PUBLIC NOTICE

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PUBLIC SAFETY AND HOMELAND SECURITY BUREAU ANNOUNCES USER TESTING OF 911 RELIABILITY CERTIFICATION SYSTEM

PS Docket Nos. 13-75, 11-60

By this *Public Notice*, the Public Safety and Homeland Security Bureau (Bureau) announces that an initial version of the Federal Communications Commission's (Commission's) online system for filing 911 reliability certifications[1] is now available for user testing. The Bureau invites Covered 911 Service Providers[2] to log in, test the system, practice submitting certification information, and provide feedback within 30 days.

As previously announced, an Initial Reliability Certification of substantial progress toward meeting the requirements of the full Annual Reliability Certification will be due October 15, 2015.[3] Substantial progress is defined as compliance with standards of the full certification in at least 50 percent of the Covered 911 Service Provider's critical 911 circuits, central offices that directly serve public safety answering points (PSAPs), and independently monitored 911 service areas.[4]

Substantive certification requirements are set forth in Section 12.4(c) of the Commission's rules[5] and will not be revisited through this voluntary system testing process. The Bureau intends the testing period to allow Covered 911 Service Providers to familiarize themselves with the certification system

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[1] *See Improving 911 Reliability; Reliability and Continuity of Communications Networks, Including Broadband Technologies*, PS Docket Nos. 13-75, 11-60, Report and Order, 28 FCC Rcd 17476 (2013), *available at* http://transition.fcc.gov/Daily_Releases/Daily_Business/2013/db1212/FCC-13-158A1.pdf (requiring Covered 911 Service Providers to take reasonable measures to provide reliable service with respect to 911 circuit diversity, central office backup power, and diverse network monitoring, as evidenced by an annual certification of compliance with specified best practices or reasonable alternative measures).

[2] *See* 47 C.F.R. § 12.4(a)(4) (defining Covered 911 Service Providers as entities that "[p]rovide[] 911, E911, or NG911 capabilities such as call routing, automatic location information (ALI), automatic number identification (ANI), or the functional equivalent of those capabilities, directly to a public safety answering point (PSAP), statewide default answering point, or appropriate local emergency authority," or that "[o]perate[] one or more central offices that directly serve a PSAP").

[3] *See Public Safety and Homeland Security Bureau Announces Effective Dates of 911 Reliability Certification and PSAP Outage Notification Requirements*, Public Notice, DA 14-1664 (2014), *available at* https://apps.fcc.gov/edocs_public/attachmatch/DA-14-1664A1.pdf.

[4] 47 C.F.R. § 12.4(d)(1).

[5] 47 C.F.R. § 12.4(c).

through the separate test system and to provide feedback on its content, its usability, and its clarity in advance of their actual certification filings. Information submitted during the testing period will not count toward Initial Reliability Certifications or bind certifying entities to particular responses and will be deleted when the actual production system opens for submissions. Because user identities in the test system are not transferred to the production system, users will have to create a new user identity on the production system.

The test system is available at https://apps2demo.fcc.gov/rcs911/Login.cfm. Please follow the steps below to submit test filings:

1) Set up an account using the new user page.

   a) As with the Commission's Network Outage Reporting System (NORS), there are two types of users: inputters and coordinators. Inputters only have access to information that they have submitted, while coordinators have access to all information submitted by their company. Users responsible for limited portions of a company's certification (*e.g.*, particular service areas or topics such as circuit diversity, backup power, or network monitoring) should register as inputters, while users responsible for overseeing each company's certification as a whole should send a request to David Ahn (david.ahn@fcc.gov) or to John Healy (john.healy@fcc.gov) to be upgraded to coordinator status. For security purposes, these upgrades are done on a case-by-case basis.

2) Log in to the system.

   a) There is a popup window to assist in determining whether a company is a Covered 911 Service Provider. Users may choose not to see this screen in the future by clicking "Do not show again" or by simply closing the popup window.

3) Begin with the main menu, which includes options for overall certification filings, as well as explanations of alternative measures for each certification element (*i.e.*, circuit diversity, backup power, and network monitoring).

   a) The first item on the main menu, titled "911 Reliability Certification," allows users to file the overall certification.

   b) To list PSAPs with diversified circuits, choose the second menu item. Please follow the format asked on this report.

   c) To provide an explanation of alternate measures with respect to circuit diversity, choose "Alternate Measures Diversity Report." You may create a new report for each PSAP or edit/update previously entered information.

   d) The certification process for backup power and network monitoring follows a similar format.

4) Covered 911 Service providers that serve numerous PSAPs or service areas may choose to enter their responses in an Excel spreadsheet, which is available for download on the main menu page. Only users registered as coordinators will have access to the Excel upload and download capability.

5) Once all certification information has been entered, the system provides a link to upload a signed attestation from a company's Certifying Official that such information is true and

correct.[6] As with any certification information submitted during system testing, Covered 911 Service Providers will not be bound by any attestations submitted through the testing process.

The Bureau is drafting a User Manual, which will be posted on the main menu page once the certification system is finalized. The Bureau is also compiling frequently asked questions (FAQs), which will be posted on the Commission's website in advance of the Initial Reliability Certification. In addition to promoting efficient operation of the certification system, feedback from user testing will help the Bureau identify common questions that should be addressed in the User Manual or posted as FAQs.

For further information about the certification system and filing process, please contact John Healy in the Cybersecurity and Communications Reliability Division of the Public Safety and Homeland Security Bureau at (202) 418-2448 or john.healy@fcc.gov. For further information about the 911 reliability rules, please contact Eric Schmidt in the Cybersecurity and Communications Reliability Division of the Public Safety and Homeland Security Bureau at (202) 418-1214 or eric.schmidt@fcc.gov.

Please send any feedback or suggestions from user testing to john.healy@fcc.gov, david.ahn@fcc.gov, and eric.schmidt@fcc.gov.

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[6] *See* 47 C.F.R. § 12.4(a)(2)-(3) (defining Certifying Official as "[a] corporate officer . . . with supervisory and budgetary authority over network operations in all relevant service areas" and explaining attestation requirements).