

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

In the Matter of)	
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)	IB Docket No. 99-67
Understanding and Arrangements; Petition of)	
the National Telecommunications and)	
Information Administration to Amend Part 25)	
of the Commission's Rules to Establish)	
Emissions Limits for Mobile and Portable)	
Earth Stations Operating in the 1610-1660.5)	
MHz Band)	
)	
)	

To: Chief, International Bureau

UPDATED

**911 CALL CENTER POST-IMPLEMENTATION STATUS
REPORT OF IRIDIUM COMMUNICATIONS INC.
(October 2010 – September 2011)**

Pursuant to the Commission's Rules, and the Second Report and Order in the above-captioned proceeding, Iridium Communications Inc. ("Iridium"), the parent company of Iridium Satellite LLC, Iridium Constellation LLC, and Iridium Carrier Services LLC, hereby updates its 911 Post-Implementation Status Report to include final call statistics.¹ Iridium is a wholesale provider of Mobile Satellite Services ("MSS").

¹ See 47 C.F.R. § 25.284(b); *see also* *Revision of the Commission's Rules to Ensure Compatibility With Enhanced 911 Emergency Calling Systems, Second Report and Order*, CC Dkt. No. 94-102, IB Dkt. No. 99-67 (Aug. 25, 2004). On October 17, 2011, Iridium filed a 911 Post-Implementation Status Report with a notation that an updated report would be filed when final call center statistics were available. *See* 911 Call Center Post-Implementation Status Report of Iridium Communications Inc. (October 2010-September 2011), CC Docket No. 94-102 and IB Docket No. 99-67 (filed Oct. 17, 2011).

A. Iridium’s Identification Information

Corporate Headquarters:

Iridium Communications Inc.
1750 Tysons Boulevard, Suite 1400
McLean, VA, 22102
(703) 287-7400

Filer of Post-Implementation Status Report and Contact Person on 911 Issues:

Donna Bethea Murphy
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B. Iridium’s Call Center

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C. Summary of Call Statistics by Month

Month	Total Calls Received	Total Calls Abandoned	Total Calls Forwarded to PSAP	Total Calls Ending at Call Center
Oct-10	66	21	9	36
Nov-10	70	25	11	34
Dec-10	47	13	6	28
Jan-11	47	10	4	33
Feb-11	17	8	3	6
Mar-11	93	24	11	58
Apr-11	73	20	14	39
May-11	45	14	19	12
Jun-11	93	32	24	37

Month	Total Calls Received	Total Calls Abandoned	Total Calls Forwarded to PSAP	Total Calls Ending at Call Center
Jul-11	68	23	19	26
Aug-11	129	56	46	27
Sep-11	111	19	72	20
Totals	859	265	238	356

Conclusion

Iridium has timely deployed 911 call center service and is forwarding calls to a public safety answering point where appropriate. Should you have any questions regarding the information provided in this report, please do not hesitate to contact the undersigned.

Respectfully submitted,

/s/ Donna Bethea Murphy
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Filed: October 18, 2011

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