



PUBLIC NOTICE

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PUBLIC SAFETY AND HOMELAND SECURITY BUREAU SEEKS INFORMATION ON EFFECTS OF MAY 2025 CELLCOM OUTAGE ON CONSUMERS, PUBLIC SAFETY ENTITIES, AND GOVERNMENT ENTITIES

PS Docket No. 25-218

Comment Date: August 25, 2025

On May 14, 2025, Nsight Telservices and New-Cell, Inc. *dba* Cellcom (collectively, Cellcom) suffered a substantial multi-day outage that prevented customers from making calls, receiving calls, and sending text messages over Cellcom's network.¹ According to media reports, the outage also affected 911 calling for Cellcom customers.² Cellcom explained in a public statement that this outage was caused by "a cyber incident."³ Cellcom has stated that texting and Cellcom-to-Cellcom voice service was restored on May 19, and that it restored remaining services for most customers by May 27.⁴

To permit a thorough and accurate investigation and analysis of this outage, the Bureau has opened a docket and invites interested parties to provide all relevant information concerning the causes, effects, and implications of this outage.

We seek comment from the public on the outage's impact on individual and enterprise consumers. Were consumers of Cellcom's network able to successfully make or receive all calls, some calls, or no calls at all? Were consumers of other communications service providers able to successfully complete calls to consumers of Cellcom's network? Were consumers' text messages successfully sent or received? Did consumers on Cellcom's network experience a disruption of data services? Were consumers able to use alternative measures, such as FaceTime, iMessage, WhatsApp, Signal, or others to connect during the outage,⁵ and were those methods of communication successful and effective? We ask

¹ See Wausau Pilot & Review, *Cellcom Voice, SMS Services Remain Down for Many Customers* (May 17, 2025), <https://wausaupilotandreview.com/2025/05/17/cellcom-voice-sms-services-remain-down-for-many-customers/> ("Cellcom voice and SMS messaging services remained down Friday for many customers.").

² See, e.g., Scott Hurley & Tony Langfellow, *Fire Chief, Owner of Burning Camper Unable to Reach 911; Cellcom Says System Was Intact*, (May 29, 2025 12:48 pm), <https://fox11online.com/news/local/clay-banks-burning-camper-fire-cellcom-outage-9-1-1-calls-door-county-dispatch-center-cyber-incident>.

³ Brigid Riordan, *A Letter From Our CEO* (May 20, 2025), <https://www.cellcom.com/newsroom/letter>.

⁴ See Ariel Perez, *Outage Update: Cellcom Says Services 'Performing Well'; Ex-FBI Agent Explains Lack of Shared Information* (May 27, 2025, 3:59 pm), <https://www.greenbaypressgazette.com/story/news/crime/2025/05/27/outage-update-cellcom-says-services-performing-well/83876301007/>.

⁵ Mallory Allen, *Cellcom Expecting 'Longer Recovery' for Outage that has Left Users Unable to Call or Text* (May 29th, 2025, 1:03 pm), <https://fox11online.com/news/local/outage-leaves-cellcom-users-unable-to-make-calls-or-send-texts-as-company-addresses-issue> ("Officials recommend customers enable applications and services that leverage their data network, such as iMessaging, RCS messaging or 3rd party applications such as Whats[A]pp and FaceTime, to stay connected.").

that commenters be specific about the time period that their responses address.

The Bureau also seeks information about Cellcom's handling of the outage and the outage's impact. How did consumers learn about the outage? Was Cellcom's communication about the outage appropriate, timely, and effective? What effect did the outage have on businesses and providers of critical services, such as hospitals? What effect did the outage have on consumers' ability to contact emergency services, ability to contact family members, and personal activities?

We also seek comment on the effect of these outages on public safety agencies, first responders, and state and local governments. Are there estimates of how many calls, including 911 calls, failed or were otherwise affected by the outage? What was the effect of the outage on public safety activities and government services? Was there a disruption of data services relied on by public safety entities and state and local governments?

We further seek comment on the outage as it relates to Public Safety Answering Points (PSAPs). Did PSAPs receive calls originated on Cellcom's network during this outage? If so, were those calls accompanied by Automatic Number Identification (ANI) and Automatic Location Identification (ALI) information? For those PSAPs that are capable of receiving text messages sent to 911, did the outage disrupt the receipt of those text messages or the sending of texts in reply? Did Cellcom provide timely, actionable notification about the outage? If not, how did PSAPs learn of the outage? If timely, actionable information about this outage was not received, what effect did this have on the availability of 911 call-handling resources to the public? What measures, if any, did PSAPs take to maintain the public's continuity of access to emergency services? How effective were these measures?

Interested parties may submit comments by following the filing instructions below. Commenters may also send a description of their experience to CellcomOutage2025@fcc.gov.

Procedural Matters

Ex Parte Rules. In the interest of facilitating the Commission's ability to conduct a thorough investigation, this proceeding shall be treated as exempt in accordance with the Commission's *ex parte* rules.⁶ Accordingly, *ex parte* presentations to or from Commission decision-making personnel are permissible and need not be disclosed.

Filing Requirements. Interested parties may file comments in response to this Public Notice on or before August 25, 2025.⁷

- *Electronic Filers:* Comments may be filed electronically using the Internet by accessing the ECFS: <https://www.fcc.gov/ecfs>.
- *Paper Filers:* Parties filing by paper must file an original and one copy of each filing.
 - Filings can be sent by hand or messenger delivery, by commercial courier, or by the U.S. Postal Service. **All filings must be addressed to the Secretary, Federal Communications Commission.**
 - Hand-delivered or messenger-delivered paper filings for the Commission's Secretary are accepted between 8:00 a.m. and 4:00 p.m. by the FCC's mailing contractor at 9050 Junction Drive, Annapolis Junction, MD 20701. All hand deliveries must be held together with rubber bands or fasteners. Any envelopes and boxes must be disposed of before entering the building.

⁶ See 47 CFR § 1.1200(a) ("Where the public interest so requires in a particular proceeding, the Commission and its staff retain the discretion to modify the applicable *ex parte* rules by order, letter, or public notice.").

⁷ See *Electronic Filing of Documents in Rulemaking Proceedings*, 63 FR 24121-01 (1998).

- Commercial courier deliveries (any deliveries not by the U.S. Postal Service) must be sent to 9050 Junction Drive, Annapolis Junction, MD 20701.
- Filings sent by U.S. Postal Service First-Class Mail, Priority Mail, and Priority Mail Express must be sent to 45 L Street NE, Washington, DC 20554.

Materials in Accessible Formats. To request materials in accessible formats for people with disabilities (braille, large print, electronic files, audio format), send an e-mail to fcc504@fcc.gov or call the Consumer & Governmental Affairs Bureau at 202-418-0530.

Additional Information. For further information regarding this proceeding, contact James Graves, Cybersecurity and Communications Reliability Division, Public Safety and Homeland Security Bureau, at (202) 418-1302 or james.graves@fcc.gov.

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