

# **9/11 Commission files**

## **Team 7/ Box 13**

### **Misc. Comms. From 4 Flights Info: Flight 175 Calls**

Scanned by Mike Williams of 911myths.com on 31st March 2009

Phone calls from  
175 / [redacted]

9/11  
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From: [redacted]  
Sent: Wednesday, October 31, 2001 13:05  
To: [redacted]  
Subject: FW: \*FIX Call Detail

FYI

If you have any other questions, you might want to contact [redacted] directly.

Original Message  
From: [redacted]@airfone.gle.com [SMTP: [redacted]@airfone.gle.com]  
Sent: Tuesday, October 30, 2001 15:21  
To: [redacted]@airfone.gle.com  
Cc: [redacted]@airfone.gle.com  
Subject: RE: \*FIX Call Detail

There were 3 calls made from Flight 175 (A/C N612UA) at the following times: 08:52:01, 08:56:19, and 08:57:28. All calls are eastern time. The last call at 08:57:28 did not connect.

Sincerely,

Original Message  
From: [redacted]@qual.com [mailto:[redacted]@qual.com]  
Sent: Tuesday, October 30, 2001 2:38 PM  
To: [redacted]@airfone.gle.com  
Cc: [redacted]@qual.com  
Subject: RE: \*FIX Call Detail

Could you please provide the same info for Flight 175, N612UA, on 2-11-01, from 0800 EDT to 0920 EDT.

Thanks!

Original Message  
From: [redacted]@airfone.gle.com [SMTP: [redacted]@airfone.gle.com]  
Sent: Thursday, October 25, 2001 15:27  
To: [redacted]@airfone.gle.com  
Cc: [redacted]@airfone.gle.com  
Subject: RE: \*FIX Call Detail

Yes, we have records of \*FIX calls from aircraft N591UA on 9-11-01. There were 5 calls made at the following times: 08:32:39, 09:31:14, 09:35:40, 09:35:48, 09:35:56. All calls are eastern time.

Sincerely,

Original Message  
From: [redacted]@qual.com [mailto:[redacted]@qual.com]  
Sent: Thursday, October 25, 2001 10:01 AM  
To: [redacted]@airfone.gle.com  
Subject: \*FIX Call Detail

Please advise if you have any records of \*FIX calls made from Flt 93, Sep 11, 2001, N591UA, between 0730 and 0830 CDT. Need to know times calls were originated.

Thanks!

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09/11/01

Reference San Francisco lead #SF97

On September 11, 2001, Federal Bureau of Investigation (FBI) Special Agents [redacted] and [redacted] interviewed [redacted], Date of Birth [redacted] System Aircraft Maintenance Control (SAMC), United Airlines, located at the San Francisco International Airport (SFO). [redacted] was interviewed at his residence: [redacted] California. After being informed of the nature of the interview and the identity of the interviewing Agents, [redacted] provided the following information:

[redacted] was working the night shift at the SAMC at SFO on the morning of September 11, 2001. His job entails coordination of communications with all flights on the ground and in the air for mechanical related problems. His office has the ability to make contact utilizing a system that United Airlines calls "Starfix". The "Starfix" system gives the SAMC the ability to converse directly with flight attendants about issues arising on board the aircraft. The SAMC also has the ability to contact the flight crew utilizing a system called "Air Rinc". [redacted] said that this system is similar to an airborne E-mail system, where the SAMC can type messages to the flight crew and converse as if they were using an E-mail system.

At approximately 5:30 A.M. on September 11, 2001, [redacted] was in the SAMC, when Rich Belme, a day shift coordinator in the SAMC, entered the room. The two men discussed issues related to the aircraft that were currently not in service. At this time, Marc Policastro, an employee who was manning the "Starfix" system, approached [redacted] and Belme and informed them that he had just taken a call over the "Starfix" system and that the flight attendant that was calling said that her plane, Flight #175, had been hijacked. The flight attendant also said that the another flight attendant on-board had been stabbed and that the flight

09/11/2001 Martinez, California

265D-NY-280350-SF

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[redacted] jms

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[redacted] advised that the "Starfix" calls were not recorded.

At this time [redacted] contacted System Operations Control in Chicago, Illinois. This center, which also goes by the name OPB, has many functions, one of which is similar to that of a dispatch center for all of the planes in service. [redacted] contacted Rich Miles at OPB and informed him of what he had been told by Policastro. Miles said that they knew of the hijacking, and that it was American Airlines Flight #11. [redacted] told Miles that it was in fact a United Airlines plane that was hijacked. Miles and [redacted] discussed the situation. [redacted] said that United Airlines has a policy where Crisis Centers are set-up in this type of situation, and [redacted] and Miles began to follow the checklists for this type of scenario. At this time Belme told Policastro to write a statement as to exactly what happened.

