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April 10, 2017

Marlene Dortch

Secretary
Federal Communications Commission
445 Twelfth Street, SW
Washington, DC 20554

Re: Notice of *Ex Parte*, PS Docket No. 17-68

Dear Ms. Dortch:

On April 7, 2017, the undersigned, Mark Reddish, and Nicole Zimbelman from the Association of Public-Safety Communications Officials (APCO) International held a telephone call with James Wiley, Tyler Di Mattia, and Megan Henry of the Commission's Public Safety and Homeland Security Bureau. The purpose of the call was to discuss the above-captioned proceeding regarding AT&T Mobility outages that prevented certain 9-1-1 calls from reaching PSAPs.¹

APCO noted that the extent to which PSAPs received notification of the outages was unclear, and that it appeared that PSAPs and 9-1-1 authorities largely utilized social media to spread awareness and share information about the outage. APCO also reiterated its prior public comments recommending that PSAPs receive sufficient situational awareness of outages that affect the ability of the public to contact 9-1-1 so public safety professionals can take steps to mitigate the impacts during emergencies.²

APCO explained that PSAPs should receive timely situational awareness of outages in an easily accessible format. PSAPs need to know where and when the outage occurred, the nature of the outage, and expected repair time. Ideally, PSAPs would receive this information in a format that integrates easily with the PSAP's map system. Additionally, up-to-date carrier contact lists need to be shared with PSAPs for use during any outages affecting origination or 9-1-1 networks.

¹ Public Safety and Homeland Security Bureau Announces Investigation into AT&T Mobility Outages on March 8, and March 11, 2017, PS Docket No. 17-68, *Public Notice*, DA 17-277 (Public Safety and Homeland Security Bur. rel. Mar. 23, 2017) ("Notice").

² See Reply Comments of APCO, PS Docket Nos. 15-80, 11-82, ET Docket No. 04-35, at 3-4 (filed Sept. 12, 2016); Comments of APCO, PS Docket Nos. 13-239, 11-60, at 2, 4-5 (filed May 31, 2016).

With the right situational awareness in hand, PSAP managers can best determine how the outage will impact their community, advise the community accordingly on options for soliciting emergency response, and proactively stage law enforcement, fire/rescue, and EMS resources in the affected areas to reduce response times.

Respectfully submitted,

/s/

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CC (via email):
James Wiley
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