



PUBLIC NOTICE

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PUBLIC SAFETY AND HOMELAND SECURITY BUREAU ANNOUNCES AVAILABILITY OF UPDATED PSAP TEXT-TO-911 CERTIFICATION AND READINESS FORM AND REGISTRY TO FACILITATE REAL-TIME TEXT

PS Docket Nos. 10-255 and 11-153, CG Docket No. 16-145 and GN Docket No. 15-178

By this *Public Notice*, the Public Safety and Homeland Security Bureau (Bureau) provides certification and registration instructions for Public Safety Answering Points (PSAPs) planning to request delivery of real-time text (RTT) 911 service from Commercial Mobile Radio Service (CMRS) providers. In addition, the Bureau announces the availability of the updated Text-to-911 Registry listing PSAPs that are ready to receive RTT service and providing notice to CMRS providers of the date on which the PSAP became ready to receive RTT messages.¹

RTT-to-911 Requirements. Under section 9.10(c) of the Commission's rules, CMRS providers offering voice service must be "capable of transmitting 911 calls from individuals with speech or hearing disabilities through means other than mobile radio handsets, e.g., through the use of [text telephone (TTY) devices]."² In 2016, the Commission amended its rules to facilitate a transition from TTY technology to RTT as a reliable and interoperable universal text solution over wireless Internet Protocol (IP) enabled networks for people who are deaf, hard of hearing, deaf-blind, or have a speech disability.³ As part of this transition, the Commission amended section 9.10(c) to provide that, subject to certain exceptions, CMRS providers are not required to support 911 access via TTY if they provide 911 access via RTT in accordance with Part 67 of the Commission's rules.⁴ The Commission also provided that once a PSAP is capable of receiving RTT communications, CMRS providers must deliver 911 communications in RTT format within six months of a "valid request" from the PSAP, provided the CMRS provider has

¹ This *Public Notice* updates the instructions that the Bureau provided in 2015 and 2014 regarding the certification and registration instructions for PSAPs that seek to request delivery of text-to-911 service from covered text providers. See *Public Safety and Homeland Security Bureau Announces Availability of PSAP Text-to-911 Readiness and Certification Registry*, Public Notice, 30 FCC Rcd 1056 (2015); *Public Safety and Homeland Security Bureau Announces Availability of PSAP Text-to-911 Certification and Readiness Form*, Public Notice, 29 FCC Rcd 16300 (2014).

² 47 CFR § 9.10(c).

³ *Transition from TTY to Real-Time Text Technology; Petition for Rulemaking to Update the Commission's Rules for Access to Support the Transition from TTY to Real-Time Text Technology, and Petition for Waiver of Rules Requiring Support of TTY Technology*, Report and Order and Further Notice of Proposed Rulemaking, 31 FCC Rcd 13568, 13569, para. 2 (2016) (*RTT Order*).

⁴ 47 CFR § 9.10(c).

selected RTT as its accessible text communication method.⁵ This timing is similar to that specified in the text-to-911 proceeding, where the Commission determined that six months after receiving a request from an individual PSAP was an appropriate period for covered text providers to support delivery of text-to-911.⁶

Valid Request. To make a “valid request” for RTT-to-911 service: (1) a PSAP must certify that it is technically ready to receive 911 messages in an RTT format; (2) the appropriate local or state 911 service governing authority must have authorized the PSAP to accept and, by extension, the CMRS provider to provide, RTT-to-911 service; and (3) the PSAP must notify the CMRS provider that the PSAP is technically ready to receive 911 RTT messages.⁷

Updated Registry. At the Commission’s direction, the Bureau maintains a Text-to-911 Registry to facilitate PSAP requests to receive 911 communications via text messages.⁸ Registration in the Text-to-911 Registry serves as the required notice of a “valid request” to covered text providers and triggers the requirement that they must begin delivering text-to-911 within six months. The Bureau has updated the Text-to-911 Registry so that it also lists PSAPs that are ready to receive RTT-to-911 service and the date on which the PSAP became ready. Therefore, registration in the Text-to-911 Registry now serves as the required notice of a “valid request” to CMRS providers for RTT-to-911 service.⁹ PSAPs are not required to use the Text-to-911 Registry; they may also request text-to-911 or RTT-to-911 service by providing written notification via any means reasonably acceptable to the service provider.

