

Nebraska Public Service Commission

Service Interruption and Outage Reporting Requirements

For additional information, see Commission Docket No. C-5564 PI-250

1. Each local exchange carrier certificated in Nebraska (“company”) shall report to the Public Service Commission (“Commission”), orally or in writing, any service interruptions described below in subsection (5) within one hundred twenty minutes of the company’s discovery of such interruptions. If the Commission is closed at the conclusion of the one hundred twenty minute period and the interruption has not been reported, the company shall report the interruption within one hundred twenty 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; and
 - (e) A listing of any public safety answering points, government officials, other agencies, or news media notified of the outage.
2. If a company is required to file reports with the Federal Communications Commission (“FCC”) regarding 911 service outages, the company shall also file copies of such reports with the Commission. The reports filed with the Commission shall follow the same timelines and provide the same information as required by the FCC.
3. If the interruption extends beyond seventy-two hours, interim reports containing the information required by subsection (1) shall be submitted to the Commission in writing on a daily basis beginning on the third calendar day following the start of the interruption. Such interim reports must include any relevant additional information obtained since the previous report was filed, and correct any errors in previously filed reports.
4. A final written report shall be submitted to the Commission within five business days from the date of restoral of service.
 - (a) The final written report shall be submitted using forms prepared by the Commission and containing responses to all required fields. In the final report the company shall provide the following information:
 - i. The date and time of the interruption;
 - ii. The geographic area affected;
 - iii. Actual restoration date and time;
 - iv. The name of the affected central office(s);
 - v. The type of equipment or facility involved with the outage if the outage is not central office related;

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- vi. If the outage was a result of a cable cut, identify:
 - 1. The contractor doing the work (or general public if applicable)
 - 2. What type of lines were cut (copper or fiber)
 - 3. Were locates requested?
 - a. Were locates completed?
 - b. If so, who performed the locates
 - c. Were locates correct?
 - vii. Number of working access lines affected;
 - viii. Whether service to any PSAP in Nebraska was affected by the outage, and if so, to what extent;
 - ix. The number of customer reports received related to the outage, if readily available;
 - x. Description of corrective action taken.
- (b) The Final Report must include any relevant additional information obtained since the previous report was filed, and must correct any errors in previously filed reports.
- (c) 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 policy, the terms “service interruption,” “interruption,” and “outage” shall refer to one or more of the following:
- (a) Any significant degradation in the ability of an end user to establish and maintain a channel of communications by use of a company or its affiliate’s local exchange or long distance facilities, affecting service to one hundred or more of the company’s access lines or eighty percent of the access lines in any given exchange, whichever is smaller, for thirty minutes or longer;
 - (b) Complete loss of extended area service or toll trunk groups in a central office for thirty minutes or longer;
 - (c) Any loss of service relating to company operated 911 equipment or facilities that causes isolation of working lines in any exchange from 911 access for thirty minutes or longer;
 - (d) Any loss of service to airports, schools, military facilities, hospital facilities, public safety answering points, police stations, or fire houses, for thirty minutes or longer.

For purposes of reporting under this policy, the term “schools” shall include educational institutions providing education for grade levels K-12, but excluding homeschools, daycares, and independent learning sites.

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6. Service interruptions do not include a loss of service which:
 - (a) Is planned and scheduled, occurs between midnight and 6:00 a.m. local time, and is of a duration less than sixty minutes; or
 - (b) When notice has been provided to affected customers and affected PSAPs at least twenty-four hours in advance of the planned and scheduled outage, and the outage does not exceed four hours.