

In the Matter of the Commission, ) Application No. C-2370/PI-41  
on its own motion, seeking to )  
investigate the status of ) ORDER INSTITUTING  
directory assistance ) INVESTIGATION  
in Nebraska. ) Entered: August 22, 2000

BY THE COMMISSION:

1. The Commission opens this docket to investigate the quality of directory assistance (DA) provided to consumers in the state of Nebraska.
2. Operator Service Provider is defined in Neb. Admin. R. & Regs. tit. 291, ch. 5 sec. 001.01AA as "Any person, firm, partnership or corporation engaged in furnishing operators to facilitate the completion of local and/or long distance calls and who also bills for such operator services and call completion either separately, through exchange carriers or other billing services such as credit card companies."
3. Pursuant to Admin. R. & Regs. tit. 291, ch. 5 sec. 003.16, operator service providers as defined in 001.01AA, must comply with all provisions of our rules pertaining to interexchange carriers including, but not limited to, those dealing with certification, complaints and quality of service.
4. DA is one service included in the bundle of operator services with which this Commission assumes regulatory authority pursuant to Admin. R. & Reg. tit. 291 ch. 5 sec. 003.16.
5. The initiation of this docket is responsive to the increasing number of complaints from subscribers who receive incorrect, out-of-date, or no information from DA operators and are nevertheless being charged for DA service. Although this Commission believes nationwide standards may be contemplated by the Federal Communications Commission (FCC), we have determined that it is incumbent upon this Commission to take the initial step by determining the status of DA in Nebraska.
6. Accordingly, we open this docket to conduct a general inquiry with respect to the following questions:
  - a. How each carrier provides DA service, that is, whether DA is provided in-house or through outsourcing;
    - o What is the name, address and phone number of each DA provider;
  - Whether the local, home numbering plan area (NPA), and foreign NPA DA information is provided by the same entity;

- How "fresh" or current are the databases used to provide DA;
  
- How often are DA databases updated and reviewed for inaccuracies, and/or changes;
  
- What does the DA service provider do, if anything, when contacted by a consumer, who informs the DA provider that the telephone number given out by the DA operator and charged for was an out-of-service or incorrect number;
  
- Whether customers are billed for DA services when no information is provided; and
  
- What possible solutions may the carrier or DA service provider have to improve DA service.

7. To the extent possible, this Commission intends to use the information received to determine what action, if any, should be taken to improve the quality of DA service and to set minimum standards for DA.

8. Due to the importance of the issues to be considered in this investigation, the Commission deems all competitive and incumbent local exchange carriers and interexchange carriers which, as of this date, hold a certificate of convenience and necessity issued by this Commission, to be parties to this proceeding and shall be entitled to participate in this proceeding in accordance with Neb. Admin. R. & Regs. tit. 291, ch.1, sec. 015.01. Any other persons or entities that desire to participate in this proceeding are entitled to do so in accordance with the Rules of Commission Procedure.

9. All carriers made a party to this docket as provided by paragraph eight (8) above, shall submit the information requested in paragraph six (6), on or before September 29, 2000. The Commission will examine the information received and determine whether additional information is needed. Thereafter, upon notice to the interested parties, the Commission will set this matter for hearing.

10. All other parties having an interest in this proceeding may file written comments on or before the September 29, 2000, deadline.

IT IS THEREFORE ORDERED by the Nebraska Public Service Commission that this docket is initiated to investigate the current status of directory assistance in Nebraska.

IT IS FURTHER ORDERED that each incumbent and competitive local exchange carrier and interexchange carrier, which, as of this date, holds a certificate of convenience and necessity issued by this Commission shall be a party to this proceeding, entitled to participate herein pursuant to Neb. Admin. R. & Regs. tit. 291 ch.1 section 012.01.

IT IS FURTHER ORDERED that carriers made a party to this proceeding file comments on the issues set forth herein, on or before September 29, 2000, by 5:00 p.m. Parties commenting shall file five hard copies and one electronic copy on disk in WordPerfect 5.0 or later format.

MADE AND ENTERED at Lincoln, Nebraska, this 22nd day of August, 2000.

NEBRASKA PUBLIC SERVICE COMMISSION

COMMISSIONERS CONCURRING:

Chairman

Attest:

Executive Director

