

April 1, 2010

FOR IMMEDIATE RELEASE

Windstream Service Outage

The Nebraska Public Service Commission (Commission) was notified today that Windstream Communications is experiencing a significant service outage affecting communications service in Lincoln and other communities including Seward, David City, Wahoo, Plattsmouth, Pawnee City, Fairbury, Hebron, Superior and Geneva. The outage reported that began about 7:45am this morning does not affect Internet Service or cell phone service with the exception of placing 911 calls. The Commission remains concerned that while it has been reported 911 service has been restored to wireline customers it remains out of service for wireless customers.

The Commission's Service Outage Reporting Requirements mandate a final written report that must include specific information about the outage including date and time the service interruption began, date and time service was restored, details of the equipment responsible for the outage, number of working lines affected, number of customers reporting trouble and a full description of the action taken by the company to restore service. Once service has been fully restored to the affected communities the Commission will determine if further action is warranted.

Customers can contact the Commission on our website at www.psc.nebraska.gov or once their service is restored call the Commission toll free at 800-526-0017 or in the Lincoln area at 471-3101.

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