

BEYOND THE HORIZON™



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

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In the Matter of	)	
	)	
Revision of the Commission's Rules to	)	CC Docket No. 94-102
Ensure Compatibility With Enhanced 911	)	
Emergency Calling Systems	)	
	)	
Amendment of Parts 2 and 25 to	)	IB Docket No. 99-67
Implement the Global Mobile Personal	)	
Communications by Satellite (GMPCS)	)	
Memorandum of Understanding and	)	
Arrangements; Petition 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	)	

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**MSS 911 EEMERGENCY CALL CENTER ANNUAL POST-  
IMPLEMENTATION STATUS REPORT OF STRATOS MOBILE NETWORKS,  
INC. AND STRATOS COMMUNICATIONS, INC.  
(October 2005 – October 2006)**

As required by the Commission's Rules,<sup>1</sup> Stratos Mobile Networks, Inc. and Stratos Communications, Inc and their affiliates (collectively, "Stratos") are pleased to present this MSS 911 post-implementation status report.

Stratos is a public company (TSE:SGB) 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

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<sup>1</sup> See 47 C.F.R. § 25.284(b).

operates its own telecommunicates facilities, shares infrastructure with other carriers, and distributes the services of other network operators.

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

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

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

#### **Stratos' Identification Information**

Corporate Headquarters:  
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#### **Location of MSS 911 Customer Call Center:**

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#### **Filer of Status Report and Contact Person on 911 Issues:**

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## Tracking of MSS 911 Calls

Stratos operates a centralized support call center in St. John's, Newfoundland, Canada 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 Symposium 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 the 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.

Stratos also operates a customer relationship management ("CRM") system to log all incoming support calls. Stratos 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 the CRM system. This information was used to compile this report.

Details of these call statistics are summarized below for the reporting period of October 1, 2005 to September 30, 2006.

### 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, 2005	0	0	0	0
November, 2005	1	0	0	1
December, 2005	1	1	0	1
January, 2006	1	0	0	1
February, 2006	0	0	0	0
March, 2006	0	0	0	0
April, 2006	0	0	0	0
May, 2006	0	0	0	0
June, 2006	1	0	0	1
July, 2006	0	0	0	0
August, 2006	0	0	0	0
September, 2006	2	0	0	2

### Conclusion

The call volumes received by Stratos for the MSS 911 service have been quite small and none of the calls resulted in an emergency situation that required forwarding to a PSAP.

There was one instance of an abandoned call during December 2005, however this call was abandoned after only 24 seconds and it was likely a misdial situation.

Any questions related to this report should be directed to the undersigned at the contact details listed below.

Best Regards,

\_\_\_\_\_/s\\_\_\_\_\_  
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