

BEFORE THE NEBRASKA PUBLIC SERVICE COMMISSION

In the Matter of the Nebraska) Application No. 911-075/PI-248
 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.)

EXHIBIT LIST

<u>#</u>	<u>Document</u>
1	Order Opening Investigation, dated 9/12/23
2	Daily Record Notice of Investigation, dated 10/2/23
3	Order Adopting Procedural Schedule and Setting Hearing, dated 12/1/23
4	Notices of Hearing (Daily Record, LJS, OWH)
5	Protective Order, dated 12/4/2023
6	Lumen Responses to Discovery Requests, dated 12/1/23
7	CONFIDENTIAL EXHIBIT - Lumen Discovery Responses, Attachments 1-4
8	Alliance PSAP Response
9	Antelope County PSAP Response
10	Boyd-Holt County PSAP Response
11	Buffalo County PSAP Response
12	Butler County PSAP Response
13	Cass County PSAP Response
14	Cedar County PSAP Response
15	Chadron PSAP Response
16	Chase County PSAP Response
17	Cheyenne County PSAP Response
18	Columbus PSAP Response

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Commission Exhibit List

19	Cuming County PSAP Response
20	Dawson County PSAP Response
21	Dixon County PSAP Response
22	Douglas County PSAP Response
23	Falls City PSAP Response
24	Fillmore County PSAP Response
25	Dodge County PSAP Response
26	Furnas County PSAP Response
27	Hall County PSAP Response
28	Hamilton County PSAP Response
29	Hastings PSAP Response
30	Holdrege PSAP Response
31	Jefferson County PSAP Response
32	Johnson County PSAP Response
33	Keith County PSAP Response
34	Knox County PSAP Response
35	Lincoln PSAP Response
36	McCook PSAP Response
37	Mid-Rivers PSAP Response
38	Morrill County PSAP Response
39	Nemaha County PSAP Response
40	Norfolk PSAP Response
41	North Platte PSAP Response

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Commission Exhibit List

42	Perkins County PSAP Response
43	Region 26 PSAP Response
44	Saline County PSAP Response
45	Sarpy County PSAP Response
46	South Sioux City PSAP Response
47	Thayer County PSAP Response
48	Thurston County PSAP Response
49	Washington County PSAP Response
50	CONFIDENTIAL EXHIBIT - Lumen Outage Response, received 9/23/2023

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 its) /PI-248
own motion, conducting an)
investigation into the 911)
service outage that began on) ORDER OPENING INVESTIGATION
August 31, 2023 in areas of)
Nebraska served by Lumen and its)
affiliates.) Entered: September 12, 2023

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 a wide area of the Lumen network in Nebraska beginning at approximately 7:00 p.m. on Thursday, August 31, 2023 (the "Outage"). During the Outage, callers who dialed 911 in the affected area received a busy signal and calls were not delivered to 911 call centers (also known as public safety answering points or "PSAPs"). 911 service was not fully restored until approximately 7:20 a.m. on Friday, September 1, 2023.¹

The Outage disrupted 911 service across much of the State of Nebraska. Commission staff has preliminarily determined that the Outage disrupted 911 calls to at least 41 of Nebraska's 68 PSAPs. The Outage also disrupted calls to admin lines in 14 of the affected PSAPs.

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

¹ The outage investigated pursuant to this Docket appears to be unrelated to a separate outage that occurred September 2-3, 2023 and disrupted 911 service in areas of Nebraska where Windstream is the 911 service provider ("Windstream Outage."). The Commission is conducting an investigation into the Windstream Outage under a separate docket. *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 September 2, 2023 in areas of Nebraska served by Windstream and its affiliates*, App. No. 911-076/PI-249, Order Opening Investigation (Sept. 12, 2023).

EXHIBIT

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SECRETARY'S RECORD, PUBLIC SERVICE COMMISSION

Application No. 911-075/PI-248

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One focus of this inquiry will be determining why the Outage resulted in the loss of 911 service to such a large area of Nebraska. 911 service providers are required to maintain geographically diverse redundant connections between PSAPs and the telecommunications infrastructure that delivers 911 calls to their intended destinations.² 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.

We note that the Outage not only impacted PSAPs that are still connected to the legacy E-911 system, but also impacted PSAPs that have connected the next generation 911 ("NG911") system. 911 calls are routed and delivered to NG911 PSAPs via the Emergency Services Internet Protocol Network ("ESINet") and NG911 Core Services ("NGCS") provided by Lumen pursuant to contract with the Commission.³ The Commission seeks to understand why those PSAPs connected to the NG911 ESINet and NGCS did not experience the reliability, resiliency and redundancy expected from NG911.

Among other things, the Commission will also seek to determine through this investigation whether locate requests were timely made and accurately provided via the Nebraska One-Call system,⁴ and whether PSAPs received timely notification of the outage from responsible parties.⁵ However, none of the above examples should be deemed to be a limitation on the scope of this inquiry. The Commission reserves the right to follow this investigation wherever it leads.

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.

² See, e.g., 47 C.F.R. § 9.19.

³ [https://das.nebraska.gov/materiel/purchasing/contracts/pdfs/92858\(o4\)awd.pdf](https://das.nebraska.gov/materiel/purchasing/contracts/pdfs/92858(o4)awd.pdf)

⁴ See, One-Call Notification System Act, Neb. Rev. Stat. §§ 76-2301 to 76-2334.

⁵ See, e.g., 47 C.F.R. § 4.9.

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Application No. 911-075/PI-248

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ENTERED AND MADE EFFECTIVE at Lincoln, Nebraska, this 12th day of September, 2023.

NEBRASKA PUBLIC SERVICE COMMISSION

COMMISSIONERS CONCURRING:

Eric M. Hamler

[Signature]

Tim Schram

Kevin Stocker

[Signature]

Chair

ATTEST:

Thomas W. Golden

Executive Director

STATE OF NEBRASKA

PUBLIC NOTICES

NEBRASKA PUBLIC SERVICE COMMISSION

300 The Atrium, 1200 N St.,
P.O. Box 94927, Lincoln, NE 68509

NOTICE OF IN-PERSON MEETING

The Nebraska Public Service Commission will hold a public meeting on **Wednesday, October 11, 2023 at 10:00 a.m.** in the Commission Hearing Room, 300 The Atrium, 1200 N Street, Lincoln, Nebraska.

Remote access to the meeting will be available to the public at: <http://psc.nebraska.gov/stream>. Individuals may also attend the meeting by telephone: dial 408-418-9388, then enter 146 273 5624 when prompted for an access code.

The agendas will be available for public inspection at the Commission no later than 10:00 a.m. on the day before the meeting. The agendas will also be available on the Commission's Calendar webpage at <http://psc.nebraska.gov/calendar>.

If auxiliary aids or reasonable accommodations are needed for attendance at a Commission meeting, please call the Commission at 402-471-3101. For people with hearing/speech impairments, please call 711, or 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.

The following application(s) may be inspected at the office of the Nebraska Public Service Commission during regular office hours. Interventions must be filed with the Commission in the manner and within the time prescribed in Section 14 of the Rules of Commission Procedure, Title 291, NAC Chapter 1.

**911-075/
PI-248** **In the Matter of the Nebraska Public Service Commission, on its own Motion, conducting an investigation in to the 911 service outage that began on August 31, 2023 in areas of Nebraska served by Lumen and its affiliates**

**911-076/
PI-249** **In the Matter of the Nebraska Public Service Commission, on its own Motion, conducting an investigation in to the 911 service outage that began on September 2, 2023 in areas of Nebraska served by Windstream and its affiliates**

SECRETARY'S RECORD, PUBLIC SERVICE COMMISSION

BEFORE THE NEBRASKA PUBLIC SERVICE COMMISSION

In the Matter of the Nebraska) Application No. 911-075/PI-248
Public Service Commission, on)
its own motion, conducting an)
investigation into the 911) ORDER ADOPTING PROCEDURAL
service outage that began on) SCHEDULE AND SETTING HEARING
August 31, 2023 in areas of)
Nebraska served by Lumen and)
its affiliates.) Entered: December 1, 2023

BY THE HEARING OFFICER:

On September 12, 2023, the Nebraska Public Service Commission opened the above-captioned investigation into 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.

On November 27, 2023, 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 proceeding in this docket. I find that the following schedule should be adopted:

Table with 2 columns: Date, Event. Rows include: Friday, December 1, 2023 (All written discovery responses due), Thursday, December 28, 2023 (Final date to exchange witness and exhibit lists), Thursday, January 4, 2024 at 9:30 a.m. CST (Hearing)

Furthermore, hearing on this matter shall be set for Thursday, January 4, 2024, at 9:30 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

SECRETARY'S RECORD, PUBLIC SERVICE COMMISSION

Application No. 911-075/PI-248

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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 hearing on this matter is scheduled for **Thursday, January 4, 2024, at 9:30 a.m. Central Time**, in the Commission Hearing Room, 1200 N Street, Suite 300, Lincoln, Nebraska.

ENTERED AND MADE EFFECTIVE at Lincoln, Nebraska, this 1st day of December, 2023.

NEBRASKA PUBLIC SERVICE COMMISSION

By: 

Tim Schram
Hearing Officer

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STATE OF NEBRASKA
PUBLIC NOTICES
NEBRASKA PUBLIC SERVICE COMMISSION
300 The Atrium, 1200 N St.,
P.O. Box 94927, Lincoln, NE 68509

NOTICE OF PUBLIC HEARING
APPLICATION NO. 911-075 PI-248:

The 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:**

All persons interested in the above-referenced application are hereby notified that this matter has been scheduled for public hearing on **January 4, 2024, at 9:30 a.m. central time** in the Nebraska Public Service Commission Hearing Room, 300 The Atrium, 1200 "N" Street, Lincoln, Nebraska.

Remote access to the hearing will be available via WebEx or by telephone. The Commission WebEx may be accessed by the following link: <https://psc.nebraska.gov/stream>. Those wishing to attend anonymously may use "anonymous" for their name and "a@b.com" for their email address.

To attend by telephone, dial 408-418-9388, then enter 1462735624 when prompted for an access code. Visit the [PSC Meeting/Hearing information](#) page for additional details.

If auxiliary aids or reasonable accommodations are needed for attendance at a Commission meeting, please call the Commission at 402-471-3101. For people with hearing/speech impairments, please call the Commission at 402-471-0213 (TDD) or 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.

12/14

ZNEZ

EXHIBIT

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*** Proof of Publication ***

State of Indiana)
Lake County) SS.

NOTICE OF PUBLIC HEARING
NEBRASKA PUBLIC SERVICE
COMMISSION 300 The Atrium,
1200 N Street P.O. Box 94927
Lincoln, Nebraska 68509-4927
APPLICATION NO. 911-075
PI-248.

The 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:

All persons interested in the above-referenced application are hereby notified that this matter has been scheduled for public hearing on January 4, 2024 at 9:30 a.m. central time in the Nebraska Public Service Commission Hearing Room, 300 The Atrium, 1200 "N" Street, Lincoln, Nebraska.

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1197152 12/14 ZNEZ

NE PUBLIC SERVICE COMMISSION

Jacki Synhorst
PO BOX 94927
LINCOLN, NE 68509

ORDER NUMBER 1197152

The undersigned, being first duly sworn, deposes and says that she/he is a Clerk of the Lincoln Journal Star, legal newspaper printed, published and having a general circulation in the County of Lancaster and State of Nebraska, and that the attached printed notice was published in said newspaper and that said newspaper is the legal newspaper under the statutes of the State of Nebraska.

The above facts are within my personal knowledge and are further verified by my personal inspection of each notice in each of said issues.

Clerk of the Lincoln Journal Star

Signature [Handwritten Signature] Date 12/16/23

Section: Class Legals
Category: 0090 Legals State Contract
PUBLISHED ON: 12/14/2023

TOTAL AD COST: 48.83

FILED ON: 12/15/2023

Subscribed in my presence and sworn to before me on

DECEMBER 15, 20 23

Christina Palma Notary Public

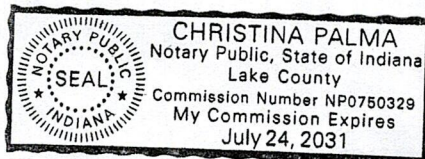


EXHIBIT
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AFFIDAVIT

State of Texas, County of Ellis, ss:

I, Emily Meffert, being of lawful age, being duly sworn upon oath, hereby depose and say that I am agent of Column Software, PBC, duly appointed and authorized agent of the Publisher of Omaha World Herald, a legal daily newspaper printed and published in the county of Douglas and State of Nebraska, and of general circulation in the Counties of Douglas, and Sarpy and State of Nebraska, and that the attached printed notice was published in said newspaper on the dates stated below and that said newspaper is a legal newspaper under the statutes of the State of Nebraska.

PUBLICATION DATES:

Dec. 14, 2023

NOTICE NAME: 911-075 PI-248 Lumen Hearing

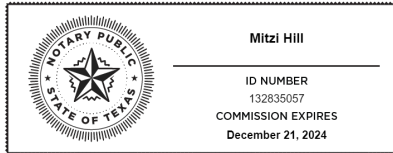
PUBLICATION FEE: \$58.20

Emily Marie Meffert

(Signed) _____

VERIFICATION

State of Texas
County of Ellis



Subscribed in my presence and sworn to before me on this: 12/14/2023

Mitzi Hill

Notary Public

Notarized online using audio-video communication

NEBRASKA PUBLIC SERVICE
COMMISSION
300 The Atrium, 1200 N Street
P.O. Box 94927
Lincoln, Nebraska 68509-4927

NOTICE OF PUBLIC HEARING

APPLICATION NO. 911-075 PI-248 :
The 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:

All persons interested in the above-referenced application are hereby notified that this matter has been scheduled for public hearing on **January 4, 2024 at 9:30 a.m.** in the Nebraska Public Service Commission Hearing Room, 300 The Atrium, 1200 "N" Street, Lincoln, Nebraska.

Remote access to the hearing will be available via WebEx or by telephone. The Commission WebEx may be accessed by the following link: <https://psc.nebraska.gov/stream> . Those wishing to attend anonymously may use "anonymous" for their name and " a@b.com " for their email address.

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If auxiliary aids or reasonable accommodations are needed for attendance at a Commission meeting, please call the Commission at 402-471-3101. For people with hearing/speech impairments, please call the Commission at 402-471-0213 (TDD) or 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. 2023, (12) 14 - Thursdays, ZNEZ

EXHIBIT
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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) PROTECTIVE ORDER
August 31, 2023 in areas of)
Nebraska served by Lumen and)
its affiliates.) Entered: December 4, 2023

BY THE HEARING OFFICER:

The Nebraska Public Service Commission ("Commission") initiated this proceeding on September 12, 2023 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 (the "Outage").

On October 23, 2023, Commission staff served its First Set of Data Requests ("Data Requests") on CenturyLink Communications, LLC, d/b/a Lumen Technologies Group ("Lumen"). On November 29, 2023, "Lumen" filed a Motion for Entry of a Protective Order in this docket, seeking confidential treatment of certain data, information, and/or documentation sought via the Data Requests.

I find that a Protective Order should be entered to cover confidential information and materials provided to the Commission by Lumen during the course of this proceeding. The following Protective Order is hereby entered with respect to all confidential information contained in the above-captioned docket or filed by Lumen in any proceeding in this docket or produced in discovery.

Protective Order

- 1. This Protective Order shall govern the use of all confidential information and documents submitted to the Commission by, or on behalf of, Lumen. Notwithstanding any order terminating this proceeding, this Protective Order shall remain in effect until specifically modified or terminated by the Nebraska Public Service Commission.
2. The term "Confidential Materials" shall mean all information and materials and documents designated as such by Lumen in connection with this proceeding and clearly identified by a label, stamp, or prominent watermark indicating same.

EXHIBIT 5

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Application No. 911-075/PI-248

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3. Except as set forth below, Confidential Materials shall be made available under the terms of this Protective Order only to the Commission and Commission staff and counsel. Confidential Materials shall be treated as proprietary and confidential once submitted, and shall not be made available to Participants in this docket. Confidential Materials shall not be made available to the public or published on the Commission website.
4. Should Confidential Materials be inadvertently disclosed, any person who identifies the disclosure must immediately notify the Commission of the disclosure and destroy any copies of the Confidential Materials in their possession or control. Any further disclosure or use of Confidential Materials is strictly prohibited and shall constitute a violation of an order of the Commission.
5. All Confidential Materials shall be submitted to the Commission through secure transmission. Such materials shall be marked as Confidential prior to submission. Participants shall take all reasonable precautions necessary to ensure that Confidential Materials are not distributed to unauthorized persons. The use of such precautions does not, however, alter or extend any filing deadlines previously set in this matter. It is the Participant's responsibility to ensure that all materials, including Confidential Materials, are filed in a timely manner.
6. The Commission or the Hearing Officer may alter or amend this Protective Order as circumstances warrant at any time during the course of this proceeding.
7. This Protective Order governs only Confidential Materials filed in the course of this proceeding. Materials submitted in other Commission proceedings are not included in the scope of this Protective Order.
8. Any violation of this Protective Order shall constitute a violation of an order of the Commission.

SECRETARY'S RECORD, PUBLIC SERVICE COMMISSION

Application No. 911-075/PI-248

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O R D E R

IT IS THEREFORE ORDERED by the Nebraska Public Service Commission that this Protective Order shall be entered in the above-captioned proceeding.

MADE AND ENTERED at Lincoln, Nebraska this 4th day of December, 2023.

NEBRASKA PUBLIC SERVICE COMMISSION

BY:

A handwritten signature in blue ink, appearing to read "Tim Schram", written over a horizontal line.

Commissioner Tim Schram
Hearing Officer

BEFORE THE NEBRASKA PUBLIC SERVICE COMMISSION

In the Matter of the Nebraska Public Service Commission, on its own motion, conducting an investigation into the 911 service Outages that began on August 31, 2023 in areas of Nebraska served by Lumen and its affiliates.) Application No. 911-075/PI-248

CENTURYLINK COMMUNICATIONS, LLC d/b/a LUMEN TECHNOLOGIES GROUP’S RESPONSES TO COMMISSION STAFF’S FIRST SET OF DATA REQUESTS

COMES NOW CenturyLink Communications, LLC d/b/a Lumen Technologies Group, (hereafter, “Lumen”), and for its responses to the Nebraska Public Service Commission Staff’s First Set of Data Requests in the above-captioned matter, states as follows:

PRELIMINARY STATEMENT

The responses provided herein are based upon information presently available and specifically known by Lumen. Further discovery and investigation may disclose additional facts and add meaning to known facts, all of which may lead to additions to, changes in, and/or variations from, the answers set forth herein. The following answers are given without prejudice to Lumen’s right to produce evidence of any subsequently discovered fact or facts. Accordingly, Lumen reserves the right to supplement any and all responses herein if additional information become known.

All responses provided herein are made without waiving any and all objections to relevancy, privilege, confidentiality, and admissibility of evidence at any evidentiary hearing or future proceeding.

OBJECTIONS

Lumen objects to the definitions set forth in the First Set of Data Requests, including but not limited to, the following:

- Definition No. 1: the definition of “Lumen” incorrectly and improperly groups together *all* “parents, subsidiaries, and affiliates” and “former and present officers, directors, employees, representatives, agents, and attorneys”; CenturyLink Communications, LLC d/b/a Lumen Technologies Group is the entity involved in the Outage currently being investigated, and, as noted above, is the entity responding to this First Set of Data Requests;
- Definition No 8: the definition of “Outage” to the extent it does not comport with E-911 industry standards and/or definitions; and
- Definition No. 9: the definition of “August 31, 2023 Outage” incorrectly assumes the Outage being investigated occurred on the “Lumen 911 System” in Nebraska, because, as defined in the First Set of Data Requests, the term “Lumen 911 System” means the Legacy 911 System and the NG911 System. As set forth herein, The E911 and NG911 networks were working and were not impacted by the transport outages being investigated by the Commission under this docket.

DEFINITIONS

“**Outage Period**” referred to herein means August 31, 2023, to September 1, 2023.

“**Fiber Cut No. 1**” referred to herein means the August 30, 2023 cable that was cut by a third party contractor in Minnesota, through no fault of Lumen.

“**Fiber Cut No. 2**” referred to herein means the August 31, 2023 cable that was cut by a third party contractor in Omaha, Nebraska, through no fault of Lumen.

RESPONSES TO DATA REQUESTS

DATA REQUEST NO. 1: Please provide a detailed narrative description of the August 31, 2023 Outage. In addition to all other information relevant in order to convey to the Commission a full understanding of such Outage, please include:

- a) The duration of such Outage, from its the beginning until full restoration of all 911-related services impacted by such Outage;
- b) A detailed description of the cause(s) of such Outage, including each human failure, equipment failure, software failure, or other occurrence in the chain of events that contributed to such Outage;
- c) A detailed timeline of such Outage, including each human failure, equipment failure, software failure, or other occurrence in the chain of events that contributed to such Outage;
- d) A list of each public safety answering point (“PSAP”) in Nebraska that was affected by such Outage;
- e) A detailed description of each source of redundancy and/or network diversity in the parts of the Lumen 911 System that were impacted by such Outage and an explanation of why such redundancy and/or network diversity failed to prevent the Outage;
- f) A detailed description of each single point of failure that contributed in any way to such Outage;
- g) A detailed description of the impact, if any, of such Outage on any network operations center (“NOC”) connected to the Lumen network, including the operational status of each such NOC during the Outage and the availability of each such to Lumen customers in the State of Nebraska during the Outage;
- h) A detailed description of any complication(s) encountered by Lumen with respect to such Outage that may have delayed the recognition of, response to, or resolution of, such Outage.
- i) A detailed description of the outage(s), service issue(s), or other event(s) that prompted the opening of each of Lumen ticket numbers 27522401, 27521244, 27680978, 27520937, 27532300, 27532304 (together, the “Associated Tickets”), including:
 - a. A description of the relationship, if any, including but not limited to, causation and/or any other facts and circumstances, between each Associated Ticket and the August 31, 2023 Outage; and

- b. A description of the relationship between the resolution of August 31, 2023 Outage and the resolution of each of the Associated Tickets.

RESPONSE: Lumen provides E911 services to specific Public Safety Answering Points (PSAPs) and has been awarded the NG911 contract to transition the E911 network to NG911 service statewide. Lumen recently began converting some PSAPs to the NG911 service. The outage during the Outage Period was not related to either the E911 or NG911 networks; rather, it was an “ingress” outage, meaning it was on the network that transports the 911 calls from the aggregation point to the Intrado NG911 core. Because of this outage, impacted calls never reached the NG911 network. The outage also impacted the SS7 links that connected to the GDISNENW aggregation point, preventing some OSPs’ 911 calls from completing from that aggregation point. The actual E911 and NG911 networks were working and were not impacted by the transport outages. Calls not carried by Lumen’s transport network to the Intrado NG911 core, or service providers that utilized their own SS7 connectivity to the GDISNENW aggregation point, were still able to reach both E911 and NG911 PSAPs. In other words, the PSAPs themselves were not affected, and any calls that reached the NG911 network were delivered to the appropriate PSAP.

The transport outage prevented traffic from reaching the Intrado NG911 core and, therefore, prevented 911 calls to complete to 39 PSAPs. Please see the identification of PSAPs impacted by the transport outage in response to Data Request No. 2 below. Lumen maintains a physically diverse transport network to the Intrado NG911 cores. The outage began when the second side of the diverse transport network was damaged by a third-party at approximately 7:05pm CDT on August 31, 2023 in Omaha. The outage ended at approximately 5:32am CDT on September 1, 2023 when the first side of the diverse transport route was repaired in Minnesota.

On August 30, 2023 at about 1:50pm, a construction contractor in Minneapolis, Minnesota, using boring equipment, cut three Lumen fiber cables that were buried beneath railroad tracks (Fiber Cut No. 1). This cable cut, in and of itself, did not prevent 911 calls from completing because Lumen had separate, physically diverse facilities that were used to complete 911 calls. That said, one of the fiber cables was part of the diverse transport network for Nebraska 911 traffic. The Lumen Network Operations Center (NOC) received alerts shortly after the fiber cut, but all traffic remained up on the alternative protect path so no 911 transport traffic was impacted by this fiber cut. Lumen quickly sent field teams to drive the fiber route and they identified the damage site. During initial inspections, the Lumen teams confirmed that the buried Lumen facilities had been accurately marked. However, the location of Fiber Cut No. 1 was near railroad tracks and there were multiple other buried facilities in the area. Under those circumstances, Lumen followed all regulatory requirements to engage the railroad and to open Emergency Locate tickets so all potentially affected non-Lumen parties were also able to mark their buried facilities. Nearly all responded to the emergency locate request within three hours, but one non-Lumen party’s response time delayed the repairs for hours. In addition, due to the proximity to the railroad and in accordance with railroad regulations and safety requirements, the Lumen repair

teams worked with a railroad flagger who stopped all work for all passing trains. Repairs and splicing were completed at approximately 5:32 a.m. CDT on September 1, 2023.

On August 31, 2023, while repairs in Minnesota were ongoing, a construction contractor in Nebraska began boring under railroad tracks in the Omaha metro area. In this instance, the contractor had followed state regulations to open Locate tickets; however, due to resource availability, the locate contractor representing Lumen had not marked the area by the required due date. At approximately 7:05 p.m. CDT on August 31, 2023, Lumen's NOC received alerts that multiple systems were down. The NOC quickly identified the outage area and sent field teams who identified the exact location. The teams confirmed that boring equipment had hit Lumen's fiber cable (Fiber Cut No. 2). Once again, due to the proximity to railroad tracks, the railroad was notified and dispatched a flagger. An excavation crew was mobilized and upon arrival began to prepare the area for repairs. With the flagger onsite, repairs were authorized to begin but, just as with the fiber cut in Minnesota, workers had to stop each time a train passed by, delaying the repairs. Due to the damage from the bore, 500 feet of fiber had to be replaced, then spliced. Work was completed by 6:54 p.m. on September 1, 2023.

The outage began with the cut in Omaha (August 31, 2023 at 7:05 p.m. CDT) and ended with the completion of repairs in Minnesota (September 1, 2023 at 5:32 a.m. CDT).

The Lumen NOC was operational throughout the Outage Period. The Lumen 911 NOC, separately located from the Lumen NOC, was likewise operational throughout the Outage Period and was critical in identifying the 911 impacts, notifying the PSAPs, and maintaining a call-in bridge for updates throughout the Outage Period. While the separately located Lumen 911 NOC suffered an outage to its alarm systems as a result of the Minnesota fiber cuts (Fiber Cut No. 1), the NOC alarm system was operational and notified the Lumen 911 NOC regarding Fiber Cut No. 1 and Fiber Cut No. 2.

Other than ticket 27680978, the repair tickets noted above in subsection (i) of this Request were all related to the primary ticket 27521244 and were worked in conjunction with the primary ticket. Further review identified that ticket 27680978 was unrelated to the outage during the Outage Period.

DATA REQUEST NO. 2: For each PSAP listed below, please provide the following with respect to the August 31, 2023 Outage:

- a) A description of the impact(s), if any, that such Outage had with respect to such PSAP (if no impact, respond with "None");
- b) The date and time at which the impact(s) described above first began with respect to such PSAP and the duration of such impact(s) (if unknown, respond with "Unknown");

- c) A description of any notification provided by Lumen to such PSAP with regard to the August 31, 2023 Outage, including the means of such notification and the identity of the person to whom such notification was directed; and
- d) With respect to any written notification described above, a copy of (i) each such notification and (ii) any written response(s) received by Lumen to each such notification.
- e) List of PSAPs:
 - i. Antelope County
 - a. **None**
 - b. **N/A**
 - c. **Automated call and email directed to people in Attachment 1**
 - d. **Notification copies included in Attachment 2**
 - ii. Boone County
 - a. **911 Calls were not reaching the PSAP**
 - b. **September 1, 2023 00:05 GMT – 10:32 GMT 10 hours 27 minutes**
 - c. **Automated call and email directed to people in Attachment 1. Primary contact received notification late.**
 - d. **Notification copies included in Attachment 2**
 - iii. Boyd-Holt Counties Joint E911
 - a. **None**
 - b. **N/A**
 - c. **Automated call and email directed to people in Attachment 1**
 - d. **Notification copies included in Attachment 2**
 - iv. Brown County
 - a. **None**
 - b. **N/A**
 - c. **Automated call and email directed to people in Attachment 1**
 - d. **Notification copies included in Attachment 2**
 - v. Buffalo County
 - a. **911 Calls were not reaching the PSAP**
 - b. **September 1, 2023 00:05 GMT – 10:32 GMT 10 hours 27 minutes**
 - c. **Automated call and email directed to people in Attachment 1**
 - d. **Notification copies included in Attachment 2**
 - vi. Burt County
 - a. **911 Calls were not reaching the PSAP**
 - b. **September 1, 2023 00:05 GMT – 10:32 GMT 10 hours 27 minutes**
 - c. **Automated call and email directed to people in Attachment 1**
 - d. **Notification copies included in Attachment 2**

- vii. Butler County
 - a. None
 - b. N/A
 - c. Automated call and email directed to people in Attachment 1
 - d. Notification copies included in Attachment 2
- viii. Cass County
 - a. None
 - b. N/A
 - c. Automated call and email directed to people in Attachment 1
 - d. Notification copies included in Attachment 2
- ix. Cedar County
 - a. 911 Calls were not reaching the PSAP
 - b. September 1, 2023 00:05 GMT – 10:32 GMT 10 hours 27 minutes
 - c. Automated call and email directed to people in Attachment 1
 - d. Notification copies included in Attachment 2
- x. Chase County
 - a. 911 Calls were not reaching the PSAP
 - b. September 1, 2023 00:05 GMT – 10:32 GMT 10 hours 27 minutes
 - c. Automated call and email directed to people in Attachment 1
 - d. Notification copies included in Attachment 2
- xi. Cherry County
 - a. None
 - b. N/A
 - c. Automated call and email directed to people in Attachment 1
 - d. Notification copies included in Attachment 2
- xii. Cheyenne County
 - a. 911 Calls were not reaching the PSAP
 - b. September 1, 2023 00:05 GMT – 10:32 GMT 10 hours 27 minutes
 - c. Automated call and email directed to people in Attachment 1
 - d. Notification copies included in Attachment 2
- xiii. City of Alliance
 - a. 911 Calls were not reaching the PSAP
 - b. September 1, 2023 00:05 GMT – 10:32 GMT 10 hours 27 minutes
 - c. Automated call and email directed to people in Attachment 1
 - d. Notification copies included in Attachment 2
- xiv. City of Beatrice
 - a. 911 Calls were not reaching the PSAP
 - b. September 1, 2023 00:05 GMT – 10:32 GMT 10 hours 27 minutes
 - c. Automated call and email directed to people in Attachment 1

- d. Notification copies included in Attachment 2**
- xv. City of Columbus
 - a. None**
 - b. N/A**
 - c. Automated call and email directed to people in Attachment 1**
 - d. Notification copies included in Attachment 2**
- xvi. City of Falls City
 - a. None**
 - b. N/A**
 - c. Automated call and email directed to people in Attachment 1**
 - d. Notification copies included in Attachment 2**
- xvii. City of Fremont/Dodge County
 - a. 911 Calls were not reaching the PSAP**
 - b. September 1, 2023 00:05 GMT – 10:32 GMT 10 hours 27 minutes**
 - c. Automated call and email directed to people in Attachment 1**
 - d. Notification copies included in Attachment 2**
- xviii. City of Grand Island
 - a. 911 Calls were not reaching the PSAP**
 - b. September 1, 2023 00:05 GMT – 10:32 GMT 10 hours 27 minutes**
 - c. Automated call and email directed to people in Attachment 1**
 - d. Notification copies included in Attachment 2**
- xix. City of Hastings
 - a. None**
 - b. N/A**
 - c. Automated call and email directed to people in Attachment 1**
 - d. Notification copies included in Attachment 2**
- xx. City of Holdrege
 - a. 911 Calls were not reaching the PSAP**
 - b. September 1, 2023 00:05 GMT – 10:32 GMT 10 hours 27 minutes**
 - c. Automated call and email directed to people in Attachment 1**
 - d. Notification copies included in Attachment 2**
- xxi. City of Lincoln
 - a. None**
 - b. N/A**
 - c. Automated call and email directed to people in Attachment 1**
 - d. Notification copies included in Attachment 2**
- xxii. City of McCook
 - a. 911 Calls were not reaching the PSAP**
 - b. September 1, 2023 00:05 GMT – 10:32 GMT 10 hours 27 minutes**
 - c. Automated call and email directed to people in Attachment 1**

- d. **Notification copies included in Attachment 2**
- xxiii. City of Norfolk
 - a. **None**
 - b. **N/A**
 - c. **Automated call and email directed to people in Attachment 1**
 - d. **Notification copies included in Attachment 2**
- xxiv. City of North Platte
 - a. **911 Calls were not reaching the PSAP**
 - b. **September 1, 2023 00:05 GMT – 10:32 GMT 10 hours 27 minutes**
 - c. **Automated call and email directed to people in Attachment 1**
 - d. **Notification copies included in Attachment 2**
- xxv. City of South Sioux City
 - a. **911 Calls were not reaching the PSAP**
 - b. **September 1, 2023 00:05 GMT – 10:32 GMT 10 hours 27 minutes**
 - c. **Automated call and email directed to people in Attachment 1**
 - d. **Notification copies included in Attachment 2**
- xxvi. City of Wayne
 - a. **911 Calls were not reaching the PSAP**
 - b. **September 1, 2023 00:05 GMT – 10:32 GMT 10 hours 27 minutes**
 - c. **Automated call and email directed to people in Attachment 1**
 - d. **Notification copies included in Attachment 2**
- xxvii. Clay County
 - a. **None**
 - b. **N/A**
 - c. **Automated call and email directed to people in Attachment 1**
 - d. **Notification copies included in Attachment 2**
- xxviii. Colfax County
 - a. **911 Calls were not reaching the PSAP**
 - b. **September 1, 2023 00:05 GMT – 10:32 GMT 10 hours 27 minutes**
 - c. **Automated call and email directed to people in Attachment 1**
 - d. **Notification copies included in Attachment 2**
- xxix. Cuming County
 - a. **911 Calls were not reaching the PSAP**
 - b. **September 1, 2023 00:05 GMT – 10:32 GMT 10 hours 27 minutes**
 - c. **Automated call and email directed to people in Attachment 1**
 - d. **Notification copies included in Attachment 2**
- xxx. Custer County
 - a. **911 Calls were not reaching the PSAP**

- b. **September 1, 2023 00:05 GMT – 10:32 GMT 10 hours 27 minutes**
 - c. **Automated call and email directed to people in Attachment 1**
 - d. **Notification copies included in Attachment 2**
- xxxi. Dawes County
 - a. **911 Calls were not reaching the PSAP**
 - b. **September 1, 2023 00:05 GMT – 10:32 GMT 10 hours 27 minutes**
 - c. **Automated call and email directed to people in Attachment 1**
 - d. **Notification copies included in Attachment 2**
- xxxii. Dawson County
 - a. **911 Calls were not reaching the PSAP**
 - b. **September 1, 2023 00:05 GMT – 10:32 GMT 10 hours 27 minutes**
 - c. **Automated call and email directed to people in Attachment 1**
 - d. **Notification copies included in Attachment 2**
- xxxiii. Dixon County
 - a. **None**
 - b. **N/A**
 - c. **Automated call and email directed to people in Attachment 1**
 - d. **Notification copies included in Attachment 2**
- xxxiv. Douglas County
 - a. **911 Calls were not reaching the PSAP**
 - b. **September 1, 2023 00:05 GMT – 10:32 GMT 10 hours 27 minutes**
 - c. **Automated call and email directed to people in Attachment 1**
 - d. **Notification copies included in Attachment 2**
- xxxv. Dundy County
 - a. **911 Calls were not reaching the PSAP**
 - b. **September 1, 2023 00:05 GMT – 10:32 GMT 10 hours 27 minutes**
 - c. **Automated call and email directed to people in Attachment 1**
 - d. **Notification copies included in Attachment 2**
- xxxvi. Fillmore County
 - a. **None**
 - b. **N/A**
 - c. **Automated call and email directed to people in Attachment 1**
 - d. **Notification copies included in Attachment 2**
- xxxvii. Franklin County
 - a. **911 Calls were not reaching the PSAP**
 - b. **September 1, 2023 00:05 GMT – 10:32 GMT 10 hours 27 minutes**
 - c. **Automated call and email directed to people in Attachment 1**
 - d. **Notification copies included in Attachment 2**

