

**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)	
by Satellite (GMPCS) Memorandum of)	IB Docket No. 99-67
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 2013 – September 2014)**

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) (2014); *see also* Revision of the Commission’s Rules to Ensure Compatibility With Enhanced 911 Emergency Calling Systems, CC Dkt. No. 94-102, IB Dkt. No. 99-67, *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:

Donna Bethea-Murphy
Vice President, Regulatory Engineering
Iridium Satellite LLC
1750 Tysons Boulevard, Suite 1400
McLean, VA, 22102
(703) 287-7400

B. Iridium's Call Center

Emergency Call Relay Center Manager
Intrado, Inc.
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-13	75	15	9	51
Nov-13	34	9	11	14
Dec-13	25	5	5	15
Jan-14	17	5	3	9
Feb-14	77	5	0	72
Mar-14	22	7	4	11
Apr-14	86	19	8	59

Month	Total Calls Received	Total Calls Abandoned	Total Calls Forwarded to PSAP	Total Calls Ending at Call Center
May-14	41	14	4	23
Jun-14	69	20	16	33
Jul-14	107	20	28	59
Aug-14	74	18	22	34
Sep-14	161	94	35	32
Totals	788	231	145	412

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/ Donna Bethea-Murphy
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Filed: October 15, 2014
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