

GUSA Licensee LLC

Annual Emergency Call Center Report

October 1, 2009 - September 30, 2010

Pursuant to 47 C.F.R. § 25.284(b):

(1) The carrier is

GUSA Licensee LLC
461 S. Milpitas Blvd., Suite 2
Milpitas, CA 95035
(408) 933-4400

The Emergency Call Center is

Lifeline Systems Canada Inc.
95 Barber Greene Road, Suite 105
Toronto, Ontario M3C 3E9
Canada

The GUSA Licensee LLC contact is

Debra Goodly
Director, Customer Care
115 Matheson Blvd West, Suite 100
Mississauga, ON, Canada L5R 3L1
(985) 335-1537 or
(905) 712-6652

(2) The aggregate number of calls received in 2009-10 is

<u>Month</u>	<u>Total Calls</u>	<u>PSAP Called</u>
October 2009	4	4
November	5	5
December	1	1
January 2010	7	7
February	2	2
March	2	2
April	4	4
May	15	9
June	10	8
July	13	13
August	9	8
September	<u>6</u>	<u>5</u>
Total Calls	78	68

(3) Calls that did not require forwarding were either (a) test calls, or (b) not emergencies or (c) disconnected for some reason and there was no call back within 10 minutes of the original call.