

Nebraska Public Service Commission

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December 26, 1995

TO: All Certified Carriers

At its weekly meeting held on December 19, 1995, the Commission adopted the attached service outage reporting requirements. Effective January 1, 1996, these procedures will provide notification to the Commission of service outages by local exchange companies and interexchange carriers operating in Nebraska.

Should you have questions, after reviewing the requirements, please contact our office. Thank you.

Yours very truly,

A handwritten signature in cursive script, appearing to read "Maurice Gene Hand".

Maurice Gene Hand
Director of Communications

MGH:rp

Attachment

COMMISSIONERS:
LOWELL C. JOHNSON
ROD JOHNSON
FRANK E. LANDIS
JAMES F. MUNNELLY
DANIEL G. URWILLER

EXECUTIVE DIRECTOR:
ROBERT R. LOGSDON

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 thirty (30) days from the date of restoral of service. In that 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;
 - (f) Number of working access lines affected;
 - (g) The number of customer reports received related to the outage, if readily available;
 - (h) 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.

SERVICE OUTAGE

COMPANY _____ TAKEN BY _____

DATE _____

TIME _____

GEOGRAPHIC AREA _____

CAUSE OF OUTAGE _____

RESTORATION TIME _____

ESTIMATED NUMBER OF AFFECTED LINES _____

COMPLETION DATE _____

COMMENTS _____