- xxxviii. Frontier County
 - a. **911 Calls were not reaching the PSAP**
 - b. **September 1, 2023 00:05 GMT – 10:32 GMT 10 hours 27 minutes**
 - c. **Automated call and email directed to people in Attachment 1**
 - d. **Notification copies included in Attachment 2**
- xxxix. Furnas County
 - a. **911 Calls were not reaching the PSAP**
 - b. **September 1, 2023 00:05 GMT – 10:32 GMT 10 hours 27 minutes**
 - c. **Automated call and email directed to people in Attachment 1**
 - d. **Notification copies included in Attachment 2**
- xl. Garden County
 - a. **911 Calls were not reaching the PSAP**
 - b. **September 1, 2023 00:05 GMT – 10:32 GMT 10 hours 27 minutes**
 - c. **Automated call and email directed to people in Attachment 1**
 - d. **Notification copies included in Attachment 2**
- xli. Hamilton County
 - a. **911 Calls were not reaching the PSAP**
 - b. **September 1, 2023 00:05 GMT – 10:32 GMT 10 hours 27 minutes**
 - c. **Automated call and email directed to people in Attachment 1**
 - d. **Notification copies included in Attachment 2**
- xlii. Hitchcock County
 - a. **911 Calls were not reaching the PSAP**
 - b. **September 1, 2023 00:05 GMT – 10:32 GMT 10 hours 27 minutes**
 - c. **Automated call and email directed to people in Attachment 1**
 - d. **Notification copies included in Attachment 2**
- xliii. Howard County
 - a. **911 Calls were not reaching the PSAP**
 - b. **September 1, 2023 00:05 GMT – 10:32 GMT 10 hours 27 minutes**
 - c. **Automated call and email directed to people in Attachment 1**
 - d. **Notification copies included in Attachment 2**
- xliv. Jefferson County
 - a. **None**
 - b. **N/A**
 - c. **Automated call and email directed to people in Attachment 1**
 - d. **Notification copies included in Attachment 2**
- xlv. Johnson County
 - a. **None**
 - b. **N/A**

- c. **Automated call and email directed to people in Attachment 1**
 - d. **Notification copies included in Attachment 2**
- xlvi. Kearney County
 - a. **911 Calls were not reaching the PSAP**
 - b. **September 1, 2023 00:05 GMT – 10:32 GMT 10 hours 27 minutes**
 - c. **Automated call and email directed to people in Attachment 1**
 - d. **Notification copies included in Attachment 2**
- xlvii. Keith County
 - a. **911 Calls were not reaching the PSAP**
 - b. **September 1, 2023 00:05 GMT – 10:32 GMT 10 hours 27 minutes**
 - c. **Automated call and email directed to people in Attachment 1**
 - d. **Notification copies included in Attachment 2**
- xlviii. Kimball County
 - a. **None**
 - b. **N/A**
 - c. **Automated call and email directed to people in Attachment 1**
 - d. **Notification copies included in Attachment 2**
- xlix. Knox County
 - a. **911 Calls were not reaching the PSAP**
 - b. **September 1, 2023 00:05 GMT – 10:32 GMT 10 hours 27 minutes**
 - c. **Automated call and email directed to people in Attachment 1**
 - d. **Notification copies included in Attachment 2**
- 1. Mid Rivers 911 Center
 - a. **911 Calls were not reaching the PSAP**
 - b. **September 1, 2023 00:05 GMT – 10:32 GMT 10 hours 27 minutes**
 - c. **Automated call and email directed to people in Attachment 1**
 - d. **Notification copies included in Attachment 2**
- li. Morrill County
 - a. **None**
 - b. **N/A**
 - c. **Automated call and email directed to people in Attachment 1**
 - d. **Notification copies included in Attachment 2**
- lii. Nemaha County
 - a. **None**
 - b. **N/A**
 - c. **Automated call and email directed to people in Attachment 1**
 - d. **Notification copies included in Attachment 2**
- liii. Nuckolls County 911
 - a. **None**
 - b. **N/A**

- c. **Automated call and email directed to people in Attachment 1**
 - d. **Notification copies included in Attachment 2**
- liv. Otoe County
 - a. **None**
 - b. **N/A**
 - c. **Automated call and email directed to people in Attachment 1**
 - d. **Notification copies included in Attachment 2**
- lv. Perkins County
 - a. **911 Calls were not reaching the PSAP**
 - b. **September 1, 2023 00:05 GMT – 10:32 GMT 10 hours 27 minutes**
 - c. **Automated call and email directed to people in Attachment 1**
 - d. **Notification copies included in Attachment 2**
- lvi. Pierce County
 - a. **911 Calls were not reaching the PSAP**
 - b. **September 1, 2023 00:05 GMT – 10:32 GMT 10 hours 27 minutes**
 - c. **Automated call and email directed to people in Attachment 1**
 - d. **Notification copies included in Attachment 2**
- lvii. Region 26 Council
 - a. **911 Calls were not reaching the PSAP**
 - b. **September 1, 2023 00:05 GMT – 10:32 GMT 10 hours 27 minutes**
 - c. **Automated call and email directed to people in Attachment 1**
 - d. **Notification copies included in Attachment 2**
- lviii. Rock County
 - a. **None**
 - b. **N/A**
 - c. **Automated call and email directed to people in Attachment 1**
 - d. **Notification copies included in Attachment 2**
- lix. Saline County
 - a. **None**
 - b. **N/A**
 - c. **Automated call and email directed to people in Attachment 1**
 - d. **Notification copies included in Attachment 2**
- lx. Sarpy County
 - a. **911 Calls were not reaching the PSAP**
 - b. **September 1, 2023 00:05 GMT – 10:32 GMT 10 hours 27 minutes**
 - c. **Automated call and email directed to people in Attachment 1**
 - d. **Notification copies included in Attachment 2**
- lxi. Saunders County
 - a. **None**
 - b. **N/A**

- c. **Automated call and email directed to people in Attachment 1**
 - d. **Notification copies included in Attachment 2**
- lxii. Scotts Bluff County
 - a. **None**
 - b. **N/A**
 - c. **Automated call and email directed to people in Attachment 1**
 - d. **Notification copies included in Attachment 2**
- lxiii. Seward County
 - a. **None**
 - b. **N/A**
 - c. **Automated call and email directed to people in Attachment 1**
 - d. **Notification copies included in Attachment 2**
- lxiv. Sheridan County
 - a. **911 Calls were not reaching the PSAP**
 - b. **September 1, 2023 00:05 GMT – 10:32 GMT 10 hours 27 minutes**
 - c. **Automated call and email directed to people in Attachment 1**
 - d. **Notification copies included in Attachment 2**
- lxv. Thayer County
 - a. **None**
 - b. **N/A**
 - c. **Automated call and email directed to people in Attachment 1**
 - d. **Notification copies included in Attachment 2**
- lxvi. Thurston County
 - a. **None**
 - b. **N/A**
 - c. **Automated call and email directed to people in Attachment 1**
 - d. **Notification copies included in Attachment 2**
- lxvii. Washington County
 - a. **911 Calls were not reaching the PSAP**
 - b. **September 1, 2023 00:05 GMT – 10:32 GMT 10 hours 27 minutes**
 - c. **Automated call and email directed to people in Attachment 1**
 - d. **Notification copies included in Attachment 2**
- lxviii. York County
 - a. **None**
 - b. **N/A**
 - c. **Automated call and email directed to people in Attachment 1**
 - d. **Notification copies included in Attachment 2**

RESPONSE: *See responses above in (2)(e)(i)-(lxviii).*

DATA REQUEST NO. 3: With respect to each PSAP listed in Request No. 2(e) above, please identify and provide contact information for each official, if any, who has been designated by such PSAP to Lumen as the contact person(s) for communications Outages at such PSAP (if Lumen is not aware of any official that has been so designated by a given PSAP, respond with “None” regarding such PSAP).

RESPONSE: *See Confidential Attachment 1, Tab “E911 – DPOC.”*

DATA REQUEST NO. 3: Please identify each official of the State of Nebraska, including but not limited to any representatives of state government or any state agency, but excluding representatives of local government entities such as county and municipal governing bodies and agencies, that any employee or officer of Lumen communicated with regarding the August 31, 2023 Outage between the dates of August 31, 2023 and September 6, 2023, inclusive. With respect to any written communication described above, please provide a copy of (i) each such communication and (ii) any written response(s) sent or received by Lumen with respect to each such communication.

RESPONSE: The below communications took place between Lumen and state representatives. Please see Confidential Attachment 2 for copies of written communications referenced below during the period August 31, 2023 and September 6, 2023.

Melissa Mann, Lumen Vice President of Public Policy and Government Affairs

- **Conversations with David Lopez, Chief of Staff for Nebraska Governor Jim Pillen, August 31, 2023 and September 1, 2023**

Angela Schrawyer, Lumen Senior Lead Program Manager

- **Managed the outage bridge for communications with impacted PSAPs. James Almond and Dave Sankey joined the bridge**
- **Conversations with James Almond occurred daily during the Outage Period**
- **Conversations with Dave Sankey during the Outage Period**
- **Emails with James Almond**
- **Email to Dave Sankey for media contacts**

Al Lubeck, Lumen Public Policy Director

- **Conversations with Commissioner Christian Mirch during the Outage Period**
- **Emails to Commissioner Christian Mirch, Commissioner Tim Schram, Cullen Robbins and Cheryl Elton on September 1, 2023, at 9:33am, and September 6, 2023, at 12:04pm**
- **Response from Commissioner Tim Schram on September 6, 2023 at 3:31pm**

DATA REQUEST NO. 4: Please provide the following information with respect to the ESINet:

- a) A description of the impact, if any, that the August 31, 2023 Outage had with respect to the ESINet (if no impact, respond with “None”);
- b) The date and time at which the impact(s) described above first began with respect to the ESINet and the duration of such impact(s) (if unknown, respond with “Unknown”);

RESPONSE:

- a) **None. The outage was on the network that transports the NG911 calls from the aggregation point to the Intrado NG911 core.**
- b) **None. The outage was on the network that transports the NG911 calls from the aggregation point to the Intrado NG911 core.**

DATA REQUEST NO. 5: Please provide the following information with respect to NGCS:

- a) A description of the impact, if any, that the August 31, 2023 Outage had with respect to NGCS in the State of Nebraska (if no impact, respond with “None”);
- b) The date and time at which the impact(s) described above first began with respect to NGCS in the State of Nebraska and the duration of such impact(s) (if unknown, respond with “Unknown”);

RESPONSE:

- a) **None. The outage was on the network that transports the NG911 calls from the aggregation point to the Intrado NG911 core, and the SS7 data to and from the Line Information Database (“LIDB”).**
- b) **None. The outage was on the network that transports the NG911 calls from the aggregation point to the Intrado NG911 core, and the SS7 data to and from the Line Information Database (“LIDB”).**

DATA REQUEST NO. 6: Please provide the following information with respect to each Lumen selective router that serves any PSAP in the State of Nebraska:

- a) A description of the impact, if any, that the August 31, 2023 Outage had with respect to each such selective router (if no impact, respond with “None”);

- b) The date and time at which the impact(s) described above first began with respect to such selective router and the duration of such impact(s) (if unknown, respond with “Unknown”);

RESPONSE:

- a) **None; The Lumen selective routers function as an aggregation point for the NG911 solution or as a legacy selective router for the E911 solution. Neither solution had any change in functionality for the duration of the outage. The calls that were able to reach the selective router equipment were able to be processed and sent to the appropriate PSAP via the legacy E911 or the NG911 network. Each PSAP with their respective network during the Outage Period are listed below:**

- b) **Not Applicable.**

PSAP Name	Solution Deployed 8/31/23
Antelope County	E911
Boone County	E911
Boyd-Holt	E911
Brown County	E911
Buffalo County	NG911
Burt County	NG911
Butler County	E911
Cass County	E911
Cedar County	NG911
Chase County	NG911
Cherry County	E911
Cheyenne County	NG911
City of Alliance	NG911
City of Beatrice	NG911
City of Columbus	E911
City of Falls City	E911
City of Grand Island	E911
City of Hastings	E911
City of Holdrege	NG911
City of Lincoln	E911
City of McCook	NG911
City of Norfolk	NG911
City of North Platte	NG911
City of S Sioux City	NG911

City of Wayne	NG911
Clay County	E911
Colfax County	NG911
Cuming County	NG911
Custer County	E911
Dawes County	NG911
Dawson County	NG911
Dixon County	NG911
Dodge County	NG911
Douglas County	NG911
Dundy County	NG911
Fillmore County	E911
Franklin County	NG911
Frontier County	NG911
Furnas County	NG911
Garden County	NG911
Hamilton County	E911
Hitchcock County	NG911
Howard County	NG911
Jefferson County	E911
Johnson County	E911
Kearney County	NG911
Keith County	NG911
Kimball County	NG911
Knox County	NG911
Mid Rivers 911	E911
Morrill County	NG911
Nemaha County	E911
Nuckolls County	E911
Otoe County	NG911
Perkins County	NG911
Pierce County	NG911
Region 26	E911
Rock County	E911
Saline County	E911
Sarpy County	NG911
Saunders County	E911
Scotts Bluff County	NG911
Seward County	E911
Sheridan County	E911
Thayer County	E911

Thurston County	E911
Washington County	NG911
York County	E911

DATA REQUEST NO. 7: Please provide the following information with respect to each point of interconnection (“POI”) to the ESINet:

- a) A description of the impact, if any, that the August 31, 2023 Outage had with respect to each POI (if no impact, respond with “None”);
- b) The date and time at which the impact(s) described above first began with respect to each such POI and the duration of such impact(s) (if unknown, respond with “Unknown”);

RESPONSE: Lumen’s network experienced an SS7 network ingress outage. Whether an OSP/PSAP had a network path to the legacy selective router as an aggregation point, or direct connection to the POI, they had the same impact described in the Response to Data Request No. 1.

DATA REQUEST NO. 8: To the extent that any act or failure to act on the part of any third party caused, contributed to, or exacerbated the August 31, 2023 Outage, please provide the following information:

- a) The identity of each such third party;
- b) Contact information for each such third party;
- c) A description of the act(s) or failure(s) to act of such third party that caused, contributed to, or exacerbated such Outage; and
- d) If applicable, a description of any action taken by Lumen to seek compensation or other redress for result of such act(s) or failure(s) to act.

ANSWER:

- a) **Lumen does not provide third-party names or contact information without consent of the third parties.**
- b) **Lumen does not provide third-party names or contact information without consent of the third parties.**
- c) **The contractor that cut Lumen’s fiber network in Minnesota (Fiber Cut No. 1) was not following prescribed practices. The Omaha fiber cut (Fiber Cut No. 2) was not properly located. For further detail, see response to Request No. 1, which is fully incorporated herein by reference.**
- d) **Lumen has filed claims for reimbursement from the contractor for Fiber Cut No. 1 and from the Locate provider for Fiber Cut No. 2.**

DATA REQUEST NO. 9: To the extent not provided in response to any other request set forth herein, please provide the following information with respect to each cable cut or other type of damage to any cable that contributed to the August 31, 2023 Outage:

- a) The location(s) at which any such cable was cut or otherwise damaged, including the number of cuts or other damage to such cable;
- b) A description of the type of cable that was cut (e.g., fiber, copper, etc.), including, if available, the maximum bandwidth capacity of such cable, the average daily bandwidth usage of such cable, a description of the types of traffic on such cable, and the ratio of such overall usage reserved for purposes of 911 service compared to the percentage of such bandwidth that is utilized for purposes other than 911 services;
- c) The identity of the owner of such cable;
- d) The identity of the person(s) or entity(ies) that caused such cable to be cut or otherwise damaged;
- e) A description of the manner in which the cable was cut or otherwise damaged, including a description of the extent of such cut or damage and a description of the role such cut or damage played in causing or exacerbating the Outage;
- f) Whether a locate was requested prior to the commencement of work at or near the location where such cable was cut or otherwise damaged;
- g) If a locate was requested as described above, whether such locate was provided prior to the commencement of work;
- h) If a locate was provided as described above prior to the commencement of work, whether such locate was accurate;
- i) The date and time at which Lumen became aware that such cable was cut or otherwise damaged;
- j) The date and time at which Lumen determined or was notified that such cable was cut or otherwise damaged and the means by which Lumen made such determination or received such notification (and from whom);
- k) The date and time at which Lumen identified the precise location(s) of the cut(s) or other damage to such cable;
- l) The date and time that repairs to such cable were commenced and by whom, including a description of any factors or circumstances that may have delayed the commencement of such repairs;
- m) The date and time that repairs to such cable were completed and a description of such repairs, including a description of the process by which such repairs were effectuated; and
- n) The date and time that service on such cable was restored;

RESPONSE:

- a) ***See response to Data Request No. 1, which is fully incorporated herein by reference.***
- b) **As described in the response to Data Request No. 1, the Minnesota fiber cut (Fiber Cut No. 1) impacted three fiber cables. The specific cable later**

implicated in the ingress outage was a 96-count fiber. The cut on the Nebraska side of the ring (Fiber Cut No. 2) impacted a 96-count fiber. Both sides of the transport network transport 911 traffic to the Intrado NG911 core locations, as well as broadband, enterprise connections and long-distance voice traffic.

- c) CenturyLink Communications, LLC owns the network at both locations that were cut.
- d) *See* responses to Data Request Nos. 8a and 8b, fully incorporated herein by reference.
- e) The Minnesota transport fiber is buried at about 14 feet below a railroad right-of-way. The Minnesota cut (Fiber Cut No. 1) was a complete cut that caused a loss of redundancy in Lumen's transport network. The Omaha cut (Fiber Cut No. 2) fiber cable buried about 15 feet below a railroad right-of-way, and was also a complete cut. After Fiber Cut No. 1 caused a loss of redundancy, Fiber Cut No. 2 resulted in the outage on Lumen's transport network.
- f) For Fiber Cut No. 1, locate service was requested, and was accurately and timely completed. For Fiber Cut No. 2, locate service was requested but not completed on a timely basis by an external contractor.
- g) *See* response to subsection f above.
- h) *See* response to subsection f above.
- i) Lumen's NOC was immediately notified of both Fiber Cut No. 1 and Fiber Cut No. 2 by alarms in the network. Because the 911 NOC alarms were impacted by Fiber Cut No. 1, the Lumen 911 NOC was notified by the NOC for Fiber Cut No. 1, and by both the NOC and the Douglas County PSAP for Fiber Cut No. 2.
- j) *See* response to subsection i above.
- k) *See* response to Data Request No. 1, which is fully incorporated herein by reference.

- 1) **The Minnesota repairs began at approximately 10:00pm on August 30, 2023, with notification to multiple companies not affiliated with Lumen for emergency locates. The last of these companies arrived nine hours later. The Omaha repairs began when the excavation crew arrived from Kansas on September 1, 2023 at 5:46am. The crew had to wait for a railroad flagger to arrive at 7:24am.**

- m) **See response to Data Request No. 1, which is fully incorporated herein.**
- n) **See response to Data Request No. 1, which is fully incorporated herein.**

DATA REQUEST NO. 10: Please provide all documentation in your possession which support your responses to Request No. 9 above.

RESPONSE: *See Confidential Attachment 3.*

DATA REQUEST NO. 11: Please identify how the impact and extent of the August 31, 2023 Outage would have differed, if at all, if the chain of events that resulted in the Outage, including any cable cuts or other damage to cables had occurred at the same locations but prior to establishment of the ESINet.

RESPONSE: **ESINET was not impacted. E911 was impacted as SS7 impacts would have impacted some PSAPs from receiving 911 calls from 911 ES Trunk connections that were served off the GDISNENW Selective Router/Aggregation point. Other impacts to 911 would not have occurred prior to the establishment of the ESINet.**

DATA REQUEST NO. 12: Please identify the extent, if any, to which the impact of the August 31, 2023 Outage was caused or exacerbated by the operation of the ESINet or NGCS (if no impact, respond with “None” and include an explanation supporting this response).

RESPONSE: **None. The outage was on the Lumen network that transports the NG911 calls from the aggregation point to the Intrado NG911 core, and the SS7 data to and from the LIDB, and was not caused by or exacerbated by the operation of the ESINet or NGCS. The ESINet/NGCS remained operational during the entire transport network Outage Period.**

DATA REQUEST NO. 13: Please provide a network or solution diagram that clearly depicts the Lumen 911 System as it existed on August 31, 2023, including all major components (hardware, software) and network layout and connections (including all redundant and diverse

elements), clearly showing all interfaces between the elements of the Legacy 911 System and the NG911 System and their respective locations. Please include tables containing short descriptions of the diagrammed items in terms of their function and a description of how the operation or failure of each such depicted item contributed to and/or was impacted by the outage, if at all. For the avoidance of doubt, and by way of explanation and not limitation of this Request No. 13, such diagram should include each of the following functional elements and services:

- i. Circuit identification;
- ii. Single points of failure;
- iii. Network path diversity drawings into each PSAP;
- iv. Network path diversity drawings into each non-PSAP site or structure housing any element or device part of the Lumen 911 System;
- v. Originating Service Provider (OSP) Connectivity;
- vi. Legacy Network Gateways (LNG);
- vii. Border Control Function (BCF);
- viii. Emergency Services Routing Proxy (ESRP);
- ix. Policy Routing Function (PRF);
- x. Emergency Call Routing Function (ECRF);
- xi. Location Validation Function (LVF);
- xii. Spatial Interface (SI);
- xiii. Location Database (LDB);
- xiv. Discrepancy Reporting;
- xv. Logging and Recording;
- xvi. Time Server;
- xvii. Alarm Integration;
- xviii. Message Session Relay Protocol (MSRP); and
- xix. Any other components, connections and information necessary to provide the Commission with a clear depiction of the network at the time of the August 31, 2023 Outage.

RESPONSE: *See Confidential Attachment 4.*

DATED this 1st day of December 2023.

Respectfully Submitted,

BY: /s/ Katherine A. McNamara
Katherine A. McNamara, #25142
FRASER STRYKER PC LLO
500 Energy Plaza
409 South 17th Street, Suite 500
Omaha, NE 68102
(402) 341-6000
(402) 341-8290 (Fax)
kmcnamara@fraserstryker.com

and

Joshua S. Trauner
(*pro hac vice admission request forthcoming*)
Associate General Counsel
State Regulatory Affairs
Lumen
joshua.trauner@lumen.com

**ATTORNEYS FOR CENTURYLINK
COMMUNICATIONS, LLC d/b/a LUMEN
TECHNOLOGIES GROUP**

CERTIFICATE OF SERVICE

The undersigned hereby certifies that on this 1st day of December 2023, the foregoing was filed electronically with the Nebraska Public Service Commission via e-mail to the following:

Nebraska Public Service Commission
P.O. Box 94927
300 The Atrium, 1200 N Street
Lincoln, Nebraska 68509
susan.horn@nebraska.gov
brittany.roos@nebraska.gov

Matthew J. Effken
Agency Legal Counsel
Nebraska Public Service Commission
matt.effken@nebraska.gov

BY: /s/ Katherine A. McNamara
Katherine A. McNamara, #25142

CONFIDENTIAL

EXHIBIT 7

Withheld pursuant to Protective Order

From: [Kirsten McCracken](#)
To: [Kirk Felker](#); [Synhorst, Jacki](#); [APD Dispatch](#)
Cc: [Jessica Kaye](#)
Subject: Re: Lumen outage impact on Nebraska PSAPs
Date: Tuesday, November 7, 2023 4:15:22 AM
Attachments: [image001.jpg](#)

Jacki,

Please see below for our response to your request.

1. 911 outage sent all of our 911's to Chadron. This put a large delay in response times.
2. I first learned about with when our local Lumen tech called the PSAP.
3. The outage was first made aware to us at 1953 MST. We were not made aware of the time it came back on line.
4. We did not receive any updates past the initial notification.

Thank you,

Kirsten McCracken
Communications Supervisor
Alliance Police Department
308-762-4955

From: Kirk Felker <KFelker@bbcpublicsafety.us>
Sent: Monday, November 6, 2023 1:26 PM
To: Synhorst, Jacki <jacki.synhorst@nebraska.gov>; APD Dispatch <dispatch@bbcpublicsafety.us>; Kirsten McCracken <kmccracken@bbcpublicsafety.us>
Cc: Jessica Kaye <jkaye@bbcpublicsafety.us>
Subject: RE: Lumen outage impact on Nebraska PSAPs

Kirsten,

Please make sure this is completed and returned to Jacki as soon as possible.

Thank You

Kirk

Lieutenant Kirk Felker #110
Interim Chief of Police
Alliance Police Department
512 Niobrara

EXHIBIT 8

P.O. Box D
Alliance, NE 69301
Phone: (308)762-4955
Cell: (308)629-9274
Fax: (308)762-5162
Email: kfelker@bbcpublicsafety.us



From: Synhorst, Jacki <jacki.synhorst@nebraska.gov>
Sent: Monday, November 6, 2023 1:24 PM
To: Kirk Felker <KFelker@bbcpublicsafety.us>
Subject: Lumen outage impact on Nebraska PSAPs

Hello,

The NPSC has opened an investigation into the recent Lumen outage, and it is very important that we determine the impact on Nebraska PSAPs. Your input is invaluable to the success of this investigation. Please review and respond to the few questions in the attached letter by November 17.

Thank you!

Sincerely,

Jacki

Jacki Synhorst
State 911 Administrative Assistant
[Nebraska Public Service Commission](#)
402-471-0237
300 The Atrium, 1200 N Street, Lincoln, NE 68508

From: [Kathy Ollendick](#)
To: [Effken, Matt](#)
Subject: 911 outage response
Date: Thursday, November 16, 2023 2:09:11 PM
Attachments: [911 OUTAGE RESPONSE.pdf](#)

You don't often get email from kollendick@antelopecounty.ne.gov. [Learn why this is important](#)

1. None
2. Not applicable
3. None
4. We received five email notifications from Lumen of 911 PSAP Service Disruptions-
Initial, Follow-up, Final
5. See attached

Kathy Ollendick
Supervisor of Operations
Antelope County Sheriff's Office
1102 L Street
Neligh, NE 68756
402.887.4148
402.887.4224 FAX
kollendick@antelopecounty.ne.gov

EXHIBIT

9

Initial 911 PSAP Service Disruption Notification

911 Outage Report <911.outage.report@lumen.com>

Thu 8/31/2023 8:44 PM

To:Kathy Ollendick <kollendick@antelopecounty.ne.gov>



Initial 911 PSAP Service Disruption Notification

You are receiving this email because you are a designated contact person for outage communications for this facility. There is a network event that is causing a potential 911 PSAP/Central Office/ALI Outage in your area. Lumen is attempting/or has contacted your PSAP via telephone to inform you of this possible 911 outage. Lumen is sending this email notification pursuant to Section 4.9(h) of the Rules of the Federal Communications Commission, 47 C.F.R. § 4.9(h).

Below is the best available information known about this event at this time. This information may change as Lumen continues it's investigations.

Nebraska

You may contact Lumen by calling the number below and referencing Ticket Number

Ticket ID	Ticket Number
PSS Id	54694

or by replying to this email to get further action taken regarding the outage and to discuss any steps to help mitigate the 911 impact.

Lumen will follow up with additional detail concerning the service disruption.

Email: 911.Outage.Report@lumen.com

*** For 911 Reroute Requests Call 800-357-0911 ***

CONFIDENTIALITY NOTICE: If you are not a designated contact person for outage communications for this facility, you are hereby notified that you are not authorized to read, print, retain, copy, or disseminate this message, any part of it, or any attachments. If you have received this message in error, please delete this message and any attachments from your system without reading the content and notify the sender immediately of the inadvertent transmission. This email may contain confidential or proprietary information and is not to be forwarded outside your organization without the express written consent of Lumen.

Follow Up 911 PSAP Service Disruption Notification

911 Outage Report <911.outage.report@lumen.com>

Thu 8/31/2023 9:36 PM

To:Kathy Ollendick <kollendick@antelopecounty.ne.gov>



Follow Up 911 PSAP Service Disruption Notification

You are receiving this email because you are a designated contact person for outage communications for this facility. There is a network event that is causing a potential 911 PSAP/Central Office/ALI Outage in your area. Lumen is attempting/or has contacted your PSAP via telephone to inform you of this possible 911 outage. Lumen is sending this email notification pursuant to Section 4.9(h) of the Rules of the Federal Communications Commission, 47 C.F.R. § 4.9(h).

BELOW IS THE BEST-AVAILABLE INFORMATION KNOWN ABOUT THIS EVENT AT THIS TIME. THIS INFORMATION MAY CHANGE AS LUMEN CONTINUES IT'S INVESTIGATION.

Cause of 911 Impact	Under Investigation
Time of Repair	Unknown Time
Action Taken to Minimize 911 Impact	Lumen technicians from all groups are currently working to resolve the issue affecting 911 calls for the state of Nebraska. No ETR at this time. Updates to follow as new information is provided

You may contact Lumen by calling the number below and referencing Ticket Number

Ticket ID	Ticket Number
PSS Id	54694
WFA Ticket	27521244

or by replying to this email to get further action taken regarding the outage and to discuss any steps to help mitigate the 911 impact.

Email: 911.Outage.Report@lumen.com

*** For 911 Reroute Requests Call 800-357-0911 ***

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Final 911 PSAP Service Disruption Notification

911 Outage Report <911.outage.report@lumen.com>

Fri 9/1/2023 8:27 AM

To:Kathy Ollendick <kollendick@antelopecounty.ne.gov>



Final 911 PSAP Service Disruption Notification

You are receiving this email because you are a designated contact person for outage communications for this facility. There is a network event that is causing a potential 911 PSAP/Central Office/ALI Outage in your area. Lumen is attempting/or has contacted your PSAP via telephone to inform you of this possible 911 outage. Lumen is sending this email notification pursuant to Section 4.9(h) of the Rules of the Federal Communications Commission, 47 C.F.R. § 4.9(h).

BELOW IS THE BEST-AVAILABLE INFORMATION KNOWN ABOUT THIS EVENT AT THIS TIME. THIS INFORMATION MAY CHANGE AS LUMEN CONTINUES IT'S INVESTIGATION.

Cause of 911 Impact	Fiber Cut In The Area
Time of Repair	9/1/2023 5:32:00 AM
Action Taken to Minimize 911 Impact	Technicians have repaired the fiber cut to restore all 9 1 1 services impacted by this event in the state of Nebraska.

You may contact Lumen by calling the number below and referencing Ticket Number

Ticket ID	Ticket Number
PSS Id	54694
WFA Ticket	27521244
OneRemedy Ticket	27521072 27520919

or by replying to this email to get further action taken regarding the outage and to discuss any steps to help mitigate the 911 impact.

Email: 911.Outage.Report@lumen.com

*** For 911 Reroute Requests Call 800-357-0911 ***

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Initial 911 PSAP Service Disruption Notification

911 Outage Report <911.outage.report@lumen.com>

Sat 10/7/2023 8:17 PM

To:Kathy Ollendick <kollendick@antelopecounty.ne.gov>



Initial 911 PSAP Service Disruption Notification

You are receiving this email because you are a designated contact person for outage communications for this facility. There is a network event that is causing a potential 911 PSAP/Central Office/ALI Outage in your area. Lumen is attempting/or has contacted your PSAP via telephone to inform you of this possible 911 outage. Lumen is sending this email notification pursuant to Section 4.9(h) of the Rules of the Federal Communications Commission, 47 C.F.R. § 4.9(h).

Below is the best available information known about this event at this time. This information may change as Lumen continues it's investigations.

MN ND SD NE AZ CO

You may contact Lumen by calling the number below and referencing Ticket Number

Ticket ID	Ticket Number
PSS Id	55926
WFA Ticket	27800862

or by replying to this email to get further action taken regarding the outage and to discuss any steps to help mitigate the 911 impact.

Lumen will follow up with additional detail concerning the service disruption.

Email: 911.Outage.Report@lumen.com

*** For 911 Reroute Requests Call 800-357-0911 ***

CONFIDENTIALITY NOTICE: If you are not a designated contact person for outage communications for this facility, you are hereby notified that you are not authorized to read, print, retain, copy, or disseminate this message, any part of it, or any attachments. If you have received this message in error, please delete this message and any attachments from your system without reading the content and notify the sender immediately of the inadvertent transmission. This email may contain confidential or proprietary information and is not to be forwarded outside your organization without the express written consent of Lumen.

Final 911 PSAP Service Disruption Notification

911 Outage Report <911.outage.report@lumen.com>

Sun 10/8/2023 1:39 AM

To:Kathy Ollendick <kollendick@antelopecounty.ne.gov>



Final 911 PSAP Service Disruption Notification

You are receiving this email because you are a designated contact person for outage communications for this facility. There is a network event that is causing a potential 911 PSAP/Central Office/ALI Outage in your area. Lumen is attempting/or has contacted your PSAP via telephone to inform you of this possible 911 outage. Lumen is sending this email notification pursuant to Section 4.9(h) of the Rules of the Federal Communications Commission, 47 C.F.R. § 4.9(h).

BELOW IS THE BEST-AVAILABLE INFORMATION KNOWN ABOUT THIS EVENT AT THIS TIME. THIS INFORMATION MAY CHANGE AS LUMEN CONTINUES IT'S INVESTIGATION.

Cause of 911 Impact	INTRADO issue.
Time of Repair	10/7/2023 11:58:00 PM
Action Taken to Minimize 911 Impact	Intrado rebooted redirect server to restore service back to normal.

You may contact Lumen by calling the number below and referencing Ticket Number

Ticket ID	Ticket Number
PSS Id	55926
WFA Ticket	27800862

or by replying to this email to get further action taken regarding the outage and to discuss any steps to help mitigate the 911 impact.

Email: 911.Outage.Report@lumen.com

*** For 911 Reroute Requests Call 800-357-0911 ***

CONFIDENTIALITY NOTICE: If you are not a designated contact person for outage communications for this facility, you are hereby notified that you are not authorized to read, print, retain, copy, or disseminate this message, any part of it, or any attachments. If you have received this message in error, please delete this message and any attachments from your system without reading the content and notify the sender immediately of the inadvertent transmission. This email may contain confidential or proprietary information and is not to be forwarded outside your organization without the express written consent of Lumen.

Dietrich, Sallie

From: Rachael Moses <rachael.moses@boydholte911.com>
Sent: Monday, November 13, 2023 12:34 AM
To: Synhorst, Jacki
Subject: Re: Lumen outage - impact to PSAPs

In response to your questions

a) Please describe the impact(s), if any, that the August 31st to September 1st outage had on your PSAP (if no impact, please respond with "None").

NONE

b) Please describe how you first learned that the August 31st to September 1st outage was impacting your PSAP (if your PSAP was not impacted by the outage, please respond with "Not applicable").

Not applicable

c) Please provide the date and time at which the impact(s), if any, described above first began (or became apparent) with respect to your PSAP and the duration of such impact(s) (if no impact, please respond with "None").

NONE

d) Please describe each of the notifications and/or updates, if any, that your PSAP received from Lumen regarding the August 31st to September 1st outage, including whether such notifications and/or updates were written or oral; (if none, please respond with "None").

LUMEN called and emailed at 2136 advising possible outages, we experience none

e) If available, please provide a copy of each notification and/or update, if any, that your PSAP received from Lumen regarding the August 31st to September 1st outage.

November 6, 2023 2:32 PM, "Synhorst, Jacki" <jacki.synhorst@nebraska.gov> wrote:

Hello,

The NPSC has opened an investigation into the recent Lumen outage, and it is very important that we determine the impact on Nebraska PSAPs. Your input is invaluable to the success of this investigation. Please review and respond to the few questions in the attached letter by November 17.

Thank you!

Sincerely,

**EXHIBIT
10**

Jacki

Jacki Synhorst

State 911 Administrative Assistant

[Nebraska Public Service Commission](#)

402-471-0237

300 The Atrium, 1200 N Street, Lincoln, NE 68508

Matt Effken
Legal Counsel
NE Public Service Commission
Matt.effken@nebraska.gov

Dear NE PSC,

This letter is in response to your letter regarding the 911 outage on August 31, 2023.