The updated Registry is available on the Commission’s website at <https://www.fcc.gov/files/text-911-master-psap-registryxlsx>. PSAPs and 911 authorities that wish to register in the Text-to-911 Registry should follow the instructions set forth below.

Instructions for Entering Information in the Text-to-911 Registry

The PSAP Readiness and Certification Form (Form) allows 911 authorities and PSAPs to enter information in the Text-to-911 Registry. The Bureau has updated the Form to allow entry of information on PSAPs that are ready to receive communications via RTT. A copy of the updated Form is provided in the Appendix to this *Public Notice*. To complete the Form, 911 authorities and PSAPs should:

- Visit the FCC website at <https://www.fcc.gov/general/psap-text-911-readiness-and-certification-form>.
- Download the Form.
- Fill out the Form. The Form requests the following information:
 - Date of submission;
 - Name and contact information of person submitting the form;
 - PSAP facility information, including FCC-issued PSAP ID number, long-form name

⁵ *RTT Order*, 31 FCC Rcd at 13592-93, para. 45 & n.181.

⁶ *RTT Order*, 31 FCC Rcd at 13592-93, para. 45 & n.181.

⁷ *RTT Order*, 31 FCC Rcd at 13593, para. 45 n.181; 47 CFR § 9.10(q)(10)(iii).

⁸ See *Facilitating the Deployment of Text-to-911 and Other Next Generation 911 Applications*, Second Report and Order and Third Further Notice of Proposed Rulemaking, 29 FCC Rcd 9846, 9872-73, paras. 52-55 (2014).

⁹ The RTT requirements apply only to CMRS providers offering voice service. See 47 CFR § 9.10(a), (c). Accordingly, a PSAP’s “valid request” for RTT service applies only to CMRS voice providers and not to interconnected text providers, which are also “covered text providers” pursuant to Section 9.10(q)(1). See *RTT Order*, 31 FCC Rcd at 13593, para. 45 & n.181.

of facility, physical address, and county of operation;

- PSAP point of contact information for Text-to-911 coordination;
 - PSAP method to receive texts (*e.g.*, Text-to-TTY, Web Browser, Direct IP, RTT, or other method);
 - Identification of the authorizing state or local entity; and
 - Certification that PSAP is technically ready to receive texts.
- Email the completed Form to: t911psapregistry@fcc.gov.

Paperwork Reduction Act of 1995. The U.S. Office of Management and Budget (OMB) has approved the reporting requirements addressed by this *Public Notice* (OMB Control No. 3060-1204), as set forth in the Appendix.

For further information regarding this proceeding, contact Brenda Boykin, Attorney Advisor, Policy and Licensing Division, Public Safety and Homeland Security Bureau, at (202) 418-2062 or brenda.boykin@fcc.gov.

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APPENDIX

Approved by OMB
3060-1204
Expires: September 30, 2023
Estimated time per response:
1 hour

Public Safety Answering Point (PSAP) Text-to-911 Registration Form

Instructions: please enter information in each text box. Please add extra fields to the tables as necessary if submitting information for multiple PSAPs.

1. **Date of Submission**

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2. **Name and Contact Information of Person Submitting Form**

Name	
Primary Contact Information, including mailing address	

3. **PSAP Facility Information**

In the table below, list each PSAP that is requesting delivery of emergency texts pursuant to 47 CFR 9.10(q)(10)(iii), which defines a Valid Request from the PSAP(s). For each PSAP listed, enter the FCC-assigned PSAP identification

number, PSAP name, and PSAP physical address, including street, city, state, zip code, and county. Please add extra fields to the table as necessary if submitting information for multiple PSAPs.

Note: For PSAP facility information, the public registry will list only PSAP ID, PSAP name, state, zip code, and county level information for each registered PSAP. The PSAP physical address will not be publicly listed.

