

**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

**911 CALL CENTER POST-IMPLEMENTATION STATUS REPORT OF
IRIDIUM COMMUNICATIONS INC.
(October 2011 – September 2012)**

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 provides its 911 Post-Implementation Status Report.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, CC Dkt. No. 94-102, IB Dkt. No. 99-67, *Second Report and Order*, 19 FCC Rcd 16964 (2004).

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
Vice President, Regulatory Engineering
Iridium Satellite LLC
1750 Tysons Boulevard, Suite 1400
McLean, VA, 22102
(703) 287-7400

B. Iridium’s Call Center

Emergency Call Relay Center Manager
Intrado, Inc.
1601 Dry Creek Dr.
Longmont, CO 80503
(720) 494-5800

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-11	40	18	8	14
Nov-11	36	9	16	11
Dec-11	21	9	8	4
Jan-12	36	9	3	24
Feb-12	44	16	8	20

Month	Total Calls Received	Total Calls Abandoned	Total Calls Forwarded to PSAP	Total Calls Ending at Call Center
Mar-12	41	12	13	16
Apr-12	61	10	5	46
May-12	44	11	16	17
Jun-12	84	18	28	38
Jul-12	64	13	38	13
Aug-12	106	23	55	28
Sep-12	68	13	28	27
Totals	645	161	226	258

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 5, 2012

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