

**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 2016 – September 2017)**

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-16	41	8	17	16
Nov-16	37	7	16	14
Dec-16	21	5	11	5
Jan-17	43	8	5	30
Feb-17	24	8	8	8
Mar-17	50	19	21	10
Apr-17	120	80	18	22
May-17	73	25	27	21
Jun-17	107	28	45	34
Jul-17	74	15	48	11
Aug-17	58	12	34	12
Sep-17	120	43	61	16
Totals	768	258	311	199

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

Maureen C. McLaughlin
Vice President Public Policy
Iridium Satellite LLC
1750 Tysons Boulevard
Suite 1400
McLean, VA 22102

Filed: October 16, 2017

cc: Karl Kensinger (Karl.Kensinger@fcc.gov)
911callcenterreports@fcc.gov