

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 911 service) ORDER EXPANDING INVESTIGATION
outages occurring in areas of)
Nebraska served by Lumen and)
its affiliates.) Entered: August 20, 2024

BY THE COMMISSION:

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

On April 30, 2024, the Nebraska Public Service Commission ("Commission") entered an order opening an investigation into a multi-hour disruption of 911 service to Lumen customers in Nebraska as a result of a fiber cut on Wednesday, April 17, 2024 ("April 2024 Lumen Outage").

Subsequently, on Tuesday, July 9, 2024, 911 service was again disrupted for no less than two hours in Lumen service areas, impacting multiple Public Safety Answering Points ("PSAPs") across Nebraska ("July 2024 Lumen Outage"). Further, the Commission has a second open investigation into a 911 service outage from August of 2023 impacting Lumen's network.¹

The Commission is concerned with what appears to be a pattern of repeated 911 outages on Lumen's network affecting Nebraska PSAPs. These outages lead the Commission to find that this investigation should be expanded to include the July 2024 Lumen Outage, as well as any subsequent Lumen 911 outages which occur during the pendency of this docket. The causes of these outages should be determined, and steps should be identified to prevent future occurrences.

Accordingly, the Commission finds that the investigation already underway in this docket should be expanded to include, without limitation, any cause or causes of the July 2024 Lumen Outage and any subsequent Lumen 911 outages occurring during the pendency of this docket.

¹ See, *In the Matter of the Nebraska Public Service Commission, on its own motion, conducting an investigation into the 911 service outage that began on August 31, 2023, in areas of Nebraska served by Lumen and its affiliates*, App. No. 911-075/ PI-248, Order Opening Investigation (September 12, 2023).

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O R D E R

IT IS THEREFORE ORDERED by the Nebraska Public Service Commission that the investigation in this Application No. 911-077/PI-252 be expanded as stated herein.

ENTERED AND MADE EFFECTIVE at Lincoln, Nebraska, this 20th day of August 2024.

NEBRASKA PUBLIC SERVICE COMMISSION

COMMISSIONERS CONCURRING:

Eric M. Hamler

[Signature]

Tim Schram

Kevin Stocker

[Signature]

Chair

ATTEST:

Thomas W. Golden

Executive Director