



**Before the
FEDERAL COMMUNICATIONS COMMISSION
Washington, D.C. 20554**

In the Matter of)	
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)	
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 Understanding and Arrangements; Petitions of the National Telecommunications and Information Administration to Amend Part 25 of the Commission's Rules to Establish Emission Limits for Mobile and Portable Earth Stations Operating in the 1610-1660.5 MHz Band)	IB Docket No. 99-67
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**MSS 911 EMERGENCY CALL CENTER ANNUAL POST-IMPLEMENTATION
STATUS REPORT
OF
INMARSAT MOBILE NETWORKS, INC. AND INMARSAT SOLUTIONS (US), INC.

(October 2014 – September 2015)**

As required by the Commission's Rules, Inmarsat Mobile Networks, Inc. and Inmarsat Solutions (US), Inc. and their affiliates (collectively "Inmarsat") are pleased to present this MSS 911 post implementation status report.

Inmarsat is a company specializing in mobile and fixed remote communications solutions for government, enterprise and individual customers operating beyond the reach of traditional terrestrial telecommunications. The company is a vertically integrated satellite and microwave

global service provider that owns and operates its own telecommunications facilities, shares infrastructure with other carriers, and distributes the services of other network operators.

Inmarsat's portfolio of mobile satellite services includes Inmarsat, MarineSat/LandSat MSV and Iridium. Inmarsat offers MSS 911 capability to those specific services and terminals that are subject to the MSS 911 requirements and for which Inmarsat is the facilities based carrier.

The distribution of Inmarsat services is through 300+ authorized distributors around the world. In addition, Inmarsat maintains a direct sales force which focuses on larger accounts requiring a solution sale, including VSAT (very small aperture terminals) data network services and government contracts.

The markets that Inmarsat serves include Government/Military, Shipping, Commercial Fishing, Broadcast/ Media, Aeronautical, Mining, Cruise, Engineering/ Consulting, Yachting, Rural Communications, Humanitarian/ Disaster Relief, Resource Exploration, and Recreational Users.

Inmarsat's Identification Information:

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Tracking of MSS 911 Calls:

Inmarsat operates a centralized support call center in London, United Kingdom, that is staffed 24 hours a day, seven days a week. Calls into the support center, including MSS 911 calls are processed by a Nortel Contact Center call management system. Calls are separately classified into skill set queues and routed to appropriate operators based upon the destination number dialed and presented to operators along with queue details. The monitoring system recorded calls that were successfully answered along with abandoned calls. For the purposes of reporting, a call must be active for at least 20 seconds before being considered abandoned. This system is used to produce daily reports of all call activity into the support center on a per

queue basis.

Inmarsat has developed a support procedure for MSS 911 calls that includes identification of the appropriate PSAP by using commercially available software (PSAP Pro from Mapinfo) after determining the geographic location of the caller and the nature of the emergency. The details of the MSS 911 call caller information, date and time of call and the PSAP to which the call was routed are recorded in an email and sent to team managers for reporting. That information was used to compile this report.

Details of these call statistics are summarized below for the reporting period of October 1, 2014 through September 30, 2015.

Summary of Call Statistics by Month

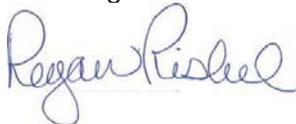
Month	Total Calls Received	Total Calls Abandoned	Total Calls Requiring Forwarding to PSAP	Total Calls Not Requiring Forwarding to PSAP
October 2014	0	0	0	0
November 2014	0	0	0	0
December 2014	0	0	0	0
January 2015	0	0	0	0
February 2015	0	0	0	0
March 2015	0	0	0	0
April 2015	0	0	0	0
May 2015	2	0	1	1
June 2015	2	0	2	0
July 2015	2	0	2	0
August 2015	2	0	2	0
September 2015	1	0	1	0

Conclusion

The call volume received by Inmarsat for the MSS 911 Service has been small and none of the calls resulted in an emergency situation that required forwarding to a PSAP.

Any questions related to this report should be directed to the undersigned at the contact details provided earlier.

Best Regards



Regan Rishel
Director, Contracts & Regulatory (ISOL)