



PUBLIC NOTICE

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International Bureau Announces Procedures for Filing Mobile Satellite Service 911 Call Center Pre-Implementation Status Reports
IB Docket No. 99-67
CC Docket No. 94-102

In this Public Notice, the International Bureau (Bureau) announces the procedures that mobile satellite service (MSS) carriers must follow when they file their 911 call center pre-implementation status reports. In a recent Second Report and Order, the Commission indicated that MSS carriers would be required to file pre-implementation status reports concerning their respective plans to deploy emergency call centers.¹ The reports are due on or before October 12, 2004,² and must include the following information: (a) carrier identification information, including the person or persons filing the report and contact information; (b) a description of the carrier's coverage area; (c) basic call center information, including location and plans for routing emergency calls to public safety answering points; (d) a description of how the call center features will be communicated to customers; and (e) an indication of any problems that the carrier has experienced in organizing its call center.³ These reports are intended to foster coordination and collaboration among the various stakeholders in the call center implementation process. The reports will also permit the Commission to track call center deployment.

¹ See Revision of the Commission's Rules to Ensure Compatibility with Enhanced 911 Emergency Calling Systems, CC Docket No. 94-102, IB Docket No. 99-67, *Second Report and Order*, FCC 04-201 at para. 10 (rel. Aug. 25, 2004). ("Second Report and Order"). In 2003, the Commission adopted a rule requiring providers of interconnected voice MSS to establish call centers for the purpose of answering subscriber 911 emergency calls. See Revision of the Commission's Rules to Ensure Compatibility with Enhanced 911 Emergency Calling Systems, CC Docket No. 94-102, IB Docket No. 99-67, *Report and Order and Second Further Notice of Proposed Rulemaking*, 18 FCC Rcd 25340 (2003) and 47 C.F.R. § 25.284. The call center rule becomes effective on February 11, 2005. See *Second Report and Order* at para. 1.

² In the *Second Report and Order*, the Commission decided to make the pre-implementation reports due four months before the call center rule takes effect, or October 11, 2004. *Second Report and Order* at para. 10. October 11, 2004 falls on Columbus Day, a Federal holiday, and pursuant to Section 1.4 of the Commission's rules, carriers may instead submit their pre-implementation reports by October 12, 2004. See 47 C.F.R. § 1.4.

³ See *Second Report and Order* at para. 11.

The Commission gave carriers the option of filing the call center pre-implementation reports electronically or on paper.⁴ As indicated in the *Second Report and Order*, those carriers choosing to submit paper reports must submit an original and one copy to the Secretary's office to the attention of the Chief of the International Bureau at 445 12th Street, S.W., Washington, D.C. 20554.⁵ Carriers choosing to file electronically are required to send one copy of the electronic submission to 911callcenterreports@fcc.gov. In completing the transmittal screen, filers should include their full name, postal service mailing address, and the applicable docket numbers (CC Docket No. 94-102 and IB Docket No. 99-67). If choosing electronic submission, carriers must also file their pre-implementation reports with the Electronic Comment Filing System (ECFS), again referencing the applicable docket numbers.⁶

MSS call center pre-implementation reports will be available for public inspection during regular business hours in the FCC Public Reference Room CY-A257, 445 12th Street, S.W., Washington, D.C. 20554 and online at the Commission's website, www.fcc.gov. Copies of the reports may also be purchased from the Commission's copy contractor, Best Copy and Printing, Inc., 445 12th Street, S.W., Room CY-B402, Washington, D.C. 20554, telephone (202) 488-5300, facsimile (202) 488-5563, or via e-mail at FCC@BCPIWEB.COM.

For further information concerning the Commission's MSS 911 rules and reporting requirements or the guidance set forth in this public notice, contact Arthur Lechtman, Satellite Division, International Bureau, (202) 418-1465; TTY 1-888-835-5322.

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⁴ See *Second Report and Order* at para. 11. The Commission also directed the Chief of the International Bureau to issue a public notice addressing the administrative details of electronic submissions. *Id.*

⁵ See *id.*

⁶ See Electronic Filing of Documents in Rulemaking Proceedings, GC Docket No. 97-113, *Report and Order*, 13 FCC Rcd 11322 (1998) (amending Parts 0 and 1 of the Commission's rules to allow electronic filing of comments and other pleadings).