

SECRETARY'S RECORD, PUBLIC SERVICE COMMISSION

BEFORE THE NEBRASKA PUBLIC SERVICE COMMISSION

In the Matter of the Nebraska) Application No. 911-075/
Public Service Commission, on) PI-248
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.)

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 ADOPTING PROCEDURAL
outages occurring in areas of) SCHEDULE AND SETTING HEARING
Nebraska served by Lumen and)
its affiliates.) Entered: October 22, 2024

BY THE HEARING OFFICER:

On September 12, 2023, the Nebraska Public Service Commission opened Docket No. 911-075/PI-248 to investigate the 911 emergency telecommunications service outage that occurred over a wide area of the Lumen network in Nebraska beginning at approximately 7:00 p.m. on Thursday, August 31, 2023, and lasting until approximately 7:20 a.m. on Friday, September 1, 2023.

Subsequently, on April 17, 2024, 911 service was again disrupted in Lumen service areas, impacting multiple Public Safety Answering Points ("PSAPs") across Nebraska ("April 2024 Lumen Outage") resulting in the Commission opening a second investigation.¹ On July 9, 2024, ("July 2024 Lumen Outage") a third outage occurred impacting Lumen customers in Nebraska. On August 20, 2024, the Commission entered an Order Expanding Investigation under Docket No. 911-077/C-5581/PI-252 to include both the April and July 2024 outages.²

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).

² See, *Application No. 911-077/C-5581/PI-252, In the Matter of the Nebraska Public Service Commission, on its own motion, conducting an investigation into the 911 service outages occurring in areas of Nebraska served by Lumen and its affiliates*, Order Expanding Investigation (August 20, 2024).

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On October 16, 2024, a planning conference was held with the parties in this matter. As a result of the planning conference, several issues were decided. Therefore, this Order serves to memorialize those decisions and provide a timeline for proceedings in this docket. I find that the following schedule should be adopted:

| Date | Event |
|---|---|
| Wednesday, October 30, 2024 | All pre-filed testimony, exhibits, and final witness lists due. |
| Monday, November 4, 2024, at 9:00 a.m. CST; and Tuesday, November 5, 2024, at 9:00 a.m. CST (if necessary) | Hearing(s) |

Furthermore, hearing on this matter shall be set for **Monday, November 4, 2024, at 9:00 a.m. Central Time**, and if necessary, **Tuesday, November 5, 2024, at 9:00 a.m. Central Time**, in the Commission Hearing Room, 1200 N Street, Suite 300, Lincoln, Nebraska. This Hearing shall be held in person; however, remote access to the hearing will be available via WebEx at the following link: <https://psc.nebraska.gov/stream> (case sensitive).

If auxiliary aids or reasonable accommodations are needed for attendance at the meeting, please call the Commission at (402) 471-3101. For people with hearing/speech impairments, please call the Nebraska Relay System at (800) 833-7352 (TDD) or (800) 833-0920 (Voice). Advance notice of at least seven days is needed when requesting an interpreter.

O R D E R

IT IS THEREFORE ORDERED by the Hearing Officer that the proposed procedural schedule set forth herein be, and is hereby, adopted.

IT IS FURTHER ORDERED that hearings in the above-captioned matters should be, and are hereby, scheduled for **Monday, November 4, 2024, at 9:00 a.m. Central Time**, and if necessary, **Tuesday, November 5, 2024, at 9:00 a.m. Central Time**, as provided herein.

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ENTERED AND MADE EFFECTIVE at Lincoln, Nebraska, this 22nd day of October, 2024.

NEBRASKA PUBLIC SERVICE COMMISSION

By: 

Tim Schram
Hearing Officer