PSAP ID	PSAP Name	PSAP Physical Address (include street, city, state)	Zip Code	County

4. PSAP Point of Contact Information for Text-to-911 Coordination

For each PSAP listed in response to Question 3, please provide the full name, title, and phone and email/ mailing address contact information of the person or entity that will serve as the PSAP’s point of contact with (1) covered text providers that must coordinate text-to-911 service delivery¹ or (2) Commercial Mobile Radio Service (CMRS) providers that must coordinate real-time text (RTT) service delivery.² This information will be made publicly available in the FCC PSAP Text-to-911 Registration Database.

PSAP ID	Name of Contact	Title	Organization [include mailing address]	Phone Number	Email Address

¹ For Text-to-911 service, a PSAP’s valid request applies to covered text providers. 47 CFR § 9.10(q)(1) (stating that a “covered text provider” includes all CMRS providers as well as all providers of interconnected text messaging services that enable consumers to send text messages to and receive text messages from all or substantially all text-capable U.S. telephone numbers, including through the use of applications downloaded or otherwise installed on mobile phones).

² For purposes of real-time text (RTT) messages to 911, a PSAP’s valid request applies only to CMRS providers. Under the rules, “CMRS providers subject to Section 9.10 must be capable of transmitting 911 calls from individuals with speech or hearing disabilities through means other than mobile radio handsets, e.g., through the use of Text Telephone Devices (TTY).” 47 CFR § 9.10(c). “CMRS providers that provide voice communications over IP facilities are not required to support 911 access via TTYS if they provide 911 access via real-time text (RTT) communications, in accordance with 47 CFR Part 67, except that RTT support is not required to the extent that it is not achievable for a particular manufacturer to support RTT on the provider’s network.” *Id.*

5. PSAP Request to Receive Text through SMS

For each PSAP that is requesting to receive text-to-911 through SMS, please list the PSAP ID and indicate which technological method(s) the PSAP has selected to receive texts. (Only one method may be selected for each row.) Please add extra fields to the table as necessary if submitting information for multiple PSAPs.

PSAP ID	Text to TTY	Web Browser	Direct IP	Other (additional information required below)

If applicable, for each PSAP for which you indicated “Other,” please describe the requested method of delivery. Please add extra fields to the table as necessary if submitting information for multiple PSAPs.

PSAP ID	Other Method of Delivery

6. PSAP Request to Receive Text through RTT

For each PSAP that is requesting to receive RTT, please list the PSAP ID. Please add extra fields to the table as necessary if submitting information for multiple PSAPs.

PSAP ID (for PSAPs requesting RTT)

7. Authorizing State or Local Entity

For submission of this form to constitute a Valid PSAP Request for text-to-911 service and to provide sufficient notification that these PSAPs are technically ready to receive 911 text messages, provide the name of the applicable 911 governing authority (e.g., local or state agency or official) that has specifically authorized the named PSAPs to accept text-to-911 service.

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8. Certification

Check the Box:	<p>By checking this box, the person and/or entity named in Question 2 certifies that as of the date of the submission of this form, the PSAPs identified in this form are technically ready to receive text-to-911 as indicated in response to Questions 5 and 6.</p> <p>This box must be checked before the Commission will consider submission of this form to constitute a Valid Request for text-to-911 service and list the PSAP(s) in the public registry.</p>

We have estimated that your response to this collection of information will take an average of 1 hour. Our estimate includes the time to read the instructions, look through existing records, gather and maintain required data, and actually complete and review the form or response. If you have any comments on this estimate, or on how we can improve the collection and reduce the burden it causes you, please write the Federal Communications Commission, Office of Managing Director, AMD-PERM, Washington, DC 20554, Paperwork Reduction Act Project (3060-1204). We will also accept your PRA comments via the Internet if you send an e-mail to PRA@fcc.gov.

Please DO NOT SEND COMPLETED FORMS TO THIS ADDRESS. You are not required to respond to a collection of information sponsored by the Federal government, and the government may not conduct or sponsor this collection, unless it displays a currently valid OMB control number and/or we fail to provide you with this notice. This collection has been assigned an OMB control number of 3060-1204.

THIS NOTICE IS REQUIRED BY THE PAPERWORK REDUCTION ACT OF 1995, PUBLIC LAW 104-13, OCTOBER 1, 1995, 44 U.S.C. SECTION 3507.