

Congress of the United States
Washington, DC 20510

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March 22, 2017

The Honorable Ajit Pai, Chairman
Federal Communications Commission
445 12th Street SW
Washington, D.C. 20554

Dear Chairman Pai,

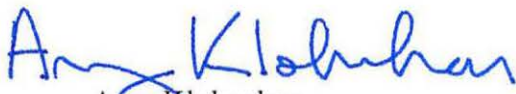
As Members who are actively engaged on 911 issues, we write to share our serious concerns regarding the recent outage of 911 emergency services for AT&T wireless customers on March 8.

We commend the Federal Communications Commission (FCC) for taking swift action to launch an investigation on March 9 and we look forward to the discussion of the outage at your upcoming Open Meeting. To the greatest extent possible, the results of the investigation should be made publically available so consumers are aware of the cause and impact of the outage. In addition, we request you provide us with a formal briefing on the FCC's findings, including the cause of the outage; how many customers were affected nationwide; how many 911 calls were disrupted; and how affected customers were notified of the outage.

We also seek your recommendations on how future 911 wireless outages can be avoided. With an estimated 70 percent of the 240 million emergency 911 calls each year placed from wireless phones, and nearly 50 percent of Americans living in cell-phone-only households, it is critical that wireless 911 services are a reliable lifeline for consumers.

We thank you for your attention to this matter and we look forward to your prompt response.

Sincerely,


Amy Klobuchar
United States Senator


Anna G. Eshoo
Member of Congress