- a) The impacts that Buffalo County ECC experienced was a total loss of 911 calls and location information. Some 911 callers were receiving a busy signal, others were rolling to our admin lines with no location information. Other PSAPs in our region lost both their admin lines and 911 lines and had to use personal cell phones to call 911 callers back. Buffalo County was also utilizing RapidSOS to see 911 calls coming in and then call those callers back on an admin line. We reached out to each PSAP in our region on that evening and discovered 18 of the 22 PSAPs were being effected in some way by the outage.
- b) We first learned of the outage at 7:36pm when Verizon contacted Buffalo County ECC and advised their trunks appeared to be down effecting 911 calls and calls were being routed to our conditional routing admin line. At 8:39pm we received our first Lumen Notification regarding a possible 911 outage. We receive outage notifications from our wireless carriers, however we received no notification from either landline carriers or VoIP carriers.
- c) We first started noticing the impacts around 7:36pm on August 31, 2023 and received a notification from Verizon at 7:36pm about their 911 trunks possibly being down and calls being routed to our conditional routing admin lines. It was shortly after this we realized that all 911 services were being impacted.
- d) I have attached each email and voice mail notification. The initial notifications had very little information on what the scope of the outage was, and what services may be impacted along with any estimated time of repair. It showed only a potential 911 PSAP outage for Nebraska.
- e) I have attached each email and voice mail notification that was receive at Buffalo County ECC along with the press releases we put out to the public.

This outage impacted our ECC and 18 of the PSAPs in our region. Trying to get notifications to the other impacted PSAPs was very time consuming and labor intensive to our PSAP. A better and more timely outage notification system should be implemented. Options should be explored which improve the resiliency and redundancy of the entire Nebraska NG911 System. Please feel free to contact us for any additional information or questions.

Sincerely,
Buffalo County ECC
2025 A Ave
Kearney NE 68847
Lt. Robert A. Tubbs

EXHIBIT 11

Robert Tubbs

From: echo@verizon.com
Sent: Thursday, August 31, 2023 8:22 PM
Subject: [External] Verizon Wireless Notification of Potential Outage Affecting 911 Facility - 2023090100054
Attachments: echo.png



Organization: WIRELESS

Dear Designated PSAP Point of Contact for Communications Outages:

Verizon Wireless has identified an issue that may affect the below listed services for 911 calls in the areas served by your PSAP

Start Date: 08-31-2023/09-01-2023

Start Time: 19:21:00 Central Time/00:21:00 GMT

End Date: none

End Time: none

Affected Services:

- No ALI and/or ANI

Affected PSAPs:

- Buffalo County Sheriffs Office
- Alliance Police Box Butte County Sheriffs Office
- Dundy County Sheriffs Department

Ticket Number: VOC000014621136

We appreciate your patience. If you need to contact the Verizon Network Operations Center, please email VZW.NOC.PSAP.Notifications@VerizonWireless.com and reference the ticket number listed above

Thank you,
Verizon Wireless

If this message has been sent to you in error, or should be sent to a different official at your facility, please email vzwnocfcc@verizonwireless.com.

Robert Tubbs

From: Robert Tubbs
Sent: Thursday, August 31, 2023 8:30 PM
To: Press Release
Cc: BCSO Sheriff Admin; Brandon Brueggemann
Subject: Media Release- 911 Lines, Alternate numbers to call

New Media/Press Release

8/31/2023

The Buffalo County/City of Kearney Emergency 911 Center is experience an issue with their 911 lines. It appears the issue is causing issues across the state. Our vendors have been contacted and are working on the issue. If you should need to call the Buffalo County/City of Kearney Emergency Call Center for an emergency and are unable to get through on 911 these are some alternate numbers. Please use 308-236-8555, 308-237-2104, 308-455-1501 or 308-455-1509.

Lt. Robert Tubbs

Buffalo County Sheriff's Office

Robert Tubbs

From: 911 Outage Report <911.outage.report@lumen.com>
Sent: Thursday, August 31, 2023 8:43 PM
To: Robert Tubbs
Subject: [External] Initial 911 PSAP Service Disruption Notification



Initial 911 PSAP Service Disruption Notification

You are receiving this email because you are a designated contact person for outage communications for this facility. There is a network event that is causing a potential 911 PSAP/Central Office/ALI Outage in your area. Lumen is attempting/or has contacted your PSAP via telephone to inform you of this possible 911 outage. Lumen is sending this email notification pursuant to Section 4.9(h) of the Rules of the Federal Communications Commission, 47 C.F.R. § 4.9(h).

Below is the best available information known about this event at this time. This information may change as Lumen continues it's investigations.

Nebraska

You may contact Lumen by calling the number below and referencing Ticket Number

Ticket ID	Ticket Number
PSS Id	54694

or by replying to this email to get further action taken regarding the outage and to discuss any steps to help mitigate the 911 impact.

Lumen will follow up with additional detail concerning the service disruption.

Email: 911.Outage.Report@lumen.com
***** For 911 Reroute Requests Call 800-357-0911 *****

CONFIDENTIALITY NOTICE: If you are not a designated contact person for outage communications for this facility, you are hereby notified that you are not authorized to read, print, retain, copy, or disseminate this message, any part of it, or any attachments. If you have received this message in error, please delete this message and any attachments from your system without reading the content and notify the sender immediately of the inadvertent transmission. This email may contain confidential or proprietary information and is not to be forwarded outside your organization without the express written consent of Lumen.

This email has been scanned for spam and viruses by Proofpoint Essentials. [Click here to report this email as spam.](#)

Robert Tubbs

From: 911 Outage Report <911.outage.report@lumen.com>
Sent: Thursday, August 31, 2023 9:36 PM
To: Robert Tubbs
Subject: [External] Follow Up 911 PSAP Service Disruption Notification



Follow Up 911 PSAP Service Disruption Notification

You are receiving this email because you are a designated contact person for outage communications for this facility. There is a network event that is causing a potential 911 PSAP/Central Office/ALI Outage in your area. Lumen is attempting/or has contacted your PSAP via telephone to inform you of this possible 911 outage. Lumen is sending this email notification pursuant to Section 4.9(h) of the Rules of the Federal Communications Commission, 47 C.F.R. § 4.9(h).

BELOW IS THE BEST-AVAILABLE INFORMATION KNOWN ABOUT THIS EVENT AT THIS TIME. THIS INFORMATION MAY CHANGE AS LUMEN CONTINUES IT'S INVESTIGATION.

Cause of 911 Impact	Under Investigation
Time of Repair	Unknown Time
Action Taken to Minimize 911 Impact	Lumen technicians from all groups are currently working to resolve the issue affecting 911 calls for the state of Nebraska. No ETR at this time. Updates to follow as new information is provided

You may contact Lumen by calling the number below and referencing Ticket Number

Ticket ID	Ticket Number
PSS Id	54694
WFA Ticket	27521244

or by replying to this email to get further action taken regarding the outage and to discuss any steps to help mitigate the 911 impact.

Email: 911.Outage.Report@lumen.com

*** For 911 Reroute Requests Call 800-357-0911 ***

CONFIDENTIALITY NOTICE: If you are not a designated contact person for outage communications for this facility, you are hereby notified that you are not authorized to read, print, retain, copy, or disseminate this message, any part of it, or any attachments. If you have received this message in error, please delete this message and any attachments from your system without reading the content and notify

Robert Tubbs

From: echo@verizon.com
Sent: Thursday, August 31, 2023 11:41 PM
Subject: [External] Verizon Wireless Notification of Potential Outage Affecting 911 Facility - 2023090100054
Attachments: echo.png

verizon^v echo

Organization: WIRELESS

Dear Designated PSAP Point of Contact for Communications Outages:

The trouble that may be affecting E911 services for your PSAP is outside the Verizon Wireless network. We will send a notification when this issue has been resolved.

Start Date: 08-31-2023/09-01-2023

Start Time: 19:21:00 Central Time/00:21:00 GMT

End Date: none

End Time: none

Affected Services:

- No ALI and/or ANI

Affected PSAPs:

- Buffalo County Sheriffs Office
- Howard County Communications Center
- Alliance Police Box Butte County Sheriffs Office
- Nance County Sheriff
- Dundy County Sheriffs Department

Ticket Number: VOC000014621136

We appreciate your patience. If you need to contact the Verizon Network Operations Center, please email VZW.NOC.PSAP.Notifications@VerizonWireless.com and reference the ticket number listed above

Thank you,
Verizon Wireless

If this message has been sent to you in error, or should be sent to a different official at your facility, please email vzwnocfcc@verizonwireless.com.

This email has been scanned for spam and viruses by Proofpoint Essentials. Click [here](#) to report this email as spam.

Robert Tubbs

From: No-Reply@Lumen.com
Sent: Thursday, August 31, 2023 11:45 PM
Subject: [External] Lumen Ticket #: 27520938, Ticket Updated



This is to confirm that an update has been recorded on Lumen ticket(s):

27520938

Initial investigations have determined an ongoing fiber fault in Lincoln, NE to be the cause of failure. Currently, Field Operations are at the nearest testing facility, setting up equipment to shoot OTDR on the span to confirm that the fault lies at the suspected damage site.

Meanwhile, the Lumen Outside Plant Engineer (OSPE) is engaging fiber repair and construction crews, as well as obtaining necessary spare manholes, splice enclosures, and fiber reels for the expected buried fiber repair.

Next update by: 2023-09-01 05:45 GMT

This notification is sent from an unmonitored email account.

[Click here](#) and hit Send to reply to this email.

Notes History:

2023-09-01 04:43:44 GMT - Initial investigations have determined an ongoing fiber fault in Lincoln, NE to be the cause of failure. Currently, Field Operations are at the nearest testing facility, setting up equipment to shoot OTDR on the span to confirm that the fault lies at the suspected damage site.

Meanwhile, the Lumen Outside Plant Engineer (OSPE) is engaging fiber repair and construction crews, as well as obtaining necessary spare manholes, splice enclosures, and fiber reels for the expected buried fiber repair.

2023-09-01 04:25:34 GMT - On September 01, 2023, at 00:05 GMT, Lumen identified a service impact from Omaha, NE to Topeka, KS. As this network fault is impacting multiple clients, the event has increased visibility with Lumen leadership. As such, client trouble tickets associated to this fault have been automatically escalated to higher priority.

The Lumen Network Operations Center (NOC) is engaged and investigating in order to isolate the cause. Please be advised that updates for this event will be relayed at a minimum of hourly unless otherwise noted. The information conveyed hereafter is associated to live troubleshooting effort and as the discovery process evolves through to service resolution, ticket closure, or post incident review, details may evolve.

Ticket Details:

Ticket: 27520938

Customer Name: E 911 Garden County
Billing Account Number: 89761873
Customer Ticket ID:
Parent Ticket ID: 27522330
Service Identifier: DS1IT-23856119
Ticket Created On: DS1IT-23856119
Product: IQ Networking - NMS-S+
Bandwidth: DS1
Symptom: Line or Circuit Down
Ticket Opened: 2023-09-01 00:20 GMT
A Location Name: GARDEN COUNTY - NE GARDEN COUNTY - NE
A Location Address: 611 MAIN ST, OSHKOSH, NE USA
Ticket Opened A Loc: 2023-08-31 18:20 MDT
Z Location Name:
Z Location Address:
Ticket Opened Z Loc: For updates online please use the same portal that you have previously used:

<https://controlcenter.Lumen.com> <https://latam.my.level3.com/>

For updates via telephone:

North America National Wholesale and Enterprise:

Main Number - 877-453-8353 Option 1

North America Local ILEC Services:

States = AZ, CO, ID, IA, MN, MT, NE, NM, ND, OR, SD, UT, WA, WY

Electrical / Optical / DWDM - 888-678-8080 Option 1, Option 2

Local Ethernet / ATM / Frame - 800-229-6751 Option 1, Option 1, Option 2

States = All Other States

Electrical / Optical / DWDM - 888-862-8293 Option 1, Option 2

Local Ethernet / ATM / Frame - 800-603-8044 Option 1, Option 1

Europe, Middle East, and Africa: +44 800 496 5000 or +800 5336 3273

Latin America:

Argentina: 0800-800-5383

Brazil: 0800-887-3333

Chile: 800-360-303

Colombia: 01 8000 117997

Ecuador: 1800-400-408

Peru: 0800-7-0662

Venezuela:0800-538-3538

The information in this communication is confidential and may not be disclosed to third parties or shared further without the express permission of Lumen.

This email has been scanned for spam and viruses by Proofpoint Essentials. Click [here](#) to report this email as spam.

Robert Tubbs

From: No-Reply@Lumen.com
Sent: Thursday, August 31, 2023 11:52 PM
Subject: [External] Lumen Ticket #: 27520938, Ticket Updated



This is to confirm that an update has been recorded on Lumen ticket(s):

27520938

Field Operations continues isolation efforts as the OSPE works to mobilize repair teams and coordinate the necessary materials for dispatch to the site. In the interim, as the fault is believed to run along a railway, the Lumen NOC is working to preemptively engage railway authorities to request access.

Next update by: 2023-09-01 05:50 GMT

This notification is sent from an unmonitored email account.

[Click here](#) and hit Send to reply to this email.

Notes History:

2023-09-01 04:47:28 GMT - Field Operations continues isolation efforts as the OSPE works to mobilize repair teams and coordinate the necessary materials for dispatch to the site. In the interim, as the fault is believed to run along a railway, the Lumen NOC is working to preemptively engage railway authorities to request access.

2023-09-01 04:43:44 GMT - Initial investigations have determined an ongoing fiber fault in Lincoln, NE to be the cause of failure. Currently, Field Operations are at the nearest testing facility, setting up equipment to shoot OTDR on the span to confirm that the fault lies at the suspected damage site.

Meanwhile, the Lumen Outside Plant Engineer (OSPE) is engaging fiber repair and construction crews, as well as obtaining necessary spare manholes, splice enclosures, and fiber reels for the expected buried fiber repair.

2023-09-01 04:25:34 GMT - On September 01, 2023, at 00:05 GMT, Lumen identified a service impact from Omaha, NE to Topeka, KS. As this network fault is impacting multiple clients, the event has increased visibility with Lumen leadership. As such, client trouble tickets associated to this fault have been automatically escalated to higher priority.

The Lumen Network Operations Center (NOC) is engaged and investigating in order to isolate the cause. Please be advised that updates for this event will be relayed at a minimum of hourly unless otherwise noted. The information conveyed hereafter is associated to live troubleshooting effort and as the discovery process evolves through to service resolution, ticket closure, or post incident review, details may evolve.

Ticket Details:

Ticket: 27520938

Customer Name: E 911 Garden County
Billing Account Number: 89761873
Customer Ticket ID:
Parent Ticket ID: 27522330
Service Identifier: DS1IT-23856119
Ticket Created On: DS1IT-23856119
Product: IQ Networking - NMS-S+
Bandwidth: DS1
Symptom: Line or Circuit Down
Ticket Opened: 2023-09-01 00:20 GMT
A Location Name: GARDEN COUNTY - NE GARDEN COUNTY - NE
A Location Address: 611 MAIN ST, OSHKOSH, NE USA
Ticket Opened A Loc: 2023-08-31 18:20 MDT
Z Location Name:
Z Location Address:
Ticket Opened Z Loc: For updates online please use the same portal that you have previously used:

<https://controlcenter.Lumen.com> <https://latam.my.level3.com/>

For updates via telephone:

North America National Wholesale and Enterprise:

Main Number - 877-453-8353 Option 1

North America Local ILEC Services:

States = AZ, CO, ID, IA, MN, MT, NE, NM, ND, OR, SD, UT, WA, WY

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Local Ethernet / ATM / Frame - 800-229-6751 Option 1, Option 1, Option 2

States = All Other States

Electrical / Optical / DWDM - 888-862-8293 Option 1, Option 2

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Argentina: 0800-800-5383

Brazil: 0800-887-3333

Chile: 800-360-303

Colombia: 01 8000 117997

Ecuador: 1800-400-408

Peru: 0800-7-0662

Venezuela:0800-538-3538

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Robert Tubbs

From: No-Reply@Lumen.com
Sent: Friday, September 1, 2023 12:22 AM
Subject: [External] Lumen Ticket #: 27520938, Ticket Updated



This is to confirm that an update has been recorded on Lumen ticket(s):

27520938

Field Operations completed fiber light testing which confirmed the fault resided at the suspected location. The technicians traveled to the fault point where the cable was found to be completely cut by a third-party boring operation. Utility locates were completed prior to the construction activity; however, the Lumen fiber route was not properly identified. The OSPE is currently working to obtain an estimated time of arrival (ETA) from both the splice and construction crews.

Next update by: 2023-09-01 06:20 GMT

This notification is sent from an unmonitored email account.

[Click here](#) and hit Send to reply to this email.

Notes History:

2023-09-01 05:20:41 GMT - Field Operations completed fiber light testing which confirmed the fault resided at the suspected location. The technicians traveled to the fault point where the cable was found to be completely cut by a third-party boring operation. Utility locates were completed prior to the construction activity; however, the Lumen fiber route was not properly identified. The OSPE is currently working to obtain an estimated time of arrival (ETA) from both the splice and construction crews.

2023-09-01 04:47:28 GMT - Field Operations continues isolation efforts as the OSPE works to mobilize repair teams and coordinate the necessary materials for dispatch to the site. In the interim, as the fault is believed to run along a railway, the Lumen NOC is working to preemptively engage railway authorities to request access.

2023-09-01 04:43:44 GMT - Initial investigations have determined an ongoing fiber fault in Lincoln, NE to be the cause of failure. Currently, Field Operations are at the nearest testing facility, setting up equipment to shoot OTDR on the span to confirm that the fault lies at the suspected damage site.

Meanwhile, the Lumen Outside Plant Engineer (OSPE) is engaging fiber repair and construction crews, as well as obtaining necessary spare manholes, splice enclosures, and fiber reels for the expected buried fiber repair.

2023-09-01 04:25:34 GMT - On September 01, 2023, at 00:05 GMT, Lumen identified a service impact from Omaha, NE to Topeka, KS. As this network fault is impacting multiple clients, the event has increased visibility with Lumen leadership. As such, client trouble tickets associated to this fault have been automatically escalated

to higher priority.

The Lumen Network Operations Center (NOC) is engaged and investigating in order to isolate the cause. Please be advised that updates for this event will be relayed at a minimum of hourly unless otherwise noted. The information conveyed hereafter is associated to live troubleshooting effort and as the discovery process evolves through to service resolution, ticket closure, or post incident review, details may evolve.

Ticket Details:

Ticket: 27520938

Customer Name: E 911 Garden County

Billing Account Number: 89761873

Customer Ticket ID:

Parent Ticket ID: 27522330

Service Identifier: DS1IT-23856119

Ticket Created On: DS1IT-23856119

Product: IQ Networking - NMS-S+

Bandwidth: DS1

Symptom: Line or Circuit Down

Ticket Opened: 2023-09-01 00:20 GMT

A Location Name: GARDEN COUNTY - NE GARDEN COUNTY - NE

A Location Address: 611 MAIN ST, OSHKOSH, NE USA

Ticket Opened A Loc: 2023-08-31 18:20 MDT

Z Location Name:

Z Location Address:

Ticket Opened Z Loc: For updates online please use the same portal that you have previously used:

<https://controlcenter.Lumen.com> <https://latam.my.level3.com/>

For updates via telephone:

North America National Wholesale and Enterprise:

Main Number - 877-453-8353 Option 1

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Electrical / Optical / DWDM - 888-862-8293 Option 1, Option 2

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Colombia: 01 8000 117997

Ecuador: 1800-400-408

Peru: 0800-7-0662

Venezuela:0800-538-3538

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Robert Tubbs

From: No-Reply@Lumen.com
Sent: Friday, September 1, 2023 12:35 AM
Subject: [External] Lumen Ticket #: 27520938, Ticket Updated



This is to confirm that an update has been recorded on Lumen ticket(s):

27520938

The location of the fiber cut has been confirmed to be in Omaha, NE. The splice crew has arrived at a storage site to obtain the necessary replacement cable before dispatching to the fault site. Currently, the ETA provided by the construction team is 10:00 GMT.

Next update by: 2023-09-01 06:35 GMT

This notification is sent from an unmonitored email account.

[Click here](#) and hit Send to reply to this email.

Notes History:

2023-09-01 05:34:21 GMT - The location of the fiber cut has been confirmed to be in Omaha, NE. The splice crew has arrived at a storage site to obtain the necessary replacement cable before dispatching to the fault site. Currently, the ETA provided by the construction team is 10:00 GMT.

2023-09-01 05:20:41 GMT - Field Operations completed fiber light testing which confirmed the fault resided at the suspected location. The technicians traveled to the fault point where the cable was found to be completely cut by a third-party boring operation. Utility locates were completed prior to the construction activity; however, the Lumen fiber route was not properly identified. The OSPE is currently working to obtain an estimated time of arrival (ETA) from both the splice and construction crews.

2023-09-01 04:47:28 GMT - Field Operations continues isolation efforts as the OSPE works to mobilize repair teams and coordinate the necessary materials for dispatch to the site. In the interim, as the fault is believed to run along a railway, the Lumen NOC is working to preemptively engage railway authorities to request access.

2023-09-01 04:43:44 GMT - Initial investigations have determined an ongoing fiber fault in Lincoln, NE to be the cause of failure. Currently, Field Operations are at the nearest testing facility, setting up equipment to shoot OTDR on the span to confirm that the fault lies at the suspected damage site.

Meanwhile, the Lumen Outside Plant Engineer (OSPE) is engaging fiber repair and construction crews, as well as obtaining necessary spare manholes, splice enclosures, and fiber reels for the expected buried fiber repair.

2023-09-01 04:25:34 GMT - On September 01, 2023, at 00:05 GMT, Lumen identified a service impact from

Omaha, NE to Topeka, KS. As this network fault is impacting multiple clients, the event has increased visibility with Lumen leadership. As such, client trouble tickets associated to this fault have been automatically escalated to higher priority.

The Lumen Network Operations Center (NOC) is engaged and investigating in order to isolate the cause. Please be advised that updates for this event will be relayed at a minimum of hourly unless otherwise noted. The information conveyed hereafter is associated to live troubleshooting effort and as the discovery process evolves through to service resolution, ticket closure, or post incident review, details may evolve.

Ticket Details:

Ticket: 27520938

Customer Name: E 911 Garden County

Billing Account Number: 89761873

Customer Ticket ID:

Parent Ticket ID: 27522330

Service Identifier: DS1IT-23856119

Ticket Created On: DS1IT-23856119

Product: IQ Networking - NMS-S+

Bandwidth: DS1

Symptom: Line or Circuit Down

Ticket Opened: 2023-09-01 00:20 GMT

A Location Name: GARDEN COUNTY - NE GARDEN COUNTY - NE

A Location Address: 611 MAIN ST, OSHKOSH, NE USA

Ticket Opened A Loc: 2023-08-31 18:20 MDT

Z Location Name:

Z Location Address:

Ticket Opened Z Loc: For updates online please use the same portal that you have previously used:

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For updates via telephone:

North America National Wholesale and Enterprise:

Main Number - 877-453-8353 Option 1

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Colombia: 01 8000 117997

Ecuador: 1800-400-408

Peru: 0800-7-0662

Venezuela:0800-538-3538

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Robert Tubbs

From: Robert Tubbs
Sent: Friday, September 1, 2023 12:59 AM
To: Robert Tubbs
Subject: Media Release- 911 Lines Update

New Media/Press Release Update

9/1/2023 @

The Issue effecting 911 lines appears to have been resolved. It has not been determined what the exact cause may have been, but is believe to be due to a fiber optic line that was cut.

Lt. Robert Tubbs

Buffalo County Sheriff's Office

Robert Tubbs

From: No-Reply@Lumen.com
Sent: Friday, September 1, 2023 1:39 AM
Subject: [External] Lumen Ticket #: 27520938, Ticket Updated



This is to confirm that an update has been recorded on Lumen ticket(s):

27520938

The ETA of 10:00 GMT for the construction crew remains unchanged at this time. The splice crew is expected to arrive prior to the construction crew's arrival; however, repairs cannot proceed until the necessary excavation efforts are complete. As such, the next update will be provided upon the construction crew's arrival to the failure site, or as new information is received.

Next update by: 2023-09-01 10:15 GMT

This notification is sent from an unmonitored email account.

[Click here](#) and hit Send to reply to this email.

Notes History:

2023-09-01 06:27:38 GMT - The ETA of 10:00 GMT for the construction crew remains unchanged at this time. The splice crew is expected to arrive prior to the construction crew's arrival; however, repairs cannot proceed until the necessary excavation efforts are complete. As such, the next update will be provided upon the construction crew's arrival to the failure site, or as new information is received.

2023-09-01 05:34:21 GMT - The location of the fiber cut has been confirmed to be in Omaha, NE. The splice crew has arrived at a storage site to obtain the necessary replacement cable before dispatching to the fault site. Currently, the ETA provided by the construction team is 10:00 GMT.

2023-09-01 05:20:41 GMT - Field Operations completed fiber light testing which confirmed the fault resided at the suspected location. The technicians traveled to the fault point where the cable was found to be completely cut by a third-party boring operation. Utility locates were completed prior to the construction activity; however, the Lumen fiber route was not properly identified. The OSPE is currently working to obtain an estimated time of arrival (ETA) from both the splice and construction crews.

2023-09-01 04:47:28 GMT - Field Operations continues isolation efforts as the OSPE works to mobilize repair teams and coordinate the necessary materials for dispatch to the site. In the interim, as the fault is believed to run along a railway, the Lumen NOC is working to preemptively engage railway authorities to request access.

2023-09-01 04:43:44 GMT - Initial investigations have determined an ongoing fiber fault in Lincoln, NE to be

the cause of failure. Currently, Field Operations are at the nearest testing facility, setting up equipment to shoot OTDR on the span to confirm that the fault lies at the suspected damage site.

Meanwhile, the Lumen Outside Plant Engineer (OSPE) is engaging fiber repair and construction crews, as well as obtaining necessary spare manholes, splice enclosures, and fiber reels for the expected buried fiber repair.

2023-09-01 04:25:34 GMT - On September 01, 2023, at 00:05 GMT, Lumen identified a service impact from Omaha, NE to Topeka, KS. As this network fault is impacting multiple clients, the event has increased visibility with Lumen leadership. As such, client trouble tickets associated to this fault have been automatically escalated to higher priority.

The Lumen Network Operations Center (NOC) is engaged and investigating in order to isolate the cause. Please be advised that updates for this event will be relayed at a minimum of hourly unless otherwise noted. The information conveyed hereafter is associated to live troubleshooting effort and as the discovery process evolves through to service resolution, ticket closure, or post incident review, details may evolve.

Ticket Details:

Ticket: 27520938

Customer Name: E 911 Garden County

Billing Account Number: 89761873

Customer Ticket ID:

Parent Ticket ID: 27522330

Service Identifier: DS1IT-23856119

Ticket Created On: DS1IT-23856119

Product: IQ Networking - NMS-S+

Bandwidth: DS1

Symptom: Line or Circuit Down

Ticket Opened: 2023-09-01 00:20 GMT

A Location Name: GARDEN COUNTY - NE GARDEN COUNTY - NE

A Location Address: 611 MAIN ST, OSHKOSH, NE USA

Ticket Opened A Loc: 2023-08-31 18:20 MDT

Z Location Name:

Z Location Address:

Ticket Opened Z Loc: For updates online please use the same portal that you have previously used:

<https://controlcenter.Lumen.com> <https://latam.my.level3.com/>

For updates via telephone:

North America National Wholesale and Enterprise:

Main Number - 877-453-8353 Option 1

North America Local ILEC Services:

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Ecuador: 1800-400-408

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Robert Tubbs

From: echo@verizon.com
Sent: Friday, September 1, 2023 4:15 AM
Subject: [External] Verizon Wireless Notification of Potential Outage Affecting 911 Facility - 2023090100054
Attachments: echo.png

verizon[✓] echo

Organization: WIRELESS

Dear Designated PSAP Point of Contact for Communications Outages:

The trouble that may be affecting E911 services for your PSAP is outside the Verizon Wireless network. We will send a notification when this issue has been resolved.

Start Date: 08-31-2023/09-01-2023

Start Time: 19:21:00 Central Time/00:21:00 GMT

End Date: none

End Time: none

Affected Services:

- No ALI and/or ANI

Affected PSAPs:

- Buffalo County Sheriffs Office
- Howard County Communications Center
- Alliance Police Box Butte County Sheriffs Office
- Nance County Sheriff
- North Platte Police Department
- Douglas County 9-1-1 Communications Center
- Dundy County Sheriffs Department
- Fremont/Dodge County Communications
- Grand Island-Hall County

Ticket Number: VOC000014621136

We appreciate your patience. If you need to contact the Verizon Network Operations Center, please email VZW.NOC.PSAP.Notifications@VerizonWireless.com and reference the ticket number listed above

Thank you,
Verizon Wireless

Robert Tubbs

From: No-Reply@Lumen.com
Sent: Friday, September 1, 2023 4:36 AM
Subject: [External] Lumen Ticket #: 27520938, Ticket Updated



This is to confirm that an update has been recorded on Lumen ticket(s):

27520938

The construction crew is approximately 60 miles from the fault location and will arrive within the hour.

Next update by: 2023-09-01 10:35 GMT

This notification is sent from an unmonitored email account.

[Click here](#) and hit Send to reply to this email.

Notes History:

2023-09-01 09:34:37 GMT - The construction crew is approximately 60 miles from the fault location and will arrive within the hour.

2023-09-01 06:27:38 GMT - The ETA of 10:00 GMT for the construction crew remains unchanged at this time. The splice crew is expected to arrive prior to the construction crew's arrival; however, repairs cannot proceed until the necessary excavation efforts are complete. As such, the next update will be provided upon the construction crew's arrival to the failure site, or as new information is received.

2023-09-01 05:34:21 GMT - The location of the fiber cut has been confirmed to be in Omaha, NE. The splice crew has arrived at a storage site to obtain the necessary replacement cable before dispatching to the fault site. Currently, the ETA provided by the construction team is 10:00 GMT.

2023-09-01 05:20:41 GMT - Field Operations completed fiber light testing which confirmed the fault resided at the suspected location. The technicians traveled to the fault point where the cable was found to be completely cut by a third-party boring operation. Utility locates were completed prior to the construction activity; however, the Lumen fiber route was not properly identified. The OSPE is currently working to obtain an estimated time of arrival (ETA) from both the splice and construction crews.

2023-09-01 04:47:28 GMT - Field Operations continues isolation efforts as the OSPE works to mobilize repair teams and coordinate the necessary materials for dispatch to the site. In the interim, as the fault is believed to run along a railway, the Lumen NOC is working to preemptively engage railway authorities to request access.

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the cause of failure. Currently, Field Operations are at the nearest testing facility, setting up equipment to shoot OTDR on the span to confirm that the fault lies at the suspected damage site.

Meanwhile, the Lumen Outside Plant Engineer (OSPE) is engaging fiber repair and construction crews, as well as obtaining necessary spare manholes, splice enclosures, and fiber reels for the expected buried fiber repair.

2023-09-01 04:25:34 GMT - On September 01, 2023, at 00:05 GMT, Lumen identified a service impact from Omaha, NE to Topeka, KS. As this network fault is impacting multiple clients, the event has increased visibility with Lumen leadership. As such, client trouble tickets associated to this fault have been automatically escalated to higher priority.

The Lumen Network Operations Center (NOC) is engaged and investigating in order to isolate the cause. Please be advised that updates for this event will be relayed at a minimum of hourly unless otherwise noted. The information conveyed hereafter is associated to live troubleshooting effort and as the discovery process evolves through to service resolution, ticket closure, or post incident review, details may evolve.

Ticket Details:

Ticket: 27520938

Customer Name: E 911 Garden County

Billing Account Number: 89761873

Customer Ticket ID:

Parent Ticket ID: 27522330

Service Identifier: DS1IT-23856119

Ticket Created On: DS1IT-23856119

Product: IQ Networking - NMS-S+

Bandwidth: DS1

Symptom: Line or Circuit Down

Ticket Opened: 2023-09-01 00:20 GMT

A Location Name: GARDEN COUNTY - NE GARDEN COUNTY - NE

A Location Address: 611 MAIN ST, OSHKOSH, NE USA

Ticket Opened A Loc: 2023-08-31 18:20 MDT

Z Location Name:

Z Location Address:

Ticket Opened Z Loc: For updates online please use the same portal that you have previously used:

<https://controlcenter.Lumen.com> <https://latam.my.level3.com/>

For updates via telephone:

North America National Wholesale and Enterprise:

Main Number - 877-453-8353 Option 1

North America Local ILEC Services:

States = AZ, CO, ID, IA, MN, MT, NE, NM, ND, OR, SD, UT, WA, WY

Electrical / Optical / DWDM - 888-678-8080 Option 1, Option 2

Local Ethernet / ATM / Frame - 800-229-6751 Option 1, Option 1, Option 2

States = All Other States

Electrical / Optical / DWDM - 888-862-8293 Option 1, Option 2

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Europe, Middle East, and Africa: +44 800 496 5000 or +800 5336 3273

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Peru: 0800-7-0662

Venezuela:0800-538-3538

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This email has been scanned for spam and viruses by Proofpoint Essentials. Click [here](#) to report this email as spam.

Robert Tubbs

From: No-Reply@Lumen.com
Sent: Friday, September 1, 2023 5:26 AM
Subject: [External] Lumen Ticket #: 27520938, Ticket Updated



This is to confirm that an update has been recorded on Lumen ticket(s):

27520938

The construction crew remains en route and have provided an updated ETA of 11:00 GMT.

Next update by: 2023-09-01 11:25 GMT

This notification is sent from an unmonitored email account.

[Click here](#) and hit Send to reply to this email.

Notes History:

2023-09-01 10:24:36 GMT - The construction crew remains en route and have provided an updated ETA of 11:00 GMT.

2023-09-01 09:34:37 GMT - The construction crew is approximately 60 miles from the fault location and will arrive within the hour.

2023-09-01 06:27:38 GMT - The ETA of 10:00 GMT for the construction crew remains unchanged at this time. The splice crew is expected to arrive prior to the construction crew's arrival; however, repairs cannot proceed until the necessary excavation efforts are complete. As such, the next update will be provided upon the construction crew's arrival to the failure site, or as new information is received.

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2023-09-01 04:47:28 GMT - Field Operations continues isolation efforts as the OSPE works to mobilize repair teams and coordinate the necessary materials for dispatch to the site. In the interim, as the fault is believed to

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Ticket Details:

Ticket: 27520938

Customer Name: E 911 Garden County

Billing Account Number: 89761873

Customer Ticket ID:

Parent Ticket ID: 27522330

Service Identifier: DS1IT-23856119

Ticket Created On: DS1IT-23856119

Product: IQ Networking - NMS-S+

Bandwidth: DS1

Symptom: Line or Circuit Down

Ticket Opened: 2023-09-01 00:20 GMT

A Location Name: GARDEN COUNTY - NE GARDEN COUNTY - NE

A Location Address: 611 MAIN ST, OSHKOSH, NE USA

Ticket Opened A Loc: 2023-08-31 18:20 MDT

Z Location Name:

Z Location Address:

Ticket Opened Z Loc: For updates online please use the same portal that you have previously used:

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Main Number - 877-453-8353 Option 1

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This email has been scanned for spam and viruses by Proofpoint Essentials. Click [here](#) to report this email as spam.

Robert Tubbs

From: No-Reply@Lumen.com
Sent: Friday, September 1, 2023 6:31 AM
Subject: [External] Lumen Ticket #: 27520938, Ticket Updated



This is to confirm that an update has been recorded on Lumen ticket(s):

27520938

The Lumen NOC is currently awaiting confirmation of the construction crew's arrival to the fault site. An escort from the railway has also been dispatched to the fault site to assist with any access issues that may arise.

Next update by: 2023-09-01 12:30 GMT

This notification is sent from an unmonitored email account.

[Click here](#) and hit Send to reply to this email.

Notes History:

2023-09-01 11:29:50 GMT - The Lumen NOC is currently awaiting confirmation of the construction crew's arrival to the fault site. An escort from the railway has also been dispatched to the fault site to assist with any access issues that may arise.

2023-09-01 10:24:36 GMT - The construction crew remains en route and have provided an updated ETA of 11:00 GMT.

