

Notification Processes for Service Outages

Frontier currently complies with the Commission's existing outage notification requirements. In addition, Frontier has a process in place to notify Public Safety Answering Points ("PSAPs") of service outages that affect them or areas served by the PSAP. This notice includes updates on the resolution of the problem, and estimates of times of restoral.

Frontier suggests that the Commission consider adopting the service outage reporting requirements of the Federal Communications Commission ("FCC")¹. Carriers are already familiar with the FCC rules and operate in accordance with them. Harmonizing the Nebraska rules with the FCC rules would offer simplicity and efficiency benefits. Other states (for example, Indiana² and California³) have recently reviewed their state-specific outage requirements in light of the FCC rules, and have adopted changes in line with the FCC rules.

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Respectfully submitted,
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¹ 47 C.F.R., Part 4.

² Indiana Administrative Code, Title 170, Article 7.1.2-3.

³ California Public Utilities Commission, General Order 133-C, Section 4.