



Ajit Pai
Commissioner

FEDERAL COMMUNICATIONS COMMISSION

WASHINGTON, DC 20554

January 13, 2014

Mr. Richard Solomon
Chief Executive Officer
InterContinental Hotels Group
3 Ravinia Drive
Suite 100
Atlanta, GA 30346-2149

Dear Mr. Solomon,

I'm writing you, as the chief executive officer of one of the ten largest hotel chains in the United States, to seek information on the status of 911 emergency calling in your company's various hotels.

Federal law designates 911 as "the universal emergency telephone number within the United States for reporting an emergency to appropriate authorities and requesting assistance." When Americans dial 911, they expect and deserve to reach emergency personnel who can assist them in their time of need. Unfortunately, a recent tragedy shows that this is not always the case.

On December 1, 2013, Kari Rene Hunt Dunn met her estranged husband in a Marshall, Texas hotel room so that he could visit their three children. During that encounter, Kari's husband forced her into the bathroom and began stabbing her.

Kari's nine-year-old daughter did exactly what she had been taught to do during an emergency. She picked up the phone and dialed 911. In fact, she tried to call 911 four times but never reached emergency personnel because the hotel's phone system required her to dial an access code (9) to get an outside line. Sadly, Kari died as a result of this vicious attack.

Kari's daughter behaved heroically under horrific circumstances. But the hotel's phone system failed her, her mother, and her entire family. And this problem isn't limited to a single Texas hotel, for it appears that dialing 911 alone doesn't work in many hotels and motels across the country. This is unacceptable.

I am confident that you share my belief that it should be easy for guests in your company's hotels to obtain assistance when an emergency strikes. Therefore, in order to assist my inquiry into how to prevent tragedies like Kari's from happening again, I respectfully request that you provide answers to the following questions about your company's hotel and motel properties in the United States by February 14, 2014.

1. How many hotel and motel properties in the United States does your company own?
2. In how many of those properties would a guest dialing 911 from the phone in his or her room reach a Public Safety Answering Point or 911 call center? In such cases, does the phone system also alert a hotel employee that an emergency call has been placed?
3. In how many of those properties would a guest dialing 911 from the phone in his or her room reach a hotel employee? In those cases, have hotel employees answering such calls received appropriate training in how to respond to emergency calls?

4. In how many of those properties would a guest dialing 911 from the phone in his or her room not complete a call to anyone?
5. If your company has any properties where a guest dialing 911 from the phone in his or her room does not reach emergency personnel, what is your company's plan for remedying this situation? If you do not have a plan, why not?

If you have any questions about this request, please do not hesitate to contact my office at (202) 418-2000. Thank you for your assistance in helping to ensure that whenever someone calls 911, he or she will connect with emergency personnel.

Sincerely,



Ajit Pai
Commissioner
Federal Communications Commission

AP/lr



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WASHINGTON, DC 20554

January 13, 2014

Mr. Christopher J. Nassetta
President & CEO
Hilton Hotels
7930 Jones Branch Drive
McLean, VA 22102

Dear Mr. Nassetta,

I'm writing you, as the chief executive officer of one of the ten largest hotel chains in the United States, to seek information on the status of 911 emergency calling in your company's various hotels.

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WASHINGTON, DC 20554

January 13, 2014

Mr. Arne M. Sorenson
Chief Executive Officer
Marriott International
10400 Fernwood Road
Bethesda, MD 20817-1102

Dear Mr. Sorenson,

I'm writing you, as the chief executive officer of one of the ten largest hotel chains in the United States, to seek information on the status of 911 emergency calling in your company's various hotels.

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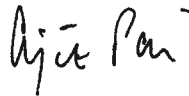
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Ajit Pai
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January 13, 2014

Mr. Stephen P. Holmes
Chief Executive Officer
Wyndham Hotel Group
22 Sylvan Way
Parsippany, NJ 07054

Dear Mr. Holmes,

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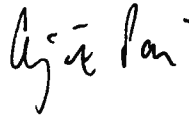
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WASHINGTON, DC 20554

January 13, 2014

Mr. Stephen P. Joyce
President & CEO
Choice Hotels
1 Choice Hotels Circle
Suite 400
Rockville, MD 20850

Dear Mr. Joyce,

I'm writing you, as the chief executive officer of one of the ten largest hotel chains in the United States, to seek information on the status of 911 emergency calling in your company's various hotels.

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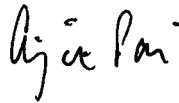
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Commissioner

January 13, 2014

Mr. Frits Van Paasschen
President & CEO
Starwood Hotels and Resorts Worldwide
One StarPoint
Stamford, CT 6902

Dear Mr. Van Paasschen,

I'm writing you, as the chief executive officer of one of the ten largest hotel chains in the United States, to seek information on the status of 911 emergency calling in your company's various hotels.

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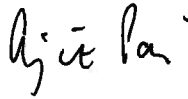
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FEDERAL COMMUNICATIONS COMMISSION

WASHINGTON, DC 20554

January 13, 2014

Mr. David Kong
Chief Executive Officer
Best Western International
6201 N. 24th Parkway
Phoenix, AZ 85016

Dear Mr. Kong,

I'm writing you, as the chief executive officer of one of the ten largest hotel chains in the United States, to seek information on the status of 911 emergency calling in your company's various hotels.

Federal law designates 911 as "the universal emergency telephone number within the United States for reporting an emergency to appropriate authorities and requesting assistance." When Americans dial 911, they expect and deserve to reach emergency personnel who can assist them in their time of need. Unfortunately, a recent tragedy shows that this is not always the case.

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Ajit Pai
Commissioner
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AP/lr



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FEDERAL COMMUNICATIONS COMMISSION

WASHINGTON, DC 20554

January 13, 2014

Mr. Wolfgang M. Neumann
President & CEO
Carlson Rezidor Hotel Group
701 Carlson Parkway
Minnetonka, MN 55305

Dear Mr. Neumann,

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January 13, 2014

Mr. Mark Hoplamazian
Chief Executive Officer
Hyatt Hotels
71 South Wacker Drive, 12th Floor
Chicago, IL 60606

Dear Mr. Hoplamazian,

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January 13, 2014

Mr. Wayne B. Goldberg
Chief Executive Officer
LaQuinta Inns and Suites
909 Hidden Ridge, Suite 600
Irving, TX 75038

Dear Mr. Goldberg,

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