

**REMARKS OF COMMISSIONER AJIT PAI  
ON THE PRESENTATION ON THE APRIL 2014 MULTISTATE 911 OUTAGE REPORT**

**October 17, 2014**

When Americans dial 911, they expect and deserve to reach emergency personnel that can assist them in their time of need. That's why the type of failure detailed in the Public Safety and Homeland Security Bureau's report is absolutely unacceptable. We can't have over 11 million people lose access to 911 for any length of time, let alone for up to six hours.

Based on this report's findings, the failure that occurred here was entirely preventable. Indeed, even after it occurred, its impact could have been significantly mitigated had the decision been made earlier to route calls through an alternative, available facility. I am glad that the Bureau thoroughly investigated this failure and identified its root cause.

I am also glad that steps have already been taken to reduce the chance of history repeating itself. Enhanced alarming and manual checks are now in place, along with additional training and other procedures that will allow for more effective monitoring and detection of potential problems in the 911 system. Inspections have also been done to determine if there are similar vulnerabilities in other parts of the relevant 911 architecture.

Although the report finds that this failure did not result in any fatalities, it should serve as a much-needed wake-up call. We might not be so lucky the next time. 911 call centers must remain vigilant and hold their service providers accountable. In turn, providers of 911 services have a special responsibility to ensure that they adopt and abide by best practices, including maintaining redundant, reliable networks.

I agree that the FCC has an important role to play in facilitating the development of such best practices. So I am pleased that one of the Bureau's recommendations today is that the Commission charge the Communications Security, Reliability and Interoperability Council (CSRIC) with developing a comprehensive set of best practices in this area. For years, CSRIC has played a key role in helping the Commission carry out our charge to work cooperatively with public safety organizations and industry participants to develop best practices. I look forward to reviewing its suggestions on how best to ensure the reliability of 911 networks as we continue the beneficial transition to a fully IP-based, NG911 environment.