

SECRETARY'S RECORD, NEBRASKA PUBLIC SERVICE COMMISSION

BEFORE THE NEBRASKA PUBLIC SERVICE COMMISSION

In the Matter of the Commission,) Application No. C-5037/
on its own motion, to investigate) PI-223
the level of service quality)
provided by United Telephone) ORDER OPENING INVESTIGATION
Company of the West d/b/a)
CenturyLink Communications in the)
Oshkosh, Lewellen, and Chappell)
Telephone Exchanges.) Entered: February 5, 2019

BY THE COMMISSION:

The Nebraska Public Service Commission (Commission) initiates this docket on its own motion to investigate service quality issues in the Oshkosh, Lewellen, and Chappell Telephone Exchanges served by United Telephone Company of the West d/b/a CenturyLink Communications ("CenturyLink").

As part of its regulatory authority, the Commission receives complaints and inquiries from consumers regarding their telecommunications service and providers. Pursuant to Neb. Rev. Stat. § 86-123 (Reissue 2014), the Commission "shall regulate the quality of telecommunications service provided by telecommunications companies and shall investigate and resolve subscriber complaints concerning quality of telecommunications services. . . ." In addition, as an eligible telecommunications carrier (ETC) CenturyLink receives state and federal universal service support to ensure that it is providing quality telecommunications and information services at just, reasonable and affordable rates.¹ The Commission has also established specific service quality requirements in its Telecommunications Rules² which includes the following requirement:

002.02A Each exchange carrier shall provide adequate access line service. In determining whether the access line service provided by an exchange carrier is adequate, the Commission's consideration will include, but shall not be limited to, the adequacy of the carrier's plant and equipment, the number and nature of service interruptions, trouble reports, customer complaints and held applications, the nature of access line service offered by the carrier and the nature of the access line services desired by the public served.

The current investigation focuses on service quality complaints the Commission has received from individuals and businesses in the Chappell, Lisco, Oshkosh and Lewellen areas of Nebraska. From September 2018 to the present the Commission has received approximately 47 consumer complaints. Of those, 25 were

¹ Neb. Rev. Stat. § 86-323 (Reissue 2014).

² See Neb. Admin. Code, Title 291 Ch. 5.

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in the Chappell Exchange, 3 were in the Lisco area, 7 complaints were in the Lewellen area, and 12 were in the Oshkosh area. Most complaints indicated consumers and businesses were experiencing service interruptions, some of which have lasted for multiple days.

In order to determine whether the service quality issues are being adequately addressed, the Commission opens this investigation to determine what further action may be needed. The Commission plans to hold one or more hearings in this area to hear from consumers. In addition, the Commission plans to seek further information from CenturyLink relative to the age of its plant, maintenance records, and other service related repairs it has performed.

O R D E R

IT IS THEREFORE ORDERED by the Nebraska Public Service Commission that the present docket is opened to investigate service quality issues as indicated above.

ENTERED AND MADE EFFECTIVE at Lincoln, Nebraska on this 5th day of February, 2019.

NEBRASKA PUBLIC SERVICE COMMISSION

COMMISSIONERS CONCURRING:

Mary Ridd

Chair

ATTEST:

Phil R. Ly SO

Executive Director

Cynthia Knodes

Don Williams

Tim Spurr

Paul Jones