



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

**24-Hour Reporting of 9-1-1 problems, requesting customer information and related issues,  
including subpoenas and court orders:**

**National Compliance Center  
(800) 635-6840  
Fax: (888) 938-4715**

**Phase I and II request letters should be sent via U.S. Mail to:**

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

**Questions about company E9-1-1 policy, compliance procedures or to escalate a problem:**

**John Garner, ENP  
Director, Public Safety Relations  
Wireless: (601) 209-8201  
Email: [john.garner@att.com](mailto:john.garner@att.com)**

**Allen Muse, ENP  
Manager, Public Safety Relations  
Tel. (615) 221-3613  
Email: [allen.muse@att.com](mailto:allen.muse@att.com)**

**Cost Recovery (Where Applicable)**

**Anne Schmidt  
AT&T Mobility  
Phone: (425) 580-1810  
Email: [anne.schmidt@att.com](mailto:anne.schmidt@att.com)**

**E911 Surcharge Issues (Where Applicable)**

**Mail request for surcharge billing  
and documentation to:  
Chief E9-1-1 Compliance Officer  
P.O. Box 97061  
Redmond, WA 98073-9761**