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FOR IMMEDIATE RELEASE:

911 SERVICE RESTORED TO 2,000 CUSTOMERS IN NORTHEAST NEBRASKA

An underground fiber line cut in Coleridge, NE wiped out 911 and long-distance service for over 2,000 customers on Monday, November 2 at 1:24 pm.

NNTC crews were immediately dispatched to Coleridge to repair the cut. Service was restored around 7:30 Monday evening.

While phone users in Allen, Winside, Dixon, Coleridge, Obert, Newcastle, Martinsburg, Decatur, Craig and Clearwater **could** call locally, they could not call long-distance or call for help by dialing 911. Internet and NNTV services were unaffected.

NNTC officials would like to stress how important it is to contact Nebraska811 prior to any digging. All non-emergency locates are now done through Nebraska811's website because of the national pandemic. Go to: www.ne1call.com to request a locate if you plan to dig. It's free, it's easy and it's the LAW. A non-emergency locate is typically done within a couple of days, depending on the construction or dig schedules.

"This was an unfortunate situation where the party who was digging did contact Nebraska811 to get locates prior to digging, but underground locates are not an exact science and unfortunately this time our fiber took a hit. We were lucky to be aided by nice weather which allowed our technicians to quickly get service restored. Our underground fiber carries significant amounts of communications including internet and TV, and therefore we are vigilant in guarding and locating our facilities," said NNTC GM Pat McElroy in response to the fiber cut.

Although buried fiber does run the risk of being cut, it's the fastest form of communication services available to the public in 2020; and in the Midwest, underground fiber is more reliable than overhead lines.

About NNTC:

Northeast Nebraska Telephone Company is a telephone, internet and television service provider headquartered in Jackson, NE. NNTC serves 30 communities throughout 24 counties in northeast Nebraska. Founded in 1955, NNTC is one of Nebraska's first telephone cooperatives providing fiber service to 100% of its customers.