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Customer Name: E 911 Garden County

Billing Account Number: 89761873

Customer Ticket ID:

Parent Ticket ID: 27522330

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Product: IQ Networking - NMS-S+

Bandwidth: DS1

Symptom: Line or Circuit Down

Ticket Opened: 2023-09-01 00:20 GMT

A Location Name: GARDEN COUNTY - NE GARDEN COUNTY - NE

A Location Address: 611 MAIN ST, OSHKOSH, NE USA

Ticket Opened A Loc: 2023-08-31 18:20 MDT

Z Location Name:

Z Location Address:

Ticket Opened Z Loc: For updates online please use the same portal that you have previously used:

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For updates via telephone:

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Robert Tubbs

From: Robert Tubbs
Sent: Friday, September 1, 2023 6:47 AM
To: Press Release
Cc: BCSO Sheriff Admin; Brandon Brueggemann; Darrin Lewis2
Subject: RE: Media Release- 911 Lines, Alternate numbers to call-UPDATE

New Media/Press Release Update

9/1/2023

The Issue effecting 911 lines in Buffalo County and the City of Kearney appear to have been resolved. It has not been determined what the exact cause may have been, but is believe to be due to a fiber optic line that was cut.

Lt. Robert Tubbs

Buffalo County Sheriff's Office

From: Robert Tubbs <90912@kearneygov.org>
Sent: Thursday, August 31, 2023 8:30 PM
To: Press Release <Media@kearneygov.org>
Cc: BCSO Sheriff Admin <bcsosheriffadmin@kearneygov.org>; Brandon Brueggemann <9093@kearneygov.org>
Subject: Media Release- 911 Lines, Alternate numbers to call

New Media/Press Release

8/31/2023

The Buffalo County/City of Kearney Emergency 911 Center is experience an issue with their 911 lines. It appears the issue is causing issues across the state. Our vendors have been contacted and are working on the issue. If you should need to call the Buffalo County/City of Kearney Emergency Call Center for an emergency and are unable to get through on 911 these are some alternate numbers. Please use 308-236-8555, 308-237-2104, 308-455-1501 or 308-455-1509.

Lt. Robert Tubbs

Buffalo County Sheriff's Office

Robert Tubbs

From: No-Reply@Lumen.com
Sent: Friday, September 1, 2023 6:49 AM
Subject: [External] Lumen Ticket #: 27520938, Ticket Updated



This is to confirm that an update has been recorded on Lumen ticket(s):

27520938

Further troubleshooting has determined that separate issues on the working and protected paths caused a dual failure on the ring resulting in protected service impact. A fiber in Minneapolis, MN in conjunction with the fiber cut in Omaha, NE have impacted client services. Repair crews have arrived on site and are preparing to commence repairs in Omaha, NE; however, the fiber cut in Minneapolis, MN has been repaired, and services have been restored. A final communication for this incident will be provided shortly. Due to the nature of this outage, it may be necessary to reset your services locally at your equipment. If after that action has been performed and a service issue prevails, please contact the Lumen Repair Center for troubleshooting assistance.

Next update by: None Currently Planned

This notification is sent from an unmonitored email account.

[Click here](#) and hit Send to reply to this email.

Notes History:

2023-09-01 11:47:09 GMT - Further troubleshooting has determined that separate issues on the working and protected paths caused a dual failure on the ring resulting in protected service impact. A fiber in Minneapolis, MN in conjunction with the fiber cut in Omaha, NE have impacted client services. Repair crews have arrived on site and are preparing to commence repairs in Omaha, NE; however, the fiber cut in Minneapolis, MN has been repaired, and services have been restored. A final communication for this incident will be provided shortly. Due to the nature of this outage, it may be necessary to reset your services locally at your equipment. If after that action has been performed and a service issue prevails, please contact the Lumen Repair Center for troubleshooting assistance.

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2023-09-01 04:25:34 GMT - On September 01, 2023, at 00:05 GMT, Lumen identified a service impact from Omaha, NE to Topeka, KS. As this network fault is impacting multiple clients, the event has increased visibility with Lumen leadership. As such, client trouble tickets associated to this fault have been automatically escalated to higher priority.

The Lumen Network Operations Center (NOC) is engaged and investigating in order to isolate the cause. Please be advised that updates for this event will be relayed at a minimum of hourly unless otherwise noted. The information conveyed hereafter is associated to live troubleshooting effort and as the discovery process evolves through to service resolution, ticket closure, or post incident review, details may evolve.

Ticket Details:

Ticket: 27520938

Customer Name: E 911 Garden County
Billing Account Number: 89761873
Customer Ticket ID:
Parent Ticket ID: 27522330
Service Identifier: DS1IT-23856119
Ticket Created On: DS1IT-23856119
Product: IQ Networking - NMS-S+
Bandwidth: DS1
Symptom: Line or Circuit Down
Ticket Opened: 2023-09-01 00:20 GMT

A Location Name: GARDEN COUNTY - NE GARDEN COUNTY - NE

A Location Address: 611 MAIN ST, OSHKOSH, NE USA

Ticket Opened A Loc: 2023-08-31 18:20 MDT

Z Location Name:

Z Location Address:

Ticket Opened Z Loc: For updates online please use the same portal that you have previously used:

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Venezuela:0800-538-3538

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Robert Tubbs

From: No-Reply@Lumen.com
Sent: Friday, September 1, 2023 6:54 AM
Subject: [External] Lumen Ticket #: 27520938, Ticket Updated



This is to confirm that an update has been recorded on Lumen ticket(s):

27520938

Event Conclusion Summary:

Start Time: September 1, 2023 00:005 GMT

Stop Time: September 1, 2023 10:33 GMT

Root Cause: A fiber cut in Omaha, NE in conjunction with a fiber cut in Minneapolis, MN impacted transport services between Omaha, NE and Topeka, KS.

Reason for Loss of Protection: Separate issues on the working and protected paths caused a dual failure on the ring resulting in protected service impact. Repair crews have arrived on site and are currently preparing to commence repairs which will restore full redundancy to services.

Fix Action: A fiber cut was successfully repaired, thus restoring services to a stable state.

This service impact is over. Lumen Network Operations Center (NOC) management will be reviewing this outage for any additional analysis or discovery. In some cases, you may need to reset your services locally at your equipment. If a service issue continues after that reset, please contact the Lumen Repair Center for help. If you have a trouble ticket associated with this network event, you do not need to open a separate Reason for Outage (RFO) ticket to request formal documentation. When final analysis is done, all customers associated with this event will receive a formal RFO document via email from the Lumen RFO Team. Please allow 3-5 business days to process this request.

A satisfaction survey link may also be available. Our goal is to provide updates with the most current information during a service disruption, so please let us know if those updates worked for you this time around.

Next update by: None Currently Planned

This notification is sent from an unmonitored email account.

[Click here](#) and hit Send to reply to this email.

Notes History:

2023-09-01 11:52:31 GMT - Event Conclusion Summary:

Start Time: September 1, 2023 00:005 GMT

Stop Time: September 1, 2023 10:33 GMT

Root Cause: A fiber cut in Omaha, NE in conjunction with a fiber cut in Minneapolis, MN impacted transport services between Omaha, NE and Topeka, KS.

Reason for Loss of Protection: Separate issues on the working and protected paths caused a dual failure on the ring resulting in protected service impact. Repair crews have arrived on site and are currently preparing to commence repairs which will restore full redundancy to services.

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Bandwidth: DS1

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Ticket Opened A Loc: 2023-08-31 18:20 MDT

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Ticket Opened Z Loc: For updates online please use the same portal that you have previously used:

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Robert Tubbs

From: 911 Outage Report <911.outage.report@lumen.com>
Sent: Friday, September 1, 2023 8:27 AM
To: Robert Tubbs
Subject: [External] Final 911 PSAP Service Disruption Notification



Final 911 PSAP Service Disruption Notification

You are receiving this email because you are a designated contact person for outage communications for this facility. There is a network event that is causing a potential 911 PSAP/Central Office/ALI Outage in your area. Lumen is attempting/or has contacted your PSAP via telephone to inform you of this possible 911 outage. Lumen is sending this email notification pursuant to Section 4.9(h) of the Rules of the Federal Communications Commission, 47 C.F.R. § 4.9(h).

BELOW IS THE BEST-AVAILABLE INFORMATION KNOWN ABOUT THIS EVENT AT THIS TIME. THIS INFORMATION MAY CHANGE AS LUMEN CONTINUES IT'S INVESTIGATION.

Cause of 911 Impact	Fiber Cut In The Area
Time of Repair	9/1/2023 5:32:00 AM
Action Taken to Minimize 911 Impact	Technicians have repaired the fiber cut to restore all 9 1 1 services impacted by this event in the state of Nebraska.

You may contact Lumen by calling the number below and referencing Ticket Number

Ticket ID	Ticket Number
PSS Id	54694
WFA Ticket	27521244
OneRemedy Ticket	27521072 27520919

or by replying to this email to get further action taken regarding the outage and to discuss any steps to help mitigate the 911 impact.

Email: 911.Outage.Report@lumen.com

*** For 911 Reroute Requests Call 800-357-0911 ***

CONFIDENTIALITY NOTICE: If you are not a designated contact person for outage communications for this facility, you are hereby notified that you are not authorized to read, print, retain, copy, or disseminate this message, any part of it, or any attachments. If you have received this message in error, please delete this message and any attachments from your system without reading the content and notify

Robert Tubbs

From: echo@verizon.com
Sent: Friday, September 1, 2023 9:00 AM
Subject: [External] Verizon Wireless Notification of Potential Outage Affecting 911 Facility - 2023090100054
Attachments: echo.png



Organization: WIRELESS

Dear Designated PSAP Point of Contact for Communications Outages:

The previously reported incident has been resolved. Please contact Verizon Wireless if you are still experiencing difficulties with 911 services.

Start Date: 08-31-2023/09-01-2023

Start Time: 20:21:00 Eastern Time/00:21:00 GMT

End Date: 09-01-2023/09-01-2023

End Time: 07:32:00 Eastern Time/11:32:00 GMT

Affected Services:

- No ALI and/or ANI

Affected PSAPs:

- Buffalo County Sheriffs Office
- Howard County Communications Center
- Alliance Police Box Butte County Sheriffs Office
- Nance County Sheriff
- North Platte Police Department
- Douglas County 9-1-1 Communications Center
- Dundy County Sheriffs Department
- Fremont/Dodge County Communications
- Grand Island-Hall County

Ticket Number: VOC000014621136

We appreciate your patience. If you need to contact the Verizon Network Operations Center, please email VZW.NOC.PSAP.Notifications@VerizonWireless.com and reference the ticket number listed above

Thank you,
Verizon Wireless

From: [Jami Bowers](#)
To: [Synhorst, Jacki](#)
Subject: RE: Lumen outage - impact to PSAPs
Date: Monday, November 6, 2023 2:40:50 PM

Jacki,

We do not use Lumen yet.

Also, do you know why Sheriff Dion also gets these letters from the NPSC in reference to the PSC. He is not over the PSC any longer and has not been for quite some time.

Just curious.

Thank you,

Jami Bowers

911 Coordinator
Butler County 911

451 N 5th Street, David City NE 68632

P)402-367-7405

F) 402-367-3222

jbowers@butlercountyne.gov

From: Synhorst, Jacki <jacki.synhorst@nebraska.gov>
Sent: Monday, November 6, 2023 2:36 PM
To: Jami Bowers <jbowers@butlercountyne.gov>
Subject: Lumen outage - impact to PSAPs

Hello,

The NPSC has opened an investigation into the recent Lumen outage, and it is very important that we determine the impact on Nebraska PSAPs. Your input is invaluable to the success of this investigation. Please review and respond to the few questions in the attached letter by November 17.

Thank you!

Sincerely,

Jacki

Jacki Synhorst

EXHIBIT 12

State 911 Administrative Assistant
[Nebraska Public Service Commission](#)
402-471-0237
300 The Atrium, 1200 N Street, Lincoln, NE 68508

- a) Please describe the impact(s), if any, that the August 31st to September 1st outage had on your PSAP (if no impact, please respond with “None”).
NONE: Our PSAP was NOT directly impacted by the outage as we have not switched over to Lumen yet. We are still using Windstream.

Lumen outages can impact Cass County indirectly in regards to how we transfer 911 calls to other PSAP’s when we receive a 911 call that is mapping out of our area and how the Routing Policy works.

- b) Please describe how you first learned that the August 31st to September 1st outage was impacting your PSAP (if your PSAP was not impacted by the outage, please respond with “Not applicable”).
Not Applicable since we were not affected directly.

Cass County was still notified because we are on Lumen email list. The first notification that I can find was a notification via email on 08-31-2023 at 2044 hrs. Our POC Emergency Contact was notified by cell phone as well but we don’t have the exact times for that.

- c) Please provide the date and time at which the impact(s), if any, described above first began (or became apparent) with respect to your PSAP and the duration of such impact(s) (if no impact, please respond with “None”).
NO Impact

08-31-2023 at 2009 hrs KMTV 3 called the Cass County 911 Center to see Cass County was affected by the 911 outage. There were additional media calls.

- d) Please describe each of the notifications and/or updates, if any, that your PSAP received from Lumen regarding the August 31st to September 1st outage, including whether such notifications and/or updates were written or oral; (if none, please respond with “None”).

Emails 08-31-2023 2044 hrs Email: 911.Outage.Report@lumen.com

***** For 911 Reroute Requests Call 800-357-0911 *** Ticket number 54694 PSS ID**

Follow up email at 2140 hrs. – Ticket number 54694 PSS ID

**09-01-2023 Final Email 0831. Cause of 911 Impact – Fibr Cut in the area
Time of repair – 09-01-2023 0532 hrs – Action Taken to Minimize 911 Impact
– Technicians have repaired the fiber cut to restore all 911 services impacted by this event in the state of Nebraska. Ticket ID 54695 WFA Ticket 27521244
One Remedy Ticket 2752107227520919**

There were Phone calls for notifications but unsure of exact times.

09-01-2023 we were notified via phone of POC at 0827 hrs that it was resolved.

EXHIBIT

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- e) If available, please provide a copy of each notification and/or update, if any, that your PSAP received from Lumen regarding the August 31st to September 1st outage.

See Attached.

Cindy Burke

From: 911 Outage Report <911.outage.report@lumen.com>
Sent: Friday, September 1, 2023 8:31 AM
To: Cindy Burke
Subject: Final 911 PSAP Service Disruption Notification



Final 911 PSAP Service Disruption Notification

You are receiving this email because you are a designated contact person for outage communications for this facility. There is a network event that is causing a potential 911 PSAP/Central Office/ALI Outage in your area. Lumen is attempting/or has contacted your PSAP via telephone to inform you of this possible 911 outage. Lumen is sending this email notification pursuant to Section 4.9(h) of the Rules of the Federal Communications Commission, 47 C.F.R. § 4.9(h).

BELOW IS THE BEST-AVAILABLE INFORMATION KNOWN ABOUT THIS EVENT AT THIS TIME. THIS INFORMATION MAY CHANGE AS LUMEN CONTINUES IT'S INVESTIGATION.

Cause of 911 Impact	Fiber Cut In The Area
Time of Repair	9/1/2023 5:32:00 AM
Action Taken to Minimize 911 Impact	Technicians have repaired the fiber cut to restore all 9 1 1 services impacted by this event in the state of Nebraska.

You may contact Lumen by calling the number below and referencing Ticket Number

Ticket ID	Ticket Number
PSS Id	54694
WFA Ticket	27521244
OneRemedy Ticket	27521072 27520919

or by replying to this email to get further action taken regarding the outage and to discuss any steps to help mitigate the 911 impact.

Email: 911.Outage.Report@lumen.com

***** For 911 Reroute Requests Call 800-357-0911 *****

CONFIDENTIALITY NOTICE: If you are not a designated contact person for outage communications for this facility, you are hereby notified that you are not authorized to read, print, retain, copy, or disseminate this message, any part of it, or any attachments. If you have received this message in error, please delete this message and any attachments from your system without reading the content and notify

Cindy Burke

From: 911 Outage Report <911.outage.report@lumen.com>
Sent: Thursday, August 31, 2023 9:40 PM
To: Cindy Burke
Subject: Follow Up 911 PSAP Service Disruption Notification



Follow Up 911 PSAP Service Disruption Notification

You are receiving this email because you are a designated contact person for outage communications for this facility. There is a network event that is causing a potential 911 PSAP/Central Office/ALI Outage in your area. Lumen is attempting/or has contacted your PSAP via telephone to inform you of this possible 911 outage. Lumen is sending this email notification pursuant to Section 4.9(h) of the Rules of the Federal Communications Commission, 47 C.F.R. § 4.9(h).

BELOW IS THE BEST-AVAILABLE INFORMATION KNOWN ABOUT THIS EVENT AT THIS TIME. THIS INFORMATION MAY CHANGE AS LUMEN CONTINUES IT'S INVESTIGATION.

Cause of 911 Impact	Under Investigation
Time of Repair	Unknown Time
Action Taken to Minimize 911 Impact	Lumen technicians from all groups are currently working to resolve the issue affecting 911 calls for the state of Nebraska. No ETR at this time. Updates to follow as new information is provided

You may contact Lumen by calling the number below and referencing Ticket Number

Ticket ID	Ticket Number
PSS Id	54694
WFA Ticket	27521244

or by replying to this email to get further action taken regarding the outage and to discuss any steps to help mitigate the 911 impact.

Email: 911.Outage.Report@lumen.com

*** For 911 Reroute Requests Call 800-357-0911 ***

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Cindy Burke

From: 911 Outage Report <911.outage.report@lumen.com>
Sent: Thursday, August 31, 2023 8:43 PM
To: Cindy Burke
Subject: Initial 911 PSAP Service Disruption Notification



Initial 911 PSAP Service Disruption Notification

You are receiving this email because you are a designated contact person for outage communications for this facility. There is a network event that is causing a potential 911 PSAP/Central Office/ALI Outage in your area. Lumen is attempting/or has contacted your PSAP via telephone to inform you of this possible 911 outage. Lumen is sending this email notification pursuant to Section 4.9(h) of the Rules of the Federal Communications Commission, 47 C.F.R. § 4.9(h).

Below is the best available information known about this event at this time. This information may change as Lumen continues it's investigations.

Nebraska

You may contact Lumen by calling the number below and referencing Ticket Number

Ticket ID	Ticket Number
PSS Id	54694

or by replying to this email to get further action taken regarding the outage and to discuss any steps to help mitigate the 911 impact.

Lumen will follow up with additional detail concerning the service disruption.

Email: 911.Outage.Report@lumen.com

*** For 911 Reroute Requests Call 800-357-0911 ***

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CEDAR COUNTY NEBRASKA E-911

Kevin Garvin, E911/Communications Coordinator/Emergency Manager

PO Box 415

101 S Broadway Ave

Hartington, NE 68739-0415

Voice:(402)254-6862 Fax:(402)254-2351 Email:kevin.garvin@cedarcountyne.gov

15 November, 2023

Mr. Matt Effken
Nebraska Public Service Commission
1200 N Street #300
Lincoln, NE 68508

Dear Mr. Effken,

This letter is in response to your inquiry of 2 November 2023 regarding the 911 outage of August 31, 2023.

Your request was for very specific information and for clarity I have copied those questions below and provided responses underneath the questions.

- a) Please describe the impact(s), if any, that the August 31st to September 1st outage had on your PSAP (if no impact, please respond with "None").

Cedar County had mixed impacts from this outage. We did not learn until after the outage that some telephone exchanges in our County were unable to reach 911. The Hartington exchange 402-254 was not impacted so far as I am aware. I developed information after the outage had been resolved that other exchanges within Cedar County were unable to reach 911. Our testing on the evening of the disruption showed that initially during the outage US Cellular and Verizon customers were unable to complete calls to 911. T Mobile and AT & T are the only other carriers we are aware of doing business within Cedar County and we did not have the ability to test any calls on those networks.

Cedar County continued business as usual, and when sufficient information regarding the outage became known information was disseminated to the public through means of social media and email. We publicized that if people were unable to reach 911 they should try our regular administrative number. The issue we had was that the extent of the outage was unknown and we had limited resources for conducting testing in all the exchanges and carriers serving the residence of Cedar County. In Cedar County's service area there are at least nine telephone exchanges, six wire line companies and four wireless companies serving our jurisdiction.

We disseminated information and took action based upon what knowledge we could gain regarding the impact of the outage on a County Wide basis.
Cedar County is not aware of any injury, death or missed 911 calls due to this cut.

EXHIBIT
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- b) Please describe how you first learned that the August 31st to September 1st outage was impacting your PSAP (if your PSAP was not impacted by the outage, please respond with "Not applicable").

Our PSAP was unaware of the outage until I received a call from James Almond, 911 coordinator for the Nebraska PSC. James was inquiring if our 911 service had been disrupted. An Initial test call from the 402-254-exchange did not indicate any issues. James was advised there was no impact. As further testing was conducted, issues were discovered and that information was relayed back to James. The exact time of that phone call is not recorded, but it is believed to be approximately 7:45 p.m. on 31 August, 2023 (before notification from Lumen). Formal notification from Lumen was received at 8:42 p.m. August 31, 2023.

- c) Please provide the date and time at which the impact(s), if any, described above first began (or became apparent) with respect to your PSAP and the duration of such impact(s) (if no impact, please respond with "None").

The impacts first started becoming apparent approximately 8:45 p.m. on 31-August 2023. Central Standard Time

- d) Please describe each of the notifications and/or updates, if any, that your PSAP received from Lumen regarding the August 31st to September 1st outage, including whether such notifications and/or updates were written or oral; (if none, please respond with "None").

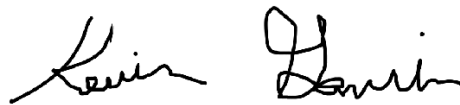
Emails attached – The first email was from Lumen at 8:42 p.m. CST
Several phone calls were received from the Lumen 911 repair number but upon picking up they were fast busy with no voice.
The notice of restoration was sent by Lumen at 8:28 a.m. 1 September, 2023

- e) If available, please provide a copy of each notification and/or update, if any, that your PSAP received from Lumen regarding the August 31st to September 1st outage.

Attached in the response email.

If we can be of further assistance, please contact me.

Regards,



Kevin Garvin
Cedar County Nebraska

From: [Kevin Garvin](#)
To: [James Almond](#); [Dave Sankey](#)
Bcc: [Kevin Garvin](#)
Subject: 911 outage cedar
Date: Thursday, August 31, 2023 20:49:53

Just fyi

It appears that landlines in the 254 prefix area code 402 have 911 service

Attempted to call 911 from a us cellular phone at 2045 received fast busy.

Tried a Verizon phone at 2048 same result

Kevin Garvin

Sent from my iPhone

From: [911 Outage Report](#)
To: [Kevin Garvin](#)
Subject: Final 911 PSAP Service Disruption Notification
Date: Friday, September 1, 2023 08:28:26



Final 911 PSAP Service Disruption Notification



You are receiving this email because you are a designated contact person for outage communications for this facility. There is a network event that is causing a potential 911 PSAP/Central Office/ALI Outage in your area. Lumen is attempting/or has contacted your PSAP via telephone to inform you of this possible 911 outage. Lumen is sending this email notification pursuant to Section 4.9(h) of the Rules of the Federal Communications Commission, 47 C.F.R. § 4.9(h).

BELOW IS THE BEST-AVAILABLE INFORMATION KNOWN ABOUT THIS EVENT AT THIS TIME.
THIS INFORMATION MAY CHANGE AS LUMEN CONTINUES IT'S INVESTIGATION.

Cause of 911 Impact	Fiber Cut In The Area
Time of Repair	9/1/2023 5:32:00 AM
Action Taken to Minimize 911 Impact	Technicians have repaired the fiber cut to restore all 9 1 1 services impacted by this event in the state of Nebraska.

You may contact Lumen by calling the number below and referencing Ticket Number

Ticket ID	Ticket Number
PSS Id	54694
WFA Ticket	27521244
OneRemedy Ticket	27521072 27520919

or by replying to this email to get further action taken regarding the outage and to discuss any steps to help mitigate the 911 impact.

Email: 911.Outage.Report@lumen.com

*** For 911 Reroute Requests Call 800-357-0911 ***

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From: [911 Outage Report](#)
To: [Kevin Garvin](#)
Subject: Follow Up 911 PSAP Service Disruption Notification
Date: Thursday, August 31, 2023 21:36:26



Follow Up 911 PSAP Service Disruption Notification



You are receiving this email because you are a designated contact person for outage communications for this facility. There is a network event that is causing a potential 911 PSAP/Central Office/ALI Outage in your area. Lumen is attempting/or has contacted your PSAP via telephone to inform you of this possible 911 outage. Lumen is sending this email notification pursuant to Section 4.9(h) of the Rules of the Federal Communications Commission, 47 C.F.R. § 4.9(h).

**BELOW IS THE BEST-AVAILABLE INFORMATION KNOWN ABOUT THIS EVENT AT THIS TIME.
THIS INFORMATION MAY CHANGE AS LUMEN CONTINUES IT'S INVESTIGATION.**

Cause of 911 Impact	Under Investigation
Time of Repair	Unknown Time
Action Taken to Minimize 911 Impact	Lumen technicians from all groups are currently working to resolve the issue affecting 911 calls for the state of Nebraska. No ETR at this time. Updates to follow as new information is provided

You may contact Lumen by calling the number below and referencing Ticket Number

Ticket ID	Ticket Number
PSS Id	54694
WFA Ticket	27521244

or by replying to this email to get further action taken regarding the outage and to discuss any steps to help mitigate the 911 impact.

Email: 911.Outage.Report@lumen.com

*** For 911 Reroute Requests Call 800-357-0911 ***

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From: [911 Outage Report](#)
To: [Kevin Garvin](#)
Subject: Initial 911 PSAP Service Disruption Notification
Date: Thursday, August 31, 2023 20:41:58



Initial 911 PSAP Service Disruption Notification



You are receiving this email because you are a designated contact person for outage communications for this facility. There is a network event that is causing a potential 911 PSAP/Central Office/ALI Outage in your area. Lumen is attempting/or has contacted your PSAP via telephone to inform you of this possible 911 outage. Lumen is sending this email notification pursuant to Section 4.9(h) of the Rules of the Federal Communications Commission, 47 C.F.R. § 4.9(h).

Below is the best available information known about this event at this time. This information may change as Lumen continues it's investigations.



You may contact Lumen by calling the number below and referencing Ticket Number

Ticket ID	Ticket Number
PSS Id	54694

or by replying to this email to get further action taken regarding the outage and to discuss any steps to help mitigate the 911 impact.

Lumen will follow up with additional detail concerning the service disruption.

Email: 911.Outage.Report@lumen.com

*** For 911 Reroute Requests Call 800-357-0911 ***

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From: troy.harris@nebraska.gov
To: [Kevin Garvin](#)
Subject: Message from NEMA
Date: Thursday, August 31, 2023 21:58:58

Emergency Managers, the state is currently experiencing a widespread 9 1 1 outage. Please consider using social media and I PAWS W E A to provide alternate numbers. Please contact the watch center either by dialing 402 471 7421 option 1 or sending an email to nema.watchcenter@nebraska.gov with your 9 1 1 status

From: tcordle@rapidsos.com
To: [Kevin Garvin](#)
Subject: RE: 911 outage 8/31/23
Date: Friday, September 1, 2023 17:03:59

Hello all,

Thank you so much for those who communicated with me last night and I hope RapidSOS assisted you in a never-planned 911 outage event.

I apologize to each of you and your staff for the misinformation that I received and for passing it along to you without checking with the PSC and State 911 Department.

The issue last night was **not the EsiNET** going down but as you may have heard by now a major cable cut. So please accept my apologies for giving you the wrong information about the cause of the outage.

I am glad everyone is back up today and processing calls to assist your respective communities.

With Appreciation,



Troy V. Cordle, ENP
Public Safety Group
Lead ECC Engagement Manager
tcordle@rapidsos.com | (402) 890-0495



Book a meeting with me. [HERE](#)

This email and any attachments thereto may contain private, confidential, and privileged material for the sole use of the intended recipient. Any review, copying, or distribution of this email (or any attachments thereto) by others is strictly prohibited. If you are not the intended recipient, please contact the sender immediately and permanently delete the original and any copies of this email and any attachments thereto.

From: [Almond, James](#)
To: [Kevin Garvin](#); [Sankey, Dave](#)
Subject: RE: 911 outage cedar
Date: Thursday, August 31, 2023 20:52:12

Thank you for letting us know Kevin, I have forwarded this information.

-----Original Message-----

From: Kevin Garvin <kevin.garvin@cedarcountyne.gov>
Sent: Thursday, August 31, 2023 8:50 PM
To: Almond, James <james.almond@nebraska.gov>; Sankey, Dave <dave.sankey@nebraska.gov>
Subject: 911 outage cedar

Just fyi

It appears that landlines in the 254 prefix area code 402 have 911 service

Attempted to call 911 from a us cellular phone at 2045 received fast busy.

Tried a Verizon phone at 2048 same result

Kevin Garvin

Sent from my iPhone

From: tcordle@rapidsos.com
To: [Kevin Garvin](#)
Subject: 911 Outage 8/31/23
Date: Thursday, August 31, 2023 21:56:16

Hello Nebraska ECCs, Much of Nebraska's 911 outage appears to be the EsiNET. Remember stay logged into RapidSOS Portal JV and you will still receive data and locations of 911 callers to allow you to start calling people back from non-emergency lines or cell phones.

If I can help anyone please call me or reach back through email.

With Appreciation,



Troy V. Cordle, ENP
Public Safety Group
Lead ECC Engagement Manager
tcordle@rapidsos.com | (402) 890-0495



Book a meeting with me. [HERE](#)

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CITY OF CHADRON POLICE DEPARTMENT
125 Main St., Chadron, NE 69337
308-432-0510

November 8, 2023

Ref: 911 Service Outage

Here are our answers as to how our PSAP was affected by the outage on Aug 31 to Sept. 1 2023. All times posted are Mountain times.

- A. Our 911 Center in Chadron was severely impacted by this outage. We totally lost 911 service in our area. Callers of all categories were getting fast busy signals and were not being forwarded to another center, or to our Administration lines, which were also down, as we have VOIP service for our Admin lines, which is serviced somewhere in eastern Nebraska. We had no 911 or regular phone lines as a result of this outage.
- B. Shortly after 1800 hours that day, I received a call from my dispatcher on her cell phone to mine, and she was saying the phones are not working. I told her I was going to quickly come back to the center and try to figure out what was happening. I then dialed the center's admin number with my cell phone and got a fast busy signal. Next I dialed 911 and also got a fast busy signal. I then dialed the century link technician's cell phone and told him what was going on. After arriving at the station, I determined that no 911's were coming thru to us from cell phones or from landlines. I also could not dial out on the administration lines, nor receive calls either. I reset the phone system in the IT room as guided by my tech. Nothing worked and soon the tech called back my cell phone and said the whole state seemed to be down. I then put out Code Red messages telling the public we had no phones or 911, and to call our Center's cell phone for emergencies. I also put the same information on our department Facebook page. I then instructed the dispatcher to monitor Rapid SOS for alerts, and if there were any to dial that number back with the working cell phone, as a way to receive 911 calls even though it was not working. This was as good as we could do given the situation.
- C. It was first noticed that phones were not working with the on-duty dispatcher calling me at home, probably about 1810 to 1815, that the phones were not working. Our last recorded conversation was 17:53 (mountain). The admin line has a call at 04:28 Mountain and this is approximately the time our administration lines started working again. 911 was tested as still down at that time. A 911 tech then called at 04:47 (mountain) and said he thought 911 was working again, and out test confirmed it was. We seemed to have a fully functional phone system at that time. We then put out Code Red and Facebook notices that our center was up and running and to dial 911 again for emergencies after 7am, not exactly sure at what time.

EXHIBIT
15'

D. Since our Admin lines were down, and they are where 911 outage notification calls go to, I don't think we had any notifications by phone. I looked back in my email, and notification first came at 19:43 from Lumen, another from Lumen at 20:36. We then got one from Intrado at 23:50. One came in from AT&T at 00:26. We then did not get another notice until after service was up and going again, one from Lumen at 07:27 stated it was final and gave info that the problem was a fiber cut. We had one from Intrado at 08:49, and last, we had one from AT&T at 09:06.

E. I have provided printouts of the email notifications we received included in the PDF.

This is the story from our Center. Please call or Email if further questions arise.

Thank you

Gale Kittell
Dispatch Supervisor, Dawes/Sioux Co 911
308-432-0510 Work
308-430-0641 Cell

gkittell@chadronpd.com

From: 911 Outage Report <911.outage.report@lumen.com>
Sent: Thursday, August 31, 2023 7:43 PM
To: Gale Kittell
Subject: Initial 911 PSAP Service Disruption Notification



Initial 911 PSAP Service Disruption Notification

You are receiving this email because you are a designated contact person for outage communications for this facility. There is a network event that is causing a potential 911 PSAP/Central Office/ALI Outage in your area. Lumen is attempting/or has contacted your PSAP via telephone to inform you of this possible 911 outage. Lumen is sending this email notification pursuant to Section 4.9(h) of the Rules of the Federal Communications Commission, 47 C.F.R. § 4.9(h).

Below is the best available information known about this event at this time. This information may change as Lumen continues it's investigations.

Nebraska

You may contact Lumen by calling the number below and referencing Ticket Number

Ticket ID	Ticket Number
PSS Id	54694

or by replying to this email to get further action taken regarding the outage and to discuss any steps to help mitigate the 911 impact.

Lumen will follow up with additional detail concerning the service disruption.

Email: 911.Outage.Report@lumen.com

*** For 911 Reroute Requests Call 800-357-0911 ***

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From: 911 Outage Report <911.outage.report@lumen.com>
Sent: Thursday, August 31, 2023 8:36 PM
To: Gale Kittell
Subject: Follow Up 911 PSAP Service Disruption Notification



Follow Up 911 PSAP Service Disruption Notification

You are receiving this email because you are a designated contact person for outage communications for this facility. There is a network event that is causing a potential 911 PSAP/Central Office/ALI Outage in your area. Lumen is attempting/or has contacted your PSAP via telephone to inform you of this possible 911 outage. Lumen is sending this email notification pursuant to Section 4.9(h) of the Rules of the Federal Communications Commission, 47 C.F.R. § 4.9(h).

BELOW IS THE BEST-AVAILABLE INFORMATION KNOWN ABOUT THIS EVENT AT THIS TIME. THIS INFORMATION MAY CHANGE AS LUMEN CONTINUES IT'S INVESTIGATION.

Cause of 911 Impact	Under Investigation
Time of Repair	Unknown Time
Action Taken to Minimize 911 Impact	Lumen technicians from all groups are currently working to resolve the issue affecting 911 calls for the state of Nebraska. No ETR at this time. Updates to follow as new information is provided

You may contact Lumen by calling the number below and referencing Ticket Number

Ticket ID	Ticket Number
PSS Id	54694
WFA Ticket	27521244

or by replying to this email to get further action taken regarding the outage and to discuss any steps to help mitigate the 911 impact.

Email: 911.Outage.Report@lumen.com

***** For 911 Reroute Requests Call 800-357-0911 *****

CONFIDENTIALITY NOTICE: If you are not a designated contact person for outage communications for this facility, you are hereby notified that you are not authorized to read, print, retain, copy, or disseminate this message, any part of it, or any attachments. If you have received this message in error, please delete this message and any attachments from your system without reading the content and notify

Gale Kittell

From: Intrado Life & Safety Notifications <incidentnotifications@intrado.com>
Sent: Thursday, August 31, 2023 11:50 PM
To: Gale Kittell
Subject: Initial- Call Delivery Mobility Notification - INC3189498

Importance: High

[Please click here to acknowledge receipt of this message](#)

Notification of Potential Service Disruption

This is Intrado Life and Safety. We are investigating a service disruption affecting Wireless and/or VoIP 9-1-1 calls. You are being notified due to the potential for impact in your area. This issue could prevent some calls from being delivered to your center on the traditional 9-1-1 trunks. Calls affected by the service disruption are expected to follow the predefined default route. This could result in the call being delivered to your PSAP's 10-digit 24X7 line or to an emergency call relay center where the call taker will then warm transfer 9-1-1 calls to the appropriate jurisdiction. We will provide an update when service has been restored. If further information is required, please send your request via email to WirelessandVoIPServiceUpdates@intrado.com.

Thank you.

Why did you receive this Notification?

The FCC requires outage notification be provided to any official designated by the management of the affected 911 special facility. You have received this notification because you have been identified to Intrado Life & Safety, as the designated official for your 911 facility.

