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April 28, 2005

**Via Electronic Filing**

Ms. Marlene H. Dortch  
Secretary  
Federal Communications Commission  
445 12th Street, S.W.  
Washington, D.C. 20554

**Re: Mobile Satellite Ventures Subsidiary LLC  
First Amendment to 911 Call Center Pre-Implementation Status Report  
IB Docket No. 99-67; CC Docket No. 94-102**

Dear Ms. Dortch:

Pursuant to the Commission's *Second Report and Order* in the above-captioned proceeding released on August 25, 2004,<sup>1</sup> Mobile Satellite Ventures Subsidiary LLC ("MSV") hereby files this amendment to its 911 Call Center Pre-Implementation Status Report submitted on October 12, 2004.<sup>2</sup> This amendment reflects MSV's conversion on April 27, 2005 to Intrado located in Denver, Colorado for its emergency call center operation.

Please direct any questions regarding this matter to the undersigned.

Very truly yours,

/s/Jennifer A. Manner  
Jennifer A. Manner

cc: Donald Abelson, Chief, International Bureau  
Arthur Lechtman, Satellite Division, International Bureau

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<sup>1</sup> See *Second Report and Order*, CC Docket No. 94-102, IB Docket No. 99-67, FCC 04-201 (August 25, 2004).

<sup>2</sup> See Letter from MSV to Ms. Marlene H. Dortch, FCC, IB Docket No. 99-67, CC Docket No. 94-102 (October 12, 2004).

## **Mobile Satellite Ventures Subsidiary LLC**

### **Mobile Satellite Service 911 Call Center Pre-Implementation Status Report**

**Amended April 28, 2005**

#### **(1) Carrier identification**

This report is being filed by Mobile Satellite Ventures Subsidiary LLC (“MSV”).

Mobile Satellite Ventures Subsidiary LLC  
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Reston, Virginia 20191  
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#### **(2) Coverage area**

MSV currently offers real-time, two-way, switched voice service interconnected with the Public Switched Telephone Network (“PSTN”) in the United States using L-band frequencies over its FCC-licensed Mobile Satellite Service (“MSS”) satellite (AMSC-1 at 101°W) as well as the Canadian-licensed L-band MSS satellite (MSAT-1 at 106.5°W). These satellites provide coverage of North and Central America, northern South America, the Caribbean, Hawaii, and coastal waters.

#### **(3) Basic call center information, including location and plans for routing emergency calls to PSAPs**

MSV’s emergency call center is located at 1601 Dry Creek Drive. Longmont, CO 80503.

Emergency calls are initiated by subscribers of MSV’s real-time, two-way, switched, interconnected voice service (as well as subscribers of resellers of these services) by dialing 9-1-1. The call is routed to Intrado’s Emergency Call Relay Center (“ECRC”) located in Longmont, CO. Intrado will maintain ECRC staffing 365/366 days per year, 24 hours per day, 7 days per week.

Upon receiving a 9-1-1 call, Intrado's ECRC personnel will ask for the caller's location, phone number, and the nature of the emergency. Using the information provided by the caller, ECRC personnel will determine the most geographically appropriate Public Safety Answering Point ("PSAP") to which to route the emergency call. Once the PSAP Direct Number ("PSAP DN") has been determined, ECRC personnel will then initiate a conference call with the appropriate PSAP. After connecting the caller to the PSAP and providing the PSAP operator with basic information regarding the caller and the nature of the emergency, ECRC personnel will disengage from the call.

**(4) Description of how the call center features will be communicated to customers**

MSV communicates its emergency call center capabilities to customers via bill inserts as well as marketing material.

**(5) Indication of any problems experienced in organizing the call center**

MSV has been operating an emergency call center since 1995 and has not experienced any significant problems.