

**STATEMENT OF
COMMISSIONER MIGNON L. CLYBURN**

Re: *October 17, 2014 Report on Investigation of April 2014 Multi-State 911 Outages*

There are a number of points in this Report that I find alarming, including the fact that 11 million people were without 9-1-1 service for up to six hours. But what I find most disturbing is that despite the number of reports, NPRMs, and Orders about the importance of reliable 9-1-1 services, which the Commission has released during my tenure, this particular outage could have been prevented by better implementation of basic network management functions.

The clear take away from this Report: No matter how advanced our communications systems become, technologies can never replace accountability, redundancy, and coordination with stakeholders. These principles should be fundamental for any entity, providing emergency communications services on behalf of a state or local government.

This is a wake-up call for all relevant stake holders, and I hope it will spur communications companies to engage in a race to the top in order to provide the most reliable emergency services possible. State and local governments, especially those who contract with private companies to provide 9-1-1 services, should demand high quality service and I know that this Commission will continue monitoring companies and initiate, if necessary, a proceeding designed to ensure all 9-1-1 providers offer reliable service to the American public.

I thank Admiral David Simpson and Michael Connelly and the other members of the Public Safety and Homeland Security Bureau who worked on this report. I also thank my former colleague David Danner, the Chairman of the Washington Utilities and Transportation Commission, for providing real world examples and his insights. I also want to recognize the NARUC General Counsel Brad Ramsey.