



OFFICE OF  
THE CHAIRMAN

FEDERAL COMMUNICATIONS COMMISSION  
WASHINGTON

July 18, 2017

The Honorable Amy Klobuchar  
United States Senate  
302 Hart Senate Office Building  
Washington, D.C. 20510

Dear Senator Klobuchar:

Thank you for your letter regarding the March 8<sup>th</sup> outage of 911 service suffered by AT&T customers. I share your concern that 911 service remains a reliable lifeline for all Americans.

Immediately after learning of the outage, I directed the Public Safety and Homeland Security Bureau to investigate the situation. I am pleased to provide you with a copy of the Bureau's report, which analyzes the cause of the outage and provides recommendations for next steps to help prevent or mitigate similar events in the future.

I appreciate your interest in this matter. Please let me know if I can be of any further assistance.

Sincerely,

A handwritten signature in blue ink that reads "Ajit V. Pai".

Ajit V. Pai

Enclosure



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WASHINGTON

July 18, 2017

The Honorable Anna G. Eshoo  
U.S. House of Representatives  
241 Cannon House Office Building  
Washington, D.C. 20515

Dear Congresswoman Eshoo:

Thank you for your letter regarding the March 8<sup>th</sup> outage of 911 service suffered by AT&T customers. I share your concern that 911 service remains a reliable lifeline for all Americans.

Immediately after learning of the outage, I directed the Public Safety and Homeland Security Bureau to investigate the situation. I am pleased to provide you with a copy of the Bureau's report, which analyzes the cause of the outage and provides recommendations for next steps to help prevent or mitigate similar events in the future.

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