

SECRETARY'S RECORD, PUBLIC SERVICE COMMISSION

BEFORE THE NEBRASKA PUBLIC SERVICE COMMISSION

In the Matter of the Nebraska) Application No. 911-077/
Public Service Commission, on) C-5581/PI-252
its own motion, conducting an)
investigation into the 911)
service outage on the Lumen) ORDER OPENING INVESTIGATION
network that began on April 17,)
2024 in varying areas of)
Nebraska.) Entered: April 30, 2024

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") opens the above-captioned investigation into the 911 emergency telecommunications service outage that occurred over varying areas of the Lumen network in Nebraska beginning on or about 8:30 p.m. on Wednesday, April 17, 2024 (the "Outage"). Based upon initial reports, the Commission understands that during the Outage, callers who dialed 911 in the affected areas experienced sporadic and intermittent difficulty connecting to their 911 service center (also known as public safety answering points or "PSAPs"). Further, some PSAPs experienced intermittent inability to place calls on their administrative lines. 911 service was not fully restored for approximately 3 hours which also may have varied across the state.

In addition to the outage in Nebraska, media reports indicate that at least two other states were impacted, including Nevada and South Dakota. Media reports further indicate that the Outage was due to a fiber cut in Missouri from an unrelated company installing a light pole.

Accordingly, the Commission opens this investigation to determine the scope of the Outage, including which Nebraska PSAPs were impacted, how they were impacted, and the cause or causes of the Outage. This investigation will include, without limitation, an evaluation of all aspects of the 911 system that were impacted within Nebraska in order to ascertain what actions may be warranted by the Commission to respond to this Outage and prevent such occurrences in the future.

Additional points of inquiry will be determining why the Outage appeared to impact PSAPs differently in varying regions, and why the Outage may have impacted both wireless and wireline calls. 911 service providers are required to maintain geographically diverse redundant connections between PSAPs and the telecommunications infrastructure that delivers 911 calls to their

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intended destinations.¹ The Commission seeks both an explanation of why the redundancy required of Lumen failed in this instance and a solution to prevent this from happening again.

O R D E R

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

ENTERED AND MADE EFFECTIVE at Lincoln, Nebraska this 30th day of April, 2024.

NEBRASKA PUBLIC SERVICE COMMISSION

COMMISSIONERS CONCURRING:

Eric M. Hamler

[Signature]

Tim Schram

Karen Stocker

[Signature]
Chair

ATTEST:

[Signature]
Deputy Director

¹ See, e.g., 47 C.F.R. § 9.19.