At approximately 6:00 A.M., another employee, [redacted], believed that the name of the employee was [redacted], but was unclear, approached [redacted] and Belme regarding a new call received over the "Starfix" system. The new call was from a flight attendant on Flight #93. The flight attendant of Flight #93 said that three people with knives and bombs were on board and that they were taking over the plane.

[redacted] said that one of the procedures after this type of event occurs is to attempt to use the "Air Rinc" system to contact the flight crew. [redacted] said that both flights were sent messages via "Air Rinc". The message sent to the planes requested that the flight crews respond if they were able. The SMC did not receive a response from either plane.

At this time [redacted] contacted OPB in Chicago again. This time he spoke to Bill Ray, the director of OPB. They continued to talk and followed the checklist for the crisis center.

Belme said that he did not know what to tell the flight attendants on the "Starfix" system. At this time Belme and [redacted]

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[redacted] decided to contact United Airlines Security Personnel and a day shift employee in the SAMC contacted the FBI.

[redacted] also said that they received other calls from flights with airborne-related concerns. A flight from Narita, Japan requested assistance in disabling the in-flight phone service. [redacted] was unclear as to why the crew wanted this done, but he believed that it was to limit the panic on the flight. The flight was diverted to Anchorage, Alaska, and it seemed as if the in-flight problems stopped after the phones were disabled.

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A United Airlines employee working in London in a facility similar to that of SAMC, contacted the SAMC to tell them that they had received a call from a Satellite Phone (SATCOM), from an unknown aircraft. The person on the phone sounded as if they were being choked. [redacted] told the United Airlines employee to write a statement as to these events.

[redacted] did not have any further information in regards to the type of weapons used or the people who were on-board the aircraft. Kime was instructed to contact the SA [redacted] or [redacted] if he had any further information.

The notes from this interview have been placed in a 1A envelope and have been sent to the file.

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July 31, 2002

Mr. David J. Novak  
Assistant United States Attorney  
United States Attorney's Office  
Eastern District of Virginia

**Subject: United States v. Zacarias Moussaoui – Flight 175 \*Fix Calls**

Dear Mr. Novak:

During our interviews yesterday, we learned from GTE-Airfone that three calls were made from United Airlines flight 175-11Sep01 to our System Aircraft Maintenance Control (SAMC) \*Fix controller desk. They were as follows:

08:52 EDT – 75 seconds duration

08:56 EDT – 31 seconds duration

08:57 EDT – 267 seconds duration (call did not make a connection)

GTE-Airfone reported the first two calls made a connection. This was inconsistent with the \*Fix controller's recollection. The controller who took the \*Fix call from flight 175 (Mr. Policastro) reported only one call/one conversation with the flight.

I did additional research with SAMC. \*Fix conversations were not recorded and there were no detailed logs kept (paper or electronic) which could help validate calls. Mr. [redacted] a United Airlines B757 aircraft controller on September 11, felt two separate calls/conversations were made. [redacted] had some involvement with the flight 93 call as documented in the statement by \*Fix controller [redacted]. The FBI interviewed [redacted]. He also produced a written statement for the FBI. I have no details on the interview and do not have a copy of his written statement. Conversations yesterday with [redacted] did not resolve the discrepancy.

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Employee

The best we can determine, there was only one call from flight 175 to a \*Fix controller. Any statements made by [redacted] to the FBI about a second call, may have been the result of confusing flight 93 and 175 calls. You may want to locate the FBI agents who spoke with him.

Sincerely

Sr. Staff Investigator  
Flight Safety

cc: [redacted] United Airlines  
[redacted] United Airlines

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**THIS DOCUMENT CONTAINS**  
**SENSITIVE SECURITY**  
**INFORMATION**

UASSI1-00032888

From: [redacted]  
Sent: Wednesday, October 31, 2001 13:05  
To: [redacted]  
Subject: FW: \*FIX Call Detail

FYI

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-----Original Message-----  
From: [redacted]@airfone.gte.com [SMTP:[redacted]@airfone.gte.com]  
Sent: Tuesday, October 30, 2001 15:21  
To: [redacted] /whqdd  
Cc: [redacted]@airfone.gte.com  
Subject: RE: \*FIX Call Detail

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Subject: \*FIX Call Detail

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Thanks!

9/11 Working-level Employee

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