How do I remove myself from these Notifications?

If you feel you should no longer be on this notification list you must contact Intrado Life & Safety, at the above email address to be removed. Once Intrado Life & Safety, is notified a change has been requested, we will work with you to have your information updated or removed.



Gale Kittell

From: ATTMO_911_Notice@list.att.com <noreply@everbridge.net>
Sent: Friday, September 1, 2023 12:26 AM
To: Gale Kittell
Subject: Update: VOIP Outage Nebraska



[Please click here to acknowledge receipt of this message](#)

Hello, this is an updated notification from Rick with the AT&T 911 Resolution Center advising that some Business and Consumer VOIP callers may still be unable to reach 9 1 1. AT&T has identified a network outage and is working to resolve the issue. AT&T Ticket Number E Y 1 1 2 5 3 0. Please contact the Resolution Center at 888 243-1911 with any questions. Thank you.

If you received this notification in error please reply to bb3917@att.com

From: 911 Outage Report <911.outage.report@lumen.com>
Sent: Friday, September 1, 2023 7:27 AM
To: Gale Kittell
Subject: Final 911 PSAP Service Disruption Notification



Final 911 PSAP Service Disruption Notification

You are receiving this email because you are a designated contact person for outage communications for this facility. There is a network event that is causing a potential 911 PSAP/Central Office/ALI Outage in your area. Lumen is attempting/or has contacted your PSAP via telephone to inform you of this possible 911 outage. Lumen is sending this email notification pursuant to Section 4.9(h) of the Rules of the Federal Communications Commission, 47 C.F.R. § 4.9(h).

BELOW IS THE BEST-AVAILABLE INFORMATION KNOWN ABOUT THIS EVENT AT THIS TIME. THIS INFORMATION MAY CHANGE AS LUMEN CONTINUES IT'S INVESTIGATION.

Cause of 911 Impact	Fiber Cut In The Area
Time of Repair	9/1/2023 5:32:00 AM
Action Taken to Minimize 911 Impact	Technicians have repaired the fiber cut to restore all 9 1 1 services impacted by this event in the state of Nebraska.

You may contact Lumen by calling the number below and referencing Ticket Number

Ticket ID	Ticket Number
PSS Id	54694
WFA Ticket	27521244
OneRemedy Ticket	27521072 27520919

or by replying to this email to get further action taken regarding the outage and to discuss any steps to help mitigate the 911 impact.

Email: 911.Outage.Report@lumen.com

***** For 911 Reroute Requests Call 800-357-0911 *****

CONFIDENTIALITY NOTICE: If you are not a designated contact person for outage communications for this facility, you are hereby notified that you are not authorized to read, print, retain, copy, or disseminate this message, any part of it, or any attachments. If you have received this message in error, please delete this message and any attachments from your system without reading the content and notify

Gale Kittell

From: Intrado Life & Safety Notifications <incidentnotifications@intrado.com>
Sent: Friday, September 1, 2023 8:49 AM
To: Gale Kittell
Subject: Final - Mobility - INC3189498

Importance: High

[Please click here to acknowledge receipt of this message](#)

Notification of Potential Service Disruption

This is Intrado Life and Safety. The service disruption previously communicated affecting Wireless and/or VoIP 9-1-1 calls has been resolved. 9-1-1 service is now operating as expected. If further information is required, please send your request via email to WirelessandVoIPServiceUpdates@intrado.com.

Thank you.

Why did you receive this Notification?

The FCC requires outage notification be provided to any official designated by the management of the affected 911 special facility. You have received this notification because you have been identified to Intrado Life & Safety, as the designated official for your 911 facility.

How do I remove myself from these Notifications?

If you feel you should no longer be on this notification list you must contact Intrado Life & Safety, at the above email address to be removed. Once Intrado Life & Safety, is notified a change has been requested, we will work with you to have your information updated or removed.



Gale Kittell

From: ATTMO_911_Notice@list.att.com <noreply@everbridge.net>
Sent: Friday, September 1, 2023 9:06 AM
To: Gale Kittell
Subject: Final: VOIP Outage Nebraska



[Please click here to acknowledge receipt of this message](#)

Hello, this is a final notification from Kelly Marks with the AT&T 9 1 1 Resolution Center advising that the outage affecting Business and Consumer VOIP Customers served by Grand Island-Hall County in Nebraska has cleared as of 4:32 AM MT on 09-01-2023 on ticket E Y 1 1 2 5 3 0. With the resolution of service has been restored. The impacted VOIP Customers are now able to call 9 1 1. Please contact the Resolution Center at 888 243-1911 with any questions. Thank you.

If you received this notification in error please reply to bb3917@att.com



CHASE COUNTY SHERIFF OFFICE

Phone (308) 882-4748
Fax (308) 882-5679

921 Broadway

BOX 102

IMPERIAL, NEBRASKA 69033



Nov 16, 2023

Ref: 911 outage Aug 31 – Sept 1 2023

In response to the questions provided:

- a) Our center was impacted by the 911 outage that we knew of around 8:00 pm when we did a test 911 call to our center, and it rolled over to the administrative line.
- b) We first learned of the 911 outage around 7:10 PM when Verizon called directly and asked if we could take all calls for Dundy County both 911 and administrative lines. I advised Sheriff Mueller at that time as well.
- c) Services were impacted that we were aware of when we did the test call around 8:00 pm
- d) Official notification to the PSAP was made via email from Intrado at 11:00 PM 8-31-2023 and the next update from Intrado via email was 9-1-2023 at 7:54 AM that the outage was complete. No other notifications were received.
- e) Including the 2 emails.

Kimberly Bartholomew CCJ1

Supervisor

kbartholomew@chasecountyne.gov

EXHIBIT

16

Initial- Call Delivery Mobility Notification - INC3189498

Intrado Life & Safety Notifications <incidentnotifications@intrado.com>

Thu 8/31/2023 11:00 PM

To:dispatch@chasecountysheriff.org <dispatch@chasecountysheriff.org>

[Please click here to acknowledge receipt of this message](#)

Notification of Potential Service Disruption

This is Intrado Life and Safety. We are investigating a service disruption affecting Wireless and/or VoIP 9-1-1 calls. You are being notified due to the potential for impact in your area. This issue could prevent some calls from being delivered to your center on the traditional 9-1-1 trunks. Calls affected by the service disruption are expected to follow the predefined default route. This could result in the call being delivered to your PSAP's 10-digit 24X7 line or to an emergency call relay center where the call taker will then warm transfer 9-1-1 calls to the appropriate jurisdiction. We will provide an update when service has been restored. If further information is required, please send your request via email to WirelessandVoIPServiceUpdates@intrado.com.

Thank you.

Why did you receive this Notification?

The FCC requires outage notification be provided to any official designated by the management of the affected 911 special facility. You have received this notification because you have been identified to Intrado Life & Safety, as the designated official for your 911 facility.

How do I remove myself from these Notifications?

If you feel you should no longer be on this notification list you must contact Intrado Life & Safety, at the above email address to be removed. Once Intrado Life & Safety, is notified a change has been requested, we will work with you to have your information updated or removed.



Final - Mobility - INC3189498

Intrado Life & Safety Notifications <incidentnotifications@intrado.com>

Fri 9/1/2023 7:54 AM

To:dispatch@chasecountysheriff.org <dispatch@chasecountysheriff.org>

[Please click here to acknowledge receipt of this message](#)

Notification of Potential Service Disruption

This is Intrado Life and Safety. The service disruption previously communicated affecting Wireless and/or VoIP 9-1-1 calls has been resolved. 9-1-1 service is now operating as expected. If further information is required, please send your request via email to WirelessandVoIPServiceUpdates@intrado.com.

Thank you.

Why did you receive this Notification?

The FCC requires outage notification be provided to any official designated by the management of the affected 911 special facility. You have received this notification because you have been identified to Intrado Life & Safety, as the designated official for your 911 facility.

How do I remove myself from these Notifications?

If you feel you should no longer be on this notification list you must contact Intrado Life & Safety, at the above email address to be removed. Once Intrado Life & Safety, is notified a change has been requested, we will work with you to have your information updated or removed.



From: [Heidi Gillespie](#)
To: [Effken, Matt](#)
Subject: 11/2/23 letter re Lumen outage
Date: Tuesday, November 14, 2023 1:13:17 PM

Matt,

I have emailed you the 3 notifications I received from Lumen regarding the outage experienced on 8/31/23. That fulfills the requests from points d & e of the letter.

From what I remember, 9-1-1 calls were routed to our admin lines, so we did not have mapping via our phone system. We did have mapping through RapidSOS. I can't be sure, but I believe that I was notified by my employee on duty that there was a problem with the 9-1-1 calls. That is as much as I remember and answers requests a-c to the best of my knowledge.

Heidi Gillespie, Director
CCECC
P.O. Box 191
Sidney, NE 69162
308-254-2880
308-254-7859 fax
director@sidney911.org
www.cheyennecounty911.com

Dietrich, Sallie

From: Heidi Gillespie <director@sidney911.org>
Sent: Tuesday, November 14, 2023 1:02 PM
To: Effken, Matt
Subject: FW: Initial 911 PSAP Service Disruption Notification

Follow Up Flag: Follow up
Flag Status: Flagged

You don't often get email from director@sidney911.org. [Learn why this is important](#)

Matt,

Regarding the letter you mailed on 11/2/23 about the Lumen outage that occurred on 8/31/23:

This was the initial outage notification I received from Lumen.

Heidi Gillespie, Director
CCECC
P.O. Box 191
Sidney, NE 69162
308-254-2880
308-254-7859 fax
director@sidney911.org
www.cheyennecounty911.com

From: 911 Outage Report <911.outage.report@lumen.com>
Sent: Thursday, August 31, 2023 7:41 PM
To: Heidi Gillespie <director@sidney911.org>
Subject: Initial 911 PSAP Service Disruption Notification

LUMEN[®]

Initial 911 PSAP Service Disruption Notification

You are receiving this email because you are a designated contact person for outage communications for this facility. There is a network event that is causing a potential 911 PSAP/Central Office/ALI Outage in your area. Lumen is attempting/or has contacted your PSAP via telephone to inform you of this possible 911 outage. Lumen is sending this email notification pursuant to Section 4.9(h) of the Rules of the Federal Communications Commission, 47 C.F.R. § 4.9(h).

Below is the best available information known about this event at this time. This information may change as Lumen continues it's investigations.

Nebraska

You may contact Lumen by calling the number below and referencing Ticket Number

Ticket ID	Ticket Number
PSS Id	54694

or by replying to this email to get further action taken regarding the outage and to discuss any steps to help mitigate the 911 impact.

Lumen will follow up with additional detail concerning the service disruption.

Email: 911.Outage.Report@lumen.com

*** For 911 Reroute Requests Call 800-357-0911 ***

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Dietrich, Sallie

From: Heidi Gillespie <director@sidney911.org>
Sent: Tuesday, November 14, 2023 1:02 PM
To: Effken, Matt
Subject: FW: Follow Up 911 PSAP Service Disruption Notification

Follow Up Flag: Follow up
Flag Status: Flagged

You don't often get email from director@sidney911.org. [Learn why this is important](#)

This was the 2nd email.

Heidi Gillespie, Director
CCECC
P.O. Box 191
Sidney, NE 69162
308-254-2880
308-254-7859 fax
director@sidney911.org
www.cheyennecounty911.com

From: 911 Outage Report <911.outage.report@lumen.com>
Sent: Thursday, August 31, 2023 8:37 PM
To: Heidi Gillespie <director@sidney911.org>
Subject: Follow Up 911 PSAP Service Disruption Notification

LUMEN[®]

Follow Up 911 PSAP Service Disruption Notification

You are receiving this email because you are a designated contact person for outage communications for this facility. There is a network event that is causing a potential 911 PSAP/Central Office/ALI Outage in your area. Lumen is attempting/or has contacted your PSAP via telephone to inform you of this possible 911 outage. Lumen is sending this email notification pursuant to Section 4.9(h) of the Rules of the Federal Communications Commission, 47 C.F.R. § 4.9(h).

BELOW IS THE BEST-AVAILABLE INFORMATION KNOWN ABOUT THIS EVENT AT THIS TIME. THIS INFORMATION MAY CHANGE AS LUMEN CONTINUES IT'S INVESTIGATION.

Cause of 911 Impact

Under Investigation

Time of Repair

Unknown Time

Action Taken to Minimize 911 Impact

Lumen technicians from all groups are currently working to resolve the issue affecting 911 calls for the state of Nebraska. No ETR at this time. Updates to follow as new information is provided

You may contact Lumen by calling the number below and referencing Ticket Number

Ticket ID

Ticket Number

PSS Id

54694

WFA Ticket

27521244

or by replying to this email to get further action taken regarding the outage and to discuss any steps to help mitigate the 911 impact.

Email: 911.Outage.Report@lumen.com

*** For 911 Reroute Requests Call 800-357-0911 ***

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Dietrich, Sallie

From: Heidi Gillespie <director@sidney911.org>
Sent: Tuesday, November 14, 2023 1:03 PM
To: Effken, Matt
Subject: FW: Final 911 PSAP Service Disruption Notification

Follow Up Flag: Follow up
Flag Status: Flagged

You don't often get email from director@sidney911.org. [Learn why this is important](#)

This was the final notification my PSAP received.

Heidi Gillespie, Director
CCECC
P.O. Box 191
Sidney, NE 69162
308-254-2880
308-254-7859 fax
director@sidney911.org
www.cheyennecounty911.com

From: 911 Outage Report <911.outage.report@lumen.com>
Sent: Friday, September 1, 2023 7:27 AM
To: Heidi Gillespie <director@sidney911.org>
Subject: Final 911 PSAP Service Disruption Notification

LUMEN[®]

Final 911 PSAP Service Disruption Notification

You are receiving this email because you are a designated contact person for outage communications for this facility. There is a network event that is causing a potential 911 PSAP/Central Office/ALI Outage in your area. Lumen is attempting/or has contacted your PSAP via telephone to inform you of this possible 911 outage. Lumen is sending this email notification pursuant to Section 4.9(h) of the Rules of the Federal Communications Commission, 47 C.F.R. § 4.9(h).

BELOW IS THE BEST-AVAILABLE INFORMATION KNOWN ABOUT THIS EVENT AT THIS TIME. THIS INFORMATION MAY CHANGE AS LUMEN CONTINUES IT'S INVESTIGATION.

Cause of 911 Impact

Fiber Cut In The Area

Time of Repair	9/1/2023 5:32:00 AM
Action Taken to Minimize 911 Impact	Technicians have repaired the fiber cut to restore all 9 1 1 services impacted by this event in the state of Nebraska.

You may contact Lumen by calling the number below and referencing Ticket Number

Ticket ID	Ticket Number
PSS Id	54694
WFA Ticket	27521244
OneRemedy Ticket	27521072 27520919

or by replying to this email to get further action taken regarding the outage and to discuss any steps to help mitigate the 911 impact.

Email: 911.Outage.Report@lumen.com

*** For 911 Reroute Requests Call 800-357-0911 ***

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COMMISSIONERS:
ERIC KAMLER
CHRISTIAN MIRCH
TIM SCHRAM
KEVIN STOCKER
DAN WATERMEIER

November 2, 2023

Director Rachel Pensick
City of Columbus
1304 Bill Babka Drive
Columbus NE 68601

Dear Director Pensick:

On September 12, 2023, the Nebraska Public Service Commission opened an official investigation into the 911 service outage that occurred on the Lumen network from approximately 7:05 p. m. CDT on August 31, 2023, until mid-morning on September 1, 2023.¹ The outage disrupted the delivery of 911 calls to numerous PSAPs in Nebraska for several hours.

The purpose of the investigation is to understand the causes and effects of the outage, learn how to prevent future outages, and help minimize the duration and effects of any outages that may occur. In addition, the investigation is looking into whether Lumen met its obligations to provide timely outage notifications and updates to affected PSAPs in Nebraska.

The input of Nebraska PSAPs is very important to the success of this investigation. The Commission needs to determine the full extent to which each Nebraska PSAP was impacted by this outage. Your PSAP's input will be invaluable in confirming the full scope of the outage and will help make the Nebraska 911 service system more reliable, resilient, and secure.

Therefore, please answer each of the following questions, based on how your PSAP was impacted by the 911 service outage that occurred on August 31, 2023, to September 1, 2023.

¹ *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 (Sept. 12, 2023).

Thomas W. Golden, Executive Director
Public Service Commission

P.O. Box 94927
300 The Atrium, 1200 N Street
Lincoln, Nebraska 68509

OFFICE 402-471-3101 FAX 402-471-0254
CONSUMER HOTLINE 800-526-0017

psc.nebraska.gov

EXHIBIT
18

a) Please describe the impact(s), if any, that the August 31st to September 1st outage had on your PSAP (if no impact, please respond with "None").

None.

b) Please describe how you first learned that the August 31st to September 1st outage was impacting your PSAP (if your PSAP was not impacted by the outage, please respond with "Not applicable").

I receive da notification on my cell phone. Dispatch received a notification vial phone call. The call to my cell phone came in at 8:37 pm.

c) Please provide the date and time at which the impact(s), if any, described above first began (or became apparent) with respect to your PSAP and the duration of such impact(s) (if no impact, please respond with "None").

None.

d) Please describe each of the notifications and/or updates, if any, that your PSAP received from Lumen regarding the August 31st to September 1st outage, including whether such notifications and/or updates were written or oral; (if none, please respond with "None").

Received a couple of more phone calls throughout the night. Believe the dispatch center also received some emails, including one notifying when the issue was resolved.

e) If available, please provide a copy of each notification and/or update, if any, that your PSAP received from Lumen regarding the August 31st to September 1st outage.

Attached to email.

Please provide your written responses to the questions above, via return mail or e-mail, by close of business, Friday, November 17, 2023.

Thank you for your help with this important investigation. If you have any questions, please do not hesitate to give me a call.

Sincerely,



Matt Effken
Legal Counsel
Nebraska Public Service Commission
matt.effken@nebraska.gov
402-471-0253

Thomas W. Golden, Executive Director
Public Service Commission

P.O. Box 94927 OFFICE 402-471-3101 FAX 402-471-0254
300 The Atrium, 1200 N Street CONSUMER HOTLINE 800-526-0017
Lincoln, Nebraska 68509

psc.nebraska.gov

cc: Dave Sankey, State 911 Director

Thomas W. Golden, Executive Director

Public Service Commission

P.O. Box 94927

300 The Atrium, 1200 N Street
Lincoln, Nebraska 68509

OFFICE 402-471-3101 **FAX** 402-471-0254

CONSUMER HOTLINE 800-526-0017

psc.nebraska.gov



From: [911 Outage Report](#)
To: [Pensick, Rachel](#)
Subject: Final 911 PSAP Service Disruption Notification
Date: Friday, September 1, 2023 8:30:01 AM

CAUTION: This email originated from outside of the organization. Do not click links or open attachments unless you recognize the sender and know the content is SAFE.



Final 911 PSAP Service Disruption Notification



You are receiving this email because you are a designated contact person for outage communications for this facility. There is a network event that is causing a potential 911 PSAP/Central Office/ALI Outage in your area. Lumen is attempting/or has contacted your PSAP via telephone to inform you of this possible 911 outage. Lumen is sending this email notification pursuant to Section 4.9(h) of the Rules of the Federal Communications Commission, 47 C.F.R. § 4.9(h).

BELOW IS THE BEST-AVAILABLE INFORMATION KNOWN ABOUT THIS EVENT AT THIS TIME.
THIS INFORMATION MAY CHANGE AS LUMEN CONTINUES IT'S INVESTIGATION.

Cause of 911 Impact	Fiber Cut In The Area
Time of Repair	9/1/2023 5:32:00 AM
Action Taken to Minimize 911 Impact	Technicians have repaired the fiber cut to restore all 9 1 1 services impacted by this event in the state of Nebraska.

You may contact Lumen by calling the number below and referencing Ticket Number

Ticket ID	Ticket Number
PSS Id	54694
WFA Ticket	27521244
OneRemedy Ticket	27521072 27520919

or by replying to this email to get further action taken regarding the outage and to discuss any steps to help mitigate the 911 impact.

Email: 911.Outage.Report@lumen.com

*** For 911 Reroute Requests Call 800-357-0911 ***

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your organization without the express written consent of Lumen.

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From: [911 Outage Report](#)
To: [Pensick, Rachel](#)
Subject: Follow Up 911 PSAP Service Disruption Notification
Date: Thursday, August 31, 2023 9:38:52 PM

CAUTION: This email originated from outside of the organization. Do not click links or open attachments unless you recognize the sender and know the content is SAFE.



Follow Up 911 PSAP Service Disruption Notification



You are receiving this email because you are a designated contact person for outage communications for this facility. There is a network event that is causing a potential 911 PSAP/Central Office/ALI Outage in your area. Lumen is attempting/or has contacted your PSAP via telephone to inform you of this possible 911 outage. Lumen is sending this email notification pursuant to Section 4.9(h) of the Rules of the Federal Communications Commission, 47 C.F.R. § 4.9(h).

BELOW IS THE BEST-AVAILABLE INFORMATION KNOWN ABOUT THIS EVENT AT THIS TIME.
THIS INFORMATION MAY CHANGE AS LUMEN CONTINUES IT'S INVESTIGATION.

Cause of 911 Impact	Under Investigation
Time of Repair	Unknown Time
Action Taken to Minimize 911 Impact	Lumen technicians from all groups are currently working to resolve the issue affecting 911 calls for the state of Nebraska. No ETR at this time. Updates to follow as new information is provided

You may contact Lumen by calling the number below and referencing Ticket Number

Ticket ID	Ticket Number
PSS Id	54694
WFA Ticket	27521244

or by replying to this email to get further action taken regarding the outage and to discuss any steps to help mitigate the 911 impact.

Email: 911.Outage.Report@lumen.com

*** For 911 Reroute Requests Call 800-357-0911 ***

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immediately of the inadvertent transmission. This email may contain confidential or proprietary information and is not to be forwarded outside your organization without the express written consent of Lumen.

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From: [911 Outage Report](#)
To: [Pensick, Rachel](#)
Subject: Initial 911 PSAP Service Disruption Notification
Date: Thursday, August 31, 2023 8:39:11 PM

CAUTION: This email originated from outside of the organization. Do not click links or open attachments unless you recognize the sender and know the content is SAFE.



Initial 911 PSAP Service Disruption Notification



You are receiving this email because you are a designated contact person for outage communications for this facility. There is a network event that is causing a potential 911 PSAP/Central Office/ALI Outage in your area. Lumen is attempting/or has contacted your PSAP via telephone to inform you of this possible 911 outage. Lumen is sending this email notification pursuant to Section 4.9(h) of the Rules of the Federal Communications Commission, 47 C.F.R. § 4.9(h).

Below is the best available information known about this event at this time. This information may change as Lumen continues it's investigations.



You may contact Lumen by calling the number below and referencing Ticket Number

Ticket ID	Ticket Number
PSS Id	54694

or by replying to this email to get further action taken regarding the outage and to discuss any steps to help mitigate the 911 impact.

Lumen will follow up with additional detail concerning the service disruption.

Email: 911.Outage.Report@lumen.com

*** For 911 Reroute Requests Call 800-357-0911 ***

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your organization without the express written consent of Lumen.

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From: [Nicole Lund](#)
To: [Synhorst, Jacki](#)
Subject: Re: Lumen outage - impact to PSAPs
Date: Tuesday, November 7, 2023 3:45:30 PM
Attachments: [Initial 911 PSAP Service Disruption Notification.eml](#)
[Follow Up 911 PSAP Service Disruption Notification.eml](#)
[Final 911 PSAP Service Disruption Notification.eml](#)

1. Our admin lines and our 911 lines were down. The dispatcher on duty had to use her cell phone to make and receive calls. We relied on RapidSOS for notifications of cell phone 911 calls in our area and would use personal cell phones to return calls.
2. The dispatcher on duty realized there was a problem when she attempted to make a phone call to an officer and heard the recording that all circuits are busy...
3. The dispatcher attempted to make the phone call at 19:35 on August 31, 2023.
4. Lumen called at 19:36 on August 31, 2023, asking if we were down because Fremont and Douglas are down.
At 19:52 on August 31, 2023, Lumen called to advise they were still trying to fix the problem and that it was statewide.
At 20:03 on August 31, 2023, the dispatcher on duty advised Lumen the 911 calls at the very least needed to be transferred somewhere so they would be answered and this seemed like a task that had not occurred to Lumen and they had no plan or way to do this.
At 20:37 on August 31, 2023, a recording from Lumen was received that there is an outage.
At 20:42 on August 31, 2023, an email was received from Lumen of an outage in the area.
At 21:35 on August 31, 2023, a follow up recording from Lumen was received.
At 21:36 on August 31, 2023, a second email notification was received from Lumen of an outage in the area with no estimated time of repair stated.
At 22:29 on August 31, 2023, Rick with Lumen called and advised to make a test 911 call because it should go to an admin line; it did not go to an admin line. At 01:54 on September 1, 2023, a 911 test call from Intrado came through.
At 07:15 on September 1, 2023, a Lumen technician called checking the 911 line.
At 08:25 on September 1, 2023, a recording from Lumen was received that it was the final message for outage details cause by a fiber cut in the area. The email stating this was received at 08:27 on September 1, 2023.
5. I have attached the emails received from Lumen ref this outage event.

Thanks,

EXHIBIT 19

Nicole Lund

From: Synhorst, Jacki <jacki.synhorst@nebraska.gov>
Sent: Monday, November 6, 2023 3:35 PM
To: Nicole Lund <e911dispatch@cumingcounty.ne.gov>
Subject: Lumen outage - impact to PSAPs

Hello,

The NPSC has opened an investigation into the recent Lumen outage, and it is very important that we determine the impact on Nebraska PSAPs. Your input is invaluable to the success of this investigation. Please review and respond to the few questions in the attached letter by November 17.

Thank you!

Sincerely,

Jacki

Jacki Synhorst
State 911 Administrative Assistant
[Nebraska Public Service Commission](#)
402-471-0237
300 The Atrium, 1200 N Street, Lincoln, NE 68508

From: 911 Outage Report <911.outage.report@lumen.com>
Sent: Thursday, August 31, 2023 8:42 PM
To: e911dispatch@cumingcounty.ne.gov
Subject: Initial 911 PSAP Service Disruption Notification



Initial 911 PSAP Service Disruption Notification

You are receiving this email because you are a designated contact person for outage communications for this facility. There is a network event that is causing a potential 911 PSAP/Central Office/ALI Outage in your area. Lumen is attempting/or has contacted your PSAP via telephone to inform you of this possible 911 outage. Lumen is sending this email notification pursuant to Section 4.9(h) of the Rules of the Federal Communications Commission, 47 C.F.R. § 4.9(h).

Below is the best available information known about this event at this time. This information may change as Lumen continues it's investigations.

Nebraska

You may contact Lumen by calling the number below and referencing Ticket Number

Ticket ID	Ticket Number
PSS Id	54694

or by replying to this email to get further action taken regarding the outage and to discuss any steps to help mitigate the 911 impact.

Lumen will follow up with additional detail concerning the service disruption.

Email: 911.Outage.Report@lumen.com

*** For 911 Reroute Requests Call 800-357-0911 ***

CONFIDENTIALITY NOTICE: If you are not a designated contact person for outage communications for this facility, you are hereby notified that you are not authorized to read, print, retain, copy, or disseminate this message, any part of it, or any attachments. If you have received this message in error, please delete this message and any attachments from your system without reading the content and notify the sender immediately of the inadvertent transmission. This email may contain confidential or proprietary information and is not to be forwarded outside your organization without the express written consent of Lumen.

From: 911 Outage Report <911.outage.report@lumen.com>
Sent: Thursday, August 31, 2023 9:36 PM
To: e911dispatch@cumingcounty.ne.gov
Subject: Follow Up 911 PSAP Service Disruption Notification



Follow Up 911 PSAP Service Disruption Notification

You are receiving this email because you are a designated contact person for outage communications for this facility. There is a network event that is causing a potential 911 PSAP/Central Office/ALI Outage in your area. Lumen is attempting/or has contacted your PSAP via telephone to inform you of this possible 911 outage. Lumen is sending this email notification pursuant to Section 4.9(h) of the Rules of the Federal Communications Commission, 47 C.F.R. § 4.9(h).

BELOW IS THE BEST-AVAILABLE INFORMATION KNOWN ABOUT THIS EVENT AT THIS TIME.
THIS INFORMATION MAY CHANGE AS LUMEN CONTINUES IT'S INVESTIGATION.

Cause of 911 Impact	Under Investigation
Time of Repair	Unknown Time
Action Taken to Minimize 911 Impact	Lumen technicians from all groups are currently working to resolve the issue affecting 911 calls for the state of Nebraska. No ETR at this time. Updates to follow as new information is provided

You may contact Lumen by calling the number below and referencing Ticket Number

Ticket ID	Ticket Number
PSS Id	54694
WFA Ticket	27521244

or by replying to this email to get further action taken regarding the outage and to discuss any steps to help mitigate the 911 impact.

Email: 911.Outage.Report@lumen.com

*** For 911 Reroute Requests Call 800-357-0911 ***

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the sender immediately of the inadvertent transmission. This email may contain confidential or proprietary information and is not to be forwarded outside your organization without the express written consent of Lumen.

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From: 911 Outage Report <911.outage.report@lumen.com>
Sent: Friday, September 1, 2023 8:27 AM
To: e911dispatch@cumingcounty.ne.gov
Subject: Final 911 PSAP Service Disruption Notification



Final 911 PSAP Service Disruption Notification

You are receiving this email because you are a designated contact person for outage communications for this facility. There is a network event that is causing a potential 911 PSAP/Central Office/ALI Outage in your area. Lumen is attempting/or has contacted your PSAP via telephone to inform you of this possible 911 outage. Lumen is sending this email notification pursuant to Section 4.9(h) of the Rules of the Federal Communications Commission, 47 C.F.R. § 4.9(h).

**BELOW IS THE BEST-AVAILABLE INFORMATION KNOWN ABOUT THIS EVENT AT THIS TIME.
THIS INFORMATION MAY CHANGE AS LUMEN CONTINUES IT'S INVESTIGATION.**

Cause of 911 Impact	Fiber Cut In The Area
Time of Repair	9/1/2023 5:32:00 AM
Action Taken to Minimize 911 Impact	Technicians have repaired the fiber cut to restore all 9 1 1 services impacted by this event in the state of Nebraska.

You may contact Lumen by calling the number below and referencing Ticket Number

Ticket ID	Ticket Number
PSS Id	54694
WFA Ticket	27521244
OneRemedy Ticket	27521072 27520919

or by replying to this email to get further action taken regarding the outage and to discuss any steps to help mitigate the 911 impact.

Email: 911.Outage.Report@lumen.com

*** For 911 Reroute Requests Call 800-357-0911 ***

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From: [Carissa Ureste](#)
To: [Effken, Matt](#)
Subject: 911 service outage questionnaire
Date: Monday, November 20, 2023 6:37:17 AM

You don't often get email from cureste@dawsoncountyne.gov. [Learn why this is important](#)

- A. At Dawson County we did lose out 911 services from late August 31 to early Sept 1, the citizens of our county were unable to call us
We used our facebook to post non emergency numbers and I believe that our Emergency Management sent out a message as well
- B. I was notified by our Emergency Management and by the employees that were working at the time of the incident
- C. Aug 31 around 9pm to Sept 1 around 6am
- D. None that I can recall
- E. None that I can recall

Carissa Ureste

[911 Communication's Supervisor](#)

Dawson County Sheriff's Office

709 N Grant St.

Lexington, Ne 68850

308-324-3011 EXT 208

Fax 308-324-3006

cureste@dawsoncountyne.gov

EXHIBIT
20



DIXON COUNTY E911 SERVICES

Sara Kumm, Director

302 W Third St, PO Box 900 ~ Ponca, NE 68770

Phone:(402)755-5640 Email: dixon911@dixoncountyne.gov

November 17, 2023

% Nebraska Public Service Commission Investigation into the 911 service outage 08/1/2023-09/01/2023

Dixon County PSAP response:

- A) The impact on Dixon County PSAP is unknown. During the outage we are not aware of any 911 calls that attempted to call into Dixon County.
- B) Dixon County PSAP was first contacted via our admin phone line at 20:40 hrs on 08/31/2023 by Lumen advising 911 services were down for the state of Nebraska
- C) Dixon County PSAP was first contacted via our admin phone line at 20:40 hrs on 08/31/2023 by Lumen advising 911 services were down for the state of Nebraska
- D) The only notifications that were received were at 20:40 hrs on 08/31/2023 that there was a 911 outage across the state of Nebraska and at 0827 hrs on 09/01/2023 Lumen calling to advise that 911 was back up and the outage was due to a cut fiber.
- E) No written notifications. Only oral.

Sincerely,

Sara Kumm
E911 Director

EXHIBIT

21

Dietrich, Sallie

From: Jimmie L. Pinkham (DC Atty Civil) <jimmie.pinkham@douglascounty-ne.gov>
Sent: Wednesday, October 4, 2023 11:50 AM
To: Effken, Matt
Cc: Theresia Urich; William E. Rooney III (DC Atty Civil)
Subject: Re: Commission Docket 911-076/PI-249
Attachments: Lumen notifications-10042023095207.pdf; Operations Mgr tme line 8-31-23-10042023095042.pdf; ESInet SIP failure.jpg; Notes on Outage 8-31-23.docx; Supervisor tme line 8-31-23-10042023094950.pdf; Initial indication of problem 8-31-23-10042023095128.pdf

Matt,

Please see the attached as requested.

We only had one log item from Viper and the red circled area has the 28 second outage that Viper reported on the ESInet SIP trunk to Longemont. According to Kyle Kramer, the SIP connection to Miami was showing down the entire time, so we have no way to know if it would have also reported an outage. Kyle did multiple trace routes to the SIP endpoints, and while Intrado does not allow them to respond to a trace route you can still follow the path back across the ESInet. During the outage the path was changing continuously, which is not normal. The network is self healing using the BGP protocol, but unless major network issues are happening it should be relatively static.

Kyle also mentioned that it may be helpful to look at SS7 - the Legacy 911 System - along with the ESInet. Kyle says that it appears that Lumen is forcing calls from carriers to go through Lumen's landlines and then they have to bring it back to Omaha through the ESInet, which is just creating more points of failure. Kyle believes that Lumen should let carriers deliver straight through Intrado to eliminate some of the potential points of failure.

I will be out of the office starting tomorrow until October 20, 2023. In the meantime, feel free to correspond with Bill Rooney and/or Theresia Urich on this issue.

* * * I will be out of the office on medical leave starting on October 5th, 2023. I will return to work on October 20th, 2023. * * *



Jimmie L. Pinkham III

Deputy County Attorney

Douglas County Attorney's Office, Civil Division
T - (402) 444-7622 | F - (402) 444-6817

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On Wed, Sep 27, 2023 at 5:50 PM Effken, Matt <matt.effken@nebraska.gov> wrote:

EXHIBIT
22

Mr. Pinkham:

Thank you for speaking with me earlier today. As we discussed, the Commission and the State 911 Department welcomes and appreciates Douglas County's offer to provide assistance with the Commission's investigation into the recent 911 August 31, 2023, 911 service outage on the Lumen network. It will be great if our investigation can benefit from Kathy Allen's and Kyle Kramer's knowledge and expertise.

As we discussed, I think it would be useful for the Lumen discovery request I'm working on if DCEC has a timeline of how the outage impacted Douglas County, from the time the 911 center became first aware of the outage to final resolution, including the timing of communications, if any, received from Lumen. Also, if Mr. Kramer has any data or information he can share informally with us about the operational status of the statewide ESInet during the outage, that would also be very useful. As you may know, Lumen has stated that the ESInet remained up for the duration of the outage, but we are also aware of contradictory reports.

Thanks again for the reaching out with Douglas County's offer of assistance. We will continue to stay in touch. Please feel free to call anytime.

Matt

Matt Effken

Legal Counsel

Nebraska Public Service Commission

300 The Atrium

1200 N Street

Lincoln, NE 68508

402-471-0253

402-471-0254 (fax)

matt.effken@nebraska.gov

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Kathy Allen Timeline

Timeline, Thursday Aug 31 7:27pm thru Friday Sept 1 7:23

1927 hrs Notified by John Jaeckel that 911 was down

1928 hrs Notified by On-Duty Supervisor that 911 was down

1930 hrs received call from Kyle Kramer, tech manager that our systems were working, the problem was at the State/Lumen level.

