

Congress of the United States
Washington, DC 20510

237

March 22, 2017

The Honorable Ajit Pai, Chairman
Federal Communications Commission
445 12th Street SW
Washington, D.C. 20554

Dear Chairman Pai,

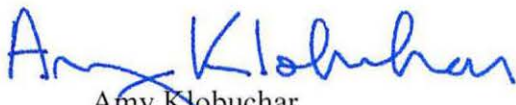
As Members who are actively engaged on 911 issues, we write to share our serious concerns regarding the recent outage of 911 emergency services for AT&T wireless customers on March 8.

We commend the Federal Communications Commission (FCC) for taking swift action to launch an investigation on March 9 and we look forward to the discussion of the outage at your upcoming Open Meeting. To the greatest extent possible, the results of the investigation should be made publically available so consumers are aware of the cause and impact of the outage. In addition, we request you provide us with a formal briefing on the FCC's findings, including the cause of the outage; how many customers were affected nationwide; how many 911 calls were disrupted; and how affected customers were notified of the outage.

We also seek your recommendations on how future 911 wireless outages can be avoided. With an estimated 70 percent of the 240 million emergency 911 calls each year placed from wireless phones, and nearly 50 percent of Americans living in cell-phone-only households, it is critical that wireless 911 services are a reliable lifeline for consumers.

We thank you for your attention to this matter and we look forward to your prompt response.

Sincerely,


Amy Klobuchar
United States Senator


Anna G. Eshoo
Member of Congress



OFFICE OF
THE CHAIRMAN

FEDERAL COMMUNICATIONS COMMISSION
WASHINGTON

July 18, 2017

The Honorable Amy Klobuchar
United States Senate
302 Hart Senate Office Building
Washington, D.C. 20510

Dear Senator Klobuchar:

Thank you for your letter regarding the March 8th outage of 911 service suffered by AT&T customers. I share your concern that 911 service remains a reliable lifeline for all Americans.

Immediately after learning of the outage, I directed the Public Safety and Homeland Security Bureau to investigate the situation. I am pleased to provide you with a copy of the Bureau's report, which analyzes the cause of the outage and provides recommendations for next steps to help prevent or mitigate similar events in the future.

I appreciate your interest in this matter. Please let me know if I can be of any further assistance.

Sincerely,

A handwritten signature in blue ink, reading "Ajit V. Pai", is positioned above the printed name. The signature is fluid and cursive, with the first letters of each name being capitalized and prominent.

Ajit V. Pai

Enclosure



OFFICE OF
THE CHAIRMAN

FEDERAL COMMUNICATIONS COMMISSION
WASHINGTON

July 18, 2017

The Honorable Anna G. Eshoo
U.S. House of Representatives
241 Cannon House Office Building
Washington, D.C. 20515

Dear Congresswoman Eshoo:

Thank you for your letter regarding the March 8th outage of 911 service suffered by AT&T customers. I share your concern that 911 service remains a reliable lifeline for all Americans.

Immediately after learning of the outage, I directed the Public Safety and Homeland Security Bureau to investigate the situation. I am pleased to provide you with a copy of the Bureau's report, which analyzes the cause of the outage and provides recommendations for next steps to help prevent or mitigate similar events in the future.

I appreciate your interest in this matter. Please let me know if I can be of any further assistance.

Sincerely,

A handwritten signature in blue ink that reads "Ajit V. Pai". The signature is stylized, with the first name "Ajit" written in a cursive-like script and the last name "Pai" in a more formal, upright script. The middle initial "V." is written in a simple, clear font between the first and last names.

Ajit V. Pai

Enclosure