

AT&T Mobility Contact Information for Public Safety Agencies Including 9-1-1 Call Centers (PSAPs)



To report *WIRELESS* 9-1-1 service issues, e.g. default routing, or to request assistance with wireless subscriber information, or issue a subpoena or court order, please contact our 24x7 center:

**AT&T Mobility
Global Legal Demand Center**
(800) 635-6840, opt. 4
Fax: (888) 938-4715

AT&T Mobility relies on accurate wireless 911 outage contact information to notify your PSAP of wireless 9-1-1 specific outages. To ensure current outage notification information is on file for your agency, or to make updates, please send an email to the email address below. We can notify up to two email addresses and/or two telephone numbers.

**AT&T Mobility
PSAP Notifications**
ATTMO_911_Notice@list.att.com

Phase I and II requests, text-to-911 requests and 10-digit number change requests should be addressed to the "E9-1-1 Compliance Office" and can be sent by U.S. Mail to our P.O. Box address, or by email to the Public Safety Relations specialist for your state:

**AT&T Mobility
E9-1-1 Compliance Office**
P.O. Box 97061
Redmond, WA 98073-9761

Questions about company 9-1-1 policy, compliance procedures or to escalate a problem:

Jim McDaniel
Manager, Public Safety Relations
Tel: (830) 353-6224
Email: jim.mcdaniel@att.com

Lawson Dripps
Manager, Public Safety Relations
Tel: (513) 657-6270
Email: lawson.dripps@att.com

Cost Recovery (where applicable):

Audrey Smith, AT&T
675 W. Peachtree St. NW, Rm. 30074
Atlanta, GA 30308
Phone: (404) 927-4657 * Email: audrey.smith@att.com

AT&T Mobility PSAP Relations Team

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