1931 hrs Notified Patrick Bloomingdale (My Boss)

1924-1930 hrs Supervisor's attempted to reach all News Media advising to use alternate number to reach 911.

1933 hrs attempted to call Dave Sankey State 911 Director to find out what was happening. Left message

1934 hrs Dave called me back. Was unaware of any issues, stated he would check it out.

1934 hrs contacted Neil Miller Buffalo County Sheriff (Head of state technology committee). No answer

1936 hrs I received a text message from Sheriff Hanson stating Channel 3 reached out to him to find out if 911 was really down and wanting permission from him to put out news alert. ???

1937 hrs. Neil called back, he was not aware of an outage. But his PSAP was also down.

1939 hrs I arrived back at 911 Center to monitor things.

2014 hrs received call from PSC Christian Mirch-Aaron Hansen had reached out to him

2016 hrs Leah Biaz put started the process to put out another media alert

2026 hrs County wide text message send by DCEMA

2330 hrs headed out.

Remainder of evening/overnite:

**Started receiving calls from public on our non emergency number.

**Sarpy County informed Douglas County that Rapid SOS was still presenting wireless numbers that had attempted to call 911. Staff called all those numbers back to check for emergencies.

FRIDAY SEPTEMBER 1st, 2023

0650 hrs returned to 911 Center, reports of random calls coming into 911 lines. Per Supervisor shift report, still having random issues.

0655 hrs It appeared Douglas County 911 Services were back up. Notifications made

logged in as: maintenance

- Configuration Maintenance
- Alarms
- Logs
- Output Status
- Telephony/Consoles
- System
- Telephony Server
- Voice Gateway
- AIM
- CIM
- AC Mediant 1000
- SIP Trunks
 - SIP001 (HOST_WCSO)
 - SIP002 (HOST_ADMIN)
 - SIP003 (HOST_ADMIN_2)
 - SIP004 (Davenport)
 - SIP005 (Longmont_I3)
 - SIP006 (West Des Moines)
 - SIP007 (DAVENPORT TEXT)
 - SIP008 (WEST DEMOINES TEXT)
 - SIP009 (Longmont_I3)
 - SIP010 (Miami_I3)
 - SIP011 (Miami_I3)
 - SIP998 (voip-srv)
 - SIP999 (voip-srv)

Alarms Logs

Query Alarm Logs

View options: All archived Items Per Page 10

Display: Alarms only Delete log

From: 08-01-2023 00:00:00

To: 09-01-2023 14:48:35

All
 Critical
 Major
 Minor
 Info
 None

Time	Source	Type	ID	Message
08/11/23 05:54:17	voip-srv2-douglas	Major	1007	Position SIP /2201 became unreachable during an incoming call on trunk 911099. call will be re-offered
08/18/23 17:30:42	voip-srv1-douglas	Major	1007	Position SIP /2006 became unreachable during an incoming call on trunk 911321. call will be re-offered
08/28/23 12:56:35	voip-srv1	Major	1007	Position SIP /2011 became unreachable during an incoming call on trunk 911352. call will be re-offered
08/31/23 20:30:21	pots-srv	Major	0529	[ON: .pots-srv.p911.douglas.ne.viper.local:TelephonyFaultManager] SIP trunk DOWN: SIP Trunk009 (64.58.61.193)
08/31/23 20:30:49	pots-srv	Info	0530	[OFF: .pots-srv.p911.douglas.ne.viper.local:TelephonyFaultManager] SIP trunk UP: SIP Trunk009 (64.58.61.193)

5 Logs found, displaying logs from 1. Page 1 / 1



Session Transcript

Douglas County 911

3603 N 156th street
Omaha, NE 68116

County: Douglas

Agency Affiliation

Emergency Communications

Report Date: 09/01/2023 14:58:30

Report Date From: 08/31/2023

Report Date To: 08/31/2023

Time Block: 00:00 - 23:59

MDN: 4027380050

Include System Messages: False

Sessions shown are indicative of individual sessions across multiple PSAPs involved in a single call. An entire session from the caller's perspective will be comprised of multiple sessions displayed within this report. Sessions where no messages were sent are excluded.

Sessions: 1

SOURCE PSAP: Douglas County 911

MDN: 402-738-0050

Session Start: 8/31/2023 7:23:05 PM

Session Duration: 696 seconds

Text Carrier: TCS TeleCommunication Systems

Session End: 8/31/2023 7:34:41 PM

Total Messages: 25

Initial Location:	
8/31/2023 7:23:05 PM Lat: 41.2292330 Long: -96.1050300	
I keep calling 911 for police presence and I get a busy signal 8/31/2023 7:23:07 PM	
	What is your address or Location? Agent: Unknown Agent (Douglas County 911) 8/31/2023 7:23:29 PM
12862 Westwood Ln 8/31/2023 7:23:47 PM	
	Is that a house or is there an apartment number? Agent: Unknown Agent (Douglas County 911) 8/31/2023 7:24:06 PM
House 8/31/2023 7:24:17 PM	
	What is your name? Agent: Unknown Agent (Douglas County 911) 8/31/2023 7:24:24 PM
Andrew Jones 8/31/2023 7:24:34 PM	
	And your phone number is 402-738-0050? Agent: Unknown Agent (Douglas County 911) 8/31/2023 7:24:46 PM
Yes 8/31/2023 7:25:03 PM	
	Ok, tell me exactly what's going on. Agent: Unknown Agent (Douglas County 911) 8/31/2023 7:25:17 PM
I need police presence to keep the peace and retain my children's property from their mother. I talked to non emergency and they said to call 911 and request officers to be present 8/31/2023 7:26:33 PM	
	Ok, and I apologize about the phones being down. What is their mother's name? Agent: Unknown Agent (Douglas County 911) 8/31/2023 7:26:56 PM
Tosha Lienemann 8/31/2023 7:27:15 PM	
	What race is Tosha? How old is she? Agent: Unknown Agent (Douglas County 911) 8/31/2023 7:27:34 PM
White. 44 8/31/2023 7:28:03 PM	
	Are you waiting in your vehicle? Agent: Unknown Agent (Douglas County 911) 8/31/2023 7:28:47 PM
I am about a block away parked in my car 8/31/2023 7:29:12 PM	
	Ok, what is the color, make and model of your car? Agent: Unknown Agent (Douglas County 911) 8/31/2023 7:29:26 PM
White 2017 Chevy Traverse 8/31/2023 7:29:42 PM	

	Any weapons, drinking or drug use that you are aware of? Agent: Unknown Agent (Douglas County 911) 8/31/2023 7:30:02 PM
Not for me. I suspect she may be drunk 8/31/2023 7:30:42 PM	
	Ok, I have officers on the way there. If anything changes or worsens before they get there, please text back to 911. Agent: Unknown Agent (Douglas County 911) 8/31/2023 7:32:03 PM
Ok 8/31/2023 7:32:15 PM	
Thank you 8/31/2023 7:32:20 PM	
	You're welcome. Agent: Unknown Agent (Douglas County 911) 8/31/2023 7:32:26 PM



Kathy Allen (DC911) <kathy.allen@douglascounty-ne.gov>

Initial 911 PSAP Service Disruption Notification

1 message

911 Outage Report <911.outage.report@lumen.com>

Thu, Aug 31, 2023 at 8:38 PM

Reply-To: 911.outage.report@lumen.com

To: "kathy.allen@douglascounty-ne.gov" <kathy.allen@douglascounty-ne.gov>



Initial 911 PSAP Service Disruption Notification

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Below is the best available information known about this event at this time. This information may change as Lumen continues it's investigations.

Nebraska

You may contact Lumen by calling the number below and referencing Ticket Number

Ticket ID

Ticket Number

PSS Id

54694

or by replying to this email to get further action taken regarding the outage and to discuss any steps to help mitigate the 911 impact.

Lumen will follow up with additional detail concerning the service disruption.

Email: 911.Outage.Report@lumen.com

***** For 911 Reroute Requests Call 800-357-0911 *****

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Follow Up 911 PSAP Service Disruption Notification

1 message

911 Outage Report <911.outage.report@lumen.com>

Thu, Aug 31, 2023 at 9:36 PM

Reply-To: 911.outage.report@lumen.com

To: "kathy.allen@douglascounty-ne.gov" <kathy.allen@douglascounty-ne.gov>



Follow Up 911 PSAP Service Disruption Notification

You are receiving this email because you are a designated contact person for outage communications for this facility. There is a network event that is causing a potential 911 PSAP/Central Office/ALI Outage in your area. Lumen is attempting/or has contacted your PSAP via telephone to inform you of this possible 911 outage. Lumen is sending this email notification pursuant to Section 4.9(h) of the Rules of the Federal Communications Commission, 47 C.F.R. § 4.9(h).

BELOW IS THE BEST-AVAILABLE INFORMATION KNOWN ABOUT THIS EVENT AT THIS TIME. THIS INFORMATION MAY CHANGE AS LUMEN CONTINUES IT'S INVESTIGATION.

Cause of 911 Impact	Under Investigation
Time of Repair	Unknown Time
Action Taken to Minimize 911 Impact	Lumen technicians from all groups are currently working to resolve the issue affecting 911 calls for the state of Nebraska. No ETR at this time. Updates to follow as new information is provided

You may contact Lumen by calling the number below and referencing Ticket Number

Ticket ID	Ticket Number
PSS Id	54694
WFA Ticket	27521244

or by replying to this email to get further action taken regarding the outage and to discuss any steps to help mitigate the 911 impact.

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Kathy Allen (DC911) <kathy.allen@douglascounty-ne.gov>

Final 911 PSAP Service Disruption Notification

1 message

911 Outage Report <911.outage.report@lumen.com>

Fri, Sep 1, 2023 at 8:27 AM

Reply-To: 911.outage.report@lumen.com

To: "kathy.allen@douglascounty-ne.gov" <kathy.allen@douglascounty-ne.gov>



Final 911 PSAP Service Disruption Notification

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BELOW IS THE BEST-AVAILABLE INFORMATION KNOWN ABOUT THIS EVENT AT THIS TIME. THIS INFORMATION MAY CHANGE AS LUMEN CONTINUES IT'S INVESTIGATION.

Cause of 911 Impact	Fiber Cut In The Area
Time of Repair	9/1/2023 5:32:00 AM
Action Taken to Minimize 911 Impact	Technicians have repaired the fiber cut to restore all 9 1 1 services impacted by this event in the state of Nebraska.

You may contact Lumen by calling the number below and referencing Ticket Number

Ticket ID	Ticket Number
PSS Id	54694
WFA Ticket	27521244
OneRemedy Ticket	27521072 27520919

or by replying to this email to get further action taken regarding the outage and to discuss any steps to help mitigate the 911 impact.

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John Jaekel
Timeline

08/31/2023 – 911 Outage

1924 – I was at home and noticed that I had missed a call from work

1925 – Dispatcher Tim Teachman called me from his cell phone and notified me that people were getting a busy signal when calling 911.

1927 – I attempted to call 911 and received a busy signal

1927 – I telephoned Director Allen and notified her that callers to 911 were getting a busy signal. I started in to work.

1932 – I made two attempts to call 911

1933 – I telephoned Lumen Tech Stacey Elliott, who advised he was in Beatrice with the on-call tech, Rick, and they were just leaving. I advised him that callers were receiving a busy signal when calling 911. He said he had not been notified by Lumen or received a ticket on it. At the end of the call he mentioned something major happening in Beatrice.

1935 – I attempted to call 911

1936 – I called Director Allen and advised her that I had notified Stacey Elliott from Lumen and that he was in Beatrice, but was aware.

1937 – I attempted to call 911

1944 – I attempted to call 911

1945 – I missed a call from work while driving in.

1947, 1948 – I received a call from Supervisor Leighton from his personal phone. He advised me he had heard from Stacey Elliott and they were aware. I advised him to start a timeline of events and he said that he had.

2001 – I made three attempts to call 911. Around this time I arrived back at work

2002 – I called Director Allen and she was arriving at work

2003 – I attempted to call 911. Dispatcher Kevin Gibbs mentioned a targeted notification and I ran the idea by Director Allen of doing a WEA for Douglas County advising them to call (402) 444-5802. She approved the idea.

2006 – I contacted Whitney Shipley, from Emergency Management, and asked if it would be possible to do a WEA for Douglas County. She said it would have to be approved by Emergency Manager Paul Johnson

2007 – I called Emergency Manager Paul Johnson and left a message

2009 – I called Whitney Shipley back and asked if she had an alternate number for Paul Johnson other than those we had on file. She did not. During the call Emergency Manager Paul Johnson called me back.

2009 – Emergency Manager Paul Johnson approved the request for a WEA message to be sent to Douglas County.

2026 – The WEA was submitted for Douglas County (set for 12 hours) that stated, “Douglas County-If you dial 911 and receive a busy signal, call 402-444-5802 or text 911”. The Spanish language message did not include the “or text 911” because 911 does not have language line capabilities via text.

- The purpose for the wording was because the duration of the outage was unknown. I did not want people to not try to call 911 if it did come back online.

2036 – I attempted to call 911

Approximately 2040 – Director Allen forwarded me a PSS NOC Escalation List.

2042 – I called VP PSS NOC Martin Valence, from the PSS NOC Escalation List, and notified him that we had a major outage. He said that he was just made aware of the outage, but did not have any updates. He assured me they were taking it seriously and were working on it.

Between 2042 and 2303 – I attempted to call 911 16 times

2339 – I attempted to call 911

2359 – I attempted to call 911

Approximately 0035 – I left work

0759 – I received a call from Director Allen advising that callers were able to dial 911 and that I should shut down the WEA.

0805 – I logged into AlertSense from home and cancelled the WEA Message.

During the incident Supervisor Steve Leighton advised that Sarpy County notified him that RapidSOS was still showing attempts to dial 911. Two Dispatchers were assigned to call back the phone numbers that displayed on RapidSOS to find out if the callers had an emergency.

Re: 08/31/23 - Phone issues.

1 message

Mary Hagge (DC911) <mary.hagge@douglascounty-ne.gov>

Fri, Sep 1, 2023 at 6:38 AM

To: "Steve Leighton (DC911)" <steve.leighton@douglascounty-ne.gov>

Cc: "Tyler Graham (DC911)" <tyler.graham@douglascounty-ne.gov>, "Todd Connely (DC911)" <todd.connely@douglascounty-ne.gov>, "Ryan Crawford (DC911)" <ryan.crawford@douglascounty-ne.gov>, "Michelle Comstock (DC911)" <Michelle.Comstock@douglascounty-ne.gov>, "Adam Vandelloo (DC911)" <adam.vandelloo@douglascounty-ne.gov>, "Tom White (DC911)" <tom.white@douglascounty-ne.gov>, "Roger Peek (DC911)" <roger.peek@douglascounty-ne.gov>, "Chris Allen (DC911)" <chris.allen@douglascounty-ne.gov>, "Adam Taylor (DC911)" <adam.taylor@douglascounty-ne.gov>, "Floyd Pretz (DC911)" <Floyd.Pretz@douglascounty-ne.gov>, "Kyle Kramer (DC911)" <kyle.kramer@douglascounty-ne.gov>, "John Jaeckel (DC911)" <john.jaeckel@douglascounty-ne.gov>, "Kathy Allen (DC911)" <kathy.allen@douglascounty-ne.gov>, "Tim Teachman (DC911)" <tim.teachman@douglascounty-ne.gov>

Few updates regarding the phone issues. We are now receiving intermittent calls on the 911 lines. A test of T-mobile, At@t do ring into the 911 lines. Verizon is still ringing into the 5802 lines. A test from 5804 to 911 worked correctly and rang into the 911 lines. We are still receiving calls that are showing up on RapidSOS that are not coming through so we are still using Rapid to call these calls back and document the calls.

Mary Hagge

On Thu, Aug 31, 2023 at 11:44 PM Steve Leighton (DC911) <steve.leighton@douglascounty-ne.gov> wrote:

All,

Here is a rundown of the 911 outage that we experienced during C-Shift on Thursday 08/31/23.

At approximately 19:23 hours we noticed that the phones were not ringing (which is remarkably unusual for us), we also received a 911 text from a caller, saying that she was getting a busy signal when calling 911. Test calls were made from our cell phones and we did indeed get a busy signal.

Between 19:24 - 19:35 hours the following people were contacted. Chris Allen on the on-call tech cell phone. Chris advised me to tell Lumen to put us in "Cond 2", Lumen tech line was contacted (Ticket# 27521244), our local Lumen Tech Stacy was contacted (he stated that this was a major outage), Kathy Allen, John Jaeckel, Kyle Kramer. We also heard from NSP Lincoln, and we contacted Sarpy, Washington, & Pottawatomie Counties.

The local media consisting of KETV, WOWT, KMTV, & Omaha World Herald was contacted and asked to advise the public to call 402-444-5802 whenever 911 services were needed (we were unable to get a hold of Fox 42).

OPD PIO Lt Neal Bonacci (402-957-0702) put information on Twitter / X explaining how to contact 911 during the outage. I also noticed that Omaha Scanner reposted the OPD post. Also Lt Bonacci has requested that we call him when the 911 service has been restored to normal functionality.

Additionally Sarpy County advised us that RapidSOS is still tracking incoming 911 calls. We actually ended up using Rapid SOS as a tool to call back the callers that showed up on the RapidSOS portal that we did not make contact with.

At 20:27, John called DCEMA and they did send out a County wide text message to the public explaining the situation and the best way to get ahold of 911 when needed.

Between 20:15 - 20:30, I was on the phone with Lumen and Intrado, while they were putting our phones into Condition 2. Kyle Kramer advised that this was probably not going to help with restoring 911 service, and at 21:08, I asked Lumen to take this down.

Also at 21:00, a representative from the FCC called the Supervisor line inquiring about the situation. They were transferred to Kathy Allen.

At 21:25, Stacey w/ Lumen advised that they were going to route our 911 calls to come in on the Admin Line (402-444-5802). At 22:00, Stacey called back advising that they were not going to do this.

We did receive 3 alarms during this event on C-Shift.

@20:30 - VIPER MAJOR ALARM, was cleared out by Lumen.

@22:03 - VIPER MAJOR ALARM & VIPER CRITICAL ALARM....still on the Regional Alarm Client at shift change.

911 transfers from Pottawatomie County still present on our regular 911 lines.

According to Lumen this is a statewide outage, however Lincoln / Lancaster told us earlier that they did not have any problems.

Please "reply all" with any corrections or pertinent updates.

Steve Leighton



Kathy Allen (DC911) <kathy.allen@douglascounty-ne.gov>

Daily Shift Report - "A" Shift

1 message

Mary Hagge (DC911) <mary.hagge@douglascounty-ne.gov>

Fri, Sep 1, 2023 at 6:59 AM

To: DC911_daily <dc911_daily@douglascounty-ne.gov>, "Mary Hagge (DC911)" <mary.hagge@douglascounty-ne.gov>

Positions Staffed

Operators: 4+Trainee

Dispatchers: 10

Overtime (Name and hours worked), Temps

Justin Patterson 30 minutes Outage 2300-2330

Mike Miller 30 Minutes Outage 2300-2330

Absent

Number of lunches not taken / Reason

Operators: n/a

Dispatchers: n/a

Trades

Adam Vandaloo worked on trade hours with Ryan Crawford from 2300-0030

Major events (to include personnel issues, equipment malfunctions, etc.)

Supervisor Mary Hagge Training Operator Brianna Anderson

Specialist Ryan Crawford training Dispatcher Trainee Haile Dady

@0237 ROBBERY,JO at 6522 n 40th street OMPD/8755 Report taken

Any complaints received during the shift

Building issues

Elevator stuck on the first floor in FA/LL mode with the fire department light lit up. Facilities ticket submitted.

Tech Issues

Major Alarms started sounding at approx 0637 this morning I contacted Luman and spoke to Gale who stated that the lines keep cycling through communications failure and then communications are active. She stated as of right now the fiber lines are still being worked on and not functioning correctly yet. and techs are still hands on. Ticket these were put on are Ticket number 275



Jamie Baker
Chief of Police

Falls City Police Department

2307 Barada Street
Falls City, NE 68355

Phone: 402-245-4422
Fax: 402-245-6002
Email: fcpd@fallscityne.us

Assistant Chief Patrick Stamper
Sergeant Michael Dougherty
Sergeant Charles DiGiacomo
Officer James Wason
Officer Luke Keller
Officer Juan Ramirez
Officer Levi Jones
Officer Mitch Cheek
Officer Tim Daniels

November 9, 2023

Matt Effken, Legal Counsel
Nebraska Public Service Commission
PO Box 94927
Lincoln, NE 68508-2020

Dear Mr. Effken,

This letter is in response to your communication dated November 2, 2023 in regards to the Lumen outage on August 31 and September 1, 2023.

Please describe the impact(s), in any, that the August 31st to September 1st outage had on your PSAP.

The impact on our PSAP was negligible to non-existent. I placed two 911-test calls on August 31st at approximately 2147 hours and both went through without issue. I am unaware of when the outage officially ended, but we also received 911 calls on September 1st at approximately 0710 hours, 1052 hours, 1105 hours, and 1339 hours.

Please describe how you first learned that the August 31st to September 1st outage was impacting your PSAP.

I was not aware of any impact to our 911 system due to the Lumen outage. It is difficult to determine the impact of the Lumen outage on our PSAP as our area was having additional phone and internet issues due to a fiber cut. According to Southeast Nebraska Communications (the local telco), this fiber cut caused an internet outage and caused cellphone to landline and landline to cellphone calls to not go through. Therefore, we had issues with our regular lines, but we did not have issues with our 911 lines. In fact, callers who could not get through on the regular lines were instructed to call 911, as that was working.

Please provide the date and time at which the impact(s), if any, described above first began (or became apparent) with respect to your PSAP and the duration of such impact(s).

I first became aware that our phone lines weren't working properly at about 0600 hours. This was due to the presumably unrelated fiber cut mentioned above.

Please describe each of the notification and/or updates, if any, that your PSAP received from Lumen regarding the August 31st to September 1st outage, including whether such notifications and/or updates were written or oral.

I received a "Service Disruption Notification" via phone from Lumen at 2037 hours. I received a follow-up notification via phone at 2135 hours. I believe that I also received a couple email notifications of the outage as well.

If available, please provide a copy of each notification and/or update, if any, that your PSAP received from Lumen regarding the August 31st to September 1st outage.

I do not have copies of the emails that I received. The two calls that we received were logged in our audio logger. I would be happy to provide those for you, if requested.

Should you have any questions or need further clarification, please feel free to contact me at (402) 245-4422 or via email at m.ankrom@fallscityne.us.

Sincerely,


Marci J Ankrom
Dispatch Supervisor

EXHIBIT
23

Dietrich, Sallie

From: Steven Roemmich <steve.roemmich@fillmorecountyne.gov>
Sent: Monday, November 13, 2023 4:28 PM
To: Synhorst, Jacki
Subject: RE: Lumen outage - impact to PSAPs

To whom it may concern,

I have been informed by our dispatch center that we were not involved in the outage on August 31, 2023 to September 1, 2023.

- A) None
- B) Not applicable
- C) None
- D) None
- E) Nothing Available

If you need anything more let me know

Thanks

Steve Roemmich
Fillmore County Sheriff

From: Synhorst, Jacki <jacki.synhorst@nebraska.gov>
Sent: Monday, November 6, 2023 3:46 PM
To: Steven Roemmich <steve.roemmich@fillmorecountyne.gov>
Subject: Lumen outage - impact to PSAPs

Hello,

The NPSC has opened an investigation into the recent Lumen outage, and it is very important that we determine the impact on Nebraska PSAPs. Your input is invaluable to the success of this investigation. Please review and respond to the few questions in the attached letter by November 17.

Thank you!

Sincerely,

Jacki

Jacki Synhorst
State 911 Administrative Assistant
[Nebraska Public Service Commission](#)
402-471-0237
300 The Atrium, 1200 N Street, Lincoln, NE 68508

Dietrich, Sallie

From: Holzerland, Shelly <Shelly.Holzerland@fremontne.gov>
Sent: Tuesday, November 7, 2023 10:13 AM
To: Synhorst, Jacki; Effken, Matt
Subject: RE: Lumen outage - impact to PSAPs
Attachments: Response to PSC.docx; Re: Follow Up 911 PSAP Service Disruption Notification; Re: Follow Up 911 PSAP Service Disruption Notification; Follow Up 911 PSAP Service Disruption Notification; Fremont Dodge Co 911 CAD notes.pdf; Fw: Final 911 PSAP Service Disruption Notification; Fw: Initial 911 PSAP Service Disruption Notification

Please find my response to the questions and the documents attached.
I'm happy to help in any way I can.

Thank you!

Shelly Holzerland
Director of Communications
Fremont/Dodge Co 911
725 N. Park Ave.
Fremont, NE 68025
Tel: 402-727-2677
Shelly.holzerland@fremontne.gov



From: Synhorst, Jacki <jacki.synhorst@nebraska.gov>
Sent: Monday, November 6, 2023 3:44 PM
To: Holzerland, Shelly <Shelly.Holzerland@fremontne.gov>
Subject: Lumen outage - impact to PSAPs

Hello,

The NPSC has opened an investigation into the recent Lumen outage, and it is very important that we determine the impact on Nebraska PSAPs. Your input is invaluable to the success of this investigation. Please review and respond to the few questions in the attached letter by November 17.

Thank you!

Sincerely,

Jacki

Jacki Synhorst
State 911 Administrative Assistant
Nebraska Public Service Commission
402-471-0237

<p>EXHIBIT 25</p>

300 The Atrium, 1200 N Street, Lincoln, NE 68508

Links contained in this email have been replaced. If you click on a link in the email above, the link will be analyzed for known threats. If a known threat is found, you will not be able to proceed to the destination. If suspicious content is detected, you will see a warning. Contact the City of Fremont IT Department at ext. 2015 or (402)753-1384 if you feel the link has been mistakenly blocked.

From: [FPD1](#)
To: [Holzerland, Shelly](#)
Subject: Fw: Initial 911 PSAP Service Disruption Notification
Date: Tuesday, November 7, 2023 7:17:33 AM

From: Holzerland, Shelly <Shelly.Holzerland@fremontne.gov>
Sent: Thursday, August 31, 2023 9:04 PM
To: FPD1 <FPD1@fremontne.gov>
Subject: Fwd: Initial 911 PSAP Service Disruption Notification

Shelly Holzerland
Fremont/Dodge Co 911

Begin forwarded message:

From: 911 Outage Report <911.outage.report@lumen.com>
Date: August 31, 2023 at 20:39:57 CDT
To: "Holzerland, Shelly" <Shelly.Holzerland@fremontne.gov>
Subject: Initial 911 PSAP Service Disruption Notification
Reply-To: 911.outage.report@lumen.com



Initial 911 PSAP Service Disruption Notification



You are receiving this email because you are a designated contact person for outage communications for this facility. There is a network event that is causing a potential 911 PSAP/Central Office/ALI Outage in your area. Lumen is attempting/or has contacted your PSAP via telephone to inform you of this possible 911 outage. Lumen is sending this email notification pursuant to Section 4.9(h) of the Rules of the Federal Communications Commission, 47 C.F.R. § 4.9(h).

Below is the best available information known about this event at this time. This information may change as Lumen continues it's investigations.

Nebraska

You may contact Lumen by calling the number below and referencing Ticket Number

Ticket ID	Ticket Number
PSS Id	54694

or by replying to this email to get further action taken regarding the outage and to discuss any steps to help mitigate the 911 impact.

Lumen will follow up with additional detail concerning the service disruption.

Email: 911.Outage.Report@lumen.com

*** For 911 Reroute Requests Call 800-357-0911 ***

CONFIDENTIALITY NOTICE: If you are not a designated contact person for outage communications for this facility, you are hereby notified that you are not authorized to read, print, retain, copy, or disseminate this message, any part of it, or any attachments. If you have received this message in error, please delete this message and any attachments from your system without reading the content and notify the sender immediately of the inadvertent transmission. This email may contain confidential or proprietary information and is not to be forwarded outside your organization without the express written consent of Lumen.

From: 911 Outage Report <911.outage.report@lumen.com>
Sent: Thursday, August 31, 2023 9:37 PM
To: Holzerland, Shelly
Subject: Follow Up 911 PSAP Service Disruption Notification



Follow Up 911 PSAP Service Disruption Notification

You are receiving this email because you are a designated contact person for outage communications for this facility. There is a network event that is causing a potential 911 PSAP/Central Office/ALI Outage in your area. Lumen is attempting/or has contacted your PSAP via telephone to inform you of this possible 911 outage. Lumen is sending this email notification pursuant to Section 4.9(h) of the Rules of the Federal Communications Commission, 47 C.F.R. § 4.9(h).

BELOW IS THE BEST-AVAILABLE INFORMATION KNOWN ABOUT THIS EVENT AT THIS TIME.
THIS INFORMATION MAY CHANGE AS LUMEN CONTINUES IT'S INVESTIGATION.

Cause of 911 Impact	Under Investigation
Time of Repair	Unknown Time
Action Taken to Minimize 911 Impact	Lumen technicians from all groups are currently working to resolve the issue affecting 911 calls for the state of Nebraska. No ETR at this time. Updates to follow as new information is provided

You may contact Lumen by calling the number below and referencing Ticket Number

Ticket ID	Ticket Number
PSS Id	54694
WFA Ticket	27521244

or by replying to this email to get further action taken regarding the outage and to discuss any steps to help mitigate the 911 impact.

Email: 911.Outage.Report@lumen.com

*** For 911 Reroute Requests Call 800-357-0911 ***

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the sender immediately of the inadvertent transmission. This email may contain confidential or proprietary information and is not to be forwarded outside your organization without the express written consent of Lumen.

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From: [FPD1](#)
To: [Holzerland, Shelly](#)
Subject: Fw: Final 911 PSAP Service Disruption Notification
Date: Tuesday, November 7, 2023 7:18:11 AM

From: Holzerland, Shelly <Shelly.Holzerland@fremontne.gov>
Sent: Friday, September 1, 2023 8:32 AM
To: FPD1 <FPD1@fremontne.gov>
Subject: FW: Final 911 PSAP Service Disruption Notification

From: 911 Outage Report <911.outage.report@lumen.com>
Sent: Friday, September 1, 2023 8:28 AM
To: Holzerland, Shelly <Shelly.Holzerland@fremontne.gov>
Subject: Final 911 PSAP Service Disruption Notification



Final 911 PSAP Service Disruption Notification

You are receiving this email because you are a designated contact person for outage communications for this facility. There is a network event that is causing a potential 911 PSAP/Central Office/ALI Outage in your area. Lumen is attempting/or has contacted your PSAP via telephone to inform you of this possible 911 outage. Lumen is sending this email notification pursuant to Section 4.9(h) of the Rules of the Federal Communications Commission, 47 C.F.R. § 4.9(h).

BELOW IS THE BEST-AVAILABLE INFORMATION KNOWN ABOUT THIS EVENT AT THIS TIME.
THIS INFORMATION MAY CHANGE AS LUMEN CONTINUES IT'S INVESTIGATION.

Cause of 911 Impact

Fiber Cut In The Area

Time of Repair

9/1/2023 5:32:00 AM

Action Taken to Minimize 911 Impact

Technicians have repaired the fiber cut to restore all 9 1 1 services impacted by this event in the state of Nebraska.

You may contact Lumen by calling the number below and referencing Ticket Number

Ticket ID	Ticket Number
PSS Id	54694
WFA Ticket	27521244
OneRemedy Ticket	27521072 27520919

or by replying to this email to get further action taken regarding the outage and to discuss any steps to help mitigate the 911 impact.

Email: 911.Outage.Report@lumen.com

*** For 911 Reroute Requests Call 800-357-0911 ***

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Dietrich, Sallie

From: Holzerland, Shelly <Shelly.Holzerland@fremontne.gov>
Sent: Thursday, August 31, 2023 11:49 PM
To: 911.outage.report@lumen.com
Subject: Re: Follow Up 911 PSAP Service Disruption Notification

Hello, i was told that my 911 calls would be forwarded Ed to an admin line due to our statewide 911 outage. That hasn't happened yet, can you tell me if it's in progress?

Shelly Holzerland
Fremont/Dodge Co 911

On Aug 31, 2023, at 21:37, 911 Outage Report <911.outage.report@lumen.com> wrote:



Follow Up 911 PSAP Service Disruption Notification

You are receiving this email because you are a designated contact person for outage communications for this facility. There is a network event that is causing a potential 911 PSAP/Central Office/ALI Outage in your area. Lumen is attempting/or has contacted your PSAP via telephone to inform you of this possible 911 outage. Lumen is sending this email notification pursuant to Section 4.9(h) of the Rules of the Federal Communications Commission, 47 C.F.R. § 4.9(h).

BELOW IS THE BEST-AVAILABLE INFORMATION KNOWN ABOUT THIS EVENT AT THIS TIME. THIS INFORMATION MAY CHANGE AS LUMEN CONTINUES IT'S INVESTIGATION.

Cause of 911 Impact	Under Investigation
Time of Repair	Unknown Time
Action Taken to Minimize 911 Impact	Lumen technicians from all groups are currently working to resolve the issue affecting 911 calls for the state of Nebraska. No ETR at this time. Updates to follow as new information is provided

You may contact Lumen by calling the number below and referencing Ticket Number

Ticket ID	Ticket Number
PSS Id	54694
WFA Ticket	27521244

or by replying to this email to get further action taken regarding the outage and to discuss any steps to help mitigate the 911 impact.

Email: 911.Outage.Report@lumen.com

***** For 911 Reroute Requests Call 800-357-0911 *****

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Dietrich, Sallie

From: Holzerland, Shelly <Shelly.Holzerland@fremontne.gov>
Sent: Friday, September 1, 2023 1:03 AM
To: 911.outage.report@lumen.com
Subject: Re: Follow Up 911 PSAP Service Disruption Notification

Hello, I've tried to call in but I keep getting disconnected as I wait for someone to answer. I need my 911 calls forwarded to a 10 digit number please

Shelly Holzerland
Fremont/Dodge Co 911

On Aug 31, 2023, at 23:49, Holzerland, Shelly <Shelly.Holzerland@fremontne.gov> wrote:

Hello, i was told that my 911 calls would be forwarded Ed to an admin line due to our statewide 911 outage. That hasn't happened yet, can you tell me if it's in progress?

Shelly Holzerland
Fremont/Dodge Co 911

On Aug 31, 2023, at 21:37, 911 Outage Report <911.outage.report@lumen.com> wrote:



Follow Up 911 PSAP Service Disruption Notification

You are receiving this email because you are a designated contact person for outage communications for this facility. There is a network event that is causing a potential 911 PSAP/Central Office/ALI Outage in your area. Lumen is attempting/or has contacted your PSAP via telephone to inform you of this possible 911 outage. Lumen is sending this email notification pursuant to Section 4.9(h) of the Rules of the Federal Communications Commission, 47 C.F.R. § 4.9(h).

**BELOW IS THE BEST-AVAILABLE INFORMATION KNOWN ABOUT THIS EVENT AT THIS TIME.
THIS INFORMATION MAY CHANGE AS LUMEN CONTINUES IT'S INVESTIGATION.**

Cause of 911 Impact	Under Investigation
Time of Repair	Unknown Time

Action Taken to Minimize 911 Impact

Lumen technicians from all groups are currently working to resolve the issue affecting 911 calls for the state of Nebraska. No ETR at this time. Updates to follow as new information is provided

You may contact Lumen by calling the number below and referencing Ticket Number

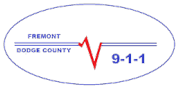
Ticket ID	Ticket Number
PSS Id	54694
WFA Ticket	27521244

or by replying to this email to get further action taken regarding the outage and to discuss any steps to help mitigate the 911 impact.

