



June 28, 2010

**Via Electronic Filing**

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

**Re: SkyTerra Subsidiary LLC  
911 Call Center Post-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> SkyTerra Subsidiary LLC hereby files this 911 Call Center Post-Implementation Status Report.

Please direct any questions regarding this matter to the undersigned.

Very truly yours,

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

Jeffrey J. Carlisle

cc: (by email)  
Karl Kensinger, Satellite Division, International Bureau  
Arthur Lechtman, Satellite Division, International Bureau  
911callcenterreports@fcc.gov

<sup>1</sup> See *Second Report and Order*, CC Docket No. 94-102, IB Docket No. 99-67, 19 FCC Rcd 16964, at ¶¶ 13-14 (August 25, 2004).

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10802 Parkridge Boulevard, Reston, VA 20191-4334  
T: +1 703 390 2700  
www.skyterra.com

## **SkyTerra Subsidiary LLC**

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

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

This report is being filed by SkyTerra Subsidiary LLC.

SkyTerra Subsidiary LLC  
10802 Parkridge Boulevard  
Reston, Virginia 20191  
703-390-2700  
[www.skyterra.com](http://www.skyterra.com)

Filer of report and contact person on 911 issues:

Jeffrey J. Carlisle  
Vice President, Regulatory Affairs  
SkyTerra Subsidiary LLC  
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Reston, Virginia 20191  
703-390-2001 (phone)  
703-390-2770 (fax)  
jeff.carlisle@ skyterra.com

#### **(2) Location of Call Center**

Intrado, Inc.  
1601 Dry Creek Drive  
Longmont, CO 80503  
Attn: Brian Barber  
720-494-5800 (phone)

**(3) Summary of Call Statistics by Month**

<b>Month</b>	<b>Total Calls Received at Call Center</b>	<b>Total Calls Abandoned</b>	<b>Total Calls Forwarded to PSAP</b>	<b>Total Calls Ending at Call Center</b>
June 2009	4	2	2	2
July 2009	10	7	3	0
August 2009	4	3	1	0
September 2009	5	4	1	0
October 2009	1	1	0	0
November 2009	5	2	2	0
December 2009	1	1	0	0
January 2010	7	2	0	5
February 2010	8	4	0	4
March 2010	5	2	1	2
April 2010	8	6	0	2
May 2010	6	3	3	0