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August 18, 2016

VIA ELECTRONIC FILING

Ms. Marlene H. Dortch
Secretary
Federal Communications Commission
445 12th Street, SW
Portals II, Room TW-A325
Washington, DC 20554

Re: NexGen Global Technologies, LLC

Dear Ms. Dortch:

On August 17, 2016, Michael Romano as CEO of NexGen Global Technologies, LLC, Peggy DeFilippo, Chief Operating Officer and I had a telephone conference call with David Siehl, Tim May, and David Firth of the Public Safety and Homeland Security Bureau.

Prior to the discussion, I had forwarded the attached email to David Siehl.

During this call, the NexGen representatives expressed their concerns over the fact that when implementing our text to 911 Solutions, the carriers were, as a matter of routine, stripping and not delivering any MMS (Multi Media) items attached to those texts. In certain circumstances, the provider notified the PSAP an MMS item had been received and could be retrieved via email. However, when the email is sent, the PSAP is unable to open the attachments.

Because NexGen has now completed its process of finalizing and developing its texts and Media Solutions with the delivery to PSAPs, the lack of the willingness and/or ability of a text

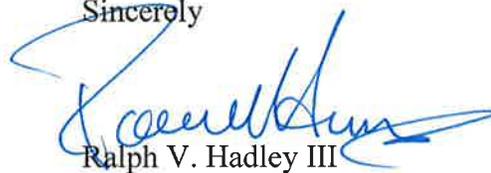
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control center and the carriers to delivery MMS when attached to a text is a source of concern and frustration.

These items are currently being reviewed under dockets 11-153, and 10-255.

NexGen will continue to work with public safety customers in order to facilitate the delivery of MMS in conjunction with text to 911 deliveries.

Sincerely



Ralph V. Hadley III

cc: Timothy May (timothy.may@fcc.gov)
David Siehl (david.siehl@fcc.gov)
David Firth (david.firth@fcc.gov)
Michael Romano (mromano@nggt.us)
Peggy DeFilippo (pdefilippo@nggt.us)

Ralph Hadley

From: Ralph Hadley
Sent: Wednesday, August 17, 2016 4:09 PM
To: Ralph Hadley
Subject: FW: TCCs MMS Handling Status

Importance: High

Ralph V. Hadley, III
407-647-2777

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As of this writing, the current status of the Text Control Centers are as follows;

1. The Intrado (WEST) Text Control Center is receiving MMS from their partnered wireless carriers (Sprint and AT&T). Except, since WEST cannot deliver MMS to their client PSAPs as a result of the limitations of Customer Premise Equipment (CPE) at the PSAP level. The work around that WEST has developed is a protocol where the their network notifies the PSAP via a WEST application such as their Power 911 system. Following is the verbiage being displayed in the WEST application:

ADDITIONAL MEDIA WAS INCLUDED WITH THIS TEXT DIALOG. TO RETRIEVE MEDIA, CONTACT INTRADO AT 720-864-7290 AND REFERENCE DIALOG INCIDENT ID _____.

However, an issue experienced by Osceola County, FL 911, a PSAP using the WEST solution that displays the message referenced above, is that they cannot open the MMS being received from WEST by email. To confirm this information please contact Lizette Resto, Communications Support Manager, Osceola County, FL 911. Her phone number is 407-344-5258.

2. The COMTECH TCS Text Control Center is not receiving MMS from their partner wireless carriers (Verizon and T-Mobile). COMTECH TCS has also stated that their partner wireless

carriers have stated that they will not be passing the MMS received as part of a 911 text to the COMTECH TCS Text Control Center.