

From: Jeff Rummel

To: Leann Nguyen

Date: February 18, 2021

Subject: Request for Info - File # 0283-EX-CM-2020

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Message:

File No. 0283-EX-CM-2020

Ref. 59567 and 60039

Ms. Nguyen:

Thank you for your messages below regarding the Stop Buzzers for this license.

BAE Systems understands the importance of ensuring current and accurate Stop Buzzer information for its licenses, and the company apologizes for any issue that may have been experienced in connection with the pending application.

In reply to your message indicating no answers to calls directed to the Stop Buzzer numbers, please note:

- The Stop Buzzer numbers for Mr. Moynihan ((603) 689-8630) and the Emergency Services Center ((603) 885-3842) are confirmed as accurate.

- Both Mr. Moynihan and the Emergency Services Center have confirmed their understanding of the role of Stop Buzzers and the need to be responsive to any Commission inquiry.

- BAE Systems would like to work with the Commission to ensure that any Commission phone inquiries are properly directed to the stated numbers:

- o Re: Mr. Moynihan:

- o Mr. Moynihan has reviewed his incoming and missed calls during this time period, and cannot identify any missed or unanswered calls from the Commission.

- o To help the company solidify its processes, it would be very helpful if you could please provide the following information: (i) the date and time of your call to Mr. Moynihan, (ii) the number that you called from; and (iii) whether you heard a voice message recording or only ringing, and if only ringing, approximately how many rings you heard before terminating the call?

- o Re: The Emergency Services Center:

- o The Emergency Services Center has confirmed that (except for a very brief (&asymp; 2 hour) period on January 13 in the late afternoon in which the network was down) the Emergency Services Center was open 24/7 and that its practice is to answer all incoming calls.

- o Sometimes due to multiple simultaneous incoming calls, there may be a slight delay in answering a call or a caller may be asked to "please hold", but we are assured that all incoming calls are in fact answered. Even if there are multiple incoming calls, the number will continue to ring until answered. It is therefore requested that any calls directed to the Emergency Services Center stay connected to allow the staff to answer the call.

Please be assured that BAE Systems will work the Commission to ensure that this process works. For example, if the Commission would like to coordinate a planned "test" call to confirm that the

calls are properly routed, the company is more than happy to arrange such a planned test.

Best regards,

Jeff Rummel  
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