Email: 911.Outage.Report@lumen.com

*** For 911 Reroute Requests Call 800-357-0911 ***

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CFS # CFS2329868
Call Taker Alexis Benedict
Location 725 N PARK AVE, FREMONT, NE 68025 (911 CENTER)
Location Details
Primary Incident Code EQUIP : Equipment repair/maint Dispatch
Mod
Priority 4
Use Caution No
Primary Disposition Handled by Dispatch
Beat
Zone
Ready For Dispatch Yes
Call Time 08/31/23 19:06:05
Completed Time 09/01/23 21:13:35

Reporters

Unknown (Initial Reporter)

Sex
DOB
Address
Report Time 08/31/23 19:06:05
How Reported
From Phone
Contact Phone
Comments

Other Names

Vehicles

Responders

Response Times

Assigned 09/01/23 21:13:35 *
Enroute 09/01/23 21:13:35 *
Arrived 09/01/23 21:13:35 *
Leaving
Arrived At
Completed 09/01/23 21:13:35

IR / External Agency Numbers

Command Log Filter: All Commands & Intellicomm | Details: Hidden | Units: All Units | Revised Entries: Shown

08/31/23 19:06:05 | Benedict, Alexis | New CFS
 08/31/23 19:06:10 | Benedict, Alexis | MAJOR ALARM

08/31/23 19:07:45 | Benedict, Alexis | ON CALL STATED ALL CIRCUITS ARE BUSY PLEASE CALL AGAIN LATER
08/31/23 19:17:46 | Benedict, Alexis | TRIED TO CALL AGAIN AND GOT SAME MESSAGE
08/31/23 19:27:44 | Benedict, Alexis | ATTEMPTED AGAIN SAME MESSAGE
08/31/23 19:39:37 | Wright, Deborah | TRIED CALLING OUT TO SC101 AND ALSO LUMEN AGAIN AND IT SAYS
"SORRY ALL CIRCUITS ARE BUSY"
08/31/23 19:39:48 | Wright, Deborah | CALLING LUMEN FROM PERSONAL CELL
08/31/23 19:43:48 | Wright, Deborah | CALLED FROM CELL PHONE TO DO A 911 TEST CALL, RANG BUSY
08/31/23 19:44:33 | Wright, Deborah | BENEDICT CALLED C1 AND WAS ABLE TO GET THE CALL OUT
08/31/23 19:44:45 | Wright, Deborah | RICK FROM LUMEN CALLED ABOUT THE ISSUE
08/31/23 19:44:47 | Wright, Deborah | IS WORKING ON IT
08/31/23 19:45:21 | Wright, Deborah | SAYS THE WHOLE SYSTEM IS DOWN
08/31/23 19:45:27 | Wright, Deborah | THEY ARE WORKING ON IT
08/31/23 20:01:46 | Wright, Deborah | CUMING CO 402-372-6009 ALL LINES ARE OUT
08/31/23 20:26:45 | Wright, Deborah | DIRECTOR HOLZERLAND HAS BEEN MADE AWARE AND IS WORKING ON
SENDING OUT AN ALERT SENSE
08/31/23 20:26:55 | Wright, Deborah | AM MESSAGE ON TTY HAS BEEN SENT TO BURT, CUMING, AND COLFAX
COUNTY
08/31/23 20:27:24 | Wright, Deborah | FPD AND DC SO PUBLIC RELATIONS PERSONNEL ARE PUTTING OUT THE
WORD TO THE PUBLIC ON WHAT ALTERNATE NUMBER TO CALL
08/31/23 20:28:51 | Benedict, Alexis | HOSPITAL NOTIFIED OF ISSUE HOTLINE IS STILL WORKING
09/01/23 00:10:00 | Wright, Deborah | TICKET 54694
09/01/23 00:51:25 | Holzerland, Shelly | 2100 HRS CONTACT WITH JAMES ALMOND, PSC. STATE IS AWARE OF
OUTAGE, ALL CONCERNED ARE WORKING ON IT. JAMES WILL ARRANGE TO HAVE 911 CALLS FORWARDED
TO 402-727-2769 SET UP IN TRAINING ROOM
09/01/23 00:51:58 | Holzerland, Shelly | 2110 HRS CONTACT WITH JEREMY AT IT TO OPEN PORT FOR DESK
PHONE IN TRAINING ROOM - DONE
09/01/23 00:53:43 | Holzerland, Shelly | 2349 HRS SENT EMAIL TO LUMEN ASKING FOR UPDATE - NO REPLY
09/01/23 00:54:06 | Holzerland, Shelly | 2355 CALLED JAMES WHO WAS SURPRISED IT HADNT BEEN DONE. HE
WILL CALL LUMEN
09/01/23 00:54:52 | Holzerland, Shelly | 0040 CALLS STILL NOT TRANSFERRED, CONTACTED JAMES AGAIN VIA
TEXT, CALLED LUMEN REPAIR AND CALL DISCONNECTED WHILE ON HOLD. ADVISED JAMES OF SAME
09/01/23 00:56:33 | Holzerland, Shelly | CALLED AGAIN - DISCONNECTED
09/01/23 01:21:21 | Holzerland, Shelly | CONTACT WITH ANNE AT 911 REPAIR, TECHS ARE ACTIVELY WORKING
ON CALL FORWARDING ATTEMPTS BUT ARE ENCOUNTERING PROBLEMS GETTING THEM TO WORK
09/01/23 01:22:55 | Holzerland, Shelly | NO UPDATE ON THE STATUS OF MY REQUEST BUT IT IS BEING
WORKED ON
09/01/23 02:39:20 | Wright, Deborah | TEST CALL FROM INTRADO
09/01/23 02:40:18 | Wright, Deborah | MADE TEST CALL TO 911, STILL RINGING BUSY
09/01/23 02:46:02 | Wright, Deborah | ELINA WITH VERIZON
09/01/23 02:46:42 | Wright, Deborah | ASKED TO MAKE 911 TEST CALL
09/01/23 08:45:30 | Holzerland, Shelly | ADDITIONAL WORK AND TESTING THROUGHOUT THE NIGHT
09/01/23 08:45:58 | Holzerland, Shelly | INITIAL RESTORAL BEGAN ABOUT 0530, ADDITIONAL TESTED DUE TO
VERIZON STILL DELIVERING TO ADMIN LINES
09/01/23 08:46:48 | Holzerland, Shelly | OTHER CELL CARRIERS AND LANDLINES BACK IN SERVICE,
NOTIFICATIONS MADE FOR OFFICIALS AND SOCIAL MEDIA POSTINGS BETWEEN 0630-0730
09/01/23 21:13:35 | Wright, Deborah | Complete - NO LONGER IN ALARM

Dietrich, Sallie

From: Furnas County EM <furnasem@atcjet.net>
Sent: Tuesday, November 7, 2023 10:06 AM
To: Effken, Matt
Subject: FW: Furnas County 911 Lumin Outage

Follow Up Flag: Follow up
Flag Status: Flagged

You don't often get email from furnasem@atcjet.net. [Learn why this is important](#)

From: Furnas County EM <furnasem@atcjet.net>
Sent: Tuesday, November 7, 2023 8:59 AM
To: 'matt.effden@nebraska.gov' <matt.effden@nebraska.gov>
Subject: Furnas County 911 Lumin Outage

Matt,

- a) The main impact for Furnas County 911 was we were unable to receive mapping with the 911 calls. Our 911 calls automatically rolled over to our admin lines.
- b) We received a phone call advising us there was an outage in our area.
- c) The date the impact affected Furnas County 911 was around 7 PM on August 31, 2023.
- d) Furnas County 911 received the notification via phone calls.
- e) Furnas County 911 did not save the notifications.

Thanks

ROGER POWELL
FURNAS COUNTY EMERGENCY MANAGER
911 ADMINISTRATOR
912 R STREET
BEAVER CITY, NE 68926
308-268-5088
furnasem@atcjet.net

Dietrich, Sallie

From: Jon Rosenlund <jonr@grand-island.com>
Sent: Thursday, November 16, 2023 2:41 PM
To: Effken, Matt
Cc: Sankey, Dave; Almond, James; Shanna Binderup
Subject: Lumen Outage Impact Report: Grand Island Emergency Center
Attachments: PRESS RELEASE 911 Outage.pdf; PSC Report - Impacts of the Lumen Telephone Outage GIEC.pdf; GIEC CAD information Aug 31-Sep1 2023 Outage.pdf; Lumen Notifications Lumen Outage Aug 31 2023.pdf; Other Notifications Lumen Outage Aug 31 2023.pdf

Follow Up Flag: Follow up
Flag Status: Flagged

You don't often get email from jonr@grand-island.com. [Learn why this is important](#)

Greetings,

Attached you will find our response to the request for information made by the Public Service Commission regarding the impacts and challenges posed by the Lumen service interruption incident beginning Aug 31, 2023. Attached you will find our Impact Report, copies of notifications by Lumen and other partners (emails), details recorded by GIEC staff, and a copy of the eventual press released provided in the morning hours of September 1, 2023.

We hope this information proves valuable and if you need any further details, information or have concerns we can answer, please don't hesitate to ask. We deeply appreciate the PSC's focus on this matter and are prepared to support in any way possible.

Thank you.

Jon Rosenlund, Director
Grand Island-Hall County Emergency Management & Communications
1210 N. North Road
Grand Island, NE 68803
308-385-5362

"Self-sufficiency is Emergency Preparedness"

Follow us on [Facebook](#) and Twitter @GIHallEMA

EXHIBIT
27

Impacts of the Lumen Telephone Outage

Grand Island Emergency Center (Hall County, NE PSAP)

August 31 to September 1, 2023

In response to a request from the Public Service Commission, the Grand Island-Hall County Emergency Management & Communications Department submits this report on behalf of the Grand Island Emergency Center (GIEC), serving as the PSAP for Hall County, NE. In the evening of August 31, 2023, the GIEC suffered a major telephone line service interruption that impacted not only 911 lines but also the administrative lines in the Center. This service interruption dealt a significant blow to our operations and lasted the bulk of the overnight hours.

This report seeks to briefly describe the impacts on the Center, the efforts made by GIEC personnel to overcome the outage, and provide a detailed account of the notifications used by Lumen and other partners to stay aware of the situation.

Impacts

I. Impacts to the Grand Island Emergency Center

1. Estimated Missed Calls

- a. Between Aug 1-30, 2023, average daily call volume for the GIEC is listed below as well as the call volume numbers for Aug 31, beginning at 19:00 hours through 02:00 hours:

Hour of Day	18:00	19:00	20:00	21:00	22:00	23:00	00:00	01:00	02:00
Total Aug 1-30	327	307	285	276	237	171	183	147	125
Daily Avg. Aug 1-30	10.9	10.2	9.5	9.2	7.9	5.7	6.1	4.9	4.2
Aug 31-Sep 1	8	1	2	4	0	0	0	0	17

By these estimates, we anticipate having missed 40-50 telephone calls during the course of the outage. A number of those missing calls were have been indicated by RapidSOS, forwarded by Intrado, or received by our PSAP through our Emergency Operations Center lines when that call center was established. However, in the first hour or so of the incident, prior to the discovery and use of alternate lines, an exact number of missed calls is unavailable at this time.

2. Impact on Community Safety

- a. To our knowledge, no serious emergency was missed in our jurisdiction as we received no reports of emergencies that were left unattended to. Fortunately, due to quick thinking and cooperation among the GIEC staff using personal cell phones and the excellent support from Intrado and RapidSOS, many calls were answered and received a response.

3. GIEC COOP Plans and Systems

a. Onsite 911 Backup System

- The Grand Island Emergency Center maintains a basic telephone system independent of our Callworks CPE that features all of our administrative and 911 “roll-over” lines. In cases when our 911 lines or CPE are not operational, we forward our 911 trunks to our administrative lines

which ring on the backup phones in order to keep the phone ringing in our center before electing to send our 911 traffic to another PSAP.

This has been utilized many times during CPE or 911 interruptions due to service or outage incidents in the past. However, in this instance, the administrative lines were also lost for both inbound and outbound calling. Thus, no 911 transfer was possible to this in-house, redundant system.

b. Grand Island Alternate 911 Center

- The Grand Island Emergency Center maintains a fully functional alternate 911 Center at the City Hall location (100 E. 1st St.) with all 911 lines and administrative lines duplicated in that facility and features both our Callworks CPE and another independent, redundant backup admin phone lines system.

However, because the interruption included all Lumen telephone lines, 911 and administrative, the Alternate 911 Center provided no remedy as the outage affected all lines, regardless of the location, as well.

c. Transfer of 911 Calls to Neighboring PSAPs Impossible

- Typically, in such an incident where the backup admin line system and the alternate center provide no remedy, the Grand Island Emergency Center could transfer all 911 calls to neighboring Buffalo County 911 in Kearney, NE. However, Buffalo County was also affected by this event and unable to take calls.
- Intrado advised that they were unable to transfer our 911 calls to neighboring Hastings 911.

d. Hall County Emergency Operations Center

- The Grand Island Emergency Center is co-located with the Hall County Emergency Operations Center (EOC) within our Department. During this incident, all primary administrative lines for the Emergency Management Division, also managed by Lumen, were found to be inoperable.
- However, in time, the staff successfully found 2 lines in the Emergency Operational Center's "Wildix" IP-based system which were operational and able to make and receive calls. These lines were swiftly published to the public and partners as alternate 911 lines throughout the outage. Dispatchers were then moved to these EOC stations for call entry while other GIEC staff remained in the 911 Center to dispatch calls.

II. Dispatcher Narratives

The following is the narrative found in the CAD call for this incident in our RMS system.

1. "At 1945 we noticed the 911 and admin lines were down [*RapidSOS "pings" and no subsequent calls*]. Began doing test calls for 911 lines and admin lines, they all had a busy tone. At 1948 we called Shanna, the deputy director, and advised her of the situation. At 1950 we called Lumen. At 1949 Mike Hoffman (Platte Valley Communications) was notified by Shanna. At 1959 Callworks was called and advised. Their ticket number for the incident was INC00086786. Lumen ticket number was 27521479. Hospitals, all supported agencies and all agency heads were contacted and advised of their rolls moving forward. Callworks called for update at 2036. We had RapidSOS and were calling numbers back as they called 911. If unable to make contact we sent law enforcement out to investigate. At 2051 and IPAWS alert was sent to Hall county with two alternate phone numbers to be used in an emergency. Intrado called at 2145 and advised port 21 was working. They were going to re-route to this port."
2. "At 02:36, 09/01/2023, In & outbound ADMIN calls are going through.
3. "02:52, 09/01/2023 911 calls are now coming in. All trunks and admin lines have been tested."
4. "02:56, 09/01/2023, Only worked momentarily. 911 lines no longer going through."
5. "03:33 09/01/2023, Admin lines are only working internally. Dialing on the cell phone is not working"
6. "05:42 09/01/2023, Test called all admin and alarm line and 911 trunks, everything is going through."
7. "07:12 09/01/2023, Intrado called 911 and trunks tested"

Notifications

- I. Internal notifications
 1. Aug 31, 19: 48 hours – GIEC dispatchers reported the outage to Deputy Director Binderup.
 2. Aug 31, 19:57 hours – Director Rosenlund received phone notification from Deputy Director Binderup that GIEC dispatchers reported a large telephone service interruption of some kind was happening. GIEC Staff were in contact with Lumen, Callworks, and local maintenance personnel, as well as making various test calls to determine the extent of the loss of services.
- II. Lumen notifications
 1. Aug 31, 20:41 hours - Email received by director Rosenlund from Lumen, Ticket # 54694
 2. Aug 31, 21:37 hours - Email received by Director Rosenlund from Lumen, advising that the issue was under investigation.

3. Sep 1, 08:28 hours - Email received by Director Rosenlund from Lumen, advising cause was determined to be a "Fiber Cut in the Area" and the issue was repaired and resolved.
4. Typically, Lumen also includes a simultaneous phone call to the Director's business phone along with the email. I don't have records of those phone calls, but I assume they did occur.
5. Dispatchers on duty that evening report not receiving any telephone notification from Lumen prior to their discovery of the outage and prior to their attempts to contact the Lumen assistance line.

III. Other Outage Notifications

1. Aug 31, 22:00 hours – Intrado email to Director Rosenlund reporting Service Interruption for Wireless and VOIP, INC#3189498
2. Aug 31, 22:05 hours – Intrado repeated previous email to Director Rosenlund reporting Service Interruption.
3. Aug 31, 22:10 hours - Intrado provided a 3rd email to Director Rosenlund reporting the Service Interruption.
4. Aug 31, 22:15 hours, AT&T email to Director Rosenlund regarding VOIP outage, Ticket# EY112530
5. Sep 1, 00:04 hours – AT&T email to Director Rosenlund that outage is continuing.
6. Sep 1, 01:26 hours – AT&T email to Director Rosenlund that outage was continuing.
7. Sep 1 04:15 hours – Verizon Wireless email to Director Rosenlund that outage has occurred, Ticket VOC00014621136.

IV. Resolution/Repair Notifications

1. Sep 1, 01:56 hours – Intrado email to Director Rosenlund that outage has been resolved for Wireless and VOIP.
2. Sep 1, 02:01 hours – Intrado email to Director Rosenlund that outage has been resolved for Wireless and VOIP.
3. Sep 1, 02:06 hours – Intrado email to Director Rosenlund that outage has been resolved for Wireless and VOIP.
4. Sep 1, 09:00 hours – Verizon Wireless email to Director Rosenlund that outage has been resolved.
5. Sep 1, 10:06 hours – AT&T email to Director Rosenlund that outage has been cleared.

V. Notification Copies

1. Copies of these notifications will be included in our submittal.

Mediating Actions Taken at PSAP

I. Outage Investigations and Systems Availability Testing

1. GIEC and EM staff spent the initial moments of the outage seeking to determine the nature and extent of the outage. GIEC staff could not receive any inbound calls on 911 or administrative lines.
2. Telephone communications were limited to the singular emergency cell phone in dispatch, as well as the dispatchers' personal cell phones.
3. GIEC staff were in contact through these means to Lumen and Motorola Callworks in an effort to determine the cause and possible remedies of the outage.
4. The Director and Deputy Director also were making test calls to the center and the community to determine the extent of the outage. Director Rosenlund learned that calls could not be made to neighboring PSAPs like Howard or Buffalo.
5. The Director also notified key agencies and elected officials in Hall County by cell phone.
6. In time, it became evident that this was affecting all Lumen phone lines in multiple counties, but seemed not to have any impact on organizations that had IP based phones or larger phone systems, such as hospitals, etc.
7. Dispatch Staff created a CAD call for "Information" regarding the outage, CAD # 1270862 to record issues and updates.

II. Using Intrado and Rapid SOS for call backs

1. GIEC personnel reported receiving "pings" from Rapid SOS indicating 911 calls were being attempted by the public. GIEC personnel would call back the number indicated on the Rapid SOS to verify the issue. If contact could not be made on call back, GIEC personnel would dispatch officers or deputies for a welfare check to the area indicated by the map.
2. Intrado would also periodically contact GIEC with reports of 911 calls.

III. Alternate Lines Identified

1. At approximately 20:45 hours, Aug 31, the Hall County EOC identified lines that were operational and provided two phone numbers for 911 backup operations. The EOC was opened as an alternate call center and two dispatchers were stationed in the EOC to receive these calls.
2. Alternate phone lines are not on the GIEC recording system thus no voice recordings are available.

IV. Public Notifications

1. Aug 31, 20:51 hours, and IPAWS alert was issued by the Emergency Management Department regarding the 911 service outage and the alternate 911 lines available to the public.
2. The public was also notified of the outage by social media through the Department's Facebook and X (formerly Twitter) feeds.
3. Subsequent emails and notifications were distributed to local PSAPs and County EMs regarding the alternate 911 lines for GIEC for emergency and administrative calls.
4. Sep 1, 06:04 hours, and IPAWS alert was issued by the Emergency Management Department to notify the public that all lines were operational.
5. The public was also notified of the service restoration by social media through the Department's Facebook and X (Formerly Twitter) feeds.

V. Press Releases

1. In the morning of September 1, the Department issued the press release listed at the end of this document.

Conclusion

The Grand Island Emergency Center values its working relationship with Lumen, our CPE vendors and maintenance crews, other telecommunications providers and the Public Service Commission in providing essential 911 services to the residents and visitors of Hall County. We appreciate the efforts on behalf of the Public Service Commission to identify the impacts of this and other recent events in and effort to build a robust and confident 911 system throughout the state of Nebraska in an effort to ensure that every 911 call is answered and responded to appropriately.

Please direct any questions and comments to:

Jon Rosenlund, Director
Grand Island – Hall County
Emergency Management and Communications
1210 N. North Road,
Grand Island, NE 68803
jonr@grand-island.com
308-385-5362

With Regards,



Jon Rosenlund, Director

PRESS RELEASE

911 OUTAGE AFFECTS GRAND ISLAND EMERGENCY CENTER OVERNIGHT

In the evening of Thursday, August 31, the Grand Island Emergency Center experienced a complete loss of 911 and administrative telephone lines. Upon investigating local systems for the cause of the incident, it was learned that many 911 centers in the State of Nebraska were suffering the same loss of service.

In response, the Grand Island-Hall County Emergency Management Department activated the Emergency Operations Center (EOC) and alternate telephones lines were identified that still had service. These lines were published to the public through social media and the Wireless Emergency Alert (WEA) system for emergency use until 911 lines were restored.

Service to all 911 and administrative lines in the Emergency Management Department were restored in the early morning hours of September 1, 2023. The public was notified at approximately 6:00am, September 1, of the restored service through WEA.

“This morning, we are still learning more about what caused this incident,” said Jon Rosenlund, Director of Emergency Management and Communications. “Gratefully all of our lines have been restored and we remind everyone to use 911 only in an emergency. Please don’t test 911 and take up valuable lines from those who are in a true need.”

The Wireless Emergency Alerts system is an essential part of America's emergency preparedness. According to the FCC, since its launch in 2012, the WEA system has been used more than 78,000 times to warn the public about dangerous weather, missing children, and other critical situations – all through alerts on compatible cell phones and other mobile devices.

WEA is a public safety system that allows customers who own compatible mobile devices to receive geographically targeted, text-like messages alerting them of imminent threats to safety in their area. WEA enables government officials to target emergency alerts to specific geographic areas

“We are grateful to have access to the WEA system,” remarked Rosenlund. “In Hall County, we have used this tool many times to locate lost children, missing and endangered adults, and to warn the public of emergency situations. It is a powerful tool to inform the public of emergencies and what actions they can take to protect themselves and others.”



Grand Island – Hall County Emergency Management Department
308-385-5360

11/14/23
12:05

Spillman Data Systems, Inc.
CALL DETAIL REPORT

716
Page: 1

Call Number: 1270862

Nature: Information
Reported: 21:59:15 08/31/23
Rcvd By: Poe M How Rcvd: T
Occ Btwn: 21:59:15 08/31/23 and 21:59:15 08/31/23
Type: 1
Priority: 3

Address: Grand Island and Hall County
City:

Alarm:

COMPLAINANT/CONTACT

Complainant: , Name#:
Race: Sex: DOB: **/**/**
Address: ,
Home Phone: Work Phone:

Contact:
Address:
Phone: () -

RADIO LOG

Dispatcher	Time/Date	Unit	Code	Zone	Agnc	Description
Poe M	22:15:26 08/31/23	GIPD10	ARRV			GIPD Arrived on scene call=2881
Poe M	22:15:39 08/31/23	GIEC10	ARRV			GIEC Arrived on scene call=2881
Poe M	22:15:39 08/31/23	GIPD10	CMPL			GIPD Call reassigned to GIEC10
Proehl J	07:12:57 09/01/23	GIEC10	CMPL			GIEC

COMMENTS

22:14:57 08/31/2023 - Poe M
at 1945 we noticed the 911 and admin lines were down. Began doing test calls for 911 lines and admin lines, they all had a busy tone. At 19:48 we called Shanna, the deputy director and advised her of the situation. At 19:50 we called Luman. At 19:49 Mike Hoffman was notified by Shanna. 19:59 Callworks was called and advised, their ticket number for the incident is INC0000086786. Luman ticket number is 27521479. Hospitals, all supported agencies, and all agency heads were contacted and advised of their rolls moving forward. Callworks called for update at 20:36. We had RapidSOS up and were calling numbers back as they called 911. If unable to make contact, we sent law enforcement out to investigate. At 20:51 an IPAWS alert was sent to Hall County with two alternative phone numbers to be used in an emergency. Intado called at 21:45 and advised port 21 was working, They were going to re-route to this port.
22:16:23 08/31/2023 - Poe M
Callworks ticket number - INC0000086786
22:16:41 08/31/2023 - Poe M
Lumen ticket number - 27521479
02:36:16 09/01/2023 - Varela H
EDITED In & outbound ADMIN calls are going through. 0236
02:52:56 09/01/2023 - Varela H

11/14/23
12:05

Spillman Data Systems, Inc.
CALL DETAIL REPORT

716
Page: 2

911 calls are now coming in. all trunks and admin lines have been tested
02:56:43 09/01/2023 - Varela H
only worked momentarily. 911 lines are no longer going through
03:33:33 09/01/2023 - Varela H
Admin lines are only working internally. Dialing on the cell phone is not
working
05:42:03 09/01/2023 - Gracia Je
Test called all admin and alarm line and 911 trunks everything is going through
07:12:47 09/01/2023 - Proehl J
intrado called 911 and trunks tested

UNIT HISTORY

Unit Time/Date Code

GIEC10 22:15:39 08/31/23 ARR
GIEC10 07:12:57 09/01/23 CMPL
GIPD10 22:15:26 08/31/23 ARR
GIPD10 22:15:39 08/31/23 CMPL

RESPONDING OFFICERS

Unit Officer

11/14/23
11:58

How Calls are Received, Totals by How Received

Page: 716
1

How received		Total
G.I.E.C.	(G)	0
TT9-1-1 SMS	(M)	0
Officer Report	(O)	17
In Person	(P)	0
State TT/NLETS	(S)	0
Telephone	(T)	5
Website	(W)	0

Total Calls: 22

All dates between `19:30:00 08/31/23` and `08:00:00 09/01/23`
All how received
All areas

*** End of Report /tmp/rptMUp375-rpcdhwrc.r2_3 ***

11/14/23
11:57

Total CAD Calls Received, by Nature of Call

Page: 716
1

Nature of Call	Total Calls Received	% of Total
911 Hang Up	7	15.91
Attention Units	3	6.82
Cancel Warrant	2	4.55
Disturbance	2	4.55
Follow up	1	2.27
Information	1	2.27
Motorist Assist	2	4.55
Noise	1	2.27
Shoplift	1	2.27
Suspicious	2	4.55
Test	1	2.27
Traffic Hazard	1	2.27
Traffic Stop	14	31.82
Transport	1	2.27
Wanted Person	1	2.27
Welfare Check	2	4.55
Chest Pain D	1	2.27
Pregnancy A	1	2.27
Total Calls:		44

Report Includes:

All dates between `19:30:00 08/31/23` and `08:00:00 09/01/23`
All nature of incidents
All cities
All types
All priorities
All agencies

*** End of Report /tmp/rptViN8yK-rpcdtccr.r1_1 ***

CallID	When Reported	Typ	Nature	P	Location	Cty
✓ 1270893	06:22:59 09/01/23	I	Traffic Stop	4	US HIGHWAY 281 S & LOWRY RD W	DON
✓ 1270889	05:31:39 09/01/23	I	Cancel Warrant	5	111 PUBLIC SAFETY DR; LEC	GI1
✓ 1270888	05:20:48 09/01/23	I	Wanted Person	4	111 PUBLIC SAFETY DR; LEC	GI1
✓ 1270886	04:45:37 09/01/23	I	Test		Alarm Test Card	
✓ 1270883	02:49:09 09/01/23	I	Welfare Check	5	3210 OLD POTASH HWY W; PUMP AN...	GI3
✓ 1270882	01:13:49 09/01/23	I	Noise		707 CHARLES ST W APT 3	GI1
✓ 1270881	00:56:00 09/01/23	I	Traffic Stop	4	CANARY ST & ORIOLE ST	ALD
✓ 1270880	00:41:22 09/01/23	I	Cancel Warrant	5	111 PUBLIC SAFETY DR; LEC	GI1
✓ 1270879	23:54:00 08/31/23	I	Traffic Hazard	3	MM 305 I80 OVERPASS	WDR
✓ 1270877	23:44:35 08/31/23	I	Traffic Stop	4	MM 313 Interstate 80	DON
✓ 1270876	23:32:15 08/31/23	I	Suspicious	3	615 DIVISION ST W	GI1
✓ 1270875	23:29:22 08/31/23	I	Welfare Check	5	914 BAUMANN DR; MID PLAINS CSU	GI3
✓ 1270874	23:15:08 08/31/23	I	Traffic Stop	4	US HIGHWAY 281 S & WILDWOOD DR...	GI1
✓ 1270873	22:54:28 08/31/23	f	X Chest Pain D		101 PINE ST W	ALD
✓ 1270872	22:38:27 08/31/23	I	911 hang up	3	219 NORTH LN	GI3
✓ 1270871	22:36:11 08/31/23	I	Traffic Stop	4	FORREST ST & SHERMAN BLVD	GI3
✓ 1270870	22:34:32 08/31/23	I	Shoplift	3	420 BROADWELL AVE N; CASEYS CON...	GI3
✓ 1270869	22:17:42 08/31/23	I	Attention Units	3	4TH ST W & BROADWELL AVE N ; eb	GI1
✓ 1270868	22:14:00 08/31/23	I	Traffic Stop	4	2ND ST W & LOGAN ST N	GI3
✓ 1270867	22:06:56 08/31/23	I	Attention Units	3	2028 US HIGHWAY 30 E; PUMP AND P...	GI1
✓ 1270866	22:05:16 08/31/23	I	911 hang up	3	204 17TH ST E	GI1
✓ 1270863	22:01:20 08/31/23	I	Traffic Stop	4	STATE ST W & TAYLOR AVE	GI3
✓ 1270862	21:59:15 08/31/23	I	Information	3	Grand Island and Hall County	
✓ 1270860	21:50:18 08/31/23	I	Attention Units	3	3436 LOCUST ST S; PUMP AND PANTRY	GI1
✓ 1270859	21:50:13 08/31/23	I	Motorist Assist	3	LOCUST ST S & WILDWOOD DR E	GI1
✓ 1270857	21:35:37 08/31/23	I	Disturbance	1	635 KENNEDY DR; apt 3	GI3
✓ 1270856	21:32:56 08/31/23	I	Follow up	3	2507 2ND ST W	GI3
✓ 1270854	21:19:42 08/31/23	I	Suspicious	3	111 PUBLIC SAFETY DR; SO	GI1
✓ 1270853	21:18:36 08/31/23	I	911 hang up	3	4012 INDIANHEAD DR	GI3
✓ 1270851	21:08:21 08/31/23	I	Traffic Stop	4	13TH ST W & DIERS AVE N	GI3
✓ 1270850	20:53:15 08/31/23	I	911 hang up	3	1104 NORTH RD N	GI3
✓ 1270848	20:45:37 08/31/23	I	911 hang up	3	8033 HOLLING RD W; TA TRUCK STOP	WDR
✓ 1270847	20:44:30 08/31/23	I	Traffic Stop	4	2ND ST W & WALNUT ST N	GI1
✓ 1270846	20:43:38 08/31/23	I	Traffic Stop	4	US HIGHWAY 281 N & FAIDLEY AVE W	GI3
✓ 1270845	20:18:59 08/31/23	I	911 hang up	3	212 OAK ST N	GI1
✓ 1270844	20:10:25 08/31/23	I	Traffic Stop	4	LOCUST ST S & LOWRY RD E	DON
✓ 1270843	20:05:58 08/31/23	I	Traffic Stop	4	13TH ST W & EDDY ST N	GI1
✓ 1270841	19:52:23 08/31/23	f	X Pregnancy A		710 STATE ST W; SUPER SAVER	GI1
✓ 1270840	19:36:42 08/31/23	I	Disturbance	1	710 STATE ST W; SUPER SAVER	GI1
✓ 1270839	19:32:48 08/31/23	I	Motorist Assist	3	WOOD RIVER RD W & US HIGHWAY 2...	GI3

Jon Rosenlund

From: 911 Outage Report <911.outage.report@lumen.com>
Sent: Thursday, August 31, 2023 20:41
To: Jon Rosenlund
Subject: Initial 911 PSAP Service Disruption Notification

This message was sent from outside the company. Please do not click links or open attachments unless you recognize the source of this email and know the content is safe. If you are unsure, please submit a helpdesk ticket at <https://helpdesk.grand-island.com>



Initial 911 PSAP Service Disruption Notification

You are receiving this email because you are a designated contact person for outage communications for this facility. There is a network event that is causing a potential 911 PSAP/Central Office/ALI Outage in your area. Lumen is attempting/or has contacted your PSAP via telephone to inform you of this possible 911 outage. Lumen is sending this email notification pursuant to Section 4.9(h) of the Rules of the Federal Communications Commission, 47 C.F.R. § 4.9(h).

Below is the best available information known about this event at this time. This information may change as Lumen continues it's investigations.

Nebraska

You may contact Lumen by calling the number below and referencing Ticket Number

Ticket ID	Ticket Number
PSS Id	54694

or by replying to this email to get further action taken regarding the outage and to discuss any steps to help mitigate the 911 impact.

Lumen will follow up with additional detail concerning the service disruption.

Email: 911.Outage.Report@lumen.com

*** For 911 Reroute Requests Call 800-357-0911 ***

CONFIDENTIALITY NOTICE: If you are not a designated contact person for outage communications for this facility, you are hereby notified that you are not authorized to read, print, retain, copy, or disseminate this message, any part of it, or any attachments. If you have received this message in error, please delete this message and any attachments from your system without reading the content and notify the sender immediately of the inadvertent transmission. This email may contain confidential or proprietary information and is not to be forwarded outside your organization without the express written consent of Lumen.

Jon Rosenlund

From: 911 Outage Report <911.outage.report@lumen.com>
Sent: Thursday, August 31, 2023 21:37
To: Jon Rosenlund
Subject: Follow Up 911 PSAP Service Disruption Notification

This message was sent from outside the company. Please do not click links or open attachments unless you recognize the source of this email and know the content is safe. If you are unsure, please submit a helpdesk ticket at <https://helpdesk.grand-island.com>



Follow Up 911 PSAP Service Disruption Notification

You are receiving this email because you are a designated contact person for outage communications for this facility. There is a network event that is causing a potential 911 PSAP/Central Office/ALI Outage in your area. Lumen is attempting/or has contacted your PSAP via telephone to inform you of this possible 911 outage. Lumen is sending this email notification pursuant to Section 4.9(h) of the Rules of the Federal Communications Commission, 47 C.F.R. § 4.9(h).

BELOW IS THE BEST-AVAILABLE INFORMATION KNOWN ABOUT THIS EVENT AT THIS TIME. THIS INFORMATION MAY CHANGE AS LUMEN CONTINUES IT'S INVESTIGATION.

Cause of 911 Impact	Under Investigation
Time of Repair	Unknown Time
Action Taken to Minimize 911 Impact	Lumen technicians from all groups are currently working to resolve the issue affecting 911 calls for the state of Nebraska. No ETR at this time. Updates to follow as new information is provided

You may contact Lumen by calling the number below and referencing Ticket Number

Ticket ID	Ticket Number
PSS Id	54694
WFA Ticket	27521244

or by replying to this email to get further action taken regarding the outage and to discuss any steps to help mitigate the 911 impact.

Email: 911.Outage.Report@lumen.com

*** For 911 Reroute Requests Call 800-357-0911 ***

CONFIDENTIALITY NOTICE: If you are not a designated contact person for outage communications for this facility, you are hereby notified that you are not authorized to read, print, retain, copy, or disseminate this message, any part of it, or any attachments. If you have

Jon Rosenlund

From: 911 Outage Report <911.outage.report@lumen.com>
Sent: Friday, September 1, 2023 08:28
To: Jon Rosenlund
Subject: Final 911 PSAP Service Disruption Notification

This message was sent from outside the company. Please do not click links or open attachments unless you recognize the source of this email and know the content is safe. If you are unsure, please submit a helpdesk ticket at <https://helpdesk.grand-island.com>



Final 911 PSAP Service Disruption Notification

You are receiving this email because you are a designated contact person for outage communications for this facility. There is a network event that is causing a potential 911 PSAP/Central Office/ALI Outage in your area. Lumen is attempting/or has contacted your PSAP via telephone to inform you of this possible 911 outage. Lumen is sending this email notification pursuant to Section 4.9(h) of the Rules of the Federal Communications Commission, 47 C.F.R. § 4.9(h).

BELOW IS THE BEST-AVAILABLE INFORMATION KNOWN ABOUT THIS EVENT AT THIS TIME. THIS INFORMATION MAY CHANGE AS LUMEN CONTINUES IT'S INVESTIGATION.

Cause of 911 Impact	Fiber Cut In The Area
Time of Repair	9/1/2023 5:32:00 AM
Action Taken to Minimize 911 Impact	Technicians have repaired the fiber cut to restore all 9 1 1 services impacted by this event in the state of Nebraska.

You may contact Lumen by calling the number below and referencing Ticket Number

Ticket ID	Ticket Number
PSS Id	54694
WFA Ticket	27521244
OneRemedy Ticket	27521072 27520919

or by replying to this email to get further action taken regarding the outage and to discuss any steps to help mitigate the 911 impact.

Email: 911.Outage.Report@lumen.com

*** For 911 Reroute Requests Call 800-357-0911 ***

CONFIDENTIALITY NOTICE: If you are not a designated contact person for outage communications for this facility, you are hereby notified that you are not authorized to read, print, retain, copy, or disseminate this message, any part of it, or any attachments. If you have

Jon Rosenlund

From: Intrado Life & Safety Notifications <incidentnotifications@intrado.com>
Sent: Thursday, August 31, 2023 22:00
To: Jon Rosenlund
Subject: Initial- Call Delivery Mobility Notification - INC3189498

Importance: High

This message was sent from outside the company. Please do not click links or open attachments unless you recognize the source of this email and know the content is safe. If you are unsure, please submit a helpdesk ticket at <https://helpdesk.grand-island.com>

[Please click here to acknowledge receipt of this message](#)

Notification of Potential Service Disruption

This is Intrado Life and Safety. We are investigating a service disruption affecting Wireless and/or VoIP 9-1-1 calls. You are being notified due to the potential for impact in your area. This issue could prevent some calls from being delivered to your center on the traditional 9-1-1 trunks. Calls affected by the service disruption are expected to follow the predefined default route. This could result in the call being delivered to your PSAP's 10-digit 24X7 line or to an emergency call relay center where the call taker will then warm transfer 9-1-1 calls to the appropriate jurisdiction. We will provide an update when service has been restored. If further information is required, please send your request via email to WirelessandVoIPServiceUpdates@intrado.com.

Thank you.

Why did you receive this Notification?

The FCC requires outage notification be provided to any official designated by the management of the affected 911 special facility. You have received this notification because you have been identified to Intrado Life & Safety, as the designated official for your 911 facility.

How do I remove myself from these Notifications?

If you feel you should no longer be on this notification list you must contact Intrado Life & Safety, at the above email address to be removed. Once Intrado Life & Safety, is notified a change has been requested, we will work with you to have your information updated or removed.



Jon Rosenlund

From: Intrado Life & Safety Notifications <incidentnotifications@intrado.com>
Sent: Thursday, August 31, 2023 22:05
To: Jon Rosenlund
Subject: Initial- Call Delivery Mobility Notification - INC3189498

Importance: High

This message was sent from outside the company. Please do not click links or open attachments unless you recognize the source of this email and know the content is safe. If you are unsure, please submit a helpdesk ticket at <https://helpdesk.grand-island.com>

[Please click here to acknowledge receipt of this message](#)

Notification of Potential Service Disruption

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Thank you.

Why did you receive this Notification?

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How do I remove myself from these Notifications?

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Jon Rosenlund

From: Intrado Life & Safety Notifications <incidentnotifications@intrado.com>
Sent: Thursday, August 31, 2023 22:10
To: Jon Rosenlund
Subject: Initial- Call Delivery Mobility Notification - INC3189498

Importance: High

This message was sent from outside the company. Please do not click links or open attachments unless you recognize the source of this email and know the content is safe. If you are unsure, please submit a helpdesk ticket at <https://helpdesk.grand-island.com>

[Please click here to acknowledge receipt of this message](#)

Notification of Potential Service Disruption

This is Intrado Life and Safety. We are investigating a service disruption affecting Wireless and/or VoIP 9-1-1 calls. You are being notified due to the potential for impact in your area. This issue could prevent some calls from being delivered to your center on the traditional 9-1-1 trunks. Calls affected by the service disruption are expected to follow the predefined default route. This could result in the call being delivered to your PSAP's 10-digit 24X7 line or to an emergency call relay center where the call taker will then warm transfer 9-1-1 calls to the appropriate jurisdiction. We will provide an update when service has been restored. If further information is required, please send your request via email to WirelessandVoIPServiceUpdates@intrado.com.

Thank you.

Why did you receive this Notification?

The FCC requires outage notification be provided to any official designated by the management of the affected 911 special facility. You have received this notification because you have been identified to Intrado Life & Safety, as the designated official for your 911 facility.

How do I remove myself from these Notifications?

If you feel you should no longer be on this notification list you must contact Intrado Life & Safety, at the above email address to be removed. Once Intrado Life & Safety, is notified a change has been requested, we will work with you to have your information updated or removed.



Jon Rosenlund

From: ATTMO_911_Notice@list.att.com <noreply@everbridge.net>
Sent: Thursday, August 31, 2023 22:15
To: Jon Rosenlund
Subject: Initial: VOIP Outage Nebraska

This message was sent from outside the company. Please do not click links or open attachments unless you recognize the source of this email and know the content is safe. If you are unsure, please submit a helpdesk ticket at <https://helpdesk.grand-island.com>



[Please click here to acknowledge receipt of this message](#)

Hello, this is a notification from D J with the AT&T 911 Resolution Center, advising that as of 9:43pm CDT on 8/31/2023, some Business and Consumer VOIP Customers served by Grand Island-Hall County in Nebraska may be unable to make 9 1 1 calls due to a network event. There is currently no estimated time of repair. The ticket number for this issue is E Y 1 1 2 5 3 0. Please contact the Resolution Center at 888 243-1911 with any questions. Thank you.

If you received this notification in error please reply to bb3917@att.com

Jon Rosenlund

From: ATTMO_911_Notice@list.att.com <noreply@everbridge.net>
Sent: Friday, September 1, 2023 00:04
To: Jon Rosenlund
Subject: Update: VOIP Outage Nebraska

This message was sent from outside the company. Please do not click links or open attachments unless you recognize the source of this email and know the content is safe. If you are unsure, please submit a helpdesk ticket at <https://helpdesk.grand-island.com>



[Please click here to acknowledge receipt of this message](#)

Hello, this is an updated notification from D J with the AT&T 911 Resolution Center advising that some Business and Consumer VOIP callers served by GRAND ISLAND-HALL COUNTY may still be unable to reach 9 1 1. AT&T has identified a network outage and is working to resolve the issue. AT&T Ticket Number E Y 1 1 2 5 3 0. Please contact the Resolution Center at 888 243-1911 with any questions. Thank you.

If you received this notification in error please reply to bb3917@att.com

Jon Rosenlund

From: ATTMO_911_Notice@list.att.com <noreply@everbridge.net>
Sent: Friday, September 1, 2023 01:26
To: Jon Rosenlund
Subject: Update: VOIP Outage Nebraska

This message was sent from outside the company. Please do not click links or open attachments unless you recognize the source of this email and know the content is safe. If you are unsure, please submit a helpdesk ticket at <https://helpdesk.grand-island.com>



[Please click here to acknowledge receipt of this message](#)

Hello, this is an updated notification from Rick with the AT&T 911 Resolution Center advising that some Business and Consumer VOIP callers may still be unable to reach 9 1 1. AT&T has identified a network outage and is working to resolve the issue. AT&T Ticket Number E Y 1 1 2 5 3 0. Please contact the Resolution Center at 888 243-1911 with any questions. Thank you.

If you received this notification in error please reply to bb3917@att.com

Jon Rosenlund

From: Intrado Life & Safety Notifications <incidentnotifications@intrado.com>
Sent: Friday, September 1, 2023 01:56
To: Jon Rosenlund
Subject: Final - Mobility - INC3189498

Importance: High

This message was sent from outside the company. Please do not click links or open attachments unless you recognize the source of this email and know the content is safe. If you are unsure, please submit a helpdesk ticket at <https://helpdesk.grand-island.com>

[Please click here to acknowledge receipt of this message](#)

Notification of Potential Service Disruption

This is Intrado Life and Safety. The service disruption previously communicated affecting Wireless and/or VoIP 9-1-1 calls has **been resolved**. 9-1-1 service is now operating as expected. If further information is required, please send your request via email to WirelessandVoIPServiceUpdates@intrado.com.

Thank you.

Why did you receive this Notification?

The FCC requires outage notification be provided to any official designated by the management of the affected 911 special facility. You have received this notification because you have been identified to Intrado Life & Safety, as the designated official for your 911 facility.

How do I remove myself from these Notifications?

If you feel you should no longer be on this notification list you must contact Intrado Life & Safety, at the above email address to be removed. Once Intrado Life & Safety, is notified a change has been requested, we will work with you to have your information updated or removed.



Jon Rosenlund

From: Intrado Life & Safety Notifications <incidentnotifications@intrado.com>
Sent: Friday, September 1, 2023 02:01
To: Jon Rosenlund
Subject: Final - Mobility - INC3189498

Importance: High

This message was sent from outside the company. Please do not click links or open attachments unless you recognize the source of this email and know the content is safe. If you are unsure, please submit a helpdesk ticket at <https://helpdesk.grand-island.com>

[Please click here to acknowledge receipt of this message](#)

Notification of Potential Service Disruption

This is Intrado Life and Safety. The service disruption previously communicated affecting Wireless and/or VoIP 9-1-1 calls has been resolved. 9-1-1 service is now operating as expected. If further information is required, please send your request via email to WirelessandVoIPServiceUpdates@intrado.com.

Thank you.

Why did you receive this Notification?

The FCC requires outage notification be provided to any official designated by the management of the affected 911 special facility. You have received this notification because you have been identified to Intrado Life & Safety, as the designated official for your 911 facility.

How do I remove myself from these Notifications?

If you feel you should no longer be on this notification list you must contact Intrado Life & Safety, at the above email address to be removed. Once Intrado Life & Safety, is notified a change has been requested, we will work with you to have your information updated or removed.



Jon Rosenlund

From: Intrado Life & Safety Notifications <incidentnotifications@intrado.com>
Sent: Friday, September 1, 2023 02:06
To: Jon Rosenlund
Subject: Final - Mobility - INC3189498

Importance: High

This message was sent from outside the company. Please do not click links or open attachments unless you recognize the source of this email and know the content is safe. If you are unsure, please submit a helpdesk ticket at <https://helpdesk.grand-island.com>

[Please click here to acknowledge receipt of this message](#)

Notification of Potential Service Disruption

This is Intrado Life and Safety. The service disruption previously communicated affecting Wireless and/or VoIP 9-1-1 calls has been **resolved**. 9-1-1 service is now operating as expected. If further information is required, please send your request via email to WirelessandVoIPServiceUpdates@intrado.com.

Thank you.

Why did you receive this Notification?

The FCC requires outage notification be provided to any official designated by the management of the affected 911 special facility. You have received this notification because you have been identified to Intrado Life & Safety, as the designated official for your 911 facility.

How do I remove myself from these Notifications?

If you feel you should no longer be on this notification list you must contact Intrado Life & Safety, at the above email address to be removed. Once Intrado Life & Safety, is notified a change has been requested, we will work with you to have your information updated or removed.



Jon Rosenlund

From: echo@verizon.com
Sent: Friday, September 1, 2023 04:15
Subject: Verizon Wireless Notification of Potential Outage Affecting 911 Facility - 2023090100054

This message was sent from outside the company. Please do not click links or open attachments unless you recognize the source of this email and know the content is safe. If you are unsure, please submit a helpdesk ticket at <https://helpdesk.grand-island.com>

verizon^v echo

Organization: WIRELESS

Dear Designated PSAP Point of Contact for Communications Outages:

The trouble that may be affecting E911 services for your PSAP is outside the Verizon Wireless network. We will send a notification when this issue has been resolved.

Start Date: 08-31-2023/09-01-2023

Start Time: 19:21:00 Central Time/00:21:00 GMT

End Date: none

End Time: none

Affected Services:

- No ALI and/or ANI

Affected PSAPs:

- Buffalo County Sheriffs Office
- Howard County Communications Center
- Alliance Police Box Butte County Sheriffs Office
- Nance County Sheriff
- North Platte Police Department
- Douglas County 9-1-1 Communications Center
- Dundy County Sheriffs Department
- Fremont/Dodge County Communications
- Grand Island-Hall County

Ticket Number: VOC000014621136

We appreciate your patience. If you need to contact the Verizon Network Operations Center, please email VZW.NOC.PSAP.Notifications@VerizonWireless.com and reference the ticket number listed above

Thank you,

Verizon Wireless

If this message has been sent to you in error, or should be sent to a different official at your facility, please email vzwnocfcc@verizonwireless.com.

Jon Rosenlund

From: echo@verizon.com
Sent: Friday, September 1, 2023 09:00
Subject: Verizon Wireless Notification of Potential Outage Affecting 911 Facility - 2023090100054

This message was sent from outside the company. Please do not click links or open attachments unless you recognize the source of this email and know the content is safe. If you are unsure, please submit a helpdesk ticket at <https://helpdesk.grand-island.com>

verizon^v echo

Organization: WIRELESS

Dear Designated PSAP Point of Contact for Communications Outages:

The previously reported incident has been **resolved**. Please contact Verizon Wireless if you are still experiencing difficulties with 911 services.

Start Date: 08-31-2023/09-01-2023

Start Time: 20:21:00 Eastern Time/00:21:00 GMT

End Date: 09-01-2023/09-01-2023

End Time: 07:32:00 Eastern Time/11:32:00 GMT

Affected Services:

- No ALI and/or ANI

Affected PSAPs:

- Buffalo County Sheriffs Office
- Howard County Communications Center
- Alliance Police Box Butte County Sheriffs Office
- Nance County Sheriff
- North Platte Police Department
- Douglas County 9-1-1 Communications Center
- Dundy County Sheriffs Department
- Fremont/Dodge County Communications
- Grand Island-Hall County

Ticket Number: VOC000014621136

We appreciate your patience. If you need to contact the Verizon Network Operations Center, please email VZW.NOC.PSAP.Notifications@VerizonWireless.com and reference the ticket number listed above

Thank you,

Verizon Wireless

If this message has been sent to you in error, or should be sent to a different official at your facility, please email vzwnocfcc@verizonwireless.com.

Jon Rosenlund

From: ATTMO_911_Notice@list.att.com <noreply@everbridge.net>
Sent: Friday, September 1, 2023 10:06
To: Jon Rosenlund
Subject: Final: VOIP Outage Nebraska

This message was sent from outside the company. Please do not click links or open attachments unless you recognize the source of this email and know the content is safe. If you are unsure, please submit a helpdesk ticket at <https://helpdesk.grand-island.com>



[Please click here to acknowledge receipt of this message](#)

Hello, this is a final notification from Kelly Marks with the AT&T 9 1 1 Resolution Center advising that the outage affecting Business and Consumer VOIP Customers served by Grand Island-Hall County in Nebraska has **cleared as of 4:32 AM MT** on 09-01-2023 on ticket E Y 1 1 2 5 3 0. with the resolution of service has been restored. The impacted VOIP Customers are now able to call 9 1 1. Please contact the Resolution Center at 888 243-1911 with any questions. Thank you.

If you received this notification in error please reply to bb3917@att.com

PRESS RELEASE

911 OUTAGE AFFECTS GRAND ISLAND EMERGENCY CENTER OVERNIGHT

In the evening of Thursday, August 31, the Grand Island Emergency Center experienced a complete loss of 911 and administrative telephone lines. Upon investigating local systems for the cause of the incident, it was learned that many 911 centers in the State of Nebraska were suffering the same loss of service.

In response, the Grand Island-Hall County Emergency Management Department activated the Emergency Operations Center (EOC) and alternate telephone lines were identified that still had service. These lines were published to the public through social media and the Wireless Emergency Alert (WEA) system for emergency use until 911 lines were restored.

Service to all 911 and administrative lines in the Emergency Management Department were restored in the early morning hours of September 1, 2023. The public was notified at approximately 6:00am, September 1, of the restored service through WEA.

“This morning, we are still learning more about what caused this incident,” said Jon Rosenlund, Director of Emergency Management and Communications. “Gratefully all of our lines have been restored and we remind everyone to use 911 only in an emergency. Please don’t test 911 and take up valuable lines from those who are in a true need.”

The Wireless Emergency Alerts system is an essential part of America's emergency preparedness. According to the FCC, since its launch in 2012, the WEA system has been used more than 78,000 times to warn the public about dangerous weather, missing children, and other critical situations – all through alerts on compatible cell phones and other mobile devices.

WEA is a public safety system that allows customers who own compatible mobile devices to receive geographically targeted, text-like messages alerting them of imminent threats to safety in their area. WEA enables government officials to target emergency alerts to specific geographic areas

“We are grateful to have access to the WEA system,” remarked Rosenlund. “In Hall County, we have used this tool many times to locate lost children, missing and endangered adults, and to warn the public of emergency situations. It is a powerful tool to inform the public of emergencies and what actions they can take to protect themselves and others.”



Grand Island – Hall County Emergency Management Department
308-385-5360

From: [Ryan Shaw](#)
To: [Effken, Matt](#)
Cc: [Jeromy McCoy](#)
Subject: 911 outage
Date: Tuesday, November 7, 2023 9:08:31 AM
Attachments: [911 outage.pdf](#)

You don't often get email from rshaw@hamiltoncountysheriff.org. [Learn why this is important](#)

- A. The impact of the 911 outage on August 31st to September 1st had 911 phone calls rolling over to our admin lines. We also had no way to ping locations when it was rolled over to the admin lines.
- B. Our agency got notified by a generated phone call to the agency land line letting us know there was a 911 outage in the area.
- C. The 911 outage started at apx 2200 on August 31st, 2023 and lasted till apx 1000 on September 1st, 2023.
- D. Our agency kept getting the same generated phone call stating that 911 was down in our area. We also got notification during the night on the state wide tty and through facebook post. James Almond, with Nebraska Public Service Commission, also called to advice of the 911 outage.
- E. Our agency has none of the tty of the 911 outage notification. Will have the dispatch supervisor see if your phone land lines calls are saved.

Thanks

*Ryan Shaw
911 Supervisor
Hamilton County Sheriff's Office
Ph:402-694-6936
Fax:402-694-6930
rshaw@hamiltoncountysheriff.org*

EXHIBIT
28

From: 911 Outage Report <911.outage.report@lumen.com>
Sent: Thursday, August 31, 2023 21:38
To: Ryan Shaw
Subject: Follow Up 911 PSAP Service Disruption Notification



Follow Up 911 PSAP Service Disruption Notification

You are receiving this email because you are a designated contact person for outage communications for this facility. There is a network event that is causing a potential 911 PSAP/Central Office/ALI Outage in your area. Lumen is attempting/or has contacted your PSAP via telephone to inform you of this possible 911 outage. Lumen is sending this email notification pursuant to Section 4.9(h) of the Rules of the Federal Communications Commission, 47 C.F.R. § 4.9(h).

**BELOW IS THE BEST-AVAILABLE INFORMATION KNOWN ABOUT THIS EVENT AT THIS TIME.
THIS INFORMATION MAY CHANGE AS LUMEN CONTINUES IT'S INVESTIGATION.**

Cause of 911 Impact	Under Investigation
Time of Repair	Unknown Time
Action Taken to Minimize 911 Impact	Lumen technicians from all groups are currently working to resolve the issue affecting 911 calls for the state of Nebraska. No ETR at this time. Updates to follow as new information is provided

You may contact Lumen by calling the number below and referencing Ticket Number

Ticket ID	Ticket Number
PSS Id	54694
WFA Ticket	27521244

or by replying to this email to get further action taken regarding the outage and to discuss any steps to help mitigate the 911 impact.

Email: 911.Outage.Report@lumen.com

*** For 911 Reroute Requests Call 800-357-0911 ***

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Ryan Shaw

From: Ryan Shaw - Sheriff Office <rshaw@hamilton.net>
Sent: Thursday, August 31, 2023 21:39
To: Ryan Shaw
Subject: FWD:Re: 911 Outage: Grand Island Alternate Numbers

We have the Weather service putting out a civil alert on their system with the outage and how to contact our dispatch center for any emergencies.

Brandon Myers

Get [Outlook for iOS](#)

From: Jon Rosenlund <jonr@grand-island.com>
Sent: Thursday, August 31, 2023 9:12:17 PM
To: Ryan Shaw (rshaw@hamilton.net) <rshaw@hamilton.net>; Mark Rempe (mrempe@custercountyne.gov) <mrempe@custercountyne.gov>; chiefdispatcher@howardcountnyso.org <chiefdispatcher@howardcountnyso.org>; Robert Tubbs <90912@buffalocounty.ne.gov>; Sheriff Neil A. Miller <nsmiller@buffalocounty.ne.gov>; Beland, Alma <alma@region26.org>; 'nema.watchcenter@nebraska.gov' <nema.watchcenter@nebraska.gov>; Sankey, Dave <dave.sankey@nebraska.gov>; 'James Almond' <James.Almond@nebraska.gov>; Brandon W.. Myers <MyersBW@northplattene.gov>; Brian Woldt (dcm6180@cozadtel.net) <dcm6180@cozadtel.net>; Chris Becker (hclaw@megavision.com) <hclaw@megavision.com>; Cory Schmidt <CoryS@grand-island.com>; Darrin Lewis (em@buffalogo.org) <em@buffalogo.org>; Dawna Whitcomb <dwhitcomb@acema.org>; Denise Ziemba (region44em@nance.nacone.org) <region44em@nance.nacone.org>; hcems@hamilton.net <hcems@hamilton.net>; Jeff England (jenglandkcm@charter.net) <jenglandkcm@charter.net>; Jerry Archer (jarcher950@yahoo.com) <jarcher950@yahoo.com>; Jerry Watson <jerryw@hallcountyne.gov>; Jon Rosenlund <jonr@grand-island.com>; Justin Norris (emdirector@phelps.nacone.org) <emdirector@phelps.nacone.org>; Larry Smith <larrys@hallcountyne.gov>; Joanna L. LeMoine <LeMoineJL@northplattene.gov>; Loren Uden <em@datacc.net>; Mike Moritz (michael.moritz@noaa.gov) <michael.moritz@noaa.gov>; Mindy Osterman <melyndao@grand-island.com>; nick.elledge@nuckolls.nacone.org <nick.elledge@nuckolls.nacone.org>; Pat Gerdes (phelpsem@atcjet.net) <phelpsem@atcjet.net>; Ron Pughes <centralnebraskamrc@gmail.com>; Ron Sunday <chiefdeputysunday@yahoo.com>; TimHi <TimHi@grand-island.com>; Alan Wilshuesen (emergencymanager@howardcountnyso.org) <emergencymanager@howardcountnyso.org>; Brian Woldt (brian.woldt@dawsoncountyne.org) <brian.woldt@dawsoncountyne.org>; Chris Becker - Harlan County Sheriff's Office (Sheriff@harlancountyne.com) <Sheriff@harlancountyne.com>; Craig Lupkes (em@kearneycounty.org) <em@kearneycounty.org>; Darrin Lewis (EM@Buffalocounty.ne.gov) <EM@Buffalocounty.ne.gov>; Gary Petersen <gpetersen@co.seward.ne.us>; Haley Malone <haley.malone@claycountyne.gov>; Jenna Clark <region44em@nancecountyne.org>; Justin Norris (Business Fax) <IMCEAFAX-Justin+20Norris+40+2B1+20+28308+29+20995-2427@grand-island.com>; Kirt Smith (hcema@hamilton.net) <hcema@hamilton.net>; Logan Watts <lwatts@polkcountyne.gov>; Nick Elledge (emergencymanager@nuckollscounty.org) <emergencymanager@nuckollscounty.org>; Ron Pughes - Central Nebraska MRC (rpughes@acema.org) <rpughes@acema.org>
Cc: Carlisle, Tamica K <Tamica.Carlisle@lumen.com>; DeDe lange <dede.lange@motorolasolutions.com>; Deloach, Steve <Steve.Deloach@lumen.com>; Flask, Lisa <Lisa.Flask@lumen.com>; James Almond <James.Almond@nebraska.gov>; Knox, Charlie <Charles.Knox@lumen.com>; Matuszewski, Trevor <Trevor.Matuszewski@lumen.com>; Osborne, Jon <Jon.Osborne1@lumen.com>; Patrick Brown <patrickb@grand-island.com>; Pedro De La Torre <pedro.delatorre@motorolasolutions.com>; Rachel Pensick <rachel.pensick@columbusne.us>; Schrawyer, Angela <Angela.Schrawyer@lumen.com>; Shanna Binderup <shannab@hallcountyne.gov>; Soto, John A

Ryan Shaw

From: Ryan Shaw - Sheriff Office <rshaw@hamilton.net>
Sent: Thursday, August 31, 2023 22:55
To: Ryan Shaw
Subject: FWD:Re: 911 Outage: Grand Island Alternate Numbers

Hello Jon,

Thank you for the email. I see that Melissa called in our support center immediately for this outage. Our support team is monitoring this outage as well, they are monitoring multiple sites as well. Based on the notes they are indicating an issue with the lumen network. Thank you once again for this update.

On Thu, Aug 31, 2023 at 7:12 PM Jon Rosenlund <jonr@grand-island.com> wrote:

Grand Island has a 911 and admin line outage, and it appears to have affected many other PSAPs. Our alternate phone numbers until it is resolved is:

1308-210-7768 and 1-308-210-7769

Jon Rosenlund, Director

Grand Island-Hall County Emergency Management & Communications

1210 N. North Road

Grand Island, NE 68803

308-385-5362

"Self-sufficiency is Emergency Preparedness"

Follow us on [Facebook](#) and Twitter @GIHallEMA

computer and destroy all copies of the communication and any attachments.

--

Pedro De La Torre Senior Project Manager, Emergency Call Handling

Ryan Shaw

From: 911 Outage Report <911.outage.report@lumen.com>
Sent: Friday, September 01, 2023 8:29
To: Ryan Shaw
Subject: Final 911 PSAP Service Disruption Notification



Final 911 PSAP Service Disruption Notification

You are receiving this email because you are a designated contact person for outage communications for this facility. There is a network event that is causing a potential 911 PSAP/Central Office/ALI Outage in your area. Lumen is attempting/or has contacted your PSAP via telephone to inform you of this possible 911 outage. Lumen is sending this email notification pursuant to Section 4.9(h) of the Rules of the Federal Communications Commission, 47 C.F.R. § 4.9(h).

**BELOW IS THE BEST-AVAILABLE INFORMATION KNOWN ABOUT THIS EVENT AT THIS TIME.
THIS INFORMATION MAY CHANGE AS LUMEN CONTINUES IT'S INVESTIGATION.**

Cause of 911 Impact	Fiber Cut In The Area
Time of Repair	9/1/2023 5:32:00 AM
Action Taken to Minimize 911 Impact	Technicians have repaired the fiber cut to restore all 9 1 1 services impacted by this event in the state of Nebraska.

You may contact Lumen by calling the number below and referencing Ticket Number

Ticket ID	Ticket Number
PSS Id	54694
WFA Ticket	27521244
OneRemedy Ticket	27521072 27520919

or by replying to this email to get further action taken regarding the outage and to discuss any steps to help mitigate the 911 impact.

Email: 911.Outage.Report@lumen.com

*** For 911 Reroute Requests Call 800-357-0911 ***

CONFIDENTIALITY NOTICE: If you are not a designated contact person for outage communications for this facility, you are hereby notified that you are not authorized to read, print, retain, copy, or disseminate this message, any part of it, or any attachments. If you have received this message in error, please delete this message and any attachments from your system without reading the content and notify



HASTINGS 911 CENTER

Law Enforcement - Fire - EMS

317 South Burlington Avenue, Hastings Nebraska 68901
(402) 461-2380 Fax (402) 461-2393 www.hastingspolice.org

To: Matt Effken
RE: Lumen network outage
Date: 11/15/2023
From: Hastings NE PSAP

Please find the following response regarding the request for information dated November 2, 2023. It is important to note that the Hastings PSAP was unaffected by the outage on August 31 thru September 1. The Hastings PSAP was initially affected on September 1st and lines were restored on September 2nd. The answers to the requested questions will reflect the outage that occurred one day later.

- a) The Hastings PSAP lost all 911 lines during the outage on 09/01/2023. Our administrative lines remained active. Our dispatchers were able to identify incoming 911 calls using Rapid SOS to gather the phone number. They then called the person on an administrative line.
- b) I was notified by a dispatcher in the Hastings PSAP who had received a call from Windstream/Lumen on 09/01/2023. The message relayed to me was that power was decreasing at the main Windstream location Lincoln Ne and that we should expect to lose our 911 lines and possibly our administrative lines within 40 minutes. I was notified directly after the dispatcher received a phone call which was approximately 6:30p.m.
- c) The 911 lines to the Hastings PSAP went down completely at approximately 7:00p.m. on 09/01/2023. The 911 lines were restored at approximately 2:30a.m. on 09/02/2023.
- d) The Hastings PSAP was contacted by a representative of Windstream/Lumen at approximately 6:30p.m. on 09/01/2023. No other contact was made with the Hastings PSAP until the early morning hours of 09/02/2023 when a Windstream representative phoned me to discuss the 911 lines becoming active.
- e) I did not receive any written correspondence regarding the outage from Windstream/Lumen.

Although the initial outage on 08/31/2023 did not affect the Hastings PSAP, the subsequent outage the following day did. Feel free to contact me directly for any additional information.

Respectfully,

Jason Haase

*Captain Jason Haase #302
Administrative Services
Hastings Police Department
jhaase@cityofhastings.org*

EXHIBIT 29



Holdrege Police Department

813 5th Avenue
Holdrege, NE 68949



Office (308) 995-4407 • Fax (308) 995-4150 • Emergency 911

November 7, 2023

Matt Effken
Legal Counsel
Nebraska Public Service Commission

Dear Mr. Effken:

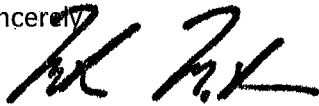
In response to how our PSAP was impacted by the 911 service outage that occurred on August 31, 2023 we are a smaller agency which does not get a lot of calls in the evening and would not know right away that our phones were not working unless an officer was told by someone that their call went unanswered, someone walks in to report they tried to call, or the dispatcher receives a call on her personal cell phone that calls were not being answered. The last incoming call our center received this day was at 6:16 p.m.

- a) The outage impacted our department immensely as we did not have any “back up” phones available to use while our phone system was down. We sent an Officer to both of our Casey’s stores and Dollar General looking for a Trac Phone and neither had one. A trac phone was found at Family Dollar which was the last available store to check.
- b) Our Center discovered there was an outage by someone calling the dispatcher’s personal cell phone stating our phones were not working. The dispatcher made test calls and confirmed this. The dispatcher did not receive any notification from Lumen by email or phone call.
- c) The dispatcher on duty called Lumen to put in a ticket that our 911 lines were down at 8:28 p.m. on August 31, 2023. At 8:41 p.m. a notice was received by email from Lumen advising there was a network event that is causing a potential 911 outage in our area. At this time our center started looking for a trac phone.
- d) Initial notice of 911 PSAP Service Disruption from Lumen was by email to the Dispatch Supervisor at 8:41 p.m. who was not on duty and did not see the email. At 9:37 p.m. another email was sent to the Dispatch Supervisor regarding a follow up 911 PSAP service disruption notification stating cause of 911 impact was under investigation and unknown time for time of repair. On Friday September 1, 2023, at 8:29 a.m. the Dispatch Supervisor received an email from Lumen for Final 911 PSAP Service Disruption Notification advising cause of 911 impact was “fiber cut in the area” and time of repair was 9/1/23 at 5:32 a.m. and technicians have repaired the fiber cut.

EXHIBIT
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We had an email address set up for all the dispatchers to receive notifications which is hpd Dispatch@holdregene pd.org as I was told companies only wanted one email address to send notifications to and I didn't want the notices only going out to the dispatch supervisor. I believe Lumen was set up this way and I have checked with Lumen and nobody has been able to verify this as of November 8, 2023.

Sincerely,



Martin McIntire
Chief of Police
Holdrege Police Department



Sheila Daily
Dispatch Supervisor
Holdrege Police Department

Sheila Daily

From: 911 Outage Report <911.outage.report@lumen.com>
Sent: Thursday, August 31, 2023 8:41 PM
To: Sheila Daily
Subject: Initial 911 PSAP Service Disruption Notification



Initial 911 PSAP Service Disruption Notification

You are receiving this email because you are a designated contact person for outage communications for this facility. There is a network event that is causing a potential 911 PSAP/Central Office/ALI Outage in your area. Lumen is attempting/or has contacted your PSAP via telephone to inform you of this possible 911 outage. Lumen is sending this email notification pursuant to Section 4.9(h) of the Rules of the Federal Communications Commission, 47 C.F.R. § 4.9(h).

Below is the best available information known about this event at this time. This information may change as Lumen continues it's investigations.

Nebraska

You may contact Lumen by calling the number below and referencing Ticket Number

Ticket ID	Ticket Number
PSS Id	54694

or by replying to this email to get further action taken regarding the outage and to discuss any steps to help mitigate the 911 impact.

Lumen will follow up with additional detail concerning the service disruption.

Email: 911.Outage.Report@lumen.com

***** For 911 Reroute Requests Call 800-357-0911 *****

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Sheila Daily

From: 911 Outage Report <911.outage.report@lumen.com>
Sent: Thursday, August 31, 2023 9:37 PM
To: Sheila Daily
Subject: Follow Up 911 PSAP Service Disruption Notification



Follow Up 911 PSAP Service Disruption Notification

You are receiving this email because you are a designated contact person for outage communications for this facility. There is a network event that is causing a potential 911 PSAP/Central Office/ALI Outage in your area. Lumen is attempting/or has contacted your PSAP via telephone to inform you of this possible 911 outage. Lumen is sending this email notification pursuant to Section 4.9(h) of the Rules of the Federal Communications Commission, 47 C.F.R. § 4.9(h).

BELOW IS THE BEST-AVAILABLE INFORMATION KNOWN ABOUT THIS EVENT AT THIS TIME.
THIS INFORMATION MAY CHANGE AS LUMEN CONTINUES IT'S INVESTIGATION.

Cause of 911 Impact	Under Investigation
Time of Repair	Unknown Time
Action Taken to Minimize 911 Impact	Lumen technicians from all groups are currently working to resolve the issue affecting 911 calls for the state of Nebraska. No ETR at this time. Updates to follow as new information is provided

You may contact Lumen by calling the number below and referencing Ticket Number

Ticket ID	Ticket Number
PSS Id	54694
WFA Ticket	27521244

or by replying to this email to get further action taken regarding the outage and to discuss any steps to help mitigate the 911 impact.

Email: 911.Outage.Report@lumen.com

***** For 911 Reroute Requests Call 800-357-0911 *****

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the sender immediately of the inadvertent transmission. This email may contain confidential or proprietary information and is not to be forwarded outside your organization without the express written consent of Lumen.

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Sheila Daily

From: 911 Outage Report <911.outage.report@lumen.com>
Sent: Friday, September 1, 2023 8:29 AM
To: Sheila Daily
Subject: Final 911 PSAP Service Disruption Notification



Final 911 PSAP Service Disruption Notification

You are receiving this email because you are a designated contact person for outage communications for this facility. There is a network event that is causing a potential 911 PSAP/Central Office/ALI Outage in your area. Lumen is attempting/or has contacted your PSAP via telephone to inform you of this possible 911 outage. Lumen is sending this email notification pursuant to Section 4.9(h) of the Rules of the Federal Communications Commission, 47 C.F.R. § 4.9(h).

BELOW IS THE BEST-AVAILABLE INFORMATION KNOWN ABOUT THIS EVENT AT THIS TIME.
THIS INFORMATION MAY CHANGE AS LUMEN CONTINUES IT'S INVESTIGATION.

Cause of 911 Impact	Fiber Cut In The Area
Time of Repair	9/1/2023 5:32:00 AM
Action Taken to Minimize 911 Impact	Technicians have repaired the fiber cut to restore all 9 1 1 services impacted by this event in the state of Nebraska.

You may contact Lumen by calling the number below and referencing Ticket Number

Ticket ID	Ticket Number
PSS Id	54694
WFA Ticket	27521244
OneRemedy Ticket	27521072 27520919

or by replying to this email to get further action taken regarding the outage and to discuss any steps to help mitigate the 911 impact.

Email: 911.Outage.Report@lumen.com

***** For 911 Reroute Requests Call 800-357-0911 *****

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