



FEDERAL COMMUNICATIONS COMMISSION
WASHINGTON, DC 20554

September 11, 2023

Chemu Lang'at
Chief Operating Officer and Vice President, Quality and Regulatory
Best Buy Health, Inc.
7601 Penn Avenue South
Richfield, MN 55423
Via Email: Chemu.Langat@bestbuy.com

Michael Dolan
Senior Director, Head of Enterprise Privacy
Best Buy Co., Inc.
7601 Penn Avenue South
Richfield, MN 55423
Via E-mail: Michael.Dolan@bestbuy.com

Re: Nationwide Wireless Emergency Alert Testing

Dear Ms. Lang'at and Mr. Dolan:

Wireless Emergency Alerts (WEA) provide important and potentially life-saving information to the public in the event of a natural disaster or other critical situation. As a WEA participant, Best Buy Co., Inc. (Best Buy) plays a key role in the alerting process, which is vital for emergency managers to help keep the public safe. Thank you for your voluntary participation in this important program.

The Public Safety and Homeland Security Bureau (PSHSB) seeks Best Buy's cooperation in evaluating WEA's performance during the upcoming nationwide WEA test, which is scheduled for Wednesday, October 4, 2023 at 2:18 p.m. EDT, with an alternate date on Wednesday, October 11, 2023, at the same time. The test will be conducted pursuant to the recently-granted waiver permitting Participating CMS Providers to participate in this test.¹

PSHSB requests that Best Buy provide, in writing, responses to the following inquiries regarding the performance of Best Buy's network during the test:

1. Did Best Buy receive the test message and transmit it to its subscribers?
 - a. At what time (to the closest millisecond, if available) did Best Buy's gateway/Cell Broadcast Entity receive the alert from FEMA's Integrated Public Alert and Warning System (IPAWS)?
 - b. At what time (to the closest millisecond, if available) did Best Buy transmit the alert to subscribers?

¹ *Wireless Emergency Alerts; Amendments to Part 11 of the Commission's Rules Regarding the Emergency Alert System*, DA 23-654, <https://www.fcc.gov/document/pshsb-grants-waiver-nationwide-wea-test>, (PSHSB Aug. 3, 2023).

2. Did Best Buy experience any complications or anomalies with its WEA capability during the nationwide test?
 - a. If so, please provide a detailed description of the complications or anomalies, including the extent to which the issue(s) delayed or prevented receipt of the test alert message.
 - b. What area(s) were affected (e.g., town/city, county, state, region)? How many subscribers were affected?
 - c. Describe any steps that Best Buy has taken or is taking to address any complications or anomalies identified above.
3. Describe any other efforts that Best Buy conducted to observe and evaluate WEA performance during the test, including any efforts to determine whether consumer handsets successfully displayed the alert.

Please provide your responses, in writing, within two weeks of FEMA conducting its test, i.e., October 18, 2023, if FEMA conducts its test on October 4, 2023, and October 25, 2023, if FEMA conducts its test on October 11, 2023. The Bureau asks that Best Buy please respond via the FCC's Electronic Comment Filing System (ECFS) in PS Dockets 15-91, and 15-94.² Comments may be filed electronically using the Internet by accessing ECFS: <http://apps.fcc.gov/ecfs/>. If you have any questions, please contact David Kirschner, at David.Kirschner@fcc.gov.

Thank you for your continued efforts to ensure that the public receives life-saving WEA messages.

Sincerely,

Debra Jordan
Chief
Public Safety and Homeland Security Bureau

cc: Nicole McGinnis, Deputy Chief, Public Safety and Homeland Security Bureau
Austin Randazzo, Associate Chief, Public Safety and Homeland Security Bureau
Rochelle Cohen, Communications Director, Public Safety and Homeland Security Bureau
Erika Olsen, Acting Chief, Cybersecurity and Communications Reliability Division
James Wiley, Deputy Chief, Cybersecurity and Communications Reliability Division
David Kirschner, Attorney Advisor, Cybersecurity and Communications Reliability Division

² Parties wishing to file materials with a claim of confidentiality should follow the procedures set forth in Section 0.459 of the Commission's rules. Casual claims of confidentiality are not accepted. Confidential submissions may not be filed via ECFS but rather should be filed with the Secretary's Office following the procedures set forth in 47 CFR § 0.459. Redacted versions of confidential submissions may be filed via ECFS. Parties are advised that the FCC looks with disfavor on claims of confidentiality for entire documents. When a claim of confidentiality is made, a public, redacted version of the document should also be filed. *See*, Enforcement Bureau Reminds Public that Requests for Confidentiality Must Cover Oly Material Warranting Confidential Treatment Under the Commission's Rules, Public Notice, DA 20-579 (June 18, 2020).