



FEDERAL COMMUNICATIONS COMMISSION  
WASHINGTON

OFFICE OF  
THE CHAIRMAN

March 17, 2015

The Honorable Jeanne Shaheen  
United States Senate  
520 Hart Senate Office Building  
Washington, D.C. 20510

Dear Senator Shaheen:

Thank you for your letter expressing concern about the recent service outages that have impacted the Vermont E911 system and public safety agencies in both Vermont and New Hampshire. My staff and I have been closely monitoring the situation, and we will not hesitate to act to ensure that emergency communications networks in Vermont and New Hampshire maintain the level of reliability and resiliency that citizens expect and deserve.

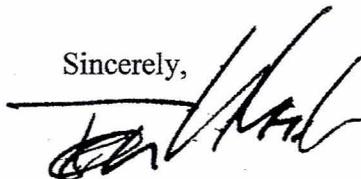
I share your desire to ensure that American's phone calls to E911 are delivered during emergencies. It is one of the Commission's primary responsibilities, and improving the reliability and resiliency of our 911 infrastructure has been one of my top priorities since I joined the Commission. As you note, the Commission recently has been focused on improving E911 communications networks nationwide by requiring E911 service providers to take reasonable measures to provide reliable and resilient E911 service. One of the first rules we adopted when I joined the Commission requires service providers to certify annually that they have implemented industry-backed best practices or reasonable alternative measures that are sufficient in light of their particular circumstances. These best practices cover three core areas: auditing 911 circuits for physical diversity, maintaining central office backup power, and maintaining reliable and resilient network monitoring systems. In addition, the Commission amended its rules to give E911 service providers deadlines and other more specific requirements for notifying E911 call centers of outages. The Commission also has required providers of voice communications to report major disruptions to communications by submitting information in the Commission's Network Outage Reporting System (NORS).

If we see evidence that these best practices are not being followed in a particular circumstance, the FCC's Public Safety and Homeland Security Bureau (PSHSB) may follow up with service providers to address deficiencies revealed by the certification process. For example, PSHSB analyzes outage information submitted via NORTS and works closely with individual providers regarding specific outages. The Bureau also works with the industry in general on outage trends and possible industry-wide problems in order to improve the reliability of E911 and NG911. Consistent with our rules and past practice, PSHSB has held several discussions with Fairpoint about the large November 28<sup>th</sup> outage, including Fairpoint's efforts to restore service, and we will continue to monitor the situation.

Page 2—The Honorable Jeanne Shaheen

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

Sincerely,

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Tom Wheeler



FEDERAL COMMUNICATIONS COMMISSION  
WASHINGTON

OFFICE OF  
THE CHAIRMAN

March 17, 2015

The Honorable Patrick J. Leahy  
United States Senate  
433 Russell Senate Office Building  
Washington, D.C. 20510

Dear Senator Leahy:

Thank you for your letter expressing concern about the recent service outages that have impacted the Vermont E911 system and public safety agencies in both Vermont and New Hampshire. My staff and I have been closely monitoring the situation, and we will not hesitate to act to ensure that emergency communications networks in Vermont and New Hampshire maintain the level of reliability and resiliency that citizens expect and deserve.

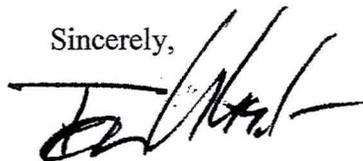
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Tom Wheeler



FEDERAL COMMUNICATIONS COMMISSION  
WASHINGTON

OFFICE OF  
THE CHAIRMAN

March 17, 2015

The Honorable Bernard Sanders  
United States Senate  
332 Dirksen Senate Office Building  
Washington, D.C. 20510

Dear Senator Sanders:

Thank you for your letter expressing concern about the recent service outages that have impacted the Vermont E911 system and public safety agencies in both Vermont and New Hampshire. My staff and I have been closely monitoring the situation, and we will not hesitate to act to ensure that emergency communications networks in Vermont and New Hampshire maintain the level of reliability and resiliency that citizens expect and deserve.

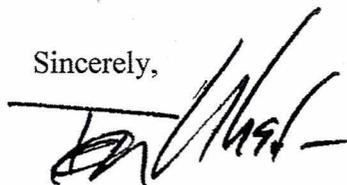
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Tom Wheeler



FEDERAL COMMUNICATIONS COMMISSION  
WASHINGTON

OFFICE OF  
THE CHAIRMAN

March 17, 2015

The Honorable Ann McLane Kuster  
U.S. House of Representatives  
137 Cannon House Office Building  
Washington, D.C. 20515

Dear Congresswoman Kuster:

Thank you for your letter expressing concern about the recent service outages that have impacted the Vermont E911 system and public safety agencies in both Vermont and New Hampshire. My staff and I have been closely monitoring the situation, and we will not hesitate to act to ensure that emergency communications networks in Vermont and New Hampshire maintain the level of reliability and resiliency that citizens expect and deserve.

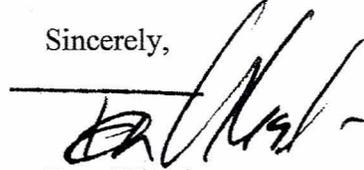
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OFFICE OF  
THE CHAIRMAN

March 17, 2015

The Honorable Peter Welch  
U.S. House of Representatives  
2303 Rayburn House Office Building  
Washington, D.C. 20515

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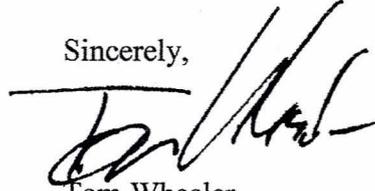
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Tom Wheeler