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October 12, 2004

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Federal Communications Commission
Office of Secretary

Via Hand Delivery
Ms. Marlene H. Dortch
Secretary
Federal Communications Commission
445 12th Street, S.W.
Washington, D.C. 20554

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**Re: Mobile Satellite Ventures Subsidiary LLC
911 Call Center Pre-Implementation Status Report
IB Docket No. 99-67; CC Docket No. 94-102**

Dear Ms. Dortch:

Pursuant to the Commission's *Second Report and Order* in the above-captioned proceeding released on August 25, 2004,¹ Mobile Satellite Ventures Subsidiary LLC ("MSV") hereby files an original and one (1) copy of its 911 Call Center Pre-Implementation Status Report.

Please direct any questions regarding this matter to the undersigned.

Very truly yours,


David S. Konczal

cc: Donald Abelson, Chief, International Bureau
Arthur Lechtman, Satellite Division, International Bureau

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¹ See *Second Report and Order*, CC Docket No. 94-102, IB Docket No. 99-67, FCC 04-201 (August 25, 2004).

Upon receiving a 9-1-1 call, the operator asks for the subscriber's location, phone number, and nature of the emergency. Using the information provided by the subscriber, the operator will then access MSV's Map Quest Public Safety Answering Point ("PSAP") database and dial the ten-digit phone number of the appropriate PSAP or other local emergency center. The MSV operator will then conference the identified emergency operator with the subscriber and provide the emergency operator with the subscriber's location and phone number as well as the nature of the emergency. The MSV operator will stay on the conference until the call is terminated, thereby avoiding an accidental disconnection and ensuring the emergency operator has all the information from the MSV operator.

(4) Description of how the call center features will be communicated to customers

MSV communicates its emergency call center capabilities to customers via bill inserts as well as marketing material.

(5) Indication of any problems experienced in organizing the call center

MSV has been operating an emergency call center since 1995 and has not experienced any significant problems.

Mobile Satellite Ventures Subsidiary LLC

Mobile Satellite Service 911 Call Center Pre-Implementation Status Report

October 12, 2004

(1) Carrier identification

This report is being filed by Mobile Satellite Ventures Subsidiary LLC ("MSV").

Mobile Satellite Ventures Subsidiary LLC
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(2) Coverage area

MSV currently offers real-time, two-way, switched voice service interconnected with the Public Switched Telephone Network ("PSTN") in the United States using L-band frequencies over its FCC-licensed Mobile Satellite Service ("MSS") satellite (AMSC-1 at 101°W) as well as the Canadian-licensed L-band MSS satellite (MSAT-1 at 106.5°W). These satellites provide coverage of North and Central America, northern South America, the Caribbean, Hawaii, and coastal waters.

(3) Basic call center information, including location and plans for routing emergency calls to PSAPs

MSV's emergency call center is located at 1601 Telesat Court, Ottawa, Ontario, Canada K1B 1B9.

Emergency calls are initiated by subscribers of MSV's real-time, two-way, switched, interconnected voice service (as well as subscribers of resellers of these services) by dialing 9-1-1. The call is routed to MSV's Ottawa call center. At least one call center operator is present 24 hours per day, seven days per week to receive emergency calls.