

BEFORE THE NEBRASKA PUBLIC SERVICE COMMISSION

In the Matter of the Nebraska)	Application No. NUSF-62
Public Service Commission,)	
requiring Qwest Corporation to)	
Show Cause as to why its)	
Nebraska eligible telecommun-)	ORDER
ications carrier designation)	
relating to the Nebraska)	
Telehealth Program, should not)	
be revoked.)	Entered: September 30, 2008

BY THE COMMISSION:

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

On October 17, 2006, the Commission initiated this Show Cause order against Qwest Corporation in the above-captioned matter. Notice of this Order to Show Cause appeared in The Daily Record, Omaha, Nebraska on October 24, 2006. Qwest filed a Response to the Order to Show Cause on November 17, 2006. The hearing date was continued due to a pending settlement in this matter.

On February 27, 2007, a stipulation was filed by Qwest and the Commission staff. Qwest had agreed to allow certain hospitals to opt out of their contracts without penalty due to ongoing billing issues. The stipulation governed the ability of Qwest to re-bid for Telehealth contracts in the future. In particular, Section 5 of the Stipulation restricted Qwest from bidding on further Telehealth services for identified hospitals and facilities until Qwest certified to the Commission that it resolved the underlying issues with the hospitals and the hospitals involved concurred in that certification. The Commission approved the stipulation.

By certification filed August 26, 2008, Qwest states that the issues have been resolved as required by the Stipulation to the satisfaction of the hospitals involved. The hospitals named in the certification are as follows: Memorial Community, Blair; Fremont Area Medical Center, Fremont; Oakland Memorial, Oakland; Alegent Health, Schuyler; West Holt, Atkinson; Creighton Area, Creighton, Niobrara Valley, Lynch; Antelope Memorial, Neligh; Faith Regional, Norfolk; Osmond General, Osmond; Pender Community, Pender; Plainview Area, Plainview; Tilden Community, Tilden; Providence Medical, Wayne; and Saint Francis Memorial,

West Point. For the listed hospitals, Qwest states that it believes the billing issues have been corrected. Qwest further states that it changed the account team and is striving to provide the Nebraska Telehealth Network excellent customer service.

Based on the foregoing and the letters of consent from the hospitals on file with the Commission, the Commission is of the opinion and finds that Qwest should be permitted to bid for and provide Telehealth-eligible telecommunications and information services to the hospitals named in this Order. The Commission will closely monitor the billing invoices and the customer service provided by Qwest to these hospitals during this next year to ensure that the underlying issues do not reoccur.

O R D E R

IT IS THEREFORE ORDERED by the Nebraska Public Service Commission that Qwest Corporation shall be and it is hereby permitted to bid for and provide Telehealth-eligible telecommunications and information services to the hospitals named in this Order.

MADE AND ENTERED at Lincoln, Nebraska this 30th day of September, 2008.

NEBRASKA PUBLIC SERVICE COMMISSION

COMMISSIONERS CONCURRING:

Chairman

ATTEST:

Executive Director