

**Federal Communications Commission  
Public Safety and Homeland Security Bureau**

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**March 8<sup>th</sup> AT&T Mobility  
VoLTE 911 Outage  
Preliminary Report**

**March 23, 2017**

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Public Safety and Homeland Security Bureau, FCC**

# Impact on VoLTE 911 Services

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- **March 8, 2017: Significant adverse impact on VoLTE 911 services**
  - Outage appeared to affect AT&T Mobility VoLTE 911 service for approximately 5 hours in the Southeast, Central and portions of the Northeast Region of the US, and eventually, a significant portion of VoLTE 911 calls in the remaining portion of the country.
  - According to AT&T, on a normal day, it would expect its total VoLTE 911 call volume to be approximately 44,000 calls nationwide. During the event, approximately 12,600 unique callers were not able to reach 911 directly.
  - Changes to AT&T's network appeared to cause automated call routing for VoLTE 911 calls to fail.
  - A small subset of calls were answered by a backup call center and routed to first responders. The volume of calls, however, exceeded the call center's capability to manually process them, resulting in a large number of calls being dropped.
  - Some customers received fast busy signals when attempting to call 911. Others report that calls to 911 rang repeatedly without being answered.

# Preliminary Reports of Public Safety Stakeholders

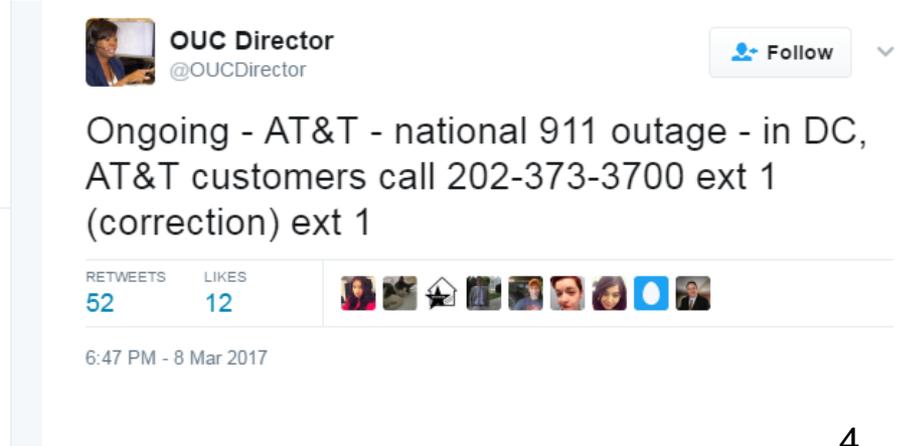
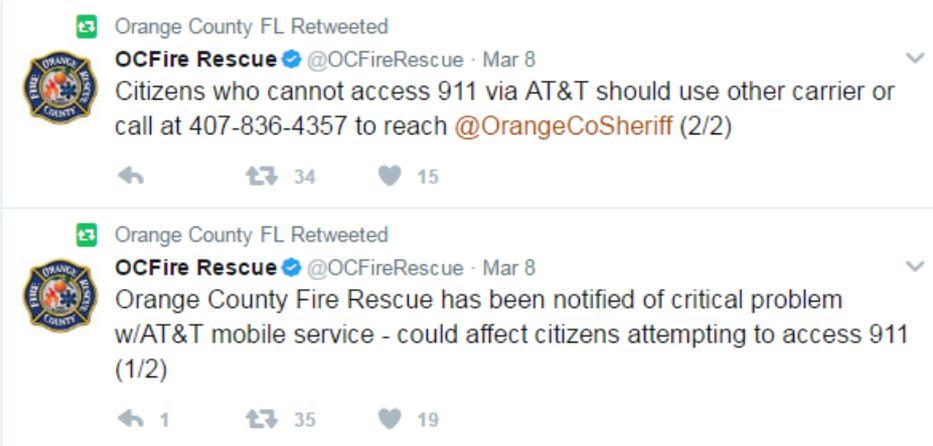
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- Public safety officials received notice of the outage through various sources, including AT&T's Twitter feed, phone calls and e-mails from AT&T Mobility to designated officials, and from other public safety entities.
- Some public safety officials initiated contact with AT&T to verify the scope of the outage.

# Public Notification

- Public safety entities notified the public of the outage and of alternative emergency contact information through mass notification services, social media, television and radio broadcasts.
  - For example, public safety officials in Orange County, Florida reported that they reached out to local broadcast stations to run a visual crawl that contained a ten digit alternative emergency number.
  - Other public safety entities reported using Twitter to notify consumers of the outage and alternative emergency contact information.



# PSHSB Investigation into Causes and Effects of the Outage

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- Ongoing meetings with AT&T Mobility, public safety officials, and other stakeholders.
- Continued evaluation of submitted NORS data.
- Today, the Bureau issues a Public Notice inviting comment on the causes, effects, and implications of the outage.