



# PUBLIC NOTICE

Federal Communications Commission  
45 L Street NE  
Washington, DC 20554

News Media Information 202-418-0500  
Internet: [www.fcc.gov](http://www.fcc.gov)  
TTY: 888-835-5322

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## THE PUBLIC SAFETY AND HOMELAND SECURITY BUREAU ANNOUNCES COMMENT AND REPLY COMMENT DATES IN CONNECTION WITH THE OPEN PROCEEDING ON IMPROVING 911 RELIABILITY

PS Docket Nos. 15-80, 13-75, ET Docket No. 04-35

**Comments Due: July 30, 2021**

**Reply Comments Due: August 30, 2021**

On April 22, 2021, the Federal Communications Commission adopted a *Third Notice of Proposed Rulemaking* (NPRM) seeking comment on proposed rules to ensure that 911 call centers and the public receive timely and useful notifications of network disruptions that affect 911 service.<sup>1</sup>

The NPRM proposes to improve the framework for reporting network outages that potentially affect 911 service and harmonize many of the requirements, including the timeframe, means, and frequency of providing notification to 911 call centers. The proposed rules would standardize the type of information conveyed in these notifications and ensure the information is clear and actionable. The proposed rules would also require service providers to maintain accurate contact information for 911 call centers and to notify potentially affected customers when 911 is unavailable by providing information on their websites and Internet-related applications, such as their mobile apps, within 60 minutes of discovering an outage affecting 911 service has occurred.

On June 30, 2021, the Office of the Federal Register published a summary of the *Third Notice of Proposed Rulemaking*, including the associated comment and reply comment dates.<sup>2</sup> Accordingly, comments must be filed on or before July 30, 2021, and reply comments must be filed on or before August 30, 2021.<sup>3</sup> The *Third Notice of Proposed Rulemaking* contains comment filing instructions.<sup>4</sup>

For further information, contact Robert Finley, Attorney Advisor, Cybersecurity and Communications Reliability Division, Public Safety and Homeland Security Bureau, (202) 418-7835 or via e-mail at [Robert.Finley@fcc.gov](mailto:Robert.Finley@fcc.gov).

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<sup>1</sup> See *Third Notice of Proposed Rulemaking to Improve 911 Reliability*, PS Docket Nos. 15-80, 13-75, ET Docket No. 04-35, FCC 21-45 (2021), <https://docs.fcc.gov/public/attachments/FCC-21-45A1.pdf> (*Third Notice of Proposed Rulemaking*).

<sup>2</sup> See 86 Fed. Reg. 34679 (June 30, 2021).

<sup>3</sup> *Id.* at 34679.

<sup>4</sup> *Third Notice of Proposed Rulemaking* at para. 58.