

**Before the
FEDERAL COMMUNICATIONS COMMISSION
Washington, D.C. 20554**

In the Matter of)	
)	
Revision of the Commission's Rules to Ensure)	
Compatibility With Enhanced 911 Emergency)	
Calling Systems)	CC Docket No. 94-102
)	
Amendment of Parts 2 and 25 to Implement)	
the Global Mobile Personal Communications)	IB Docket No. 99-67
by Satellite (GMPCS) Memorandum of)	
Understanding and Arrangements; Petition of)	
the National Telecommunications and)	
Information Administration to Amend Part 25)	
of the Commission's Rules to Establish)	
Emissions Limits for Mobile and Portable)	
Earth Stations Operating in the 1610-1660.5)	
MHz Band)	

To: Chief, International Bureau

**911 CALL CENTER POST-IMPLEMENTATION STATUS REPORT OF
IRIDIUM COMMUNICATIONS INC.
(October 2018 – September 2019)**

Pursuant to the Commission's Rules, and the Second Report and Order in the above-captioned proceeding, Iridium Communications Inc. ("Iridium"), the parent company of Iridium Satellite LLC, Iridium Constellation LLC, and Iridium Carrier Services LLC, hereby provides its 911 Post-Implementation Status Report.¹ Iridium is a wholesale provider of Mobile Satellite Services ("MSS").

¹ See 47 C.F.R. § 25.284(b); *see also* Revision of the Commission's Rules to Ensure Compatibility With Enhanced 911 Emergency Calling Systems, *Second Report and Order*, 19 FCC Rcd. 16964 (2004).

A. Iridium's Identification Information

Corporate Headquarters:

Iridium Communications Inc.
1750 Tysons Boulevard, Suite 1400
McLean, VA, 22102
(703) 287-7400

Filer of Post-Implementation Status Report and Contact Person on 911 Issues:

Maureen C. McLaughlin
Vice President Public Policy
Iridium Satellite LLC
1750 Tysons Boulevard, Suite 1400
McLean, VA, 22102
(703) 287-7518

B. Iridium's Call Center

Emergency Call Relay Center Manager
West Corporation
1601 Dry Creek Drive
Longmont, CO 80503
(720) 494-5800

C. Summary of Call Statistics by Month

Month	Total Calls Received	Total Calls Abandoned	Total Calls Forwarded to PSAP	Total Calls Ending at Call Center
Oct-18	58	23	29	6
Nov-18	31	15	6	10
Dec-18	43	20	2	21
Jan-19	47	27	6	14
Feb-19	26	11	12	3
Mar-19	190	151	20	19
Apr-19	38	14	15	9
May-19	34	11	12	11
Jun-19	129	74	35	20
Jul-19	267	160	65	42
Aug-19	141	105	25	11
Sep-19	172	130	28	14
Totals	1176	741	255	180

Conclusion

Iridium has timely deployed 911 call center service and is forwarding calls to a public safety answering point where appropriate. Should you have any questions regarding the information provided in this report, please do not hesitate to contact the undersigned.

Respectfully submitted,

/s/ Maureen C. McLaughlin

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Filed: October 8, 2019

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