirements Governing Notification For Service Interruptions Citation To Order Closing The Docket; C-4272 PI-169, ORDER OPENING DOCKET* (May 12, 2010) (Docket C-4272).

<sup>4</sup> See Docket C-4272, ORDER (October 1, 2013) at page 2.

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begin this investigation by reviewing the data reported by carriers since the Commission started collecting it in 1995. We will also schedule a workshop to discuss this data and determine potential next steps. Questions that will likely be addressed at the workshop include:

- 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?

A workshop is hereby scheduled on **October 24, 2017**, at 1:30 p.m. in the Commission Hearing Room, 300 The Atrium Building, 1200 N Street, Lincoln, Nebraska 68508. A call-in bridge will be provided. The bridge number is (888) 820-1398, Attendee Code: 5582059#.

O R D E R

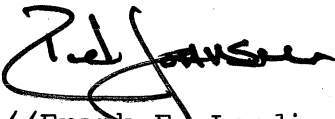
IT IS THEREFORE ORDERED by the Nebraska Public Service Commission that the above-captioned investigation be and it is hereby opened.

IT IS FURTHER ORDERED that a workshop be scheduled for **October 24, 2017**, at 1:30 p.m., central time, in the Commission Hearing Room, 300 The Atrium Building, 1200 N Street, Lincoln, Nebraska 68508.

ENTERED AND MADE EFFECTIVE at Lincoln, Nebraska, this 3rd day of October, 2017.

NEBRASKA PUBLIC SERVICE COMMISSION

COMMISSIONERS CONCURRING:

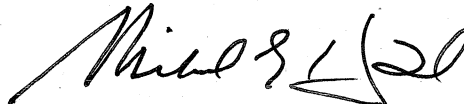


//s//Frank E. Landis  
//s//Tim Schram



Chairman

ATTEST